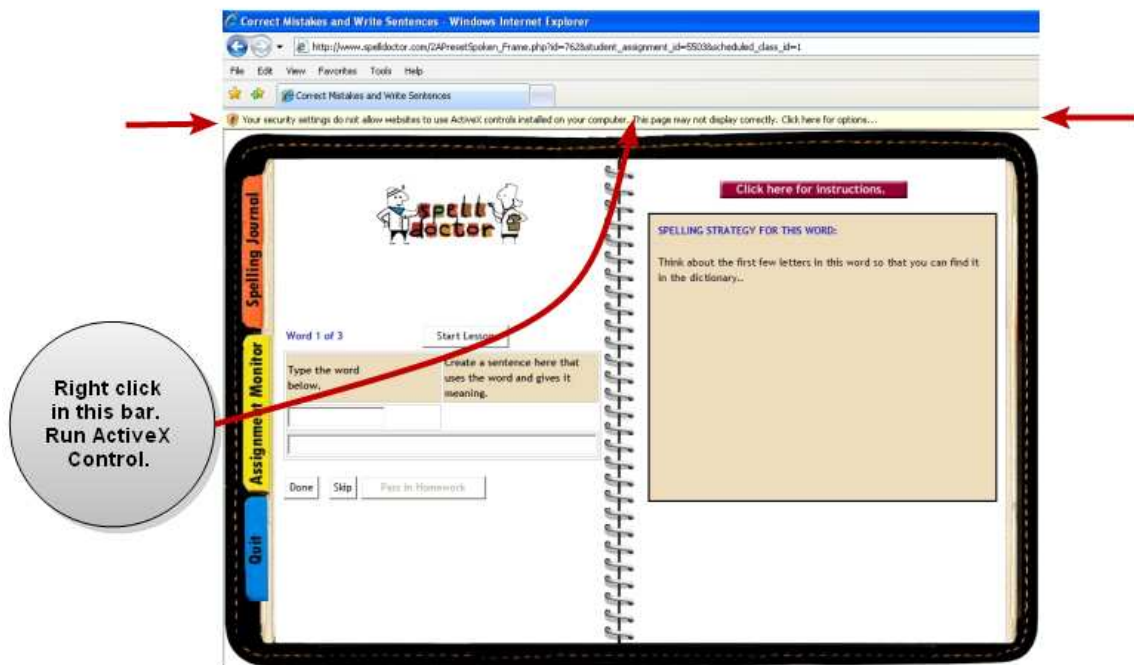


Help! I can't hear Merlin or Peedy

1. Make sure you have completed one of the installation options:
<http://www.spelldoctor.com/installation.php>
2. Check to make sure your sound is on. At the System Tray (right lower corner of the screen), double-click the speaker icon. Make sure that no mute boxes are checked and that all volumes are up.
3. Use Internet Explorer to access your lessons, or Firefox with the IE Add-on:
<https://addons.mozilla.org/en-US/firefox/addon/1419>
4. Run ActiveX Controls. Look for a yellowish stripe across the screen right above the lesson:



Right click in the stripe and select Run ActiveX Control. Then click Run or Close in the dialogue boxes. The stripe and boxes will re-appear 2 more times. You must continue clicking the stripe and boxes until they disappear for good. Once they are gone, they should not come back in future SpellDoctor sessions. If you accidentally click "Don't Run," restart the computer and repeat the process.

5. Refresh your browser. (F5)

Need help? support@spelldoctor.com