Young Explorer Troubleshooting Guide

For technical problems, try Step 1 first. If the problem persists, try Step 2. Try Step 3 if Steps 1 and 2 do not fix the problem. Step 4 is only necessary if Steps 1, 2, and 3 have not resolved the issue.

Problem: Riverdeep software is not working.

Step 1: Check Tech Support on KidSmart website: www.pacer.org/stc/kidsmart/techsupport.asp

Step 2: Contact your I.T. personnel for assistance

Step 3: Contact Riverdeep/Houghton Mifflin technical support website at http://support.riverdeep.net

Step 4: Contact PACER Simon Technology Center at 1-800-537-2237 or email ectech@pacer.org

Problem: Your computer hardware (monitor, mouse, CD Drive, keyboard) or operating system (Windows XP) is not working.

Step 1: Check Tech Support on KidSmart website: www.pacer.org/stc/kidsmart/techsupport.asp

Step 2: Contact your I.T. personnel for assistance

Step 3: Contact PACER Simon Technology Center at 1-800-537-2237 or email ectech@pacer.org

Step 4: Contact Lenovo technical support at 1-800-IBM-SERV

Problem: The Young Explorer furniture is damaged or missing an item.

Step 1: Check Tech Support on KidSmart website: www.pacer.org/stc/kidsmart/techsupport.asp

Step 2: Contact your I.T. personnel for assistance

Step 3: Contact PACER Simon Technology Center at 1-800-537-2237 or email ectech@pacer.org

Step 4: Contact Little Tikes Consumer Service at 1-800-321-0183

© 2009 by PACER Center Simon Technology Center • 8161 Normandale Blvd • Minneapolis, MN • 55437 • Voice (952) 838-9000 • TTY (952) 838-0190 • FAX (952) 838-0199 • stc@pacer.org • Web site: www.pacer.org/stc