



Thinkin' Science Help

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Why does my screen change size when Thinkin' Science is run?

Thinkin' Science may automatically adjust the size of the display so that only *Thinkin' Science* is visible. In some cases, icons are moved around on the desktop. The “Edmark Registry Utility” can be used to disable this feature. Click below for further instructions.

[Using the Edmark Registry Utility](#)

Why does Thinkin' Science automatically start when the CD is placed in the drive?

Thinkin' Science may launch automatically when placed in your CD-ROM drive. You can temporarily disable this feature by holding down the **Shift** key while inserting the CD-ROM. You can also turn this feature on or off for all Edmark products using the "Edmark Registry Utility." Click below for further instructions.

[Using the Edmark Registry Utility](#)

Using the Edmark Registry Utility

The *Edmark Registry Utility* can be used to enable (turn on) or disable (turn off) the following features for most Edmark Windows products.

- Enable or disable AutoPlay. If AutoPlay is enabled, the Edmark CD-ROM will run automatically when placed in your CD-ROM drive.
- Enable or disable automatic resizing of your display by Edmark Windows products.

To use the Edmark Registry Utility, perform the following steps:

1. Place the *Thinkin' Science* CD-ROM in your CD-ROM drive. Hold down the **Shift** key while inserting the CD-ROM to prevent it from starting automatically.
2. Click **Start | Run**.
3. Type: **D:\EDINST\UTILITY\EDMKREG** and press **Enter**.
(where “**D**” represents the letter of your CD-ROM drive).
4. Select the box to the left of the option(s) that you want to change. A check in the box disables the option.
5. Once you have made the desired changes, click **OK**.

How can I run Thinkin' Science without the CD in the drive?

Thinkin' Science can be copied to the hard drive so that the CD-ROM is no longer required for use of the program. This procedure requires that you have at least 132MB of free hard drive space.

To copy Thinkin' Science onto the hard drive, follow these steps:

1. Install the application as detailed in the *Thinkin' Science* User's Guide. Once installation is complete, leave the CD-ROM in the drive and proceed with the following instructions.
2. Double-click the **My Computer** icon on the **Desktop**.
3. Click the CD-ROM drive icon, highlighting it. (This is usually the **D** or **E** drive.)
4. Click the **File** pull-down menu and select **Open**.
5. Double-click the **SCOUTS** folder icon.
6. Click the **Edit** pull-down menu and select **Select All**.
7. Click the **Edit** pull-down menu and select **Copy**.
8. Double-click the **My Computer** icon on your **Desktop** (again).
9. Click the **C:** drive icon, highlighting it.
10. Click the **File** pull-down menu and select **Properties**.
11. Check the amount of free space on this drive. If it is more than **132MB**, then you have sufficient hard drive space to copy the program. If the amount is less than **132MB**, then you *do not* have enough hard drive space to copy the program to your hard drive and should not continue this procedure.
12. Click **OK**.
13. Double-click the **C:** drive icon.
14. Double-click the **Program Files** folder icon.
15. Double-click the **Edmark** folder icon.
16. Double-click the folder titled **Thinkin' Science**.
17. Click the **Edit** pull-down menu and select **Paste**. The files from the CD will now be copied to your hard drive. If you are prompted to overwrite or replace any files, answer **Yes to All**.

NOTE: Due to the large amount of data being transferred, this process may take several minutes. Once the process is complete, the copying window will disappear. Wait until this window disappears before proceeding to step 18.

18. Click the **Edit** pull-down menu and select **Select All**.
19. Click the **File** pull-down menu and select **Properties**.
20. Click the box next to "*Read-only*" so that it does not contain a check-mark.
21. Click **OK**.
22. Click the **File** pull-down menu and select **Close** for all windows that were opened during this process.

Remove the *Thinkin' Science* CD-ROM from your drive and run the application. You will not be prompted to insert the CD-ROM to run the program.

How do I uninstall Thinkin' Science?

To remove Thinkin' Science from your system, perform the following steps:

1. Click **Start | Settings ▶ Control Panel**.
2. Double-click **Add/Remove Programs**.
3. Select **Thinkin' Science**.
4. Click **Add/Remove . . .**
5. Follow the on-screen instructions to complete the process.

If any problems are encountered during uninstallation, you may need to manually remove the files from your hard drive. This will also erase any files saved from within the program.

To manually uninstall Thinkin' Science from your system, perform the following steps:

1. Double-click the **My Computer** icon on the **Desktop**
2. Double-click the **C:** drive icon.
3. Double-click the **Program Files** folder icon.
4. Double-click the **Edmark** folder icon.
5. Click the **Thinkin' Science** folder, highlighting it.
6. Click the **File** pull-down menu and select **Delete**.
7. Verify that you have the correct folder highlighted and click **Yes**. If additional prompts appear during this process, click **Yes** again.
8. Close all windows opened during this process.

Thinkin' Science has now been completely removed from your system.

Troubleshooting “Illegal Operation” and “Invalid Page fault” Error Messages, System Lockups and Erratic Program Behavior.

There are many possible causes for error messages, system lockups, and erratic program behavior. The following steps are suggestions for resolving these problems.

Step 1 – Corrupt Files

Step 2 – Temp Files and Drive Integrity

Step 3 – Application Conflicts

Step 4 – Driver Conflicts

Step 1 – Corrupt Files

If one of the program files has become corrupt, any number of problems may occur. Removing and then reinstalling the program will recreate these files and may resolve the problem.

To remove and then reinstall a program, follow these steps:

1. Click **Start | Settings ▶ Control Panel**.
2. Double-click **Add/Remove Programs**.
3. Select **Thinkin' Science**.
4. Click the **Add/Remove . . .** button.
5. Follow the on-screen instructions.
6. Once the system has restarted, insert the *Thinkin' Science* CD.
7. Install the program as detailed in the *Thinkin' Science* User's Guide.
8. Once installation is complete, leave the CD-ROM in the drive and try running the program.

If the problem is not resolved, proceed to step 2.

Step 2 – Temp Files and Drive Integrity

[Back to step 1 – Corrupt Files](#)

If you are still experiencing problems, try deleting any temporary files and running *ScanDisk* as described below.

Deleting Temporary Files

While running, many programs create temporary files on your hard drive, but they do not always remove them when complete. Windows tends to act erratically when there is an excessive number of temporary files on your hard drive. Removing these excess files may resolve your problem.

To erase temporary files, follow these steps:

1. Click **Start | Shut Down**.
2. Click **Restart the computer in MS-DOS mode** and then click **Yes**.
3. At the **C:\>** prompt, type: **DEL %TEMP%*.TMP** and press **Enter**
4. Type: **EXIT** and press **Enter**. This returns you to Windows 95.

Running ScanDisk

Errors on your hard drive can cause erratic behavior and data loss/corruption. *ScanDisk* will check your hard drive for these errors and attempt to repair them. Please refer to Windows Help for further information on *ScanDisk*.

To run ScanDisk, follow these steps:

1. Click **Start | Programs ▾ Accessories**
 - ▾ **System Tools**
 - ▾ **ScanDisk**.
2. Select all hard drives listed and click **Start**.
3. When *ScanDisk* is finished, click **Close**.
4. Click **Start | ShutDown**.
5. Select **Restart the Computer** and then click **OK**.
6. Once the computer has restarted, run the Edmark program.

If the problem is not resolved, [proceed to step 3](#).

Step 3 – Application Conflicts

[Back to step 2 – Temp Files and Drive Integrity](#)

If the problem continues, then there may be a conflict with another program running in the background. The Windows configuration file called **WIN.INI** may contain **Load=** and **Run=** entries. If present, these entries specify programs that are automatically loaded when Windows is started. Sometimes these programs interfere with other software on your system. They also use system resources and therefore cannot be closed using the Task Manager. You may need to remove one or more of these programs to free up system resources or resolve a conflict.

To disable programs on the Load= and Run= lines, follow these steps:

1. Click **Start | Run**.
2. In the *Open:* field, type: **WIN.INI**.
3. Click **OK**. The *WIN.INI* file is displayed on the Windows Notepad.
4. From the *Notepad*, click the **File** pull-down menu and select **Save As**.
5. In the *File name:* field, type: **WIN.EDM**.
6. Click **Save**. (You now have a backup copy of your WIN.INI file, named WIN.EDM.)
7. Use your mouse to place the cursor at the beginning of the **Load=** line. This line is usually found near the top of the *WIN.INI* file.
8. Type a semicolon at the beginning of the **Load=** line. The line should look like this when you are done:
;Load= (current information on the Load= line).
9. Use your mouse to place the cursor at the beginning of the **Run=** line. This line is usually found near the top of the *WIN.INI* file very close to the **Load=** line.
10. Type a semicolon at the beginning of the **Run=** line.* It should look like this when you are done:
;Run= (current information on the Run= line).
11. Click the **File** pull-down menu and select **Save As**.
12. In the *File name:* field, type: **WIN.INI**.
13. Click **Save**.
14. At the prompt asking if you wish to replace the existing file, click **Yes**.
15. Click the **File** pull-down menu and select **Exit**.
16. Click **Start | Shutdown**.
17. Select **Restart the Computer** and click **Yes**. (Windows must be restarted for the changes to take effect.)

***Note:** If you are using *KidDesk Family Edition* for Windows 95, “c:\progra~1\kiddes~1\kiddesk.exe” may be specified in the **Run=** line. Changing this line will prevent *KidDesk Family Edition* from starting automatically when you start Windows. Modify only the **Load=** line if you do not want *KidDesk* to be affected. If you modify the **Run=** line and want *KidDesk Family Edition* to start automatically again, enter the *KidDesk Adult Section*. Click the **Options** pull-down menu and select **Startup Options**. In the dialog box, select **Start KidDesk automatically when starting Windows . . .** and click **OK**.

Removing Icons from the Startup Group

Programs can also be automatically launched from the Startup group. To check the contents of the

Startup group, click **Start | Programs - Startup**. Remove icons from this group to see if the problem is a conflict with one of these programs. You may want to remove all the icons from this group at first to see if the problem is resolved. Then you can try adding the icons back one at a time, restarting the computer after each addition, to pinpoint the source of the problem.

To remove icons from the Startup group, follow these instructions:

1. Click **Start | Settings - Taskbar**.
2. Click the **Start Menu Programs** tab.
3. Click the **Advanced** button.
4. Double-click the **Programs** folder icon on the left side of the window.
5. Click the **Startup** folder icon. The icons contained in this folder will be displayed in the right pane of the *Explorer* window.
6. Click and drag the icons from the right pane to your desktop.
7. Click the **File** pull-down menu and select **Exit**. This does not remove the applications from your system. It only prevents them from loading automatically when the system starts.
8. Click **Start | Shut Down**.
9. Select **Restart the Computer**.
10. Click **OK**.
11. Once the computer is restarted, run the Edmark program.

If the problem is not resolved, proceed to step 4.

Step 4 – Driver Conflicts

[Back to step 3 – Application Conflicts](#)

If the problem is still not resolved, then there may be a conflict with a hardware driver running on your system. Drivers included with Windows 95 and hardware devices are not always the latest, and updated drivers are often available. Contact the manufacturer(s) of your video card, sound card, and CD-ROM drive to obtain the latest version of their Windows 95 drivers.

You should also check to make sure that your existing devices are configured correctly. Use the Windows 95 Device Manager to do this.

Follow these instructions to check your devices using the Device Manager:

1. Click **Start | Settings ▪ Control Panel**.
2. Double-click the **System** icon.
3. Click the **Device Manager** tab.

You should now see a list of the different devices installed on your system. If any of the items displayed has a yellow exclamation point next to it, then that device is not configured correctly. Contact the manufacturer of the device for further assistance.

If these suggestions do not resolve the problem, please contact our Technical Support Department. [Click here for information on contacting Edmark Technical Support.](#)

Error Message – “Changing Video Modes Not Supported”

Thinkin' Science may adjust the size of the display so that only *Thinkin' Science* is visible on the screen (this is known as “*AutoResize*”). If your current video driver does not support this display change, then you will receive an error message stating “**Changing video modes not supported.**”

To resolve this problem, you will need to update your Windows 95 video drivers. These new drivers should be available from the manufacturer of your video card, or computer system. Once you have installed new drivers, this error message should no longer appear.

An alternative solution for this problem is to stop *Thinkin' Science* from changing the display size. To do this, you will need to use the *Edmark Registry Editor* to turn **off** “*AutoResize*”. Review the [Using the Edmark Registry Utility](#) for further instructions.

Error Message – “Resource Manager Error”

A “**Resource Manager Error**” typically occurs when one of the program resource files is corrupt or is incorrectly marked as “read-only.”

To correct this problem, you should first make sure that you are not launching the program directly from the CD-ROM. When *Thinkin’ Science* is installed, an *Edmark* group is created in the **Start** menu. To correctly launch *Thinkin’ Science*, use the icon in this group. If *Thinkin’ Science* does not launch, then there may be an incorrectly marked *Thinkin’ Science* resource file. Changing the file attributes should resolve this problem.

To change the *Thinkin’ Science* file attributes, follow these instructions:

1. Double-click the **My Computer** icon on the **Desktop**.
2. Double-click the **C:** drive icon.
3. Double-click the **Program Files** folder icon.
4. Double-click the **Edmark** folder icon.
5. Double-click the **Thinkin’ Science** folder icon.
6. Click the **Edit** pull-down menu and select **Select All**.
7. Click the **File** pull-down menu and select **Properties**.
8. Click the box next to “**Read-only**” so that it does *not* contain a check-mark.
9. Click **OK**.
10. Click the **File** pull-down menu and select **Close** from all windows opened during this process.
11. Run *Thinkin’ Science*.

If the error still occurs, then there may be a corrupt resource file. Completely removing the program, running a drive integrity check, and then reinstalling the program should correct this problem.

To completely remove *Thinkin’ Science*, follow these instructions:

1. Click **Start | Settings - Control Panel**.
2. Double-click **Add/Remove Programs**.
3. Select **Thinkin’ Science**.
4. Click the **Add/Remove. . .** button.
5. Follow the on-screen instructions.
6. After the system has restarted, double-click the **My Computer** icon on the **Desktop**.
7. Double-click the **C:** drive icon.
8. Double-click the **Program Files** folder icon.
9. Double-click the **Edmark** folder icon.
10. Click the folder titled **Thinkin’ Science**, highlighting it. If this folder does not exist, then proceed to Step 13.
11. Click the **File** pull-down menu and select **Delete**.
12. Verify that you have the correct folder highlighted and then click **Yes** to all prompts.
13. Click the **File** pull-down menu and select **Close** for all windows opened during this process.
14. Click **Start | Programs - Accessories**

- **System Tools**
- **Scandisk**.

The *Scandisk* program checks the integrity of the hard drive and ensures that no further file corruption exists. Please refer to Windows Help for further information on *Scandisk*.

15. Select all hard drives and click **Start**.
16. Once *ScanDisk* is complete, click **Close**.
17. Reinstall the *Thinkin' Science* program as explained in the product's User's Guide.

You should no longer receive the “**Resource Manager Error**” message.

Improving performance by removing background applications

The Windows configuration file called **WIN.INI** may contain **Load=** and **Run=** entries. If present, these entries specify programs that are automatically loaded when Windows is started. Sometimes these programs can slow system performance. They also use system resources and can interfere with other software on your system. You may need to remove one or more of these programs to free up system resources, improve program performance, or resolve a conflict.

To disable programs on the Load= and Run= lines, follow these steps:

1. Click **Start | Run**.
2. In the *Open:* field, type: **WIN.INI**.
3. Click **OK**. The *WIN.INI* file is displayed on the Windows Notepad.
4. From the *Notepad*, click the **File** pull-down menu and select **Save As**.
5. In the *File name:* field, type: **WIN.EDM**.
6. Click **Save**. (You now have a backup copy of your WIN.INI file, named WIN.EDM.)
7. Use your mouse to place the cursor at the beginning of the **Load=** line. This line is usually found near the top of the *WIN.INI* file.
8. Type a semicolon at the beginning of the **Load=** line. The line should look like this when you are done:
;Load= (current information on the Load= line)
9. Use your mouse to place the cursor at the beginning of the **Run=** line. This line is usually found near the top of the *WIN.INI* file very close to the **Load=** line.
10. Type a semicolon at the beginning of the **Run=** line.* It should look like this when you are done:
;Run= (current information on the Run= line)
11. Click the **File** pull-down menu and select **Save As**.
12. In the *File name:* field, type: **WIN.INI**.
13. Click **Save**.
14. At the prompt asking if you wish to replace the existing file, click **Yes**.
15. Click the **File** pull-down menu and select **Exit**.
16. Click **Start | Shutdown**.
17. Select **Restart the Computer** and click **Yes**. (Windows must be restarted for the changes to take affect.)

***Note:** If you are using *KidDesk Family Edition* for Windows 95, “c:\progra~1\kiddes~1\kiddesk.exe” may be specified in the **Run=** line. Changing this line will prevent *KidDesk Family Edition* from starting automatically when you start Windows. Modify only the **Load=** line if you do not want *KidDesk* to be affected. If you modify the **Run=** line and want *KidDesk Family Edition* to start automatically again, enter the *KidDesk Adult Section*. Click the **Options** pull-down menu and select **Startup Options**. In the dialog box, select **Start KidDesk automatically when starting Windows . . .** and click **OK**.

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after each addition, to pinpoint the source of the problem.

To remove icons from the Startup group, follow these instructions:

1. Click **Start | Settings - Taskbar**.
2. Click the **Start Menu Programs** tab.
3. Click the **Advanced** button.
4. Double-click the **Programs** folder icon on the left side of the window.
5. Click the **Startup** folder icon. The icons contained in this folder will be displayed in the right pane of the *Explorer* window.
6. Click and drag the icons from the right pane to your desktop.
7. Click the **File** pull-down menu and select **Exit**. This does not remove the applications from your system. It only prevents them from loading automatically when the system starts.
8. Click **Start | Shut Down**.
9. Select **Restart the Computer**.
10. Click **OK**.
11. Once the computer is restarted, run the Edmark program.

Improving performance by installing the latest hardware drivers.

Windows uses *device drivers* to communicate with each hardware device installed on your system. The device drivers that come with the hardware device or with Windows 95 are not always the most recent versions. Installing newer device drivers often improves the performance of these hardware devices and/or resolves system conflicts. We suggest contacting the manufacturer of your video card, sound card, and CD-ROM drive to see if updates are available.

System Requirements

Windows®

- Windows 3.1x, Windows 95 or later
- 486 (33MHz or greater recommended), Pentium or better.
- Hard drive with 5 MB free
- 8MB memory (RAM)
- Super VGA graphics, 640x480, 256 or more colors
- Double-speed (2X) or faster CD-ROM drive
- Windows-compatible sound card

Optional

- Windows-compatible printer
- Edmark TouchWindow

Contacting Edmark Technical Support

Before contacting Technical Support, please have the following information ready:

- The version of Windows you are running and your available system resources. (Double-click the **My Computer** icon on the **Desktop**. Click the **Help** pull-down menu and select **About**.)
- The version of *Thinkin' Science* you are using. (Run *Thinkin' Science*. Open the **Adult Options** and click **Credits**. The version number is displayed this screen.)
- Your system specifications (for example, "486DX/66, 8 megabytes of RAM, 1.2GB hard drive")
- Printer and sound card type, if any (for example, "HP 550C" printer, "SoundBlaster 16" sound card)
- The exact text of any error message(s) you are receiving as they appear on your screen.

When writing us, please include a detailed description of the problem you are encountering. Text copies or printouts of the following are helpful:

- Your **C:\AUTOEXEC.BAT** file
- Your **C:\CONFIG.SYS** file
- The first page of your **C:\Windows\WIN.INI** file
- The first two pages of your **C:\Windows\SYSTEM.INI** file

Frequently Asked Questions

Answers to frequently asked questions are available in the Technical Support area of the Edmark Web site. Visit:

<http://www.edmark.com>.

Automated support is available 24 hours a day, 7 days a week via our automated support system. To access this system, dial **(425) 556-3680**. FAX responses may also be requested via this system.

To receive a catalog of documents available via e-mail, send a message to:

solutions@edmark.com. In the subject or body of the message, type: **catalog**. (All other text will be ignored.)

Telephone

Call us at (425) 556-8480, during the following hours (Pacific Time):

8 a.m. to 6 p.m. - Monday through Friday (Holiday hours may vary.)

Please have your computer turned on and ready to use when you call us.

FAX

FAX us at (425) 556-8940; 24 hours a day, 7 days a week. Specify "Technical Support" in the header.

Automated FAX responses may also be requested via our automated support system. Dial **(425) 556-3680** (This is a voice line.)

Online Form

Use our online form to send your questions to our technical support staff. Visit:

<http://www.edmark.com/ts/pctech/pctechform.html>

Electronic Mail

You can contact an Edmark PC technician at the following e-mail address:
pctech@edmark.com

US Mail

You can also send us mail to the following address:
Edmark Corporation
Attention: Technical Support
Building C
P.O. Box 97021
Redmond, WA 98073-9721

