

Problem:

The program is too small on my screen -- and it's all in the upper left corner of the screen.

Solution:

You have your monitor resolution set too high. Click the right button on the Desktop (or go to "Display" on the Control Panel) and change the resolution to 640 x 480.

Problem:

I can't connect to SBI's Internet Website -- my browser (Netscape, Internet Explorer, Mosaic, etc.) doesn't start up automatically when I click on the SBI Download button.

Solution:

You'll have to start your Internet browser program manually, and type this in for the Internet address:

<http://www.shenbible.org>

Then you'll have to click on the menu item called **Merge New Lesson Files** on the main screen (click **SBI** on the menu to see this), or click on the button labeled **Merge Lessons** on the Planner page. You *must* do either one of these in order to update your lesson lists.

Problem:

When I try to connect to SBI's Internet Website, the browser starts up and dials the modem fine -- but after trying to reach SBI for a time, I get a message like "Can't open the Internet site -- connection to the server was reset."

Solution:

This happens to us too. Quit your Internet browser program, come back to the Bible Lesson Planner program, and hit the SBI Connect button again. It works the second time!

But, when you get the message that it can't connect, your browser program will come up blank instead. You *could* just type in SBI's address while you're there, instead of quitting and coming back again. Just click on the http address box and type this:

<http://www.shenbible.org>

Problem:

The Lesson List doesn't show the changes to lesson titles and dates that I made.

Solution:

Click on the button marked **Merge Lessons** on the Planner page, or click on the menu item "Merge new lesson files" on the main screen. This should straighten things out again.

Problem:

When I change the title of my lesson, the Lesson List doesn't show my change.

Solution:

Save your lesson first, then you will see the change in the Lesson List.

Problem:

When I print a lesson, it doesn't all fit on one page.

Solution:

You're probably using too many print options. If you print just the lesson points and the Bible reference, it will probably fit on one page; but depending on how much text you have inserted in the **Passage** and **Notes** edit boxes, it will probably force the printer to overflow to a second (or more!) page.

Experiment with the print options to see how many items you can print to one page. Also, you might play with how much text you can type into the **Passage** and **Notes** edit boxes and still fit everything on one page.

Problem:

When I click the **Print** button, nothing happens!

Solution:

You have to make sure the correct printer is selected in the "Available Printers" window. See "Help" for more information.

Problem:

When I try to load a lesson, I get an error window.

Solution:

Your lesson file may be corrupted or lost. You might have to delete the corrupted file from the disk (use Windows File Manager, or Windows Explorer). If that doesn't fix it, you can download the lesson again from SBI if it was one of ours. And, you can also download any component file from SBI -- for example, any of the Help files or even the BLP program file itself.

It's times like this that you wish you had a good backup system!

Problem:

I keep getting error windows with meaningless explanations of what went wrong.

Solution:

Your problem could be a number of things: missing program files, corrupted files, lack of space left on your computer, and so on. First try restarting your computer from the beginning. If that doesn't help, try coming to SBI's Website and downloading the Bible Lesson Planner program again. If that doesn't help, send an Email to SBI and we'll try to help!

Problems will be fixed!

When (if! -- hopefully we found them all!) we find enough bugs to fix, we will put an updated copy of Bible Lesson Planner on our SBI Internet website. Check there periodically to find out about new versions of the program.

And if you have any bugs or suggestions to report, please feel free to let us know! We will take all suggestions seriously. Let us know at:

sbi@shenbible.org