

**Quick Start Guide**

**Switched-On**

**Schoolhouse® 2012 Edition**

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# Welcome to Switched-On Schoolhouse®

This guide walks you through how to install Switched-On Schoolhouse (SOS) and do the basic setup necessary for your student(s) to begin their schoolwork. Once you get started there many resources available to help you customize your homeschool. Please see page 44 for a list of those resources.

A few things to know before you begin:

- In the box with this guide you should also have received all of the curriculum discs for the courses you ordered. The installation disc is in the inside cover of this guide. Also, on the inside cover is a sticker with your serial number. You will need that during installation and registration.
- Certain elements must be in place to run SOS on your computer. The table on the next page shows you the minimum requirements to run the application in the first column. You may find that you need to run SOS on a computer that exceeds these requirements, giving you more memory and a faster processing speed.

A check is performed during installation to verify that your computer meets the minimum requirements listed on the previous page. If it does not, a list of items that do not meet specification for effective operation of SOS displays.

- SOS uses Adobe Reader. If you do not already have Adobe Reader on the computer(s) you plan to use for SOS, it is available on the SOS application disc. See page 19 for access instructions.
- If the operating system on your computer is Microsoft XP and has or had Internet Explorer version 6 (IE 6) loaded, please go to [www.update.microsoft.com](http://www.update.microsoft.com) to upgrade IE.

## Getting Started

There are three major steps to getting started with SOS:

1. Installation
2. Registration
3. Setup

Use this guide to walk you through each of these steps. Let's get started with Installation, on page 6.

# Minimum System Requirements

**NOTE:** Only English language versions of Microsoft® Windows XP, Windows Vista, and Windows 7 are supported.

Minimum Requirements	Optimal Performance
<b>XP - Service Pack 3</b> <b>MUST be installed PRIOR to installing Switched-On Schoolhouse 2012</b>	
Microsoft IE 7 or higher 1 GHz or higher processor 512 MB Memory (RAM) 1 GB hard drive space 1024 X 768 or higher resolution monitor, 16 bit color CD-ROM drive Adobe Reader Printer recommended	Microsoft IE 7 or higher 1 GHz or higher processor 1 GB Memory (RAM) 1 GB hard drive space 1024 X 768 or higher resolution monitor, 16 bit color CD-ROM drive Adobe Reader Printer recommended
<b>Vista - Service Pack 1</b> <b>MUST be installed PRIOR to installing Switched-On Schoolhouse 2012</b>	
Microsoft IE 7 or higher 1 GHz or higher processor 1 GB Memory (RAM) (2GB for 64-bit) 1 GB hard drive space (2GB for 64-bit) 1024 X 768 or higher resolution monitor, 16 bit color CD-ROM drive Adobe Reader Printer recommended	Microsoft IE 7 or higher 1.5 GHz or higher processor 2 GB Memory (RAM) 2 GB hard drive space 1024 X 768 or higher resolution monitor, 32 bit color CD-ROM drive Adobe Reader Printer recommended
<b>Windows 7</b>	
Microsoft IE 7 or higher 1 GHz or higher processor 1 GB Memory (RAM) (2 GB for 64-bit) 1 GB hard drive space (2GB for 64-bit) 1024 X 768 or higher resolution monitor, 16 bit color CD-ROM drive Adobe Reader Printer recommended	Microsoft IE 7 or higher 1.5 GHz or higher processor 2 GB Memory (RAM) 2 GB hard drive space 1024 X 768 or higher resolution monitor, 32 bit color CD-ROM drive Adobe Reader Printer recommended

**Vista & Windows 7 Aero Users:** We strongly recommend that you use a computer meeting the requirements for optimal performance.

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## Installing Switched-On Schoolhouse®

SOS Home Edition offers two types of installs:

- **Full Install** – SOS Teacher, SOS Student and the database all reside on the same computer. Teacher uses the same computer as the student to grade and monitor. A Full Install takes on average around 25-30 minutes.
- **Client Install** – This type of install requires a home network. It allows you to do a Full Install (SOS Student, SOS Teacher and the database reside on one computer, which is part of a home network and can then be linked to other computers with SOS loaded. For SOS to function properly, the client computer requires a constant connection to the main computer with the full install. A Client Install takes around 10 minutes.  
If you choose a Client install, you MUST perform a Full Install on the main computer first, then do the Client Install on any additional computers on the home network. (Client Install, see page 11.)

### Before You Install

If you already have a version of SOS installed on your computer, please go to Ungrading to SOS 2012 Home Edition beginning on page 15 of this guide BEFORE continuing.

SOS installs the database server, database, and tutorials in three separate steps, so it may seem as if you are repeating the same steps. In a way you are, but each step is installing a different piece of the total package.

**XP USERS:** If you have or had Internet Explorer version 6 (IE 6) loaded on a computer where you plan to install SOS, please please go to [www.update.microsoft.com](http://www.update.microsoft.com) to upgrade IE.

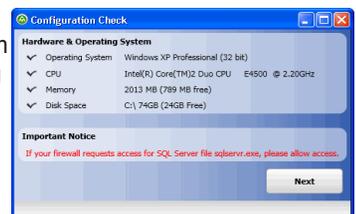
### SOS Home Edition – Full Install

1. Insert the SOS 2012 installation disc into your CD-ROM or DVD drive. The **SOS 2012 Setup** window displays. Select **Switched-On 2012 - Full Home Install** (top choice).

**Attention Windows Vista and Windows 7 Users:**  
You may need to click **Run Setup.exe** on the **AutoPlay** window before the **SOS 2012 Setup** window will open.



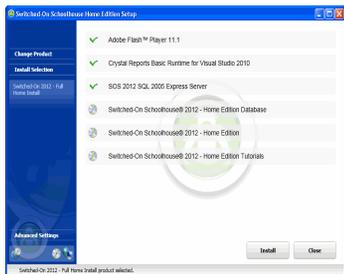
2. A **Configuration Check** window appears. This verifies that your hardware and operating system meet the SOS minimum requirements. Anything with a checkmark next to it meets minimum standards. An **X** indicates an item NOT meeting minimum standards. Click **Next** to continue.



**NOTE:** You may continue with the installation process, even if not all items meet minimum standards. You may need to upgrade your hardware or operating system for SOS to work effectively.

**WARNING:**

If you have items listed in the **Windows System** section of this screen, you must fix them prior to continuing or installation will likely fail. If there is not a “Click to fix...” link beside an entry, the file must be decrypted. If you need assistance in doing this, please click the **Start** button in the lower left corner of your task bar, and then select **Help and Support**. This process differs depending on your operating system.



These applications are installed with SOS:

- Adobe Flash™ Player
- Crystal Reports
- SOS 2012 SQL 2005 Express Server

Microsoft Internet Explorer (IE) is required but not included in the SOS install. It should have been installed when you purchased your computer. You can download IE free by going to [www.microsoft.com](http://www.microsoft.com). Please contact the seller if you have difficulty with this.

Depending on your operating system, Microsoft®.NET Framework 3.0 maybe installed along with Microsoft®.NET Framework 4.0, if it's not already on your computer.

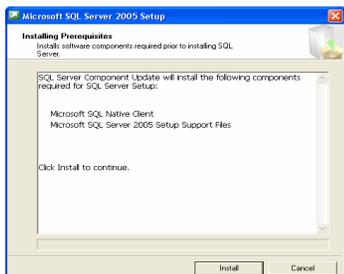
**NOTE:** This process may take some time depending on the applications that must be installed.

The server and database are first items installed.

3. The **End User License Agreement for Microsoft SQL Server 2005** displays. Click the checkbox beside the “I accept...” statement to continue.
4. The required SQL Server components begin installing. This takes a few minutes.

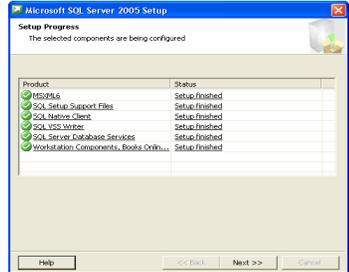


If you have a firewall installed on your computer, you may be prompted to allow access to an SQL Server file “sqlservr.exe” during this step of the SQL Server install. Please **allow** access for this file.



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- When SQL Server 2005 and all of the necessary components are installed, click **Next** to continue.
- Click **Finish** to complete the installation of Microsoft SQL Server 2005.



The **Switched-On Schoolhouse 2012 - Home Edition Database - AOP Setup** window displays again to walk you through the database installation process step-by-step.

- Click **Next** on the **Welcome** screen when it displays.
- On the **Customer Information** screen, enter:

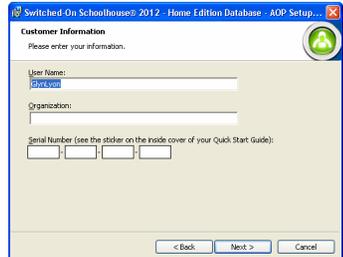
- **User Name:** Only letters, numbers, and spaces are allowed. Punctuation marks and other special characters are not permitted.
- **Organization:** This might be your last name or something like "Home".
- **Serial Number:** The 16 digit serial number is on the inside front cover of this guide. Enter it exactly as it appears.



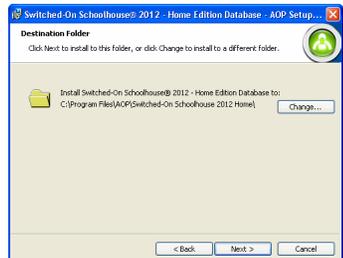
- The **Destination Folder** screen (for the database) displays.

To retain the location where the database is automatically placed, click **Next**.

If you must change this default location, click **Change**, enter the path to the folder you want to use. Click **OK** when finished.



*We HIGHLY recommend you leave the SOS database in the default location.*



10. The **Setup Information** screen displays. Enter the following information:

- **Teacher username** (Must be no longer than 20 characters. Only letters, numbers and spaces are permitted) Displays on messages sent within the application.
- **Teacher password** – Type in your password.

➤ Passwords maybe 1-12 characters long. They are case sensitive and may not contain blank spaces or special characters.

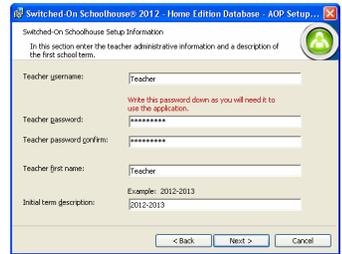
➤ Be sure to write down your password. You need it to login to SOS Teacher after your installation is complete.

➤ See page 38 of this guide for instructions on how to change your teacher password if necessary.

- **Teacher password confirm** – Enter your password again.

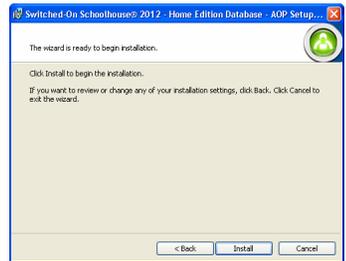
- **Teacher first name** - This is what displays on your **Home Page**. It cannot be changed after SOS is installed.

- **Initial term description** (i.e. the name of your school year) – the current school year is the default, you may change it.



11. Click **Next** when you are ready to continue.

12. Click **Install** to continue. This may take several minutes. After it is finished installing a completion screen displays.



13. On the **Setup Wizard Completed** window, click **Finish**. The SOS Database is now finished installing.



14. You see the **Welcome** screen again. This time the Switched-On Schoolhouse 2012 - Home Edition application is ready to be installed. Click **Next** to continue.



15. The **End User License Agreement (EULA)** displays. Read this agreement carefully. If you agree to the terms, click the checkbox beside the **“I accept...”** statement and click **Next**.



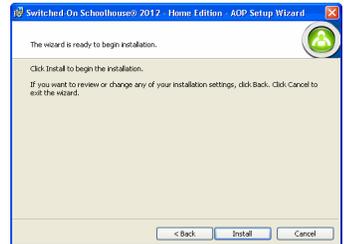
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16. The **Destination Folder** screen displays. Click **Next**. (This adds the shortcut icons.)

If you do not want the shortcut icons on your desktop, click to remove the checkmark next to **Add application icons to desktop** and then click **Next**



17. Click **Install** to begin installation of the application. The **Progress** window displays during installation.



18. The **Welcome** screen displays again. This time the Switched-On Schoolhouse 2012 - Home Edition Tutorials are ready to be installed. Click **Next** to continue.

19. The **Destination Folder** for the tutorials displays. Click **Next**.

20. Click **Install** to begin installation of the tutorials.

21. The **Setup Wizard Completed** screen appears. Click **Finish**.



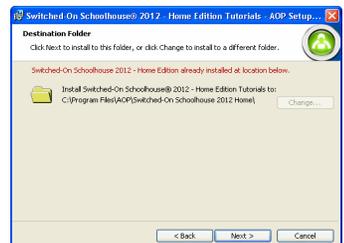
22. You should now see the list of all programs needed by SOS. Each should have a checkmark next to it indicating that all were successfully installed. At the bottom of the list you see a message inside a box with instructions on accessing SOS. Click **Close** after reading this message.

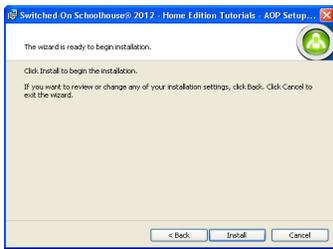


You can remove the disc from your CD-ROM or DVD drive. Your full installation of SOS is now complete.

If you are using a home network and want to perform a client install on one or more networked computers, continue on the next page.

If you are installing SOS on only this one computer, you are ready to go to page 21 and continue with the registration and setup steps.





## SOS Home Edition – Client Install

If you want to run SOS on multiple computers and have them networked, the client install allows you to do that. The Full Install (which **MUST** be done first) allows you to have your database and SOS Teacher installed on one computer while installing SOS Student on other computers in the home.

**Be aware**, there is a limitation to the client install:

The client install requires a connection to the network at all times to function. This can be a wireless network. Since the client version does not have its own copy of the database; it depends on the computer with the full installation to provide the database. If your home network is down or either computer is removed from the network, SOS Student or SOS Teacher cannot open.

We recommend you do the full install on a computer where you can access both SOS Teacher and SOS Student and do the client install on a computer where only SOS Student needs to be accessed.

If you are using a 3rd party firewall, follow manufacturer's instructions to add exception rules for SQL Express 2005.

Attention **Windows Firewall users**: If you have Windows Firewall turned on for your computers you must first create exceptions to allow the client computers access to the computer with the Full Installation:

1. Insert the SOS application disc into the CD-ROM drive on the computer with the Full Installation. When the installation program opens, close it.
2. Click **start** on your computer's task bar and select **My Computer** (or **Computer**).
3. Right-click the green SOS logo or your CD-ROM drive and select **Open**.
4. Double-click the **Tools** folder to open it.
5. Double-click to open the **FWConf** folder.
6. Open the **FWConf\_ReadMe.pdf** for further instructions.

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If you do NOT have Windows Firewall turned on for your computer, continue with the Client Install below.

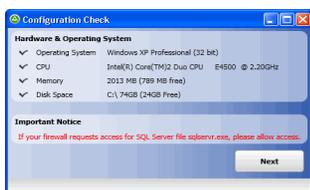
Once you have completed the Full Install, you can do a Client Install.

1. Insert the SOS application disc into the CD-ROM drive on the client computer. The **SOS Setup** window displays. Click the second option, **Switched-On 2012 - Client Install for Home Network**.



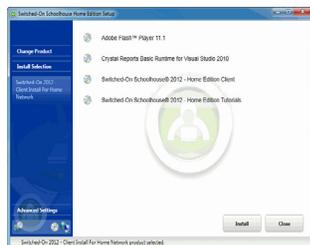
A **Configuration Check** window appears to verify your hardware and operating system meet the SOS minimum requirements. Anything with a checkmark next to it meets minimum standards. An **x** indicates an item NOT meeting minimum standards.

**NOTE:** You may continue with the installation process, even if not all items meet minimum standards. You may need to upgrade your hardware or operating system for SOS to work effectively.



## WARNING:

If you have items listed in the **Windows System** section of this screen, you must fix them prior to continuing or installation will likely fail. If there is not a “Click to fix...” link beside an entry, the file must be decrypted. If you need assistance in doing this, please click the **Start** button in the lower left corner of your task bar, and then select **Help and Support**. This process differs depending on your operating system.



2. After you click **Next**, the **Switched-On Schoolhouse Home Edition Setup** window opens with a list of required components. Those with a checkmark are already installed. The ones with another icon beside them will be installed. Click **Install**. The installation of the needed programs begins.

**NOTE:** This process may take some time depending on the applications being installed.

SOS installs these applications on the Client computer:

- Adobe Flash™ Player
- Crystal Reports

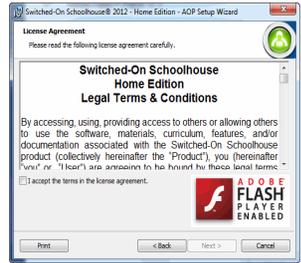
Microsoft Internet Explorer (IE) is required, but not included in the SOS install. It should have been installed when you purchased your computer. Please contact the seller if you do not have IE. You can download IE free by going to [www.microsoft.com](http://www.microsoft.com). Please contact the seller if you have difficulty with this.

Depending on your operating system, Microsoft®.NET Framework 3.0 maybe installed along with Microsoft®.NET Framework 4.0, if not already on your computer.

The **Switched-On Schoolhouse 2012 - Home Edition - AOP Setup Wizard** window displays, showing that Switched-On Schoolhouse® is to be installed. It walks you through the installation process step-by-step.

3. Click **Next**.

4. The **End User License Agreement (EULA)** displays. Read this agreement carefully. If you agree to the terms of the agreement click the circle beside the **“I agree...”** statement and click **Next**.



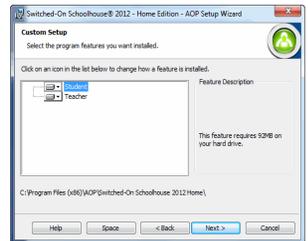
5. The **Custom Setup Screen** displays. If you want only the SOS Student features installed:

- Select **Teacher** and highlight: **X this feature will not be available**

If you want only SOS Teacher features installed:

- Select **Student** and highlight: **X this feature will not be available**

Click **Next**.

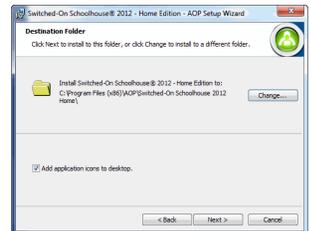


6. The **Destination Folder & Desktop Icons** screen displays. Click **Next**, unless you need to change the location where the application is automatically placed or you don't want the shortcut icons for SOS Teacher and SOS Student on your desktop.

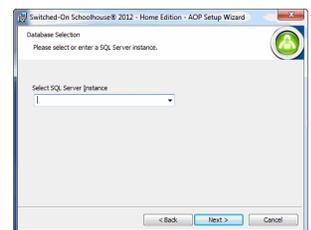
We **HIGHLY** recommend leaving SOS in the default location.

If you must change the default location of SOS, click **Change** and enter the pathname to the folder to be used, and then click **OK**.

To remove the shortcut icons on your desktop, remove the check beside **Add application icons to desktop**, then click **Next**.



7. On the **Database Selection** window, locate the computer where your full install resides, either by using the dropdown menu or typing in the computer name followed by: **\\SOSHOME309** in the blank textbox. Click **Next** after the location is selected.



When you click **Next**, the application tries to connect to the database on the computer with the full install. If one is found, continue with Step 8. If a connection cannot be made, a message displays that it could not connect to a valid database. Repeat Step 7 until you have a valid connection.

**NOTE:** Locate the procedure “Client Installation Troubleshooting” at [www.aophomeschooling.com/support/](http://www.aophomeschooling.com/support/) for further assistance.

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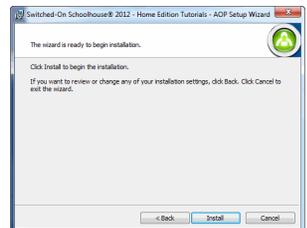
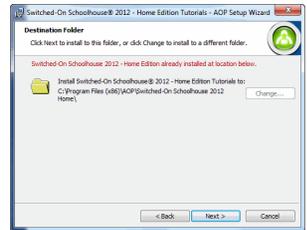
8. Once you have successfully located the database connection, **the Wizard is ready to begin the installation** screen displays. Click **Install**.
9. After all of your new files are copied, you see the completion confirmation screen. Click **Finish**.
10. You see the **Welcome** screen again. This time the Switched-On Schoolhouse 2012 - Home Edition Tutorials are ready to be installed. Click **Next** to continue.
11. The **Destination Folder** (for the Tutorials) screen displays. Click **Next**.
12. Click **Install** to begin installation of the tutorials.
13. The **Setup Wizard Completed** screen appears. Click **Finish**.
14. You should now see the list of all programs needed by SOS. Each should have a checkmark next to it indicating that all were successfully installed. At the bottom of the list you see a message inside a box with instructions on accessing SOS. Click **Close** after reading this message.

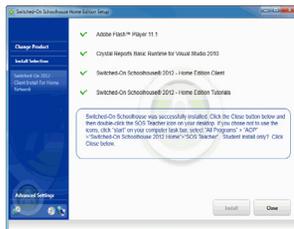


Your Client installation process is complete. If you have no additional computers where you plan to install SOS Client, you are ready to move onto Registration and Setup. Go to page 21 to continue.

If you have additional computers where you want to install SOS Client, return to Step 1 on page 12.

Don't forget to remove the application disc from your CD-ROM or DVD drive!





## Upgrading to SOS 2012 Home Edition

If you have an older version of SOS (prior to the 2010 version) that you need to remove:

- Go to the **Start** button on your computer's taskbar.
- Select **Control Panel**.
- Select **Add/Remove Programs**.
- Select the program to be removed. (If you need to remove SOS 2012, see the section beginning on page 18 for instructions *before* proceeding.)
- Click **Remove**.

## Upgrading from 2011 to 2012

If you are currently running the 2011 version of SOS, you can upgrade directly to the SOS 2012 edition. Your upgrade makes your 2011 data available in the new program, letting you take full advantage of SOS 2012.

If you have the client version installed, you need to upgrade the Full Install BEFORE doing anything with the client installation.

If you plan to use 2012 curriculum, you *must* upgrade your application.

The 2011 to 2012 upgrade process automatically backs up your database and restores it for use with the 2012 version of SOS. As a precaution, you should always perform a backup from your existing installation before you install the new version.

Need help doing a backup? Open your existing installation of SOS Teacher, click **Help?** > select **SOS Teacher** > **Application** > **Backing Up Files** or view the Backup/Restore tutorial.

If you are upgrading from 2011 to 2012, do NOT uninstall your 2011 version of SOS. The upgrade process automatically migrates your data and uninstalls the old version for you. You may notice there are duplicate icons for both SOS Teacher and SOS Student for a very brief time during the upgrade process; this is expected. There will only be one set when the upgrade is done.

To complete your upgrade from 2011:

Go to page 6 of this guide and follow the instructions in the SOS Home Edition - Full install section. If you also need to perform a Client Install (page 11), do this after you finish the Full Install on your primary computer.

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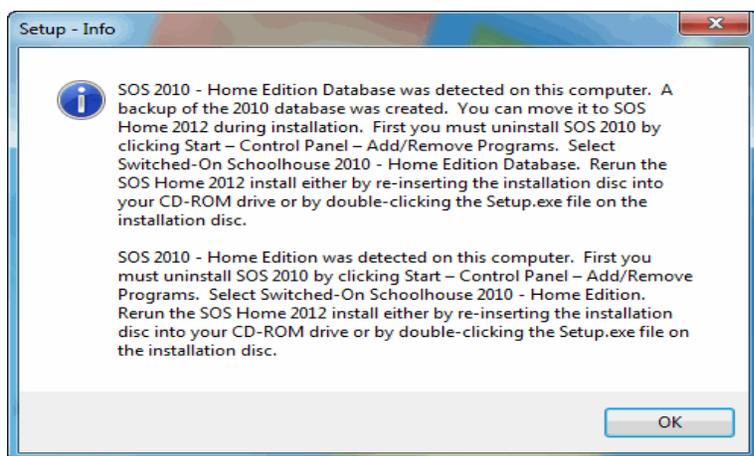
## Upgrading from 2010 to 2012

Upgrading is necessary if you plan to use either SOS 2012 or the 2012 curriculum. If you have the client version of SOS 2010 installed, you must have already upgraded the full install to 2012 BEFORE you perform any upgrade activity on the client. After the full version install has been upgraded, you need to uninstall the 2010 client, and then reinstall the client using the 2012 installation disc.

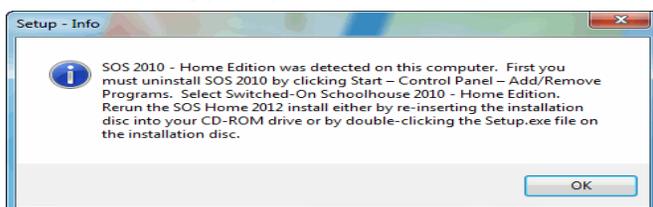
The upgrade process automatically backs up your database and restores it for use with the 2012 version of SOS. As a precaution, you should always create a backup of your existing database before you install the new version.

For help creating a backup, open your existing installation of SOS Teacher, click **Help** > select **User Manual** > select **SOS Teacher** > **Application** > **Backing Up Files**.

1. When you put the **SOS 2012 application disc** in your CD-ROM drive, the first screen you see advises you that a backup of your database has been created and that you must manually uninstall SOS 2010. Click **OK** and remove the application disc.



If you have completed your full install and are now installing the Client, you see a message (see below) alerting you if you have not already removed SOS 2010.



2. To uninstall SOS 2010, click the **Start** button on your computer's taskbar, then select the **Control Panel**.

3. Open **Add or Remove Programs**. (Vista and Windows 7 users, click **Programs > Programs and Features**.)
4. Remove **Switched-On Schoolhouse® 2010 Home Edition, Switched-On Schoolhouse® 2010 Home Database**, and the **Switched-On Schoolhouse 2010 - Home Edition Tutorials**.
5. Return the SOS Home Edition 2012 application disc into your CD-ROM drive. Follow the instructions in the SOS Home Edition - Full install section beginning on page 6.

When you reach Step 10 (of the Full Install), return to this page and continue with **number 6** on the next page for instructions on migrating your 2010 database to your 2012 application.



6. Click **Next** on the **Migrate SOS Home 2010 Data** screen and then return to Step 12 of the Full Install on page 9.

If you do NOT want to migrate your database to SOS 2012, click the circle next to “**Do NOT migrate Home 2010 data...**”, click **Next** to enter database setup information, click **Next** again, and then return to Step 17 on page 10 to finish your upgrade.

**NOTE:** If you do not migrate your database, the information it contains will not be available to you or your students in SOS 2012.

**NOTE:** If you are migrating from 2010 or 2011, any changes you made to your **Avatar, Wallpaper, or Photo Album** are not migrated. You need to set those **Home Page** items when you open the 2012 edition of SOS.

## Upgrading from Earlier (than 2010) Versions

If you have a version of SOS older than 2010 installed, you need to uninstall it. SOS 2012 cannot be installed over those older versions. Again, please create a backup of your database.

**NOTE:** You will *not* be able to migrate a 2009 or earlier database to SOS 2010.

For help doing creating a backup file, open your existing installation of SOS Teacher, click **Help?** > select **SOS Teacher > Application > Backing Up Files**.

To uninstall:

1. To uninstall your old version of SOS, click the **Start** button on your computer’s taskbar, then select the **Control Panel**.
2. Open **Add or Remove Programs**. (Vista and Windows 7 users, click **Programs > Programs and Features**.)
3. Remove **Switched-On Schoolhouse® 200X**. (X being the year of your presently installed version.)
4. Remove **Microsoft® SQL Desktop Engine (SOSHOM22)**.

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### Removing (Uninstalling) Switched-On Schoolhouse® 2012

1. Open **Add/Remove Programs** in the **Control Panel**.
2. Remove **Switched-On Schoolhouse 2012 – Home Edition**.
3. Remove **Switched-On Schoolhouse 2012 – Home Edition Database**.
4. Remove **Switched-On Schoolhouse 2012 – Home Edition Tutorials**.

All steps below are optional. It is not necessary (*nor recommended*) for you to remove Microsoft SQL Server and its components. If you reinstall SOS this application and all of the components WILL be installed again.

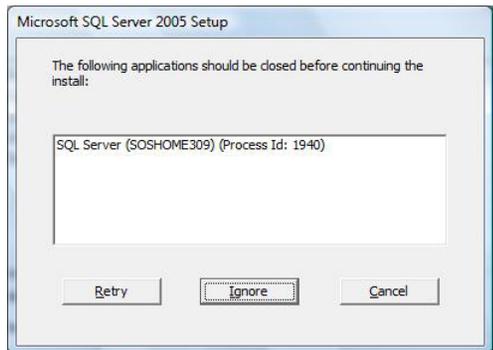
If you choose to remove Microsoft SQL and have more than one instance of SQL installed on your computer; do not remove any SQL items except SOSHome22 or SOSHome 309.

5. Remove **Microsoft SQL Server 2005**.
6. On the **Uninstall** dialog window, select the instance of **SOSHOME309** and **Workstation Components**, and then click **Next**.

**XP Users: Continue to Step 7 below.**

#### Attention Vista & Windows 7 Users:

At this point in the uninstall process, you will see a dialog box similar to the one below. When you do, click the **Ignore** button to proceed with your uninstall. Do not click **Retry** or press your **Enter** key. You will just continue to loop back to this dialog box.



7. Click **Finish** to proceed with the uninstall process.
8. Once the **SQL Server 2005** uninstall is finished, four SQL components remain in your installed programs list. Remove **Microsoft SQL Server Native Client** next.
9. Remove **Microsoft SQL Server Setup Support Files**.
10. Click **Yes** on the confirm removal box.
11. When the warning box appears telling you “This action is only valid for products that are currently installed”, click **OK**.
12. Repeat Steps 9-10 for **Microsoft SQL Server VSS Writer**.

**NOTE:** If you do choose to remove Microsoft SQL Server 2005, it **MUST** be removed before any of its components are removed or it will not be properly uninstalled and any subsequent installation attempts *will fail*. If you try to uninstall one of the components first, you will see a warning that the server should be removed first.

## Preliminaries

SOS uses Adobe Reader. If you do not already have Adobe Reader, you can install it from the SOS application disc.

You can copy it to your computer hard drive by:

1. Put the SOS installation disc into the CD-ROM or DVD drive of your pc.
2. If the **Install** window opens, click **Close**.
3. Click **Start** on your computer taskbar, and select **My Computer** (**Computer** if using Vista).
4. Right-click the drive containing the SOS installation disc, and click **Open**.
5. Double-click the **Adobe** folder or right-click you mouse and select **Open**.
6. Double-click the **Reader** folder or right-click you mouse and select **Open**.
7. Double-click the file inside that folder to install the **Reader**.

## Quick Start Guide

### Setting Up Switched-On Schoolhouse® 2012

#### Registration

Unless you chose to remove the icons in Step 16 on page 10, you should see an icon that looks similar to the one to the right. Double-click that icon to open SOS Teacher. If you do not have the icon on your desktop, you can still open SOS Teacher>



On your computer's task bar, click **start** > **All Programs** > **AOP** > **Switched-On Schoolhouse 2012 Home** > **SOS Teacher**

#### Logging In & Registration

The first screen you see asks you to login with the teacher password you created in Step 10 on page 9. SOS asks you, the teacher, to login with the password to protect your account because, as the teacher you have access to all answer keys, student grades, and teacher controls.

On the Login page:

1. Enter your **password** (the one you created in Step 10, page 9) in the password field. (Check your caps lock key if you get an error message. Your password is case sensitive.)
2. Click the **Login** button.

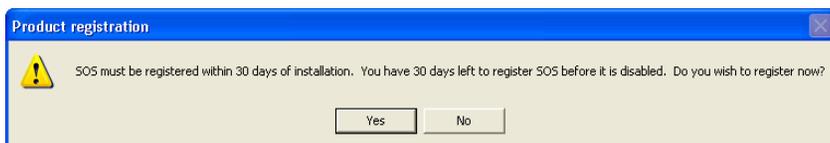


#### Registration

The first time you login, you are asked to register your software installation. Switched-On Schoolhouse® requires the registration process be completed within 30 days from the time you install the software. We recommend you register upon initial login and eliminate the daily reminders for both you and your student(s).

You have the option of registering electronically or by calling AOP Customer Service toll-free at 1-800-622-3070.

To register electronically, click **Yes** when you see this message upon initial login.



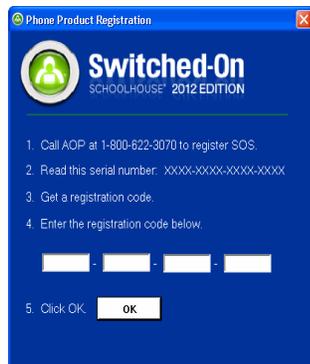
## Register By Telephone

Once you click **Yes**, SOS tries to automatically connect you to the internet registration website. If no connection is made, a screen similar to the one below appears. If you cannot register electronically or prefer to register via telephone, the toll-free number and your installation serial number are displayed. You need to provide this number (Item 2 on the screen) to the customer service representative (CSR). The CSR also asks you for the following information:

- **First and Last Name**
- **Address, City, State**
- **Zip/Postal Code**
- **Country**
- **Email address**
- **Phone number**

AOP has several optional products / services available that the CSR may offer you. For example, if you want to receive the **Daily Focus**, a daily devotional or the **Homeschool View**, an electronic newsletter, you will also be asked to provide your e-mail address.

The CSR will give you a **registration code** when the process is complete. You must enter it into the four boxes in **Item 4** on the screen exactly as given. We recommend that you write it down and keep it in a secure place, possibly on the sticker with your serial number in the front of this guide. Click **OK** when you are finished. Remain on the line with the CSR until you have a message confirming your successful registration.



## Registering On-line

If an internet connection is detected, an account login screen similar to the **SOS Online Registration** screen below right is displayed.

Notice your serial number is already populated. Please complete the form by entering:

- **First and Last Name**
- **Address, City, State**
- **Zip/Postal Code**
- **Country**
- **E-mail Address**
- **Phone Number**

Next, you see a list of optional products and services AOP offers, for example the **Daily Focus**, a daily inspirational devotion for homeschool families or the **Homeschool View**, an electronic newsletter for homeschool families. Leave the checkmark beside the ones you want to receive.

# Quick Start Guide

Click **SUBMIT** to finish your registration. A new window opens with a message confirming the successful registration of your SOS software installation. This message includes your *registration code*. Please, write this number down and keep it in a secure location (like the front cover of this guide) or print the page and put it in a safe place. Click **OK** on this message screen after noting the registration number.

Should you misplace either your serial number or registration number, you can find them on the **About** page of your SOS application. Click the **About** link in the upper right corner of your **Home Page** for access. If you are using the Classic theme, click the **SOS logo** on your **Home Page** for access.



Please complete your online registration of Switched-On Schoolhouse with the form below. It's brief and only takes a few moments to complete. (Note: You will have to scroll down the page to complete it fully and then click the **Submit** button to finish.)

Serial Information	
Case-sensitive. Enter exactly as it is written, including dashes.	
Serial Number	<input type="text" value="XXXX-XXXX-XXXX-XXXX"/>
Customer Information	
First Name	<input type="text"/>
Last Name	<input type="text"/>
Email Address	<input type="text"/>
Phone Number	<input type="text"/>
Mailing Address	
Address 1	<input type="text"/>
Address 2	<input type="text"/>
City	<input type="text"/>
State / Province	<input type="text" value="Select State"/>
Zip / Postal	<input type="text"/>
Country	<input type="text" value="United States"/>
Communication Preferences	
<input checked="" type="checkbox"/> Homeschool View - Monthly homeschooling teaching tips, ideas, contests, and how to's	
<input checked="" type="checkbox"/> Daily Focus - Inspirational daily devotions for homeschool parents	
<input checked="" type="checkbox"/> ADP ResAlert - Promotional offers, discounts, and shipping savings on Christian homeschool curriculum	
<input checked="" type="checkbox"/> SOS TechUpdate - Tech updates to AOP's Switched-On Schoolhouse®	

## Register Later

If you choose not to register your product immediately, you can access the application for up to 30 days after installation. Each time you open your *Teacher* application you see a registration reminder with the number of days you have to register before your software is disabled.

Click **Yes** anytime you see this message to register.

If you do not register by the end of the 30 day grace period, a message appears on day 30 advising you that SOS will be disabled if you do not register today.

Click **Yes** to register now and follow the procedures on pages 21 – 23.

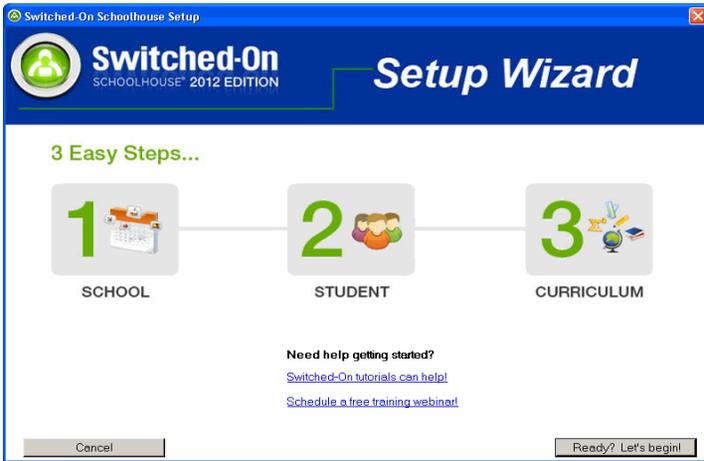
If you have not registered by day 31, a message appears when SOS Teacher *or* SOS Student are opened advising you that SOS has been disabled and cannot be opened until the product has been registered. Registration can only be performed from the SOS Teacher application. Students receive a message advising them to notify their teacher that they cannot proceed.

When you try to open SOS Teacher, click **OK** on the message to register the product at this time.

# SOS Setup Wizard

The first time you login to SOS Teacher, the **Setup Wizard** appears. It walks you through the initial setup steps for your school. There are three basic steps to be done and your student is ready to start their schoolwork:

- 1 - School term and calendar options
- 2 - Add your students
- 3 - Install curriculum and assign subjects



When you click the **Finish** button at the end of the **Setup Wizard**, the basic setup for SOS is complete. You and your students can immediately begin working. As you use SOS you may find that you want to customize assignment or grade options for your school or change options for a specific student or subject. Please see the electronic Help file (press **F1**) for step-by-step instructions on how to do these functions. You can also access the Help file by clicking **User Manual** in the **Help** widget on your **Home Page**.

**Note:** Switched-On Schoolhouse includes a tutorial, “How to Use the Setup Wizard”. It walks you through a basic school setup.

To access the tutorials, click **Start** on your computer’s taskbar, and then select **All Programs > AOP > Switched-On Schoolhouse > Tutorials**; or if you have the **Tutorials** shortcut icon on your desktop, just double-click it.

The **Setup Wizard** may also be viewed online at [www.sostutorials.com](http://www.sostutorials.com). Click the tutorials tab on that page to access the tutorials. See a complete listing of available tutorials on page 36 of this booklet.

## Ready to Begin?

Click **Next** to begin your setup process or click **Cancel** to exit the **Setup Wizard**.

# Quick Start Guide

## 1 - School

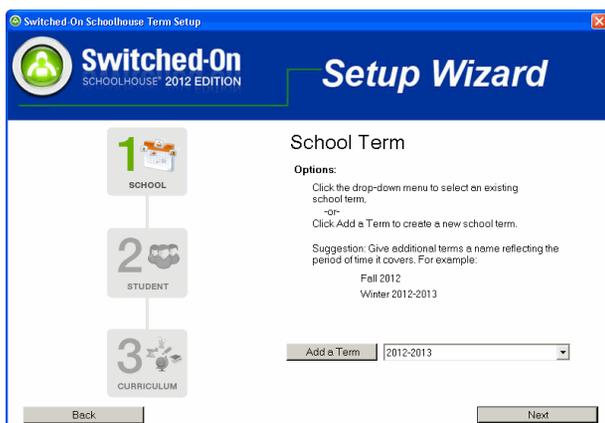
School terms are important because you cannot assign schoolwork to your students without them. There are a couple of points to keep in mind as you work with terms:

- A student can only work in **ONE** term at a time. If you assign work to a student in more than one term, you must switch their active term each time they need to work on an assignment from the non-active term. Though there is a **View Other Term** button in SOS Student on the **Schoolwork** screen, it does not allow students to work in other terms. This button only allows them to see what work is assigned to them in any other school term. They cannot perform any work on assignments in other terms until you change their active term using the SOS Teacher program.
- Terms help you keep SOS School records organized. You should create a new term for each new school year.

You already created a term when you installed Switched-On Schoolhouse® 2012. If you want to use that term, click **Next** at the bottom of the **School Term** screen and continue creating a calendar below.

If you do need to create a new term:

1. Click **Add a Term** on the **School Term** screen.
2. Type in the name you want to assign to the school term.
3. Click **Save Term**.
4. Click **Next** to see the **Calendar** screen appear.



## Creating a Calendar

Creating a calendar allows you to assign due dates to student assignments. Due dates help students know how much work must be done each day so they can complete their assigned work by the end of the school year. When due dates are turned off, students must pace their own schoolwork.

1. Determine if you want to assign due dates:
  - Select **Yes** if you want to assign due dates to student assignments.
  - Select **No** if you do not want to assign due dates to student assignments. (After you click **Next** to continue, go to **Add Students** on page 28.)
2. Click **Next** to continue.

Click the circle next to the type of calendar you want to use:

- **I want to use a Traditional calendar** - this calendar begins the day after Labor Day and lasts 180 school days, excluding time taken off for holidays. You can change the pre-set holidays, school days, or school end date for your school.
  - **I want to use a Custom calendar** – this calendar allows you to choose the start and end days of the term as well as assigning any holidays to be included. It is useful if you need to start a term at a time not usually associated with the start of the school year or if you want to compress a school year.
3. Click **Next** to continue.
  4. If you chose a traditional calendar, select the school year using the up and down arrows, and then click **Next** to continue.

If you chose a custom calendar, you can select start and end

dates for your calendar. SOS defaults the **Start Date** to today and the **End Date** to 180 weekdays from today. You can leave this or change it. To change the dates:

- Select the **End Date** for your school year, and then select the **Start Date** for the school year.
- Click **Next** to continue.



# Quick Start Guide

## Customizing Your Calendar

After you have determined the type of calendar you want to use, you can customize the calendar. You can change school days to non-school days and vice-versa. You can change individual days or a series of days. You may do this now or at any time during the school term. Just press **F1** to access the electronic **Help** file for step-by-step instructions or watch the tutorial for a video demonstration.

1. Click **No** if you do not want to customize your calendar now. Click **Next** to continue. Skip to the *Viewing the Calendar* section on the next page.

Click **Yes** to customize your calendar now, and then click **Next** to continue.

2. Set each date or range of dates individually. To choose specific dates for things like holidays and vacation:

- Select the **Start Date** and **End Date** of the period you want to customize.
- Enter the **Description** for the date range, for example, "Family Reunion" or "Weather Catch-up Days".
- Select **Yes** to designate these days as school days or select **No** if these days are not to be considered school days.

3. Click **Customize more days** if you want to add more custom dates and return to Step 2.

4. Click **Finished** when you have entered the last date you want to customize. A confirmation box appears asking you to select **Yes** if you are finished customizing calendar dates.

## Viewing the Calendar

1. Click **View Calendar** to see your selected school term.

After you view the calendar, click



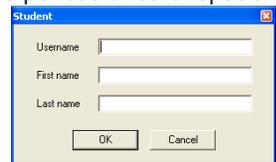
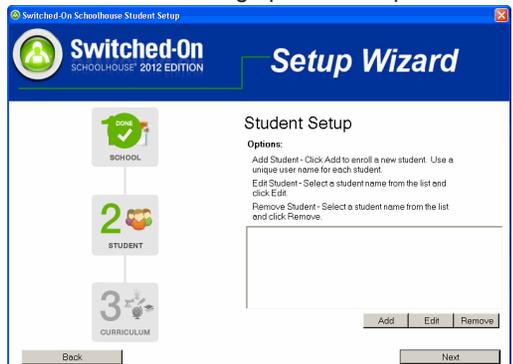
**Save** to retain the changes you made to the calendar or **Cancel Changes** to not retain the changes.

- Click **Next** to continue or  
Click **Back** to return to  
**Customized Calendar** to make additional changes.

## 2 - Add Students

Before students can get started in SOS Student, you need to “enroll” them in your school. SOS allows you to have up to five students working in SOS at once. If you want students to use a password to login, you need to set this up after you complete the **Setup Wizard**. You can press the **F1** key to access the electronic Help file for instructions on setting up a student password. The Student Setup function allows you to add students, edit student profiles or remove students from SOS. For now we are going to add students.

- Click **Next** on the first **Student Setup** screen to begin.
- If your student’s name is not displayed on the screen, click **Add** to open a small window where you can enter the student name and username.
- Enter the **Username**. (This is the name SOS uses for the student, just like your teacher name. Use up to 20 letters and/or numbers. No periods or other special characters are allowed.)
- Enter the student’s **First name** and then **Last name**.
- Click **OK** to see the student information appear in the large white box at the bottom of the **Student Setup** screen.
- Click **Add** to add any additional students, **Edit** to make changes to a selected student, **Remove** to delete a selected student, or **Next** if you are done and ready to continue.



# Quick Start Guide

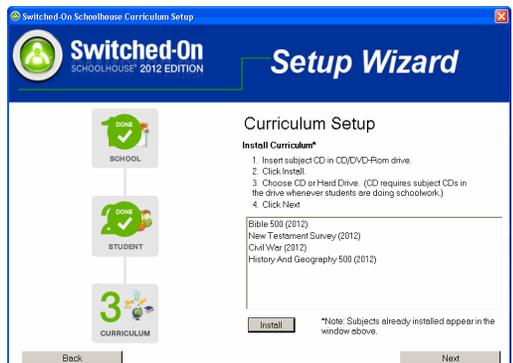
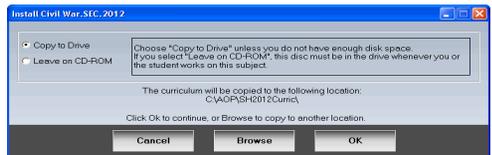
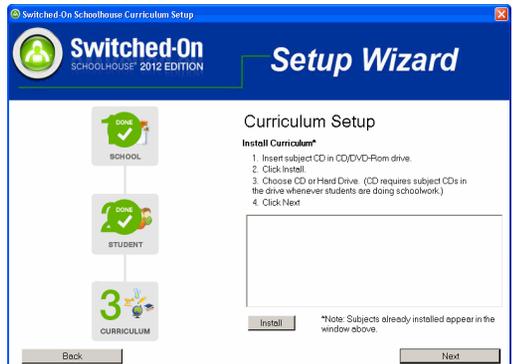
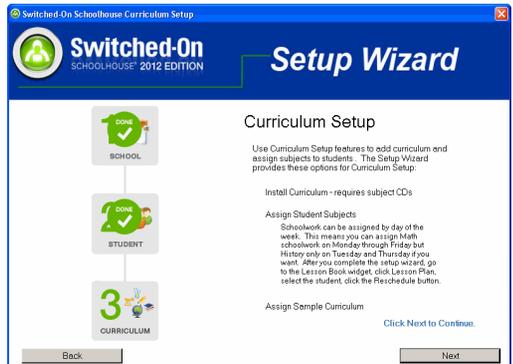
## Installing Subjects

Before students can begin work in SOS Student, you need to install curriculum and assign it to them. Make sure you have your curriculum disc(s) handy before you begin.

1. Click **Next** on the **Curriculum Setup** screen to begin.
2. Put the disc for one of your subjects in the the CD-ROM or DVD drive and click **Install**.
3. Select **Leave on CD-ROM** if you want your student(s) to access the subject using the disc(s)  
or  
Select **Copy to Drive** if you want to install the subject onto your computer hard drive.
4. Click **OK**.
5. If you chose **Leave on CD-ROM**, go to Step 6.  
If you chose **Copy to Drive**, a window opens allowing you to copy to the default folder. Click **OK**. (You may choose another location provided there is enough free space on your drive, but we HIGHLY recommend leaving the curriculum in the default folder.)
6. SOS begins copying the subject to the selected drive. If the subject has more than one disc, SOS prompts you when to put in the next disc.

Perform Steps 2 – 6 until you have installed all of the subjects you intend to assign, and then click **Next**.

**Remember:** If you do NOT load the subject onto your hard drive, the student must have the disc in the CD-ROM or DVD drive when working on the subject.



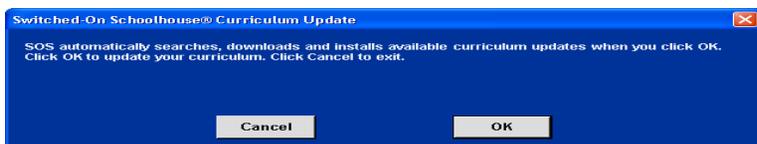
**Note:** Please see the **Setup Wizard** tutorial “How to Install a Subject” for additional assistance.

**Note:** If you are using a Client Install, the subject is copied to the server location. The client computer must point to the subject on the server location or you must copy the curriculum to the hard drive of the computer with the Client Installation.

## Assigning Subjects

Now that you have installed your subjects, they can be assigned to your students. The first thing you see when you click **Next** moving to the **Assign Subjects** step is the Curriculum Update window. This is an automatic process. Just click **OK** and the application automatically checks to see if there are any revisions or updates to the curriculum you have installed. If there are any updates, they are automatically applied to your database.

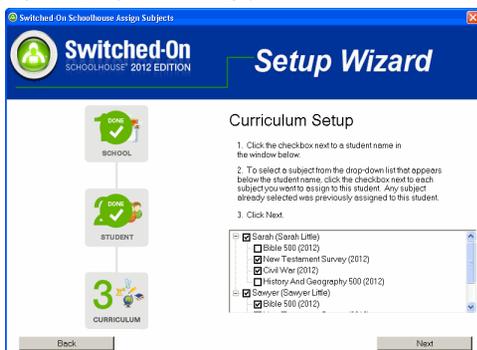
**Note:** If you do not have internet access, you need to contact Customer Service periodically to see if there are any updates to your curriculum.



Click **OK** when the Update complete message displays, advising you of the number of assignments that were revised.

Assign each subject to the students who will be taking the course before you click **Next**. SOS allows you to assign multiple subjects to every student before you move on to the next screen.

1. On the bottom half of the **Curriculum Setup** window, you see a list of your students, click the checkbox next to a student name. A list with all of the subjects you installed appears below each student's name.



2. Below each student's name, click the checkbox beside each subject you want to assign to the student.

Repeat Steps 1 – 2 to assign subjects to additional students.

3. Click **Next** when you are finished.

4. Click **OK** when the **Assignment Complete Confirmation** box appears.



**Note:** Coursework may be assigned to students by day of the week. When you are finished with the **Setup Wizard**, click **Lesson Plan** in the **Lesson Book** widget on your **Teacher Home Page**. Select the student (one at a time) and click the **Reschedule** button.

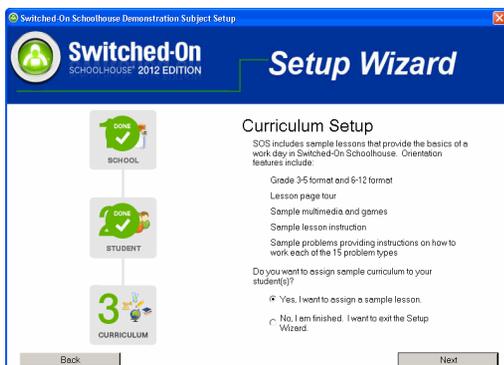
# Quick Start Guide

## Assigning a Sample Lesson

SOS includes a sample lesson to allow both you and your students to walk through a practice lesson. It should help both of you to learn about each feature and how to use it. The sample lesson also offers the opportunity to “try out” or practice the various problem types without concern for the impact to grades.

There are two sample lesson; one for students in grades 3 – 5, and one for students in grades 6 – 12.

Each covers the same explanation and features. They are just presented in more age appropriate context.



1. If you do not want to assign a sample lesson or assigned it in the previous step, click the circle beside **No, I am finished. I want to exit the Setup Wizard**; and click **Next** at the bottom of the screen to exit the **Setup Wizard**.

To assign the sample lesson to a student now, click the circle beside **Yes, I want to assign a sample lesson** and continue with Step 2.

2. Click the checkbox beside the **Sample Lesson** you want to assign under each student’s name (just as you did to assign the regular subjects).
3. Click **Finish** on the **Assignment Complete Confirmation** box when you have selected the sample lesson(s) for each student.

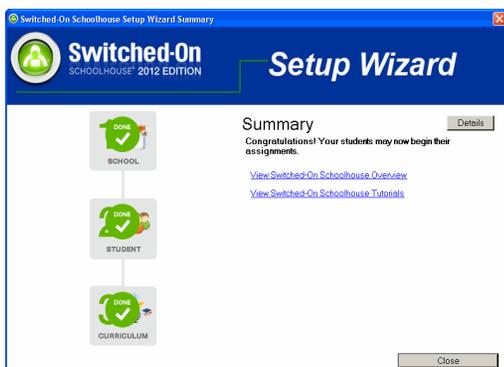
You can assign the sample lesson at a later time using the **Curriculum Setup** tab in SOS Teacher.

Click **Close** on the **Summary** page. Setup is complete. Your students can login and being working in Switched-On Schoolhouse any time now!

Click **OK** on the confirmation window.

You can click the Details button to see a summary of what courses were assigned to each student.

You can also click the Switched-On Schoolhouse Overview link to see a video overview of the application or click the Switched-On Schoolhouse Tutorials link to select any of the 20 plus SOS feature specific tutorials.

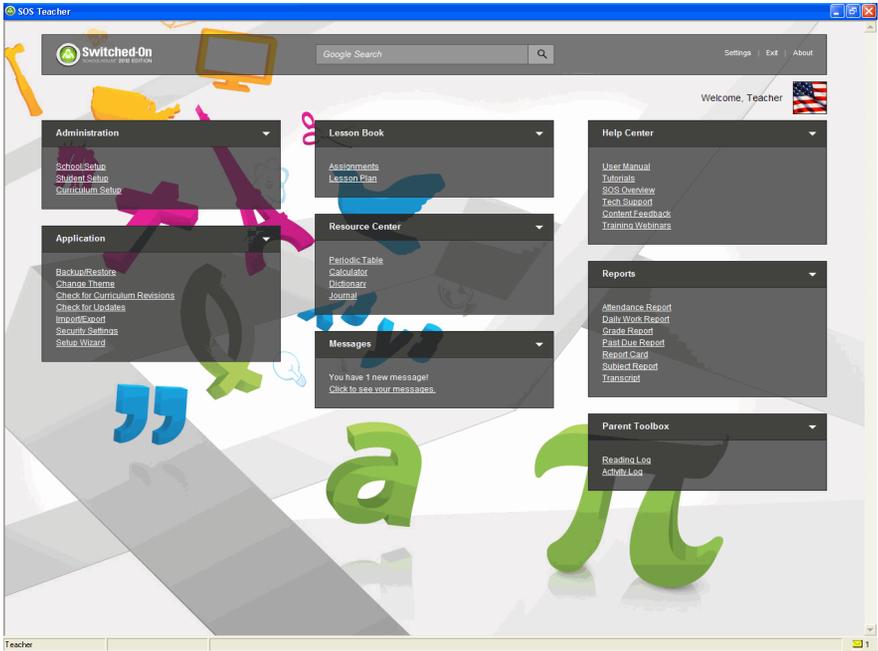


As a reminder, you can access the overviews, tutorials, user manual, tech support, or a link to sign up for a free training webinar in the **Help** widget on your Teacher **Home Page**.

# SOS Teacher Home Page

You now see your **Teacher Home Page** (as shown below). You can use any of the functions of SOS Teacher from this location. Press **F1** or click the **User Manual** link (in the **Help** widget) to access the electronic Help files for additional assistance.

The MiSOS format uses two terms you want to be familiar with:



**Avatar:** the small picture to the right of your name in the upper right corner of your **Home Page**.

**Widget:** these are the boxes on the **Home Page** containing links to the SOS functions plus the new options available to you. For example, all of your administration, application, and report functions are in separate boxes (widgets). You can also choose to have a Daily Bible Verse widget, RSS Feeds, or other information each in a separate widget.

Please visit the **Help** file (F1), or select **User Manual**, and open **Teacher Home Page** and **MiSOS Custom Theme** under **Getting Started** for information about how to use these.

**NOTE:** If your **Home Page** looks like the picture to the right and you cannot access the other themes, you must upgrade your version of Internet Explorer to IE 7 or above.



# Quick Start Guide

## Backup and Restore Procedures

Backup/Restore is a feature that protects against the loss of data such as student schoolwork, grades, teacher commentary, and other information. You can backup your entire SOS database at any time. Backing up saves everything exactly as it is at the time of the backup, so you can restore a previously-created copy of your database whenever you need.

We strongly recommend you backup your database daily.

Some points to remember when backing up your database:

- You are encouraged to backup to a flash drive or burn it to a CD.
- The backup file name, including the path, must not exceed 256 characters.
- Verify that the drive has sufficient free space and you have write permissions to this drive.
- Backup/restore operations can only be performed when there are NO students doing schoolwork. Before you begin, make sure all students return to their **Home Page** or completely exit SOS to protect against losing their work.

*Attention Vista Users:* If you have a Client Install, it is important to read the Vista Users section on page 33 before performing a Backup.

New Computer? Perform the backup procedure on your old computer, then the restore procedure on your new computer.

### Backing Up Files

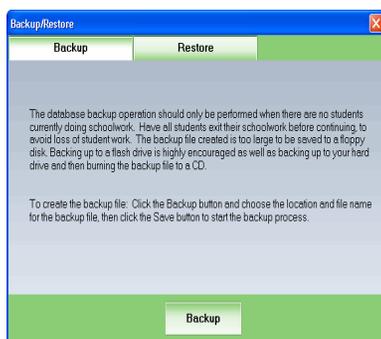
**Step 1:** Click **Backup/Restore** in the **Application** widget on your **Home Page**.

**Step 2:** A small **Backup/Restore** window appears. Make sure the **Backup** tab is highlighted.

**Step 3:** Click the **Backup** button.

**Step 4:** SOS automatically populates the backup file name "SOSbackup2012T" in your SOS Backup folder created at installation. We strongly recommended that you leave the backup file with this name and location.

**Step 5:** Click the **Save** button. A message appears, telling you the database backup is in progress. Because this process copies the entire database, you may need to wait a few moments.



**NOTE:** If a backup file was previously created, a message box appears, telling you the file already exists. Click **Yes** if you want to replace it with the new one. If you want to save every backup file you make, rename the file each time you back up. If you do this, we recommend that you simply add a number or the date at the end of the current file name and increment it by one with each backup; for example, SOSbackup2012T1, SOSbackup2012T\_090812, etc.

**Step 6:** When the process is finished, a message box appears, telling you that the backup file was successfully created. Click the **OK** button. You have now backed up your entire SOS database.

**NOTE:** You can also copy your backup file (SOSbackup2012T.bak) to a flash drive, burn it on a CD, or store it on a different computer.

**NOTE:** If you have a Teacher/Client install, your back-up file is placed on the computer where your database is installed. Remember this if you need to perform a restore.

### ***Vista and Windows 7 Users***

If you have a Client Installation, when you run a backup, you will get a warning telling you that you cannot write to the location of the backup folder. There are two things you can do:

- Run as an administrator
- Turn User Account Control (UAC) off.

To run as an administrator:

1. Open your **C:** drive.
2. Open **Program Files**.
3. Open the **AOP** folder.
4. Open **Switched-On Schoolhouse 2012 Home**.
5. Right-click **SOSHAPP.exe**.
6. Select **Run as administrator**.

To turn off UAC:

1. Open your **Control Panel**.
2. Select **User Accounts and Family Safety**.
3. Select **User Accounts**.
4. Select **Turn User Account Control On or Off**.
5. Click **OK**.

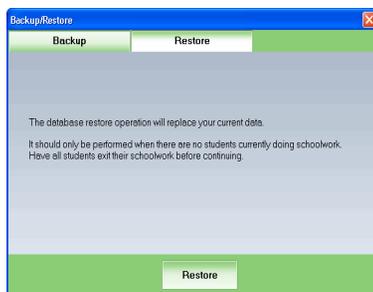
# Quick Start Guide

## Restoring Files

**NOTE:** The backup/restore operations can only be performed when there are no students currently doing schoolwork. Before you begin, have all students exit their schoolwork so their work is not lost.

**NOTE:** You must have a backup file you have already created before you can restore.

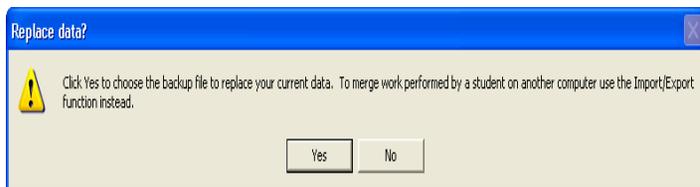
**Step 1:** Click **Backup/Restore** in the **Application** widget on your **Home Page**.



**Step 2:** A small **Backup/Restore** window appears.

Click the **Restore** tab to highlight it. This means you want to perform a restore of your SOS data.

**Step 3:** Click the **Restore** button on the bottom of the screen. A warning message appears. If you are simply restoring a backup of your normal database, click **Yes** and continue with **Step 5** below. Your current data is replaced with the backup file you selected. If you want to merge the work performed by a student on another computer, click **No** and return to the **Application** menu and select **Import/Export** instead.



**Step 4:** A window appears, so you can find and open the backed-up SOS database file you want to restore. It is in the default folder created when you were installed SOS. Unless you selected a different name, the file is probably called "SOSbackup2012T." If you have been retaining copies of previous backups, you may have an incremental number after the "T".

**REMEMBER:** If you have a Teacher/Client install, your back-up file is located on the computer where your database is installed.

**Step 5:** Click the backup file you want to restore and then click **Open**.

**Step 6:** You are returned to the **Backup/Restore** window. The restore process starts automatically. A message appears, telling you the database restoral is in progress.

**Step 7:** When the process is finished, another message box appears, telling you that the restore file was successfully created. Click the **OK** button. You have now restored your entire SOS database. The application closes and you must restart it.

## Tutorials

All of the tutorials below are available on your computer after you install SOS 2012. To view them on your computer, double-click the desktop **Tutorials** icon or:

1. Click **Start** on your computer's taskbar.
2. Click **All Programs**.
3. Select **AOP**.
4. Select **Switched-On Schoolhouse 2012**.
5. Select **Tutorials**.



## Tutorials

- How to Setup Wizard
- How to Backup/Restore Your Database
- How to Use the Home Page Settings
- How to Set up MiSOS Custom Theme
- How to Add a New Term
- How to Edit a Student Attendance Calendar
- How to Change Between School Days and Non-School Days
- How to Exclude a Range of Days
- How to Install a Subject
- How to Create Custom Subjects and Assignments
- How to Assign a Subject
- How to Globally Block and Unblock Quizzes and/or Tests
- How to Add an Event to a Student Calendar
- How to Create a Lesson Plan
- How to Update a Lesson Plan (Regenerate Due Dates)
- How to Remove an Assignment
- How to Remove a Duplicate Subject
- How to Block and Unblock Individual Assignments
- How to Clear Highlighting
- How to Clear an Assignment
- How to Zero a Unit or an Assignment
- How to Create a Transcript

## Quick Start Guide

### SOS Overview Presentation

Switched-On Schoolhouse also offers another view of the program. It is called the SOS Overview Presentation. It includes:

1. Teacher Home Page
2. Administration - Assignment Settings
3. Administration - Quiz and Test Settings
4. Administration - Grading and Term Settings
5. Administration - Student Setup
6. Administration - Curriculum Setup
7. Lesson Book - Assignments
8. Lesson Book - Lesson Plan
9. Student Home Page
10. Student Schoolwork
11. Student Lesson Presentation

You can access this presentation by clicking **SOS Overview** in the **Help Center** widget on your **Home Page**.

You can also access additional grade level presentations by going to [www.aophomeschooling.com](http://www.aophomeschooling.com), then:

1. Under **Curriculum Options** click **Switched-On Schoolhouse**
2. Select **Grades**
3. Click the **grade level** or **subject** folder
4. Click the **SOS box** or specific **subject CD**
5. Click the **Resources** tab in the middle of the page

### SOS Free Training Webinar

AOP offers a free training webinar for Switched-On Schoolhouse. You can register for these training sessions by clicking the link in the **Help** widget on your **Teacher Home Page** or by going directly to [www.aophomeschooling.com/switched-on-schoolhouse/webinars.php](http://www.aophomeschooling.com/switched-on-schoolhouse/webinars.php)

## SOS User Manual and Help File

The Help file is the SOS User Manual. It answers most questions about how to use the program. You can access it either by clicking the **User Manual** link in the **Help Center** widget on the SOS Teacher **Home Page** or by pressing the **F1** key from anywhere in either the Teacher or Student application. If you prefer a paper copy, you may download one at

[www.aophomeschooling.com/support/](http://www.aophomeschooling.com/support/). Click the **Resources** tab in the middle of the page.

## Tutorials:

SOS includes a series of video tutorials to demonstrate how to perform various functions. These are installed on your computer as part of the SOS installation. There are several ways to access them. You can click the **User Manual** link in the **Help Center** widget on your SOS Teacher **Home Page** and select **Tutorials**, or click the **Start** button on your taskbar, and select **All Programs**, then select **AOP**, and then **Switched-On Schoolhouse**, and then **Tutorials**. You may also double-click the **Tutorials** icon on your desktop. Additionally, you can view the tutorials on the internet at <http://www.sostutorials.com>. Click the **Tutorials** tab in the middle of the page.

## SOS Overview Presentation

This presentation provides an overview of Switched-On Schoolhouse. You can view it online by clicking the **User Manual** link in the **Help Center** widget on SOS Teacher **Home Page** and selecting **SOS Overview** or on the web at:

[www.aophomeschooling.com](http://www.aophomeschooling.com). See the steps for navigating to this site on the previous page.

## Online Support

There is an extensive database of solutions to questions, answers, and problems with solutions others have encountered while using SOS available online at [www.aophomeschooling.com/support/](http://www.aophomeschooling.com/support/). This is the fastest way to answer most of your questions. This database is updated regularly as new issues and solutions are identified. Clicking the **Tech Support** link in the **Help Center** widget on your SOS Teacher **Home Page** opens the website. Additional AOP products are available at this site as well.

## Phone Support

If you are still in need of assistance, The Technical Support team toll-free number is 1-866-444-4498. Our shortest wait times are typically Thursday and Friday afternoons.

## Customer Service:

Toll-free 1-800-622-3070

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### Forgot Your Teacher Password?

SOS does not limit how many times you can try your password. SOS does have a data utility on the SOS application disc you can use to change or reset your password.

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#### Remember:

- Your password is case sensitive, so check to see if your *Caps Lock* key is on.
  - If your password is longer than 12 characters, you will get an error.
  - You may use letters or numbers in your password, but **NO** special characters.
- 

1. Put the SOS installation disc into the CD-ROM or DVD drive of your pc.
  2. If the **Install** window opens, click **Close**.
  3. Click **Start** on your computer taskbar, and select **My Computer (Computer** if using Vista).
  4. Right-click the drive containing the SOS installation disc, and click **Open**.
  5. Double-click the **Tools** folder, and then double-click the **DataUtilities.exe**.
  6. When you are prompted to select a database, choose **SOS Home 2012** and click **Connect**.
  7. Use the dropdown menu to select the **Change Password** option and click **Execute Command**.
  8. Enter your new **Password** twice, and then click **Save**. When the window closes, notice the “Successfully Changed Password” message below the **Execute Command** button. Click **X** in the upper right corner to close the **Data Utilities** window.
  9. Remove the disc from the CD-ROM or DVD drive.
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#### Important Note:

Be sure to write your password down and put both the password and the SOS installation disc somewhere safe. Protect your teacher password by keeping the disc in a safe location.

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## Troubleshooting Guide

If you experience problems with the installation of your application, try the following before calling Technical Support.

- Close any open applications.
- Restart your computer.
- Disable/turn off any anti-virus software
- Double-check that your computer meets or exceeds the minimum system requirements as shown on page 5.
- Remove the application and reinstall it. (Before you do this, be sure you have a backup and carefully follow the procedures on page 18.)
- Verify that you have the most recent application and curriculum updates by visiting [www.aophomeschooling.com/support/](http://www.aophomeschooling.com/support/) and [www.sosupdates.com](http://www.sosupdates.com).
- Visit [www.aophomeschooling.com/support/](http://www.aophomeschooling.com/support/) for detailed solutions to the most frequently encountered questions.
- See the Troubleshooting Guide on page XX for assistance.
- Read the Contacting Technical Support section before emailing or calling.
- See Additional Resources on page 42 for contact information.

## Common Issues

There are several common issues people encounter. Please take a look at these solutions before contacting Tech Support.

Q: When I clicked on a lesson I was prompted to “browse for folder”. What do I do?

A: This means Switched-on Schoolhouse is not sure where to locate your curriculum.

1. Put the curriculum CD-ROM/DVD for that subject in the CD-ROM/DVD drive on your computer. If a window opens asking what you want to do, click the **Close** button.
2. Open the SOS Student application and click the **Copy Curriculum** link in the **Application** widget on the Student **Home Page**.
3. Click **OK** on the **Copy Curriculum** window. A progress window displays while it is copying to the hard drive of your computer. It may take a few minutes.
4. Click the **Close** button when the copy is complete. You can now remove the subject disc from your CD-ROM/DVD drive and access the lesson without the disc or the “browse for folder” message.

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Q: I got a message telling me I have an invalid database connection. How do I fix it?

A: There are a couple of possibilities. Please check the following:

1. Confirm that your SQL server is running. Go to **start** on your computer taskbar, then select **Run...** In the Run dialogue box, type "services.msc" (no quotation marks). This opens your Services Manager. It sometimes takes a minute or two to open and list all of the services on your computer that run in the background. Look for "SQL Server (SOSHOME309)".
2. If it is not listed as STARTED, right-click the service name and click **Start**. A progress bar displays while it is starting.
3. Close the **Services** window and log into Switched-On Schoolhouse.

If restarting SQL did not fix the problem, the problem might be that Windows Firewall is blocking the database connection. There is a tool on the SOS application disc to help open the ports on your Firewall specific to Switched-On Schoolhouse. To run the Firewall utility:

1. Insert the SOS application disc in your CD-ROM/DVD drive on your computer. Close the application when it opens to the **Installation** window.
2. Click **Start** on your computer taskbar, and select **My Computer (Computer if using Vista)**.
3. Right-click the drive containing the SOS installation disc, and click **Open**.
4. Double-click the **Tools** folder, and then double-click the **FWConf** folder.
5. Right-click the **FWconf.exe** file. Choose **Run As Administrator** (If you are using XP, the choice is **Run**.)
6. On the **Firewall Exception** window, click the **Create Exceptions** button.
7. When the indicator at the bottom of the box with the exceptions reads True, close the windows you opened while following these seven steps and log into Switched-On Schoolhouse.

Q: I'm having trouble performing a Client Installation. What do I do?

A: There are a couple of possibilities. We'll walk through each problem and solution.

1. Make sure you can see the SQL Instance name of the database (SOSHome309) in the drop-down list to pick your database. If you do not see it:
  1. Manually type the network path to where the SQL instance (SOSHome309) is located into the box. It should look something like this: "Computer Name\SOSHome309". Do not type in the quotation marks. Substitute your computer name for "Computer Name". (To locate your computer name, click **start** on the computer task bar, then right-click **Computer** (XP users, **My Computer**) and select **Properties**.)

Continue with your Client Installation.

2. Occasionally Windows Firewall blocks the connection between SOS and the SQL database. If this happens, follow steps 1-7 on the previous page to access and run the Firewall Utility.
3. Third-party security software (anti-virus, internet family safety, filters, spyware or spam scanners) on your computer sometimes blocks the connection between SOS and the SQL database. There are a few things you can do to try and make sure they are not interfering.
  1. Make sure you are not running more than one anti-virus suite. Different types of anti-virus programs are not meant to be run simultaneously. This can open your computer to outside risks. If you have more than one anti-virus program on your computer, choose the one you want to keep and completely uninstall others using the **Add/Remove Programs** area of your **Control Panel**. Even if the other program is just an expired trial program that came with your computer, remove it.
  2. AT YOUR OWN RISK, you can temporarily disable your security software for the duration of the SOS installation process. Many security programs have an option to disable the software in increasing increments of time. Check your security software documentation for instructions.
  3. Often, you can set your security software to grant SOS an exception, meaning it treats SOS and its database as a trusted connection. Check your security software documentation for instructions. You may need to contact the security software manufacturer's technical support for assistance.
4. Confirm your computers can "talk" to each other over your network. There are three identifiers which allow other computers on your network to identify and work with them. (Once you gather the information, you can save it in the table on page 43.) Each computer has a:
  1. Name
  2. Internal Address (for self-identification within your home network)
  3. Workgroup

To gather this information:

Computer Name and Workgroup:

1. Click **start** on your computer taskbar.
2. Right-click **Computer** (XP users, **My Computer**)
3. Select **Properties** (XP Users click the **Computer Name** tab.)

IP Address

1. Press the **Windows** Key (Between the **Ctrl** key and the **Alt** key) and **R** key at the same time.
2. Type **CMD** into the **Run** box that appears.
3. Click **OK**.

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4. A **DOS** prompt window opens. Type **IPCONFIG** and press the **Enter** key on your keyboard.
5. Your IP Address displays in the list.
6. Make sure all of the computers you want networked are in the same workgroup and that the computers can all “ping” one another both by Computer Name and IP Address. On each computer, do the following:
  1. Press the **Windows** key and the **R** key on your keyboard at the same time.
  2. Type **CMD** into the **Run** box that appears.
  3. Type **Ping “ComputerName”** using the name of each of the other computers, one at a time. Type your computer name in after Ping without the quotation marks.
  4. Press the **Enter** key.

If the Ping was successful, you see a list of statistics. If it was not successful, you get a timeout message or other error indicating failure.

To ping by IP Address, repeat the same four steps, substituting **IP Address** for Computer Name in step 3.

Again, you know the ping was successful if you see the list of statistics. If it failed, you see a timeout or error message.

If you were unable to successfully ping the other computers, try the following:

- Confirm both computers are connected to the home network.
- You can connect to the internet.
- Make sure the wireless adaptor is turned on. (Many laptops have a physical switch for WiFi or a function key to turn it on and off.)
- Confirm that both computers are connected to the same network. Occasionally, you might inadvertently connect to a neighbor’s network.
- Make sure your router is turned on and functional. Power cycle it by turning the router off for 30 seconds and then turn it back on.
- If your router limits internal connections or route traffic externally, you may need to contact tech support for your router manufacturer.

If you are still unable to complete the Switched-On Schoolhouse client installation, please contact Tech Support as described on page 44.

Use the table below to enter and save Client Install information.

	<b>Full Install Computer</b>	<b>Client Install Computer</b>
<b>Computer Name</b>		
<b>IP Address</b>		
<b>Workgroup</b>		

## Contacting Technical Support

Please verify that your computer meets or exceeds the minimum requirements listed on page 5 before contacting Technical Support. Additionally, you should also have the following information available prior to contacting Tech Support:

The version of Windows you are currently using, amount of RAM, and how much available disk space you have:

*Windows XP users:* Click **Start** on your computer taskbar, right-click **My Computer**, and select **Properties**.

*Vista and Windows 7 users:* Click **Start** on your computer taskbar, double-click **Computer**, and right-click your hard drive.

You should see a window appear with the version of Windows, the amount of RAM, and the amount of available disk space for your computer. A configuration check is performed during the installation process that will also display your system specifications.

Determine the version of SOS you are using:

- If you have already installed SOS, click the **About** link located in the upper right corner on your SOS **Homepage** (Click the **SOS Logo** if you are using the Classic theme.)
- If you have not installed SOS yet, look on the left-hand side of your SOS Installation Disc. It has a V. with a series of numbers and/or letters.

# Quick Start Guide

## Resource List

### SOS User Manual (Help File)

Click **User Manual** in the **Help Center** widget on your **Homepage** or press the **F1** key on the top row of your keyboard from anywhere in the application.

Students, click **Help** in the **Application** widget on your **Homepage**, or press the **F1** key anywhere in the application.

### SOS Tutorials:

**Start > All Programs > AOP > Switched-On Schoolhouse 2012 > Tutorials**, or

click the **Tutorials** icon on your desktop, the link in the **Help** widget on your **Homepage** or

<http://www.sostutorials.com>

### SOS Overview Presentation

[www.aophomeschooling.com](http://www.aophomeschooling.com)

(See page 39 for navigation steps.)

### Online Support

[www.aophomeschooling.com/support/](http://www.aophomeschooling.com/support/)

### Email Tech Support

[techsup@aop.com](mailto:techsup@aop.com)

### Content Feedback (Curriculum)

[www.aophomeschooling.com/errors/](http://www.aophomeschooling.com/errors/)

### SOS Application and Curriculum Updates:

<http://www.sosupdates.com>

### Toll-Free Phone Assistance:

**Customer Service:**

1-800-622-3070

**Technical Support:**

1-866-444-4498

