Frequently Asked Questions

Manage MyPearson account / Companion website account

1. **How do teachers / schools obtain student accounts' login information for the school year? (Teachers)**

   Primary School - Teachers may user their MyPearson ID and simply download and distribute student accounts' login information for the school year at http://www.pearson.com.hk

   (Note: registration for students' MyPearson ID accounts is not necessary.)

   Primary school student accounts can access Pearson teaching support sites selected by school directly. Teachers from various subjects can save time by consolidating the download and then distribute account information to students.

   Secondary School - Teachers may use their MyPearson ID and simply download and distribute student register PIN for the school year at http://www.pearson.com.hk for student accounts registration.

2. **Guide to register for your MyPearson ID (Teachers)**

   PIN for the new school year as well as registration guide will be delivered to subject panel in September via mail. To access sites selected by school, teachers only need to register using their PIN / to update MyPearson ID account.

   For guide to 'My Pearson ID' registration and downloading student accounts, please refer to the following links,

   - Pre-school
   - Primary School
   - Secondary School

3. **Do those who teach more than one subject need more than one ID? (Teachers)**

   Teachers only need a single MyPearson ID to access all Pearson teaching support sites selected by your school.

4. **Why are teachers required to register for their personal MyPearson ID? (Teachers)**

   Teachers can now log in to multiple Pearson sites with one MyPearson ID, it is a single and permanent login ID, and therefore, the login process can be more conveniently (User need not to login to various sites with different login ID).

5. **How do students obtain accounts' login information for the school year? (Students)**

   Please contact your school teacher.

6. **Do students need to register for their personal MyPearson ID? (Teachers)**

   Primary School - Students do not need to register for their own personal MyPearson ID. Teachers may use their MyPearson ID and simply download and distribute student accounts' login information for the school year at http://www.pearson.com.hk

   Secondary School - Teachers may use their MyPearson ID and simply download and distribute student register PIN for the school year at http://www.pearson.com.hk for student accounts registration.

7. **Request to Change Pearson Student Login ID, Password or Display Name (School/ Teacher user only)**

    Step (1) – Prepare Student Information list
    Prepare a student information list in Microsoft Excel with the nine columns listed below.
    *new login ID or password must be alphanumeric; at a length of 6–12 characters (symbols are not permitted).
    1) Class name
    2) Class number
    3) Login ID – original
    4) Password – original
    5) *Login ID – new (for login ID change request)
    6) *Password – new (for password change request)
    7) Student display name – Chinese (optional; by default set to display login ID)
    8) Student display name – English (optional; by default set to display login ID)
    9) Contact email (optional)

    Step (2) – Submit the Request
    1) Attach the completed form to an email with the subject line "Change Login ID, Password or Display Name"
    2) make sure the following information is included in your email (if not listed in your file):
    •   School name
    •   Contact name
    •   Phone number
    3) Email the file to hkcs@pearson.com

8. **How to renew my MyPearson ID subscription?**

    If you already have a MyPearson ID, only 3 steps below to renew your account subscription.

    Step 1) Go to http://www.pearson.com.hk/index.php?section=433
    Step 2) Enter your existing "My Pearson ID" and password.
    Step 3) Enter Your School PIN (At the beginning of each school year, we would provide subject panels

    PIN information for teacher registration or for updating personal information purposes by mail.

    In case teachers do not receive the said information or would like to retrieve PIN / other login accounts information, please contact your Pearson Education Solutions Officer.

    •   Secondary School Education Solutions Team
    •   Primary School Education Solutions Team
    •   Pre-School Education Solutions Team

9. **How to get additional student account(s)/ PIN(s)?**

    If teacher would like to get additional student account(s)/ PINs, please kindly contact your Pearson education solution officer.

    •   Secondary School Education Solutions Team
    •   Primary School Education Solutions Team
    •   Pre-School Education Solutions Team

    You can also email to hkcs@pearson.com, subject "Request additional student account" with your school name, contact person and phone number, the number of additional student accounts needed. We will get back to you as soon as possible.

10. **Reminder on student account(s)/PIN(s) distribution**

    For distributing Account(s)/ PIN(s) to students, teacher should do so according to the Class and Class No as appears in the Excel file. This will expedite the account retrieval process in case they lose their accounts login or password.

Easy pen

1. **How can I download new audio files to my Easy Pen? (For User purchased on or before July 2012)**

   1. Go to http://easypen.pearson.com.hk/download/EasyPenConnectorSetup_Eng.exe
      Download 'Pearson Easy Pen Connector' program and install to your computer.
   2. Connect your Easy Pen to the computer with the USB cable.
   3. Run the 'Pearson Easy Pen Connector' program. (Click Start - All Programs – Pearson Easy Pen)
   4. Enter your password on the 'Audio Files Downloading Card' and press 'Login'.
   5. Choose files you want to download then click "Download".
   6. The new audio files are imported to your Easy Pen once the synchronization is completed.

2. **Easy Pen warranty/maintenance service**

   Hong Kong & Macau:
   Pearson provides a warranty covering defects in materials or workmanship in Hong Kong & Macau.
   Please bring the Easy Pen to the following maintenance & service centres:

Hong Kong:	28/F, 1063 King's Road, Quarry Bay, Hong Kong
Macau:	Av. Praia Grande, Ed. China Plaza, 762-804, 14 Andar F, Macau
Office hours:	Monday – Friday, 9:00am-12:45pm, 2:00pm-5:15pm
	Closed on Saturdays, Sundays and public holidays

   Mainland China:
   All products must be sent to the distributors for repair services.

   Defective products will be repaired or replaced at the discretion of Pearson at no charge, with the following exclusions:

   1. The product has been defaced, altered, modified, disassembled, or serviced by anyone other than Pearson.
   2. The product has been damaged due to misuse, water ingress, abuse or not following the user instructions.
   3. The free repair warranty period has expired.
   4. No official sales receipt provided.
   5. Note that the repair services do not cover external parts such as, but not limited to, re-chargeable batteries, USB cables, etc.

   Please retain the warranty card. <u>The warranty card must be presented along with your sales receipt for each maintenance service before any repair can be made under warranty. Otherwise, the warranty is invalid and maintenance service will not be provided.</u>

3. **How to exit the interactive game?**

   There are 3 ways to exit game mode:

   ➢ Point to **all** correct answers and complete the game. When the game is completed, you will hear 'Game done!' or 'End of game!'; or
   ➢ After 5-20 consecutive trials of incorrect answers, it will switch from game mode to read mode automatically. You can also hear 'Game done' or 'End of game!'; or
   ➢ Point to the Easy Pen logo on the front book cover and reset to read mode.

Online Product Support

A. *General Enquiries*

1. Unable to login on - Windows vista / Windows 7

1. Please confirm the date, time and time zone setting on your computer is correct.
2. Delete all cache and cookies in the internet browser.
3. Privacy setting in the internet browser to Medium
4. Go to "Computer" → "Control Panel" → "User Account" → Change user account control setting → Choose "Don't notice then press Confirm".
5. Restart the computer and try to login again.

2. Unable to login on Windows XP

1. Please confirm the date, time and time zone setting on your computer is correct.
2. Delete all cache and cookies in the internet browser.
3. Privacy setting in the internet browser to Medium
4. Restart the computer and try to login again.

3. Why my Account will automatically logout after login? (CHROME)

Please make sure the cookie permissions in Google Chrome are not set as "Block third-party cookies and site data". If yes, please adjust the cookie and site data permissions as follows:

1. Click the Chrome menu ≡ on the browser toolbar.
2. Select Settings.
3. Click Show advanced settings.
4. In the "Privacy" section, click the Content settings button.
5. In the "Cookies" section, you can change the following cookies settings:

Allow cookies by default
Make sure "Allow local data to be set" is selected to allow both first-party and third-party cookies. If you only want to accept first-party cookies, select the "Block third-party cookies and site data" checkbox.
For more information about the cookie permissions in Google Chrome, please refer to below link:
https://support.google.com/chrome/answer/95647?hl=en-Hant

4. System Requirement

System requirement			iTeach / iLearn	Beeno Buddies	Pearson e-Bookshelf	Pearson iLesson
Desktop	Operating System	Windows	Windows 7, 8 and 10	Windows 7	Windows 7, 8 and 10	Windows 7, 8 and 10
	Browser	Internet Explorer	Internet Explorer 10, Internet Explorer 11	Internet Explorer 10, Internet Explorer 11	Internet Explorer 10, Internet Explorer 11 or Edge	--
		Firefox	--	--	--	--
		Chrome	Google Chrome 47.0 or above	Google Chrome 47.0 or above	Google Chrome 47.0 or above	Google Chrome 47.0 or above
	Software required	Adobe Flash Player	9.0 or above	9.0 or above	--	--
		Adobe Reader	--	--	--	--
		MS Office	2003 or above	--	--	--
		Internal storage	--	--	--	--
		Screen resolution	1024 x 768 pixels or above	1024 x 768 pixels or above	1024 x 768 pixels or above	1024 x 768 pixels or above
Tablets	iPad	Model	--	--	iPad 2, iPad 3rd Generation, iPad 4th Generation, iPad Air or iPad Air 2	
		Operating System	--	--	iOS 8, iOS 9 or iOS 10	
		Screen Size	--	--	9.7 inches	
		Internal storage	--	--	minimum 1 GB free space; 3 GB free space preferred	
	Android OS	Model	--	--	Samsung Galaxy Note 10.1, Samsung Galaxy Tab Pro 10.1 or Samsung Galaxy	
		Operating System	--	--	Android OS 4.4 or Android OS 5.0	
		Screen Size	--	--	10 inches or above	
		CPU Processor	--	--	Quad Core 1.6 GHz or above	
		Screen resolution	--	--	1280 x 800 pixels or above	
		Memory	--	--	2 GB RAM or above (minimum 400 MB usable free RAM)	
		Internal storage	--	--	minimum 1 GB free space; 3 GB free space preferred	

Remarks
* Internet connection – minimun throughput per device: 2Mbps, 20ms RTT (upload/download)
* If you are not sure the version of Flash Player you are using, please refer to "www.adobe.com/flashplayer" for details

*For more information on system requirement of each eTextbook product, please refer to below link:

Primary Longman Elect eTextbook	http://prd1.pearson.com.hk/app/plet/
Primary Longman Express 2nd edition eTextbook	http://prd1.pearson.com.hk/app/ple2e
朗文小學電腦 e-課程 電子課本	http://prd1.pearson.com.hk/app/pcec
新一代數學（第三版）電子課本	http://prd1.pearson.com.hk/app/nspm3e
朗文常識第三版電子課本	http://prd1.pearson.com.hk/app/gs3e
朗文音樂 電子課本	http://prd1.pearson.com.hk/app/music
Mathematics in Action 3rd Edition eTextbook	http://prd1.pearson.com.hk/app/mia3e
New Senior Secondary Mathematics in Action 2nd Edition eTextbook	http://prd1.pearson.com.hk/app/nssmia2e
Active Physics eTextbook	http://prd1.pearson.com.hk/app/physics

B. *Online Assessment Centre (OAC)*

1. **How can teachers customize the selected assessment papers?**

1. Login Online Assessment Centre (OAC)
2. Click the Assign Assessment link in the ASSESSMENT section.
3. Teacher can select different papers according to the book titles and chapters from the pull down menus.
4. Click the "Customize" button below the Preview window. Then, go to the paper customization web page.
5. In the "Paper Preview" window, teacher can change the order of selected questions by clicking the "Up" and "Down" buttons at the top right corner.
6. In the "Question for customization" window, teacher can search questions for different chapters through the pull down menus.
7. Teacher can add a new question to the paper by clicking the "add" button at the top right corner of each question.
8. After selecting or customization the paper, teacher can save the customized paper by clicking "Save as" button below the preview window. The saved paper can be used thereafter.

2. **How can teachers change test paper setting ?**

1. Login Online Assessment Centre (OAC)
2. Click the Change Settings link in the ASSESSMENT section.
3. Click the Modify link to go to the Change Settings Options web page.
4. In the Change Settings Options web page, you can change the start date, the end date, answers release date, and the time limit for the assignment.
5. Click "Finish" button to apply the changes.

3. **How can teachers view students' results ?**

ASSESSMENT
1. Login Online Assessment Centre.
2. Click the View Results link in the ASSESSMENT section
3. From the pull down menu as shown, you can list the papers by paper name or class.
4. Click the View links to view the marks, performance analyses of each class and answers of each individual student.
5. You can export the assessment result to an Excel file.

SELF-ACCESS CORNER
1. Click the View Results link in the SELF-ACCESS CORNER section.
2. The number of exercises submitted by different classes is shown in the table.
3. Click the class name links to view the marks and performance analyses for each individual student in the class.
4. Click the "View Top 10" button to see the ranking of the top 10 students and their results.

C. *Pearson eBook/eTextbook*

i. eBook enquiries

1.   Web browser setting for E-Book Teacher CD with on-page exercises

The on-page exercises on Teacher's E-Book (CD Version) need to be run on Google Chrome browser. Please download and install it as below.

Download and install Google Chrome
https://support.google.com/chrome/answer/95346

Make Chrome your default browser
https://support.google.com/chrome/answer/95417

For support on installing software on the computer, please contact your system administrator.

2.   Does the app work on Android tablets with screen sizes below 10.1"?

Pearson e-book officially supports Android devices with screen size 10" or more with display resolutions of 1280 x 800, 1920 x 1200 or 2560 x 1600 pixels.
Other devices with screen size below 10" are not recommended because they are too small, e.g., buttons might not display and function correctly, etc.

3.   How long does it take to download an e-book?

It depends on your Internet connection speed and the size of the E-Book and associated materials. If you have a cable or DSL connection, the download can typically range between 2 to 5 minutes. The size of an E-Book is approximately 300 MB to 1 GB.

4.   How can I save the highlights, remarks, notes or recordings that I made on the e-book pages?

All your creations or attachments are saved automatically. You can access them each time you login with your MyPearson ID.

5.   If I share the tablet or computer with other teachers, can they see my creations and attachments on the e-book pages?

No, they will not see your creations or attachments if they login with their own MyPearson ID.

6.   How can I access my creations and attachments using another tablet or computer?

Yes. The synchronization function will save your creations and attachments to a cloud server automatically when you login with your MyPearsonID and your device is connected to the Internet.

7.   Do I have to be connected to the Internet to view and open the E-Book?

Pearson e-book support both online and offline version. If you access the e-bookshelf on a web browser, internet connection is required. If you access the e-bookshelf on a tablet, it requires downloading the E-Book with internet connected, then you can open the downloaded book in an offline environment.

8.   I'm connected to the Internet but I get a pop-up message saying "Please connect your device to the Internet and try again."

Try the following to check your Wi-Fi connection.

1. Go to your device settings and check that the Wi-Fi is connected and that you have a good signal.
2. Check that you are connected to the correct network for Internet access.
3. Click "Retry" on the pop-up message.

9.   Can I export the downloaded E-Book to another e-book reader?

Pearson E-Books and associated materials are copyrighted and should only be used with Pearson E-Book apps.

10.   What should I do if an E-Book download is interrupted?

1. Check your device settings to ensure a stable Internet connection.
2. Then, click the "Retry" button to continue the download after reconnect the Internet.
3. Or you can click the "Cancel" button to stop the download process.

11.   Can I pause and resume an E-Book download?

No, the download cannot be paused or resumed.

12.   How can I resume the download process if the E-Book download is paused?

When downloading the E-Book, the process will be paused under the below situations:
1. Turn device to sleep mode
2. Open and run another app
3. Press Home button to keep the E-Book App running on background.

To resume the E-Book download process, you can press the Home button twice to bring up the multitasking menu bar at the bottom of the screen. Then, tap the E-Book App icon to open it and resume the download process.

13.   Can I turn off or switch my device to sleep mode when downloading an E-Book?

No, do not allow your device to enter sleep mode until the E-Book has been downloaded successfully.

14.   Can I access an E-Book before it has fully downloaded?

No, you can only access the E-book after completing the full download.

15.   What should I do if the download is paused while synchronizing my personal profile?

1. Check the setting on your device to ensure you have a stable Internet connection.
2. Click the "Sync" button and restart the sync process..

16.   If E-Book synchronization is interrupted due to Internet connection problems, will it resume the synchronization once I am reconnected to the Internet?

E-Book synchronization cannot auto resume once it has been interrupted. You can follow the below steps to synchronize again.
1.   Stop the e-Book synchronization.
2.   Logout the e-Book
3.   Reconnect to the Internet.
4.   Login to the E-Book App again.

17.   How can I know if students have submitted on-page exercises?

When you login to the E-Book as a teacher, go to "Student Records" to view student performance and status on each on-page exercise.

18.   Can I redo the submitted on-page exercise after the teacher has written a comment?

Yes, if your teacher has disabled the Peer-Evaluation function. It will not affect the teacher's comment on your attempts.

19.   How can I review students' revisions of on-page exercises?

When you login to the E-Book as a teacher, you will be able to view students' latest attempts on the on-page exercises.

20.   What should I do if I found the "Redo" button on on-page exercise is dimmed? And students cannot redo the exercise.

When you login to the E-Book as a teacher, open the on-page exercise, go to 'Peer Evaluation' and disable the peer evaluation function. Students can redo their exercise when the peer evaluation function is off.

21.   As a teacher, can I see my creations or attachments on the same e-book pages if I select different classes?

Yes, when you login with your MyPearson ID, you access your creations or attachments on the same e-book pages across any levels or classes.

22.   Can I see the content before the E-Book has completed synchronization?

No, the content can only be accessed after completing the E-Book synchronization.

23.   Can I assign the on-page exercise as a homework assignment to students?

Yes, you can assign on-page exercise to students for homework by tap on the 'Handbook' button in on-page exercise. Students will receive a notification message on Handbook.

24.   Why I cannot use the 'Take photo' function in e-bookshelf on tablet?

You have to allow 'use your current location' and 'use camera function' after installed the e-bookshelf App. Otherwise, you have to enable the camera function manually in 'Setting' page for e-bookshelf on tablet.

ii.   **iActivity**

1.   Can I assign an activity to students for a homework assignment?

Yes, you can assign specific activity to students for homework. Students will receive a notification message on Handbook

2.   How can I revise the rating criteria for specific activity?

You can revise or disable the rating criteria in 'Setting' page.

3.   Can I remove the inappropriate contents posted by student on the board?

Yes, you can block the inappropriate content by using the 'Lock post' function on post board or when viewing the individual post. Students will NOT be able to view the blocked post on the board.

4.   Can I make comments on individual student post?

Yes, you can make comments by using the 'Teacher's comments' function to draw or hand writes comments for individual post.

5.   How many posts does student can post on the board?

There are maximum 5 posts per student on each activity, you can adjust the number of post in 'Setting' page.

6. How can I revise my uploaded post?

You can edit your post by using the 'Edit' function when viewing the individual post.

7. How can I disable the message board for activity?

A message board provided for each activity to encourage students for peer evaluation. Teacher can switch off this function in "Setting" page.

8. Why I cannot use the 'Take photo' function in iActivity on tablet?

You have to allow 'use your current location' and 'use camera function' when installing the iActivity App. Otherwise, you have to enable the camera function manually in 'Setting' page for iActivity on tablet.

iii. iLesson

1. How can I form student groups to share tablets for playing the interactive games?

Some of the interactive games required students to share the tablet, you can select the number of students to form a group for sharing the tablet in 'Setting' page after selected an activity.

2. How can I arrange the student groups to fit the actual classroom environment?

You can arrange the seating plan by drag and drop the student name to replace each other for forming the student groups to fit the actual classroom environment.

3. How can I show a question screen to students?

You can select the 'Auto popup question screen' to show the question screen automatically. Or you can tap the 'Question screen' button to show the question on individual question.

4. How can I remove students' answers and restart the game?

You can remove the answers by using the 'Clear record' function and then restart the game.

5. Why I cannot use the 'Take photo' function in iLesson on tablet?

You have to allow 'Use your current location' and 'Use camera function' when installing the iLesson App. Otherwise, you have to enable the camera function manually in 'Setting' page for iLesson on tablet.

iv. AR

1. Why the 3D model unable to show on screen while I am scanning the book page?

1) You have to ensure the book page you are scanning supports for AR scanning. You can refer the AR content list on subject specific companion website for those supporting book pages.

2) You have to ensure you are scanning the exact target image, you can move the tablet to adjust the distance between the camera and the book page.

2. Where I can find the target image for scanning with Pearson AR?

The target images can be found on subject specific companion website. You can download the target images in PDF format, then print as a hard copy for scanning.

3. Where I can find the book pages for scanning with Pearson AR?

The required book pages can be found on teacher's note.

4.   Why I cannot use the 'Take photo' function in Pearson AR on tablet?

You have to allow 'Use your current location' and 'Use camera function' when installing the Pearson AR App. Otherwise, you have to enable the camera function manually in 'Setting' page for Pearson AR on tablet.

CD-ROM Product Support

A. E-Book CD-ROM

1. **Error message ---- "An exception of class OLEException is error"**

   Reinstall/Rollback MDAC2.8 Driver from the Windows XP SP3 CD-ROM.
   1.   Go to My Computer.
   2.   Go to C:\windows\inf folder.
   3.   Right click the mdac.inf and Install.
   4.   Insert the Windows XP SP3 CD-ROM.

2. **Why my E-Book cannot run properly on my computer?**

   If you are using Primary Longman Express / Longman Welcome to English E-book published on or before 2006 and it cannot run properly on your computer with Microsoft Window Vista/Microsoft Office 2007.

   There is a conflict between a dll file in Microsoft Windows Vista / Microsoft Office 2007 and our E-book. The solution is as follows:
   1.   Create a new folder in your hard disk (e.g. e-book, cannot be named in Chinese).
   2.   Copy the entire E-Book content to the new folder (e.g. c:\ebook)
   3.   Download 2006_eBook_Update.zip file from http://www.ilongman.com/temp/2006_eBook_Update.zip
   4.   Unzip the above file to desktop. (shell.exe，main.exe)
   5.   Copy the two files to the e-book's program folder in your hard disk (e.g. C:\ebook\program) and confirm the replacement of the files.
   6.   Double click main.exe to start the e-book.

3. **Why the E-book content cannot be shown? (Windows Vista / Windows 7)**

   If your monitor displays a blue screen after you launch the E-book.

   It may be caused by an E-book folder corruption in your computer. You can delete this folder and then restart the EBook; the system will create a new folder automatically.

   1. Click Start
   2. Go to Computer --> C-Drive
   3. Press combination management
   4. Press Folder & File Options --> View
   5. Choose show all hidden files.
   5. Click into User --> (User's name folder) --> Appdata --> Roaming
   6. Delete folder "Pearson Education Asia Ltd"
   7. Insert the E-book disk to CD-ROM driver.

4. **Why the E-book content cannot be shown? (Windows XP)**

   If your monitor displays a blue screen after you launch the EBook.

   It may be caused by an EBook folder corruption in your computer. You can delete this folder and then restart the EBook. The system will create a new folder automatically.

   1. Please click start.
   2. Go to My Computer --> C-Drive
   3. Click Tools à Files Options --> View
   4. Choose display all hidden files then press Confirm
   5. Go to Document & Setting --> User --> Application Data
   6. Delete the folder "Pearson Education Asia Ltd"
   7. Insert the E-book disk to the CD-ROM driver.

5. **Why the E-book content cannot be shown? (Windows 8)**

If your monitor displays a blue screen after you launch the E-book.
It may be caused by an E-book folder corruption in your computer. You can delete this folder and then restart the EBook; the system will create a new folder automatically.

1. Go to Computer
2. Press View
3. Press Hidden Items
4. Click into Local Disk (C:) / User /(User's name folder) / Appdata / Roaming
5. Delete folder name as "Pearson Education Asia Ltd"
6. Insert the E-book disk to CD-ROM driver.

B. *Dictionary CD-ROM*

1. **Why doesn't my "Longman Active Study English-Chinese Dictionary (3rd Ed)" work on computer running on Microsoft Windows Vista and Microsoft Office 2007?**

Why can't my "Longman New Junior Dictionary(English-Chinese) (3rd Edition) be used in Microsoft Windows Vista or a computer with Microsoft Office 2007 installed?
This product was created for Microsoft Windows XP or older operating systems.
There is a conflict between a dll file in Microsoft Windows Vista/Microsoft Office 2007and the "Longman Active Study English-Chinese Dictionary (3rd Edition)" CD-ROMs.
Therefore, please use this product on a computer running on Microsoft Windows 98, Windows NT (4.0 SP5 or above), Windows 2000 or Windows XP.

2. **Why doesn't my "Longman New Junior Dictionary(English-Chinese) (3rd Ed)" work on computer running on Microsoft Windows Vista and Microsoft Office 2007?**

Why can't my "Longman Active Study English-Chinese Dictionary (3rd Edition)" be used in Microsoft Windows Vista or a computer with Microsoft Office 2007 installed?
This product was created for Microsoft Windows XP or older operating systems.
There is a conflict between a dll file in Microsoft Windows Vista/Microsoft Office 2007and the "Longman Active Study English-Chinese Dictionary (3rd Edition)" CD-ROMs.
Therefore, please use this product on a computer running on Microsoft Windows 98, Windows NT (4.0 SP5 or above), Windows 2000 or Windows XP.

3. **Why can't I copy my " Dictionary CD-ROM" content to my computer ?**
The copy protection on the CD-ROM or DVD-ROM prevents it from being copied onto the computer hard drive.

4. **How can I uninstall the program of the Active Study English-Chinese Dictionary (4th Edition)? How do I backup my bookmarks and notes?**

When the program is uninstalled, your bookmarks and notes are not removed. You can still access them when you run the program from the DVD.

C. *Question Bank CD-ROM*

1. **Error message ---- "An exception of class OLEException is error"**

Reinstall/Rollback MDAC2.8 Driver from the Windows XP SP3 CD-ROM.
1.   Go to My Computer.
2.   Go to C:\windows\inf folder.
3.   Right click the mdac.inf and Install.
4.   Insert the Windows XP SP3 CD-ROM.

2. **Why cannot install Question Bank CD-ROM?**

   Some Question Bank CD-ROMs must be installed with a local administrator Window user account. If you are unsure about your access rights, please consult with your IT administrator.

Subject	Product Title
Longman Activate	JS1A - JS3A Test Bank
Longman Elect	JS1A - JS3A Test Bank
新一代數學第二版	題目庫 小一至小六
學好普通話第三版	題目庫互動光盤 上, 下學期
互動科學	題目庫光碟 中一至中三
數學與生活	題目庫光碟 1A - 3B

3. **Why cannot launch Question Bank Program after completing the installation?**

   Some Question Bank CD-ROMs must be used and installed with a same window user account (with administrator access right). If you are unsure about your access rights, please consult with your IT administrator.

Subject	Product Title
Longman Activate	JS1A - JS3A Test Bank
Longman Elect	JS1A - JS3A Test Bank
新一代數學第二版	題目庫 小一至小六
學好普通話第三版	題目庫互動光盤 上, 下學期
互動科學	題目庫光碟 中一至中三
數學與生活	題目庫光碟 1A - 3B

D. *Other CD-ROM Product*

1. **How to launch "Interactive Science 2nd Edition Student CD-ROM"**

   1. Insert the disk to the cd/dvd-rom driver.
   2. Don't use "Auto Run" function
   3. Go to "My Computer"
   4. Right click the icon of the CD-ROM, then click "Open"
   5. Right Click the "Smart revision ppt" icon then click "Show"