American History Interactive Maps
Teaching Resources Help

In this guide you will find information about using Adobe Acrobat and Holt, Rinehart and Winston's technical support.

Navigating through the Teaching Resources PDF files

The Main Menu helps you find support resources easily. Each Interactive Map is accompanied by Lesson Plans and Rubrics. These are accessible by clicking the appropriate buttons on the Main Menu.

[Lesson Plan button image]   Links to the Lesson Plans Main Menu

[Rubric button image]   Links to the Rubrics Main Menu

[Quit button image]   Quits the Teaching Resources Program

Each Lesson Plan contains links to the Rubrics and Activity Guides that correspond to that lesson. In addition, a link within each Lesson Plan will take you directly to the appropriate Interactive Map.

Using the Teaching Resources from a Hard Drive

To copy the Teaching Resources documents to your hard drive, you need to have Adobe Acrobat Reader installed on your computer. If you do not have it already, you may install it from this CD–ROM. Once you have installed Adobe Acrobat, you simply run the installer files for the Teaching Resources, place the files where you wish them to be on your computer, and double-click the Main Menu to locate and print the chosen resource.

Improving Performance of Adobe Acrobat Reader 3.0 for Macintosh
In most cases you can improve the performance of the Acrobat Reader and Search programs by increasing the memory allocated to the Acrobat Reader application and/or to Adobe Type Manager.

1. If the Acrobat Reader 3.0 program is running, you must first **Quit**.
2. From the Finder, select the **Acrobat Reader 3.0** program icon. (You must select the actual program, not an alias.)
3. Choose **Get Info** from the Finder's File menu.
4. Increase the preferred memory allocated to the Acrobat Reader 3.0 program. The number you enter is based on the available free memory on your system. If you have

enough memory, 4500 K (6427 K for PowerMac with Virtual Memory turned off) is recommended. Do not change the minimum size setting.

Known Problems and Issues
If you discover additional problems and issues with Adobe Acrobat, you may post them on Adobe's Web site at http://www.adobe.com/acrobat.

HRW Technical Support

At Holt, Rinehart, and Winston we recognize the importance of providing you with the answers and help you need to use our quality instructional technology products to their fullest potential.

Because systems, technology, and content are often inseparable, HRW has assembled a team of dedicated technical and teaching professionals and a suite of comprehensive support services to provide you with the support you deserve, 24 hours a day, 7 days a week.

Technical Support Line
(800) 323-9239

The HRW Technical Support Line puts you in touch with trained support analysts who can assist you with technical and instructional questions on all of HRW's instructional technology products. The HRW Technical Support Line operates from 7 a.m. to 6 p.m. Central Standard Time, Monday through Friday.

Technical Support on the World Wide Web
http://www.hrwtechsupport.com
E-mail:tsc@hrwtechsupport.com

The HRW Technical Support Center is available to help you 7 days a week, 24 hours a day at our site on the World Wide Web. Simply select the product you are interested in, and with the click of the mouse you can receive comprehensive solutions documents, answers to the most frequently asked questions, product specifications and technical requirements, or program updates From our FTP site. You can also e-mail our analysts at the Support Center.

Technical Support via fax
(800) 352-1680

Get the solutions you need with the HRW Technical Support Center's fax on demand service. Simply give us a call at our toll-free number to receive product-specific solutions within minutes. Our fax on demand service is available 7 days a week, 24 hours a day.