

CLIFFS STUDYWARE®

COURSE REVIEW

USER'S MANUAL



IBM VERSION

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"...our knowledge can only be finite, while our ignorance must necessarily be infinite." — Sir Karl Popper



Cliffs StudyWare®

for the

IBM & Compatibles

Course Reviews

Version 4.3+

From the "credit where credit is due" department:

Some of the graphics used in this manual came to us from the folks at Corel Corporation, of Ontario, Canada, and are part of their CorelDRAW® ClipART collection.

The DeskMate "runtime kernel" contained in this software is property of Tandy, Inc., and is used under license from Tandy Corporation.

Auburn U Main Campus	—	19700	U of S. Alabama	—	10600
Jefferson St Jr Col	—	6000	Troy St U	—	3500
U of AL, Birmingham	—	15000	U of Alabama	—	16125



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U of Alaska, Anchorage	—	5000	U of Phoenix	—	6000
Northern Arizona U	—	13700	U of Arizona	—	24994
Mesa Comm Col	—	7000	U of Central Arkansas	—	6700



Thank you for purchasing this Cliffs *StudyWare* package. We think you'll enjoy using your computer to help you study, and we're sure that you will find it an effective tool.

There are a number of advantages to using *StudyWare*. *StudyWare* is your *personal* tutor. It will keep track of your progress, and it will explain why each possible answer choice is either correct or incorrect. The system will generate a summary report that you can use to help you keep track of your progress, including your score on the drill-bank the last time you took that particular drill.

Welcome to *StudyWare* for the IBM

If you've lost or destroyed a disk, you can order replacements for \$5.00 ea. The maximum charge is \$10.00, so even if you've lost three or four disks, \$10.00 is the most it will cost you to replace them. Please be prepared to supply a receipt or other proof of purchase. (If you've sent in your registration card, that will expedite matters.)

Replacements and upgrades

We'll be happy to replace a *defective* disk at no charge.

If your *StudyWare* product came with a Cliffs Notes book, you can purchase a (full-price) replacement directly from us, or at almost any local bookstore.

Sometimes exam formats change or new features are added to the software. Generally, you can purchase an upgrade to take advantage of those changes or features for \$20.00. Occasionally the changes or added features are so extensive that the upgrade charge will be greater than \$20.00.

The experienced user may feel no need to read this manual. If that's the case, simply insert the disk labelled "Installation Disk #1" into either drive **A:** or **B:**, and type **INSTALL A:** (or **B:**), and press **<ENTER>**.

Quick-start instructions

If you have an installation diskette of the wrong size, or if you're installing via *Windows*, we recommend that you read the instructions beginning on page 9.

U of Arkansas	—	11300	U of CA, Berkeley	—	32000
Arkansas St U	—	7000	U of CA, Davis	—	19720
U of AR, Little Rock	—	8500	CSU Fresno	—	14602



System requirements

REMINDER!



StudyWare requires that you have at least 256K RAM *free*; a 256K machine (or even a 512K machine) *MAY* not have enough memory available once you've loaded the operating system and other utilities.

StudyWare V4.3+ requires two high-density floppy disks, or one HD floppy and a hard disk. We *strongly* recommend using a hard disk, because installing the system to a hard disk will greatly increase the speed at which it runs, and it will also eliminate tiresome "disk-swapping."

StudyWare for the IBM requires:

- ☐ an IBM XT/AT/PS2, Tandy, or compatible computer with at least 256K RAM free
- ☐ a CGA, EGA, VGA or HERCULES graphics card
- ☐ two high-density floppies, or one and a hard disk with roughly 2.5mb free
- ☐ a mouse is optional, but highly recommended
- ☐ a printer (dot matrix or laser) is optional

About these quotes

By now you may have noticed the quotes on the top of each page of this manual. These were gleaned from some of the greatest minds of the past centuries. All of the quotes concern themselves — directly or indirectly — with the benefits (and rigors) of education. Some of them are more serious than others; a few verge on the whimsical. All of them, we feel, can contribute to your view of education as an important process, one in which you're obviously interested, since you have purchased *StudyWare*.

In much the same way we hope you'll enjoy your time using *StudyWare*, we also hope that you'll enjoy reading the quotes. (If you have questions or comments about any of them, please feel free to drop us a line.)

CSU Hayward	—	12455	CSU Long Beach	—	19673
U of CA, Santa Barbara	—	18200	CSU Los Angeles	—	21186
U of CA, Irvine	—	17000	U of CA, Los Angeles	—	34400



Once you start up *StudyWare* (which you do by entering the correct directory and typing **GO** — See page 12), you will be taken to the *StudyWare* "owner verification" screen. This is a type of off-disk copy protection. The system will list a college or university, and a page number from the User's Manual. In order to continue, you must look in the manual on the page listed, and look up the population of that school. (The schools and their populations will be listed in a small box at the bottom of each page of the manual.)

To go on, simply enter the correct school population. The system will allow you three tries before exiting back to the DOS prompt. (Of course, you can then simply type **GO** to try your luck again.)

We do realize that some people consider this type of protection a bit troublesome, but it turns out to be MUCH less intrusive than some other methods. (It does, for example, allow you to make unlimited backups of your disks, so you never have to worry about "trashing" a set.) And, in the end, it's certainly better than not being able to offer you software in the first place. Please take a moment to read the following message from the Software Publishers Association:

**PLEASE DO NOT MAKE ILLEGAL COPIES OF
THIS (OR ANY) SOFTWARE!**

This software was produced through the efforts of many dedicated people. Those development costs are recovered through software sales, and the unauthorized duplication of software raises the costs to legitimate users.

This software is protected under federal copyright law: copying software (other than to make backups) is a violation of the law, and violators may be subject to civil and criminal penalties.

You may report violations to:

SPA, 1101 Connecticut Ave., NW, Ste. #901
Washington, DC 20036

Copy protection

REMINDER!



To enter StudyWare, you'll need to enter the population of the school listed on the screen. The screen also lists a page number, and you'll find the population listed in a small box at the bottom of that page.

U of Southern CA	—	20000	U of CA, Riverside	—	7000
CSU Northridge	—	30000	San Diego City Col	—	15000
Cal St Poly U, Pomona	—	18000	San Diego St U	—	35950



Installation to hard disk (DOS)

A DOS-based *StudyWare* installation is simple and straightforward. Simply insert the disk labelled "Installation Disk #1" (there may, in fact, be only one disk in your package) into either drive A or B. Then type **A:** (or **B:**) **INSTALL** and press **<ENTER>**. At this point your drive will *whirr* and *clank*, and the *StudyWare* installation program will start up. This utility will guide you through the installation.

A few things you might want to know about installing your *StudyWare* system:

- 1) The disks supplied in your *StudyWare* package are compressed, and therefore unusable as-is. You **MUST** "install" the system in order to use it.
- 2) The installer will allow you to choose a drive-letter; generally these will range from C to Z, since A and B are almost always your floppy drives. If you choose a drive that does not have enough free space on it, the installer will so inform you, and allow you to either choose a different drive, or exit to free up some space on your hard disk.
- 3) The installer will ask for a **DIRECTORY** name. You can either accept the default shown by the installer, or choose your own name. (If the directory does not exist, the installer will create it.) Note that DOS limits names of directories to eight (8) characters; thus, "**STUDYWARE**" is an illegal name (9 characters), while "**STUDY**," "**SCHOOL**," and "**MYSTUFF**" are all legal. You may also choose to place *StudyWare* in a **SUBDIRECTORY**. If that's the case, simply type both the directory **AND** subdirectory name when the installer requests it, like this:

\SCHOOL\STUDY

San Francisco St U	—	20000	U of CO, Boulder	—	22500
San Jose City Col	—	13000	U of Denver	—	7000
U of LaVerne	—	1333	U of N. Colorado	—	8000



If all of this talk of directories and subdirectories is confusing to you, don't worry. Just accept the default given by the installer, and forget about it. (Or, if you really feel a burning need to know more about directories and subdirectories, look in your DOS manual under "Directories, structure.")

DOS Installation to hard disk (Cont'd)

- 4) The installer may ask if this is a NET-WORK install. If you're the average end-user, the answer is NO. If, however, you have purchased your *StudyWare* package for use in an institutional setting, and IF you've purchased the network-version, answer YES. Doing so will allow the installer to configure *StudyWare* for a network environment.
- 5) If your *StudyWare* package came with more than one disk, the installer will "beep" and ask for you to insert the second disk at the appropriate time.
- 6) During the installation, you may see the message "Copying files..." displayed by the installer, and the names of the files being decompressed and copied may scroll up (and off) the screen.

When the installation is complete, the installer will so inform you. It will also display a reminder describing how to locate and run *StudyWare*, now that it's installed to your hard disk. If you run into any errors or problems during installation, see "Troubleshooting," page 30.

Colorado St U	—	17000	U of Delaware	—	14750
Yale Univ	—	10000	Geo. Washington U, DC	—	10000
U of Connecticut	—	17500	U of Florida	—	28000



Installation to same-size floppies

REMINDER!



Before beginning the installation process, you must format 2-3 fresh high-density "target" disks. These will become your **SYSTEM** and **DATA** disks.

Installation to floppies is simple and straightforward. First, format 2-3 high-density "target" diskettes. Insert the disk labelled "Installation Disk #1" (there may, in fact, be only one disk in your package) into drive A, type **A: INSTALL**, and press **<ENTER>**. (You will be placing your "target" disks — the ones you're using the installer to create — in drive B.)

At this point your drive will whirr and clank, and the *StudyWare* installation program will start up. This utility will guide you through the installation.

A few things you might want to know about installing your *StudyWare* system to floppies:

- 1) The disks supplied in your *StudyWare* package are compressed, and therefore unusable as-is. You **MUST** "install" the system in order to use it.
- 2) The "target" disks you supply to make your running set of *StudyWare* disks should be freshly formatted. It's a good idea to use **NEW** disks, rather than to reuse old ones. (Remember that while we can guarantee and vouch for the quality of the *StudyWare* installation disks, we cannot be responsible for the quality of the disks you supply.)
- 3) The installer will "beep" and tell you when to insert either another installation disk (if more than one was supplied) or another "target" disk, when it becomes necessary.

The installer will create one **PROGRAM** disk, and one or two **DATA** disks. Generally, you'll run the **PROGRAM** disk in drive A, and the **DATA** disk(s) in drive B.

Problems or questions during the installation? See "Troubleshooting," page 30.

Florida Int'l. U	—	16221	U of S. Florida	—	15692
St. Petersburg JC, FL	—	18300	U of Georgia	—	22800
Florida St U	—	26000	Emory Univ	—	8000



Some people have two drives, but of two different sizes. That is, you may have one 5.25" drive, and one 3.5" drive. If that's the case, use your drive A to run the installation program, creating *StudyWare* **PROGRAM** and **DATA** disks in drive B, as described above.

When the installer finishes, you'll have a working set of disks, but one of the disks will be the **WRONG SIZE!** Don't panic. Use the DOS **XCOPY** utility to copy either the **PROGRAM** or the **DATA** disk (whichever one of them is the wrong size) over to the correct-size drive. The syntax for using the **XCOPY** utility is as follows:

XCOPY A: B: /S/E
or **XCOPY B: A: /S/E**

Note that you **CANNOT** use the DOS **COPY** or **DISKCOPY** commands to make the new disk(s), because **COPY** will not copy everything (it ignores subdirectories), and **DISKCOPY** will not copy from one size disk to another (different size) disk.

Problems or questions during the installation? See "Troubleshooting," page 30.

Installation to mixed-size floppies

REMINDER!



When making a copy of a disk from one size to another, use the DOS **XCOPY** command, not the **COPY** command.

If you're running *Windows*, you have three ways you can install *StudyWare* without actually exiting *Windows*:

Installing via *Windows*[™]

- 1) **Use the Program Manager.** Insert "Installation Disk #1" into drive A. When in the Program Manager, choose the **FILE** menu. Then choose **RUN**. When the **RUN** dialog box comes up, enter **A:INSTALL** and click **OK** (or press **<ENTER>**).

Georgia St U	—	17409	City Col of Chicago	—	7500
Illinois Col	—	825	Loyola U, Chicago	—	7000
Eastern Illinois U	—	9222	Northwestern U, IL	—	10500



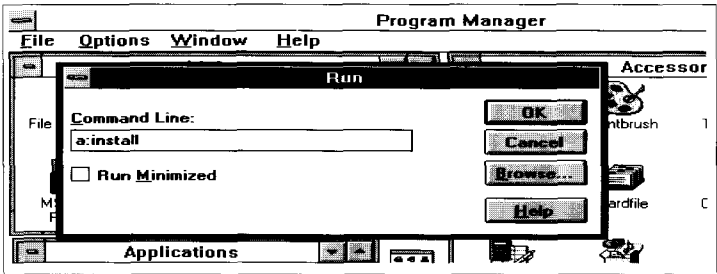
Installation to hard disk via *Windows* (Cont'd)

- 2) **Use the File Manager.** Insert "Installation Disk #1" into drive A. Double-click the File Manager icon (usually in the Main group). Then choose RUN from the FILE menu. When the RUN dialog box comes up, enter **A:INSTALL** and click OK (or press **<ENTER>**).
- 3) **Exit (temporarily) to DOS by using the MSDOS icon (usually located in the Main group).** Double-clicking on the MSDOS icon will take you to DOS. From there, type **A:INSTALL**. (To return to *Windows* after installation is complete, type **EXIT** and press **<ENTER>**.)

Problems or questions during the installation? See "Troubleshooting," page 30.

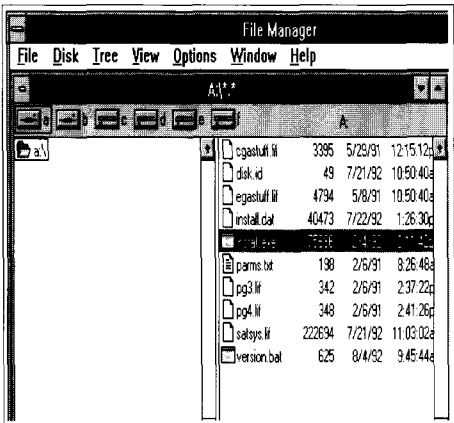
Assuming that you're a regular *Windows* user, you'll probably want to run *StudyWare* from within *Windows*, so don't forget to look at "Startup from *Windows*," page 15. Remember that Version 4 *StudyWare* is a DOS application. It has its own interface — derived from the Tandy *DeskMate* interface, actually — so don't get confused when you start *StudyWare* from within *Windows* and then something that does NOT look like *Windows* starts running!

U of Chicago	—	9500	Illinois St U	—	17807
U of IL, Chicago	—	17580	Ball St U	—	17000
Northern Illinois U	—	18500	U of Notre Dame	—	9850

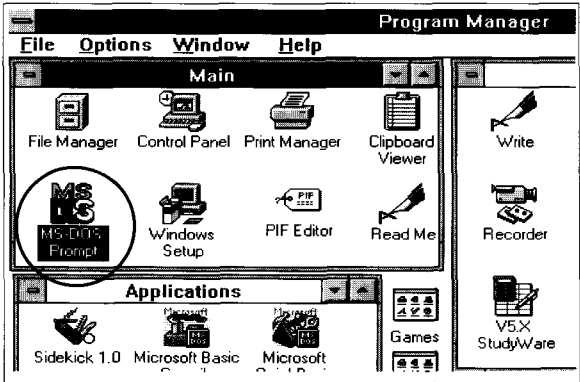


Installation to hard disk via Windows (Cont'd)

Using the Windows Program Manager to install StudyWare.



Using the Windows File Manager to install StudyWare.



Using the Windows MS DOS prompt (circled) to install StudyWare.

Indiana St	—	8750	Wichita St U	—	10600
U of Northern Iowa	—	9671	Northern Kentucky U	—	6000
U of Iowa	—	23000	Western Kentucky U	—	10000



Installation for network users

If you've purchased the network-version of *StudyWare*, you should have received a disk called the "Network Configuration Disk" (let's refer to it as the "NCD") in your package. This disk is **REQUIRED** in order to run *StudyWare* on a network.

If you're running on a network, the installation program will prompt you to insert the NCD when needed. (If you're installing on a network and the installer does **NOT** prompt you for the NCD, don't worry. This sometimes happens if the installer doesn't recognize the presence of a network, or if you're temporarily running without the network software. You can simply insert the configuration disk into the drive after the regular installation, and type **INSTALL** again. The system will re-configure *StudyWare* to run on a network at that time.)

Hard drive startup from DOS

The first thing you'll want to do is change over to the drive and directory into which you installed *StudyWare*. If your computer boots up to one drive and *StudyWare* is installed on another, you would need to first switch over to the appropriate drive. For example, if *StudyWare* is on drive D, and your machine is currently on drive C, you would type:

D: (and then press) **<ENTER>**

to switch over to the D drive. Then, you need to change over to the appropriate directory, using the DOS CD command. Thus, if you've installed *StudyWare* to a directory called \PERSONAL, you would type:

CD\PERSONAL (and press) **<ENTER>**.

Don't forget that if you've installed *StudyWare* into a subdirectory, you would need to include both the directory **AND** subdirectory name when you change over:

CD\PERSONAL\MYWORK **<ENTER>**.

U of Louisville, KY	—	22361	SE Louisiana U	—	6645
Murray St U, KY	—	5500	Grambling St U, LA	—	5500
Eastern Kentucky U	—	14500	U of SW Louisiana	—	11300



Once you're in the correct directory, simply type:

GO (and then press) **<ENTER>**

So, normally, there are three steps to starting up *StudyWare* from within DOS:

- 1) Move to correct drive (if necessary)
- 2) Move to correct directory
- 3) Type **GO** to start *StudyWare*

However, if you like, you can simplify this by writing a *batch file*. A batch file is a set (or batch) of instructions your computer will follow as soon as the name of the batch file is typed. A batch file is simply a "normal" (i.e., ASCII) DOS textfile with a filename that ends in .BAT (the prefix-portion of the name can be anything you like). The batch file can be created with almost any editor or word processor; just remember that it must have a .BAT suffix, and it must be saved as an ASCII textfile. (Many editors, like the *DOS Edit* program, automatically save files as ASCII. Most word processors, like *WordPerfect*, for example, must be explicitly instructed to save files as ASCII.)

The batch file should reside in the "root" of your hard drive, and should contain the complete set of instructions to invoke *StudyWare*, and then return things to normal when you're finished using *StudyWare*. A typical batch file for this purpose might look like this:

```
CD\STUDY      '      change directory
GO             '      invoke StudyWare
CD\           '      change back to root
CLS           '      clear screen for neatness'
                sake
```

Note that the apostrophes and comments that follow them should NOT be included when you type the batch file; they're included here simply for your information.

Hard drive startup from DOS (Cont'd)

REMINDER!



A batch file must be saved in a regular text (i.e., ASCII) format. If it's saved in a format native to your word processor, DOS will be unable to read it.

McNeese St U, LA	—	5470	Tulane U, LA	—	8900
NE Louisiana U	—	8500	U of New Orleans	—	9500
Northwestern St U, LA	—	8216	Louisiana Tech U	—	8996



Hard drive startup from DOS (Cont'd)

Assuming that you created such a batch file and then named it (for example) *STUDY.BAT*, you could get into and out of a *StudyWare* session simply by typing *STUDY* at the root, and then pressing the **<ENTER>** key. The batch file would do the rest of the work for you.

Once you've typed **GO** (and pressed **<ENTER>**), you should first see the Tandy DeskMate copyright, and then the *StudyWare* "owner verification" (school population) screen. If you don't, please see Troubleshooting, page 30.

Floppy drive startup from DOS

REMINDER!



After installing *StudyWare* to floppies, run the *PROGRAM* disk from drive A, and the *DATA* disk from drive B.

If you installed to floppies, you should have a set of two or three *StudyWare* disks. One is the *PROGRAM* disk, which contains the *StudyWare* programs and system files. This disk is intended to run out of drive A.

The other disk is the *DATA* disk. (Don't forget that there could be more than one of these.) This disk contains the exam and drill data, and is meant to stay in drive B.

To run the floppy set:

- 1) Place the *PROGRAM* disk in drive A.
- 2) Place the *DATA* disk in drive B.
- 3) Change over to drive A by typing **A:** and pressing **<ENTER>**
- 4) Type **GO**, and press **<ENTER>**

Once you've typed **GO** (and pressed **<ENTER>**), you should first see the Tandy DeskMate copyright, and then the *StudyWare* "owner verification" (school population) screen. (If you don't, please see Troubleshooting, page 30.) Enter the school population by looking on the correct page in the user's manual.

Note that *StudyWare* is not a *Windows* application; it does, however, run quite well within *Windows*, so you should have no problems if you're a *Windows* user.

Nicholls St U, LA	—	5400	US Naval Academy, MD	—	4460
U of Southern Maine	—	4400	Bowie St U, MD	—	3000
U of Maine	—	8520	U of Maryland	—	13132



There are (at least) four ways you can run *StudyWare* from within *Windows*. You could:

- ☐ Run directly from the *Windows* “Program Manager.”
- ☐ Click GO.EXE from within the *Windows* “File Manager.”
- ☐ Create a “Program Item” (and icon), and double-click the icon.
- ☐ Double-click the “MS-DOS” icon, and then run from the DOS prompt, as described above.

Of course, you could always exit *Windows* and run from DOS, but there’s normally no reason to do that. If you own and enjoy *Windows*, why not use it? (Be aware, however, that older versions of *Windows* — prior to *Windows* 3.1 — did have some bugs, many of which show up when running DOS-based, i.e., non*Windows*, programs.)

Note that, depending upon how your *Windows* software is set up, you may get a message such as the following, when you exit *StudyWare*:

*Your popup program has been installed
Press CTRL-C...*

This is because *Windows* sees the *StudyWare*/DeskMate interface as a “popup” or memory-resident program, and it’s not quite sure how to proceed. If this occurs, just press **<CONTROL>-C** and *Windows* will reappear.

Don’t forget: No matter which method you use to start *StudyWare*, if you have problems, look in the Troubleshooting section, on page 30.

Let’s go through the three most common methods of running *StudyWare* (or any other DOS program) from within *Windows*.

Startup from Windows

Boston Univ	—	21000	U of MA, Boston	—	7011
Harvard Univ	—	4700	MA Institute of Tech	—	8995
Tufts U, MA	—	7350	Boston Col	—	10000



Startup from Windows (Cont'd)

Running from the Windows Program Manager

This is possibly the simplest way to run *StudyWare* from within *Windows*.

From the File menu, choose Run. *Windows* will display a dialog box, into which you can type the path- and program-name of the application you want to run. Assuming that you had installed your *StudyWare* package to C:\STUDY, you would type:

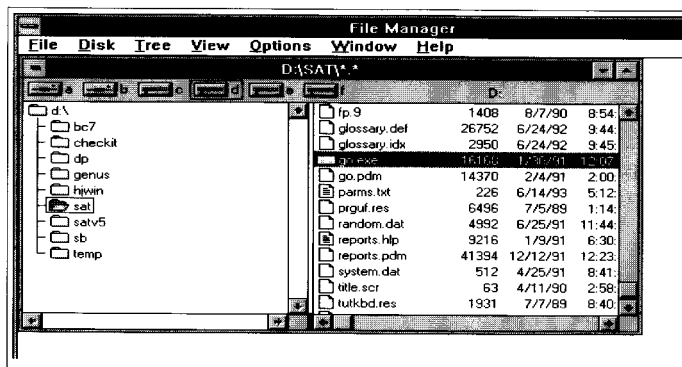
C:\STUDY\GO

and press <ENTER> (or click the OK button). Your *Windows* interface will (temporarily) disappear, and you'll see the *StudyWare* "owner verification" screen.

Running from the Windows File Manager

The File Manager icon is usually located in the "Main" group. Double-click the File Manager icon. The File Manager will open up; it lists all the directories, presenting a file "folder" icon for each. The files within those directories will (usually) be listed on the right.

Click once on the directory into which you've installed *StudyWare*. In the file-listing window, you'll see a series of subdirectories, and a list of files. To start *StudyWare*, just double-click on the file called GO.EXE.



Running StudyWare from the Windows File Manager.

U of Lowell, MA	—	8400	SE Massachusetts U	—	5800
Emerson Col	—	2100	U of Detroit	—	3200
Merrimack Col, MA	—	2200	Wayne St U, MI	—	14600



Running from the *Windows* File Manager (Cont'd)

There may also be a file present called GO.PDM. Do NOT double-click on that file; GO.EXE must be used to start *StudyWare*. If you accidentally double-click GO.PDM, you'll probably get a *Windows* error message such as, "No application is associated with this file." If that happens, just click the OK button and try again.

Creating a *Windows* Icon for your *StudyWare* Application

This method takes the most work to set up, but — once you've done the initial setup — is the easiest to use.

From the Program Manager, choose "File." From within that, choose "New." You'll get a dialog box labeled "New Program Object." Since you're adding a program item (rather than a group), make sure you've got "Program Item" selected, and click the OK button.

Windows will then display the "Program Item Properties" dialog box, which asks you to fill in four pieces of information:

- 1) A description of the application
- 2) The command to start the application
- 3) The name of the working directory
- 4) A shortcut key, if needed

Startup from *Windows* (Cont'd)

REMINDER!



You can run StudyWare from within Windows by using the Windows File Manager, the Program Manager, or by creating a StudyWare program item icon.

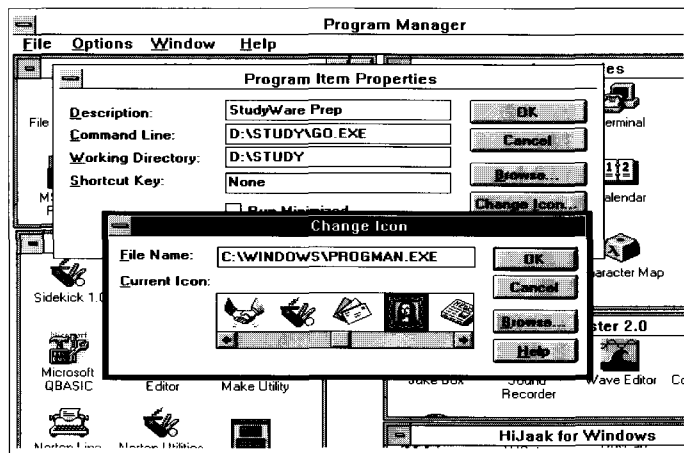
Michigan St U	—	42500	Western Michigan U	—	15500
U of Michigan, Flint	—	4500	Northern Michigan U	—	5400
Michigan Tech U	—	5730	Eastern Michigan U	—	24000



Startup from Windows (Cont'd)

Creating a *Windows* Icon for your *StudyWare* Application (Cont'd)

The dialog box that *Windows* will display for you in this case looks like this:



The dialog box displayed by Windows when you are setting up a StudyWare icon. Note the Change Icon dialog, which allows you to assign an icon to the StudyWare application.

Just enter the description — you could describe it by the name of the test, or you could simply type *StudyWare*. The command to start *StudyWare* would be something like:

C:\STUDY\GO.EXE

assuming that you had placed *StudyWare* on drive C, in a directory called \STUDY. The name of the directory is simply the name of whatever directory to which you installed *StudyWare*. You don't need to worry about a shortcut key.

U of S. Mississippi	—	9400	SE Missouri St U	—	6900
Jackson St U	—	5000	U of Missouri	—	19200
Mississippi St U	—	10500	NW Missouri St U	—	4500



Creating a *Windows* Icon for your *StudyWare* Application (Cont'd)

At this point — before you click OK to signal that you're finished — you'll probably want to choose an icon to use for your *StudyWare* application. (If you don't, *Windows* will simply use the "generic" DOS icon to represent the *StudyWare* application.) Choose "Change Icon." *Windows* will display a list of icons from which you can choose. (It may warn you first, if there are no actual *StudyWare* icons provided, that you'll have to choose an icon from whatever icons are available in the Program Manager.) Choose an icon; we're kind of partial to the little picture of the Mona Lisa, but you pick what you like.

Click the OK button. (If you've done anything incorrectly, like type the name of a nonexistent directory, *Windows* will warn you at this point.)

You now have a cute little icon (probably in the Main group, unless you moved it) that you can simply double-click when you want to run *StudyWare*.

Startup from *Windows* (Cont'd)

REMINDER!



*Using the "Create an Icon" method takes the most time to set up, but from then on all you have to do is double-click the *StudyWare* icon you created.*

First, let's dispel a myth. Cramming does not work. It can even be counterproductive. Let's face it, attempting to memorize a few hundred terms, theorems, dates, and places the night before an exam is an exercise in futility. What is most likely to happen is that you'll confuse and frustrate yourself, and end up not getting enough sleep, just when you most need to be calm and rested. So don't do it. Give yourself enough time for a series of good, solid study sessions, and plenty of rest.

Know that you have prepared as completely as possible, rather than worry about whether or not you've done a good job. Use a plan such as the one described below to structure your study sessions, and be ready to apply a test-taking strategy to the exam itself.

Strategies for test-takers

Rockhurst Col	—	3014	Montana St U	—	9208
SW Missouri St U	—	13000	U of Montana	—	7100
Eastern Montana Col	—	2680	U of Nebraska	—	18261



Strategies for test-takers (Cont'd)

REMINDER!



The most important aspect of preparing for a test is **PLANNING**. Use the study plan included in this manual, or make one up that you like better. In any event, use **SOME** plan, and follow it faithfully.

Assuming that you've really done your homework, the best thing you can do the night before may, in fact, be to take the night off! Relax. Go to a movie (but not a late one). Visit with friends. Take a walk or a bike ride. All of these things tend to reduce stress, and stress is something you want to avoid the night before an exam. (Actually, avoiding stress altogether is a good idea. Check out a book called *Stress and Distress*, by Hans Selye.)

Getting enough rest the night before a test is extremely important. Get some fresh air and exercise during the day, if that tends to help you sleep at night, and go to bed at a decent hour. Again, resist the temptation to stay up late, cramming for the test.

A few other things to keep in mind: If at all possible, familiarize yourself with the building — or even the room — where the test is to be given. (If it's given in one of your classrooms, then you're already familiar with the room, but if it's not, then you may worry — appropriately — about wasting time trying to find it.) If the test is being given in an unfamiliar building or room, take the time to drive (or walk, or bike, or whatever) over to check it out. The peace of mind you'll have the next day, just because you know exactly where you're going and how to get there, is well worth the time.

Be sure you've gathered (neatly and all in one place) all the things you're required (and/or allowed) to take into the exam room. If the exam requires a #2 pencil, be sure to have a nice little supply of them, all sharpened and ready to go. Why not bring an extra eraser? If you'll be using a calculator, make sure it's at hand, and has fresh batteries. Do you need to bring a watch? (Clocks in classrooms are not always visible to all, nor are they always accurate.)

U of Nevada, Las Vegas	—	8000	Dartmouth Col, NH	—	5000
U of Nevada, Reno	—	7300	Rutgers St U, NJ	—	3300
U of New Hampshire	—	10100	Rider Col, NJ	—	3100



Statistically speaking, by the way, you have less to worry about than many other students. Over many years of preparing study guides and preparations, we've discovered that it's the good students who tend to use them. The very fact that you're serious enough to be using *Cliffs StudyWare* speaks well of your initiative, as well as your planning.

Strategies for test-takers (Cont'd)

In the sections that follow, we'll introduce you to specific features of your *StudyWare* package: How to work on a drill, look up a glossary item, display a graphic, etc. Before that, though, let's address a question that always seems to come up. People are always asking, "What's the right way to use *StudyWare*?" The answer, like so many other answers to life's important questions, is that there is no one right way. How you use *StudyWare* depends on your personal situation.

Often, the use you make of *StudyWare* will depend upon how much time you have. If it's two days before a big test, you're not going to use *StudyWare* in exactly the same fashion as will someone who has a full month to work through the software.

If you're using *StudyWare* as a complement to your text, you'll most likely want to follow along in the order used by your instructor. (You'll find that the "chapter" headings in the *StudyWare* Main Menu parallel the order used by most texts; then again, a knowledgeable instructor will often vary the presentation of material, if he or she feels that the material should be presented differently.)

StudyWare was conceived and developed as a complete study system. No one part of it exists independent from the other parts. In other words, it was meant to be used as a whole: the drills, the glossary, and the review book all work together to enhance your study sessions. To get the most from the system, you'll want to ensure that you give yourself the chance to utilize each aspect of the system.

Strategies for using StudyWare

NJ Institute of Tech	—	4400	Eastern New Mexico U	—	3750
Trenton St Col, NJ	—	5100	Western New Mexico U	—	1200
U of New Mexico	—	14600	St U of NY, Albany	—	12000



Strategies for using StudyWare (Cont'd)

REMINDER!

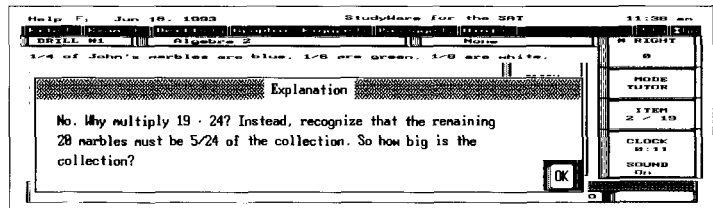


Your StudyWare package is a system consisting of both book and software; the two work together.

Essentially, *StudyWare* encourages a cyclical approach. In other words, drilling leads to working from the book, which leads to another drill, and so on. It's a teaching cycle (an educator might call it a heuristic or a paradigm) which has been shown to be effective ever since Plato.

Speaking of the book, don't forget that it's a valuable tool! (And of course, we feel the Cliffs Notes book is the best available. But then, we're somewhat biased.) Computers are very good at certain things: branched presentations, graphic display, item-analysis, tracking, etc. And books — good, old-fashioned books — are still the best resource for other things: exposition, analytical narrative, portability, and the like. We mention this because we sometimes hear from folks who want to know why, having purchased a computer program, they need to bother with a book. Trust us. Books are wonderful things, and the one included in your package is one of the best around.

Remember that a user can run *StudyWare* in two different modes: Test Mode and Tutor Mode. In Test Mode, the system acts ver'well, test-like. It presents one item at a time, and moves from one item directly to the next as soon as you've chosen an answer. It doesn't let you know how you're doing (until you're finished), and provides no other information. In Tutor Mode, though, every time you choose an answer, an explanation window will open up to explain what is correct or incorrect about that particular answer-choice. (More about Test Vs Tutor Modes on page 28.) So, when we discuss running a *StudyWare* drill, remember that you can run it in either mode. This, in effect, gives you another set of study options.



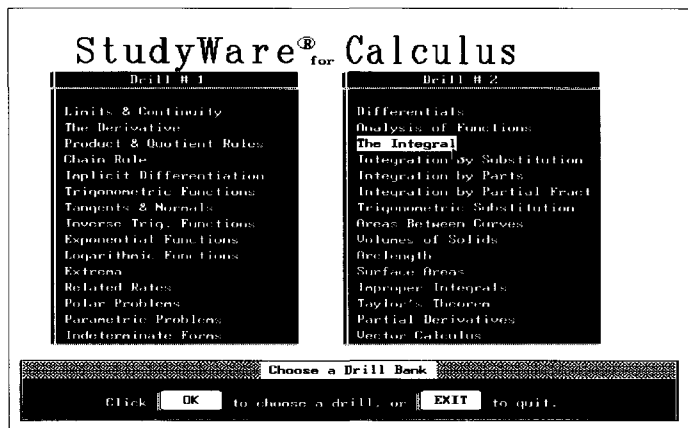
In Tutor Mode, the system will display an explanation every time you choose an answer.

St U of NY, Buffalo	—	18505	Long Island U, NY	—	4550
Fordham U, NY	—	14000	Columbia U, NY	—	15000
Yeshiva U, NY	—	4150	Saint John's U, NY	—	19234



Once you've entered the school population to get past the owner verification screen, the logo and then the Main Menu will appear. Here's an example of the Main Menu:

Running StudyWare (Cont'd)



The StudyWare Main Menu. This example is from the Calculus Course Review.

Whenever you exit a drill (which you do either by choosing Exit from a pull-down menu or by pressing <ESC>), the Main Menu is where you'll end up.

Taking a StudyWare Drill

To begin your cycle, the first thing you normally want to do is take a practice "test" to establish a "baseline," something to which you'll be able to compare all future results. The Main Menu will list between 25 and 30 topics in two columns. (See illustration, above.) Select one of the drill topics.

You'll then be asked whether you'd like to work in Test or Tutor mode. If you're going to have time to cycle through more than once, we recommend that you start off in Test Mode. You can do the next cycle in Tutor Mode. As mentioned above, Test Mode and Tutor Mode are two different approaches to answering a question. In Test Mode, the

Adelphi U, NY	—	5350	New York Univ.	—	15500
Hofstra U, NY	—	8000	RIT, NY	—	10000
Ithaca Col, NY	—	5900	U of NC, Chapel Hill	—	20000



Running StudyWare (Cont'd)

Taking StudyWare Drills (Cont'd)

system will jump from one item directly to the next as soon as you choose an answer. You'll not be told (until you're finished with the drill) how well you're doing, or which items you're getting correct or incorrect. Obviously, the main purpose here is to mimic a test-taking environment. In Tutor Mode, though, the system behaves differently. When you choose an answer in Tutor Mode, the system will pop up an "explanation window," the contents of which will tell you what is correct or incorrect about that particular answer-choice. In this mode, you are allowed to "browse" through all the explanations for all of the possible answer-choices; the system will proceed to the next item only when you click on the "NEXT QUESTION" button. At this point, you'll be given some background information, and then the drill will start. The data screen on which a test is presented will look something like this:

A StudyWare data screen. Note the pull-down menus at top and Control Panel at the bottom. To select an answer, you may click on the letter where the answer choices are displayed, click the appropriate button on the control panel, or press the letter key (A, B, C, etc.) and press <ENTER>.

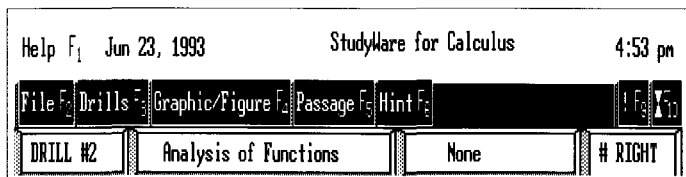
U of NC, Charlotte	—	13400	North Carolina St U	—	21000
Western Carolina U, NC	—	4800	Wake Forest U, NC	—	4935
Due U., NC	—	9000	U of NC, Chapel Hill	—	20000



Pull-Down Menu Items

The screen is bounded on the top by a "cluster" of pull-down menu items; you can operate these either by clicking them with your mouse, or by pressing the appropriate function key (F1, F2, etc.). Here's a closer look at the pull-down menus:

Running StudyWare (Cont'd)



The StudyWare pull-down menu options.

For the most part, you have six pull-downs available:

- File (F2)** Use to exit the system, "pause" the system, printout an item, turn the sound on or off, or see the "About" box.
- Drills (F3)** Takes you directly to the Drills menu.
- Graphic/ Figure (F4)** If a graphic or figure is available, this option will display the graphic.
- Passage (F5)** If a passage is available, choosing this option will allow you to either display or print the passage.
- Hint (F6)** If a hint is available, choosing this option will allow you to either display or print it.

U of North Dakota	—	9730	Ohio Univ	—	15000
Minot St U, ND	—	3000	Bowling Green St U, OH	—	15000
U of Akron	—	16600	Cincinnati Tech Col	—	4700



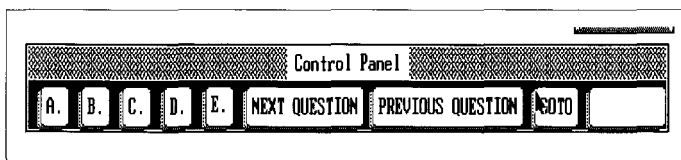
Running StudyWare (Cont'd)

Pull-Down Menu Items (Cont'd)

Note that you also have three other function-key pull-downs present. Pressing F1 brings up a context-dependent "help" screen; if you're ever unsure about what you're supposed to be doing, just press F1. Also, on the far right-hand side of the screen is a group of two more pull-downs, F9 and F10. The first (F9) has no effect unless you happen to be running the network version. If you're running network-version *StudyWare*, and if the network itself is running Tandy's SchoolMate application, instructors (and students, in some cases) can send messages to the various stations using the F9 option. The F10 pull-down accesses *StudyWare*'s "Setup" options. This is what you would use if you wanted to change display colors, choose another type of mouse, change from one printer port to another, etc.

The StudyWare Control Panel

On the bottom, the screen is bounded by the *StudyWare* "Control Panel." For the most part, you'll control your interaction with each data item by using the Control Panel.



The Control Panel. Note that, in this example, no glossary items are available, so the GLOSSARY button (far right) is inactive.

The Control Panel allows you to use your mouse or keyboard to tell the system which answer choice you think is correct. It is also the place to go when you want to move forward ("NEXT QUESTION") or backward ("PREVIOUS QUESTION") through the items. If you want to go directly to a specific question, simply click on the "GOTO" button and enter the number of the question you wish to examine.

Cleveland St U	—	9700	Ohio St U, Marion	—	4059
Ohio St U	—	41500	Miami U Oxford, OH	—	14500
Wright St U, OH	—	10500	Oberlin Col, OH	—	2700



Accessing The Online Glossary

StudyWare's online glossary tends to be of particular interest to most students. If there are glossary items available, you'll want to click on the "GLOSSARY" button to see a list of items from which to choose. Then, double-click an item from the list; a window will open up with the definition displayed inside.

Generally, around 450 key words and terms are defined for you, including ones which may be contained in the explanations but which may not be displayed onscreen at the time you happen to click the "GLOSSARY" button. (You might be interested in knowing that our editorial department always has a tough time deciding which terms to define for you; we have to tread a thin line between what would be informative and useful, and what would in fact give away the answer to a question.) Don't forget that there are some data items for which no words are defined; when there are no defined words, then the "GLOSSARY" button on the Control Panel will be blank.

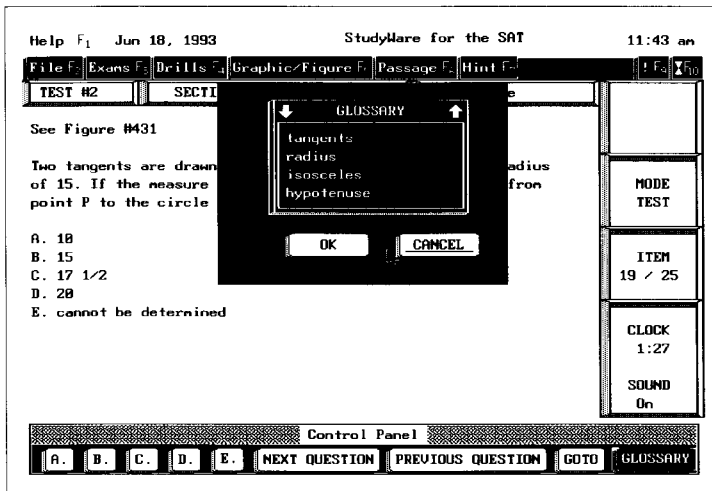
Running StudyWare (Cont'd)

REMINDER!



Remember that you may find, in the glossary list for a particular item, words or phrases that you do NOT see displayed onscreen.

Most likely, these are terms that appear in the EXPLANATIONS, which are not displayed at the time.



A *StudyWare* data screen with a glossary list displayed. For this particular item, four words are defined. Simply click on any of them to bring up a definition.

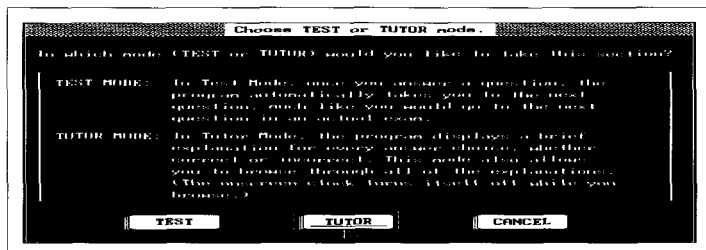
Cuyahoga Com Col, OH	—	3000	Oklahoma City CC	—	8500
Belmont Tech Col, OH	—	2000	Oklahoma St U	—	17000
U of Toledo	—	15298	Tulsa Jr Col, OK	—	6500



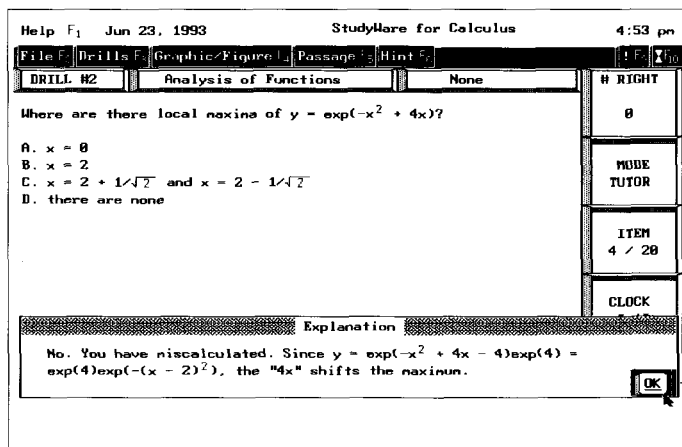
"Now, owls are not really wise — they only look that way. The owl is a sort of college professor." — Elbert Hubbard

Using the practice drills

You may choose to work on a drill in either Test Mode or Tutor Mode. Your choice will depend upon whether you want to practice as if an exam were in progress, or whether you actually want to see explanations as you go along. (Ideally, of course, you would go through all of the drills twice, once in Test Mode and once in Tutor Mode.)



The system will ask whether you want to work on a drill in Test or Tutor Mode.



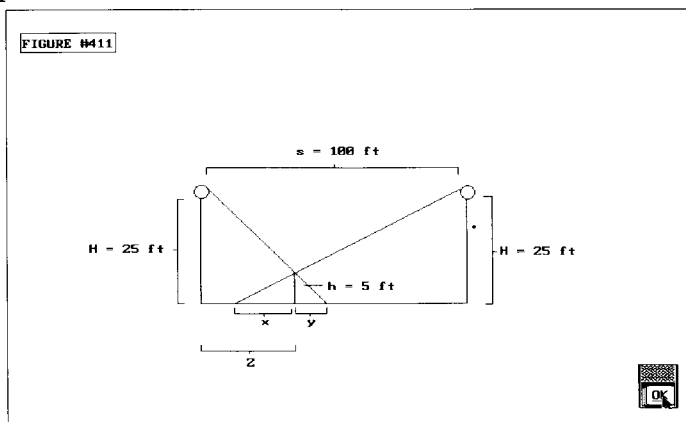
A Cliffs StudyWare Course Review data screen. The user is running in Tutor Mode, and has chosen an incorrect answer. The system responds by explaining what's wrong with this particular answer-choice.

U Center at Tulsa, OK	—	4000	Lane Comm Col, OR	—	7700
SW Oklahoma St U	—	4085	U of Oregon	—	18000
Oregon St U	—	15350	Portland Comm Col	—	10000



Remember that some onscreen drills will ask you to look at a graph or figure. These can be displayed onscreen by using your mouse (or F4 key) to choose the appropriate pull-down menu.

Using the practice drills (Cont'd)



A StudyWare onscreen graphic.

As you finish each Cliffs StudyWare drill bank, you'll be presented a Summary Report screen. Note that the system will track your percentage correct for this time through the drill, but it will also remind you of your score the previous time through. In this way, you can keep track of your improvement.

SUMMARY: Related Rates			
Criteria	Current Results		Previous Results
# Items Available	20		20
# Attempted	20		1
# Correct	5		1
% Correct	25%		100%
Avg. Time Per Item	8 Min.	1 Sec.	8 Min. 53 Sec.
Mode	Test Mode		Test Mode
Drill complete. What would you like to do now?			
Click MENU to go on, or REPEAT to repeat this drill bank.			

The StudyWare Summary Report screen.

Portland St U	—	8900	Bloomsburg U of PA	—	5500
Temple U, PA	—	32000	California U of PA	—	5250
Lehigh U, PA	—	4450	Widener U, PA	—	4082



Troubleshooting

It would be nice if software always installed and worked correctly, if there were never any conflicts between the software and hardware, and if the software designers were able to think of everything possible to make everyone happy. Unfortunately, it sometimes doesn't work like that. If you're having trouble installing or using *StudyWare*, you can always call us (see "Contacting Technical Support, page 30), but first, take a look through this section to see if your problem is covered here.

We've broken down the various potential problem-areas into the following: *Installation, Startup, Problems While Running, Video, Printing Problems, Screen Colors, Mouse-Related Problems*, and *Common Questions and Answers*. Hopefully, this arrangement will enable you to categorize your problem and turn directly to the solution.

Installation problems

Can't choose target drive.

You're supposed to move the flashing bar over to the drive of your choice by using your arrow keys. If the bar won't move, check to see that your *NumLock* key is off; when it's on, your numeric keypad is active — the arrows on it will function as numbers, not arrows.

Only one drive is shown.

If the installer only shows only one possible target drive, but you are sure you have more than one, it may be a drive the installer simply cannot recognize.

"Bad media..." "Unable to read/write..."

These are almost always indicative of either a bad disk, or a disk drive that needs cleaning or alignment. To make sure that the drive is not the problem, try installing from another drive.

Lafayette Col, PA	—	2005	Millersville U of PA	—	5100
Edinboro U of PA	—	6409	Drexel U, PA	—	7790
Indinana U of PA	—	11500	Carnegie-Mellon Univ	—	6656



Installation problems (Cont'd)

A scary-sounding message which really means that, under DOS 5.0+, the installer is loaded in an area of memory in which it did not expect to reside. (DOS 5+ allows loading high OR low.) The folks at Microsoft know all about this, and they supplied you a utility called **LOADFIX** which will correct the problem. Instead of typing **INSTALL**, type:

LOADFIX A:INSTALL.

This usually means that the installer is looking for a "ghost" file (especially if the file "name" is composed of strange, "garbage" characters.) Just tell the installer to **SKIP** this "file" and continue installing. If you skip the "damaged" file, and then run into problems later, then call us right away. It's rare, but you may actually have had a damaged file that we'll need to replace for you.

Guess what! Lots of programs — *WordPerfect*, for example — install by having the user type **INSTALL**. If you happen to be in the WP (or whatever) directory when you type **INSTALL**, or if **PATH** is set to search various directories, it might be *WordPerfect*'s installer that kicks in (or whomever's). To avoid this, be specific; switch over to the source drive before typing **INSTALL**, or type **A:INSTALL** to direct DOS to the correct installer.

If this happens when you type **INSTALL**, then you are **NOT** in the drive/directory where **INSTALL** lives. You should either switch over to the correct drive, or type **A:INSTALL** instead.

The installer assumes that wherever **INSTALL** is running from is the **SOURCE** drive, and asks you to choose a **TARGET** drive. The two cannot be the same.

"Packed files corrupt..."

*"Cannot find file..." or
"Missing/damaged file..."*

*Wrong program comes
up when you type
INSTALL.*

*"Bad command or file
name..."*

*"Target drive is same
as source."*



Installation problems (Cont'd)

Can't read the INSTALL prompts on a color or mono screen.

The installer is most visible on color screens, since that makes various text messages stand out. If you find that you're unable to read INSTALL's prompts on a mono monitor: 1) press <ESC> to exit the installation, 2) reinvoke, but this time type **INSTALL MONO** or **INSTALL BW**.

"General failure reading drive..."

You may have a low-density (360K) drive. The system may require high-density drives. Send in the "swap" card that was included with your package, and we'll send you (at no charge) a set of low-density disks.

Problems starting up or running

"Bad command or file name..."

If this happens when you type **GO**, then you may not have switched over to the drive/directory into which you installed *StudyWare*. Make sure that you remember the name of the directory into which you installed *StudyWare*, and use the DOS **CD** command to change over to the correct directory. (See page 12.)

System "bumps" you back to DOS.

If you're using some type of "shell," like *Windows* or *DOSSHELL*, you may be clicking on **GO.PDM** instead of **GO.EXE**. You need to click on **GO.EXE** to start *StudyWare*.

What's this stuff about school populations? Where do I find them?

This is the off-disk copy protection described on page 5. You're supposed to look in the user's manual to find the school population. Normally, the schools and populations are listed in a small box at the bottom of each page.





Problems while running (Cont'd)

This is NOT the same thing as "not enough disk space." You need 256K FREE to run *StudyWare*. You may have 256K TOTAL memory, or even a bit more, and still not have enough left to run, once you've loaded DOS and various TSR utilities. If you know you have more than 256K, you can usually free up some memory by NOT loading in some of your TSR programs.

Usually the culprit here is some confusion over video. The DMVID utility discussed under "Video Problems" will solve it. In some rare cases, though, there may be an incompatibility between your computer and the *DeskMate* interface, so call us if you're still having troubles after using DMVID.

We know. The system is checking to see if a (network-version) student data disk is present. Don't worry about this; it will cause no harm to your drive.

Are you running on a MONO (or LCD) screen? You may want to go into **SETUP** to change the colors to something more readable. See "Using Setup: Screen Colors, etc."

One of two things has happened: 1) One or more files is truly missing (possibly because something went wrong during the installation), or 2) everything is there but you're running from the wrong directory. In the first case, reinstall and see if that takes care of the problem. In the second case, the system is all present, but you're starting off in one directory, and trying to run *StudyWare* in another. For example, let's say you were at C:\, the "root" of drive C. If you typed **C:\STUDY\GO**, *StudyWare* would start to run, but would fizzle out as soon as it started needing to read in various data files. It expects those data-files to reside in the default directory. If you typed **C:\STUDY\GO** from the root, you gave the system enough information to start running, but you never changed your default. Do so by typing **CD\STUDY** (if that's the name of the *StudyWare* directory), and THEN typing **GO**. (Also, see "I moved..." below.)

"Not enough memory..."

System locks up (freezes).

Drive A always lights up, even though I'm running from a hard disk.

It seems to be running fine, but I can barely read the screens.

"Can't find (FileName)..."



Problems while running (Cont'd)

I moved my StudyWare system to another drive (or directory, or computer), and now it won't run. Can't I do this?

Yes, you can, but you would then need to "reconfigure" the system to reflect its new "place of residence." To do that, you need to modify one or two files in the *StudyWare* directory. The main file is called *PARMS.TXT*; this file contains several references to the drive/directory to which *StudyWare* was originally installed. Since you moved it, you need to change those references. One more file, *SYSTEM.DAT*, may also contain such a reference. In both cases, be sure to save the files as ASCII text after you modify them. (NOTE: each reference in these files ends with a backslash (\). Don't accidentally delete that backslash, or you'll have more trouble than the whole thing was worth.)

Video problems

System hangs, locks up, freezes, etc.

This could be caused by a system incompatibility (see above), or by a bad disk, but normally it happens when *StudyWare* is confused by whatever video card it finds. First of all, remember that you must have **SOME** kind of graphics card: CGA, EGA, VGA, and HERCULES should all work. The one that seems to cause the most trouble is EGA, probably because it is a card that was never really standardized, and which is now more or less obsolete.

We supply you with a utility to **FORCE** *StudyWare* to run in the mode of your choice. It's called *DMVID.EXE*, and it's very easy to use. From the *StudyWare* directory, just type **DMVID EGA** (or **CGA**, **VGA**, **HERC**, etc.). It's usually best to start off using CGA, and then move on to EGA, etc., once you get the system running in CGA mode. Typing **DMVID** without any argument will display a list of the various possible ways to use the utility.



Same as above. Use **DMVID** to correct. Do you have a Tandy 1000? We've noticed that, on the Tandy 1000 series, this occasionally occurs. This is because the *DeskMate* interface (which, ironically, is built by Tandy) does not always recognize the EGA cards that live in these machines. The solution is to use **DMVID 1000**, as described above.

Video problems (Cont'd)

"Bars" or small "dots" appear onscreen instead of graphic symbols.

If you get this message, chances are that your printer is turned off, off-line, or out of paper.

Printing problems

"Printer not ready..."

You may be sending your "printout" to the wrong port or even a nonexistent port. From within any *StudyWare* exam or drill, choose F10 (Setup); then choose "Printer," and click on the correct port. (Usually — but not always — a local printer is attached to port #1, which is normally designated as LPT1.)

Nothing happens.

If you're printing out a data item (i.e., a question, answer choices, and explanations), you may find funny things that look like "garbage" in your printout. These can take the form of GLOSSARY "flags" (which place an apparently extraneous letter in front of a word), or names of symbols (like *&[sup2]* for a superscript²) which cannot normally be printed, so their ASCII labels are printed instead. If you're printing a passage or hint, you may see a #U or #B in the printout; these are "flags" that signal the system to display (but not print) in either underline or **boldface**.

Funny symbols and "garbage" appear on printout.

If you've been playing around in "Setup" (F10), you may have noticed that you can choose printer drivers, and have gone searching for yours. You don't need to. Since *StudyWare* simply sends "raw" ASCII data to the printer ANY printer driver will do. Just leave it set on one of the ASCII or IBM drivers.

Can't find the correct printer driver in "Setup."



"It is like what we imagine knowledge to be: dark, salt, clear, moving, utterly free, drawn from the cold, hard mouth of the world..." — Elizabeth Bishop

Using Setup to change colors, etc.

To enter "Setup..."

From within any *StudyWare* drill, choose "Setup" (F10) from the menubar at upper right. This will take you to the *DeskMate* "Setup" menu, where you can change 1) mouse settings, 2) communications settings (which you should never need to do), 3) system date and time, 4) printer settings, and 5) colors.

Changing colors...

You may want to do this, especially if you're running on a mono or LCD screen. (Or maybe you just don't like the colors we set for you.) Enter "Setup," as noted above. Click on "Colors." The palette list is at upper left, with sample colors just to its right. You can use the "slidebars" below to shift colors for each palette individually.

Once you've decided on a color combination, be sure you click the "Permanent" switch, or your changes will go away as soon as you exit *StudyWare*. Then click the OK button.

Changing mouse settings...

Normally, you won't need to do this. (But see "Mouse-related problems," below.) Enter "Setup," as described above. You'll be allowed to choose the type of mouse you have (it's normally either a "serial" or "Other" mouse (attached to Com1 or Com2), or a PS2 compatible ("bus") mouse.

If you're finding the system is reacting to double-clicks when you didn't mean to double-click, slow down the double-click speed. If you're finding you sometimes need to double-click more than once before the system recognizes the double-click, then speed it up.

Changing date and time...

You can, of course, change these from either DOS or *Windows*. But if you like, you can also enter the Setup menu and choose "Date and Time." A *DeskMate* dialog box will appear which lets you set the date and time.



Using Setup (Cont'd)

As mentioned above (see “Printer-related problems”), you may want to change these settings to indicate a different printer port, or whatever. Note that the default settings are:

Printer settings...

driver	-	dmpdibmm
linefeed	-	off
port	-	LPT1
CPI	-	10

If you mess up your settings, you can always return them to the defaults we’ve provided here.

Note that you can choose from among three ports: LPT1, LPT2, and LPT3. All of these, of course, are parallel ports; serial printers are not supported in this version of *StudyWare*.

It’s important NOT to go wandering around the printer drivers, looking for one that matches your printer. If you have a laser printer, for example, you may or may not find a “Laserjet” driver. The fact is that you don’t NEED to switch printer drivers.

Mouse-related problems

Some utility programs, like *Windows*, are “smart” enough to invoke their own mouse-drivers on bootup. (And, since *Windows* “knows” about the mouse, so do any actual *Windows* applications launched from within *Windows*.) Most DOS applications, though, won’t know a mouse is present unless you explicitly invoke a mouse driver. Most often, this invocation takes the form of **C:\MOUSE\MOUSE.COM**, where \MOUSE is the name of the directory in which your mouse driver resides, and MOUSE.COM is the name of your driver. (But don’t forget that you may have other — e.g., non*Microsoft* — drivers with some other name.)

No mouse-pointer...



Mouse-related problems (Cont'd)

*No mouse-pointer...
(Cont'd)*

You can either invoke your mouse driver from DOS, or you can have your AUTOEXEC.BAT or CONFIG.SYS files invoke the mouse for you on bootup.

*Erratic behavior
(the mouse, not the
user), or mouse-
pointer "freezes."*

You could have an out-of-date mouse driver. You should be using at least a Version 5.X or better driver. Also, you could just have some off-brand mouse that *StudyWare* doesn't know how to deal with. Call us. We'll send you an up-to-date mouse driver to test. (If that solves the problem, you should then update your own mouse driver; we're not allowed to give away — or sell — someone else's software.)

Commonly-asked questions and answers

*Can I make copies of
my StudyWare disks?*

Yes. Just copy them using the DISKCOPY or XCOPY commands. Don't forget, though, that you need information from the manual to run the copies.

*What if I lose
my manual?*

Call us. (Also, see page 3.) We can usually arrange to send a replacement to you; sometimes there may be a nominal charge.

*Will StudyWare run on
an Amiga-based DOS
emulator?*

Normally, no. Version 4.X *StudyWare* uses a set of Tandy development tools called *DeskMate*. The *DeskMate* tools dig deeply enough into the lower levels of DOS-based machines to make emulators such as this go berserk.

*Sometimes when I'm
in the glossary, a
word will be listed that
I can't find anywhere
in the question. Why?*

StudyWare is "aware" of ALL defined terms, whether they occur in the question text, the answer-choices, or even the explanations. The glossary item you're seeing in the list may be contained in one of the explanations, which may not be onscreen at the same time as the glossary list itself.





Commonly-asked questions and answers (Cont'd)

You may have your *NumLock* key toggled "on." Press it again to toggle "off."

StudyWare may be bumping into a TSR (terminate-and-stay-resident) utility. This can happen, especially when you ask *StudyWare* to do something (like display a graphic) that (suddenly) requires a chunk of memory. This is especially likely on a laptop running a utility like *NoMouse* under *Windows*. (The solution there would be to take *NoMouse* out of the Startup folder, then reboot the laptop. As long as you keep *NoMouse* out of the Startup folder, you should not run into that problem again.)

Graphics (and passages and hints) are displayed onscreen. Just press F5, F6, or F7 (or use the mouse to activate the appropriate pull-down menu); the graphic (or whatever) will display onscreen. If there is no graphic, passage, or hint, the options within these pull-downs will be "grayed-out" and inactive.

Normally, no. But some *DeskMate*-based dialog boxes behave peculiarly on some systems. If your system refuses to recognize the <ENTER> key as a signal to move on to the next field in the dialog, just press <TAB> or <RIGHT-ARROW> instead.

Don't click on the GO.PDM file. Instead, click on the file called GO.EXE. This is the only executable file. Clicking on .PDM files, for example, will just (momentarily) confuse your shell program.

I like to move the selector or cursor with my ARROW keys, but sometimes the computer won't respond.

Normally, StudyWare runs fine, but every so often it will "hang" or crash.

Sometimes the onscreen item instructs me to see a graphic, passage, hint, etc. Where do I find them?

After I enter the school population, I press the <ENTER> key, but nothing happens. Must I use a mouse to click the OK button?

I'm running from Windows (or DOSSHELL, or some other menuing system). When I click on GO, I just get an error message.



Commonly-asked questions and answers (Cont'd)

When I attempt to run StudyWare from my menuing system, it starts to run, but then crashes.

StudyWare expects to begin running with the *StudyWare* directory itself as the default (i.e., current) directory. If you're telling your shell or menuing program simply to point to GO.EXE and then run it, that may not be enough. You may need to change the default directory by including the equivalent of the following command:

CD\STUDY

Sometimes a shell or menuing system will explicitly ask you what the "working" (or default) directory is, and sometimes it lets you build a file that includes all the commands necessary to run an application. In the latter case, the contents of such a file might look something like the batch file described on page 13.

Contacting technical support

When all else fails, we're here to help. You can call technical support at the following numbers:

Telephone:	402/421-TECH
Fax:	402/423-9254
CompuServe®	71344, 3404
AppleLink®	StudyWare

If you call by telephone, Technical Support hours are 7:30 am. to 5:30 pm., CST. (Obviously, you can send fax or CompuServe messages at ANY time.) If all the tech support reps are busy, just leave a message on the voicemail system. If it's during working hours, you'll almost always get a reply within the hour.



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