

PLATO[®] Achieve Now on PSP[®]

Troubleshooting Guide



The power does not turn on.

- The battery charge may have run out. Charge the battery.
- Check that the battery pack is properly inserted.

The screen suddenly turns dark.

- If “Backlight Auto-Off” under Power Save Settings has been set, the LCD screen’s backlight will automatically turn off if the system is left inactive for the set amount of time.
- If “Auto Sleep” under Power Save Settings has been set, the system will automatically enter sleep mode if left inactive for the set amount of time. (Note: this should be set to OFF.)

The screen is dark and hard to see.

- Use the display button on the system front to adjust the brightness.

The color of the screen does not look right.

- If “Theme” under Theme Settings is set to “original,” the background color will automatically change at the beginning of each month.

There is no sound.

- Check that the volume is not set to zero. Try raising the volume.
- Check that the mute setting is not on. Press the sound button on the system front to clear the mute setting.
- When headphones or a video output cable is connected, no sound is output from the PSP[®] (PlayStation[®]Portable) system speaker.

The volume does not turn on.

- If “AVLS” under Sound Settings is set to “On,” the maximum volume level is restricted.
- When a video output cable is connected, the volume cannot be changed using the PSP[®] system’s volume + button/volume – button. Adjust the volume on the connected device.

The Memory Stick PRO Duo[™] cannot be inserted.

- Set the Memory Stick PRO Duo[™] in the proper direction when inserting.
- Check that media of a type that can be used with the PSP[®] system is inserted.

The system or AC adaptor is warm.

- During use, the system or AC adaptor may become warm. This is not a malfunction.
- When the communication function is being used, the system may become warmer than during normal use. This is not a malfunction.

The system is turned on, but does not operate.

- Check that the system is not in hold mode. If it is, slide the power/hold switch up to clear hold mode.

The system does not function properly.

- Static electricity and other similar occurrences may affect the system’s operation. After unplugging the AC power cord from the electrical outlet and disconnecting any other cables, remove the battery pack and AC adaptor, wait for about 30 seconds and then restart the system.
- Slide the power/hold switch up and hold it for at least three seconds until the power indicator turns off. The system will be completely turned off. Then turn on the system again.

The date and time are not current.

- If the battery is not recharged and runs out, or if the battery pack is replaced, the system date and time settings may be reset. Follow the on-screen instructions to set the time and date.

If further help is needed, please reference the PLATO[®] Support site <http://support.plato.com>, e-mail <http://support.plato.com/email>, or call 800.869.2200.

(Reference pages 16–20 in the PSP[®] system Safety and Support Manual for additional information.)

PLATO® Achieve Now Warranty Recap

WARNINGS

System Software/Firmware Updates

DO NOT UPDATE your PSP® (PlayStation®Portable) system in any manner whatsoever, including by using video game software that may request that you update your PSP® system. **If requested, decline such updates.** Updating the PSP® system could affect the PLATO® software functionality.

PLATO Achieve Now Memory Stick PRO Duo™ Media Alterations

- Once a **PLATO Achieve Now Memory Stick PRO Duo™ Media** is shipped to the customer by PLATO Learning, and if for any reason one or more PLATO Achieve Now Adventures are “erased,” the customer is responsible for contacting PLATO® Support at 1.800.869.2200 for data restoration instructions.
- Once a **PLATO Achieve Now Memory Stick PRO Duo™ Media** is shipped to the customer by PLATO Learning, and if for any reason the memory stick is “reformatted” with all the files erased, ***the customer is responsible for ordering a replacement at the full cost of a replacement.***

WARRANTY

PLATO Learning warrants that the **PSP® (PlayStation®Portable) system** and the **PLATO Achieve Now Memory Stick PRO Duo™ Media** shall be free from defects in material and workmanship for a period of one (1) year from the date of shipment (the “Warranty Period”).

If further help is needed, please reference the PLATO® Support site <http://support.plato.com>, e-mail <http://support.plato.com/email>, or call 800.869.2200.