



LeapFrog School Customer Support

Tag™ School Reader – Connect Software Audio Files Installation

Applicable LeapFrog School Connect Versions

LeapFrog School Connect Version 1.0

Applicable Operating System Versions

Microsoft Windows XP, Microsoft Vista

Symptom

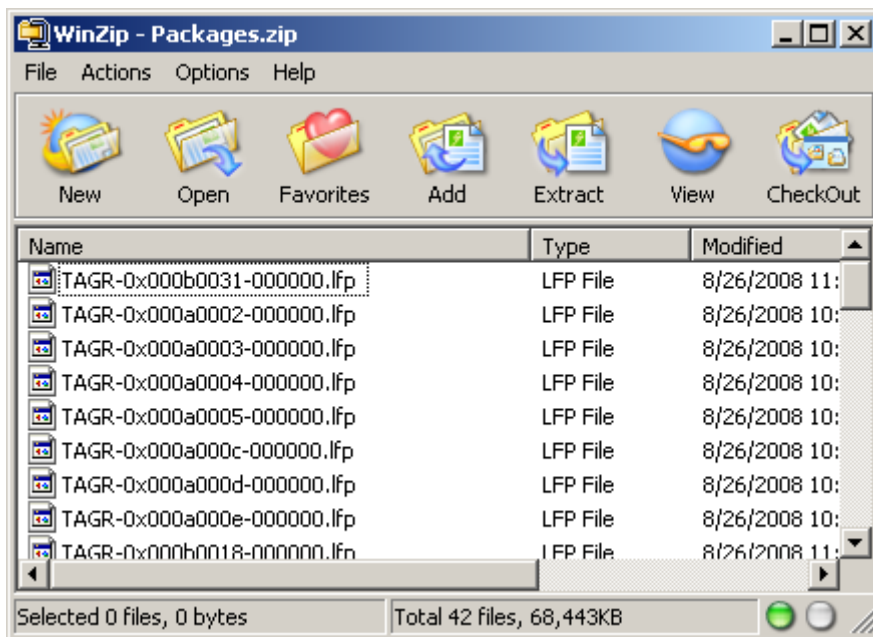
When book audio is selected to download, the Connect application cannot access the files and displays the following message: “Error: Download Fail, Try again later...”

Solution

Download the Tag Audio in .zip format. Uncompress files and place into the “My Apps” folder. Proceed with syncing Tag Reader audio files.

Step By Step

1. Close LeapFrog School Connect software if open.
2. Download the library of Tag Book Audio Files using the link below. Save file to computer.
<http://download.leapfrog.com/leapfrogconnect/PC/tag/school/downloadCenter/downloadPackages.html>
3. Upon completion of download, open the file “Packages.zip”



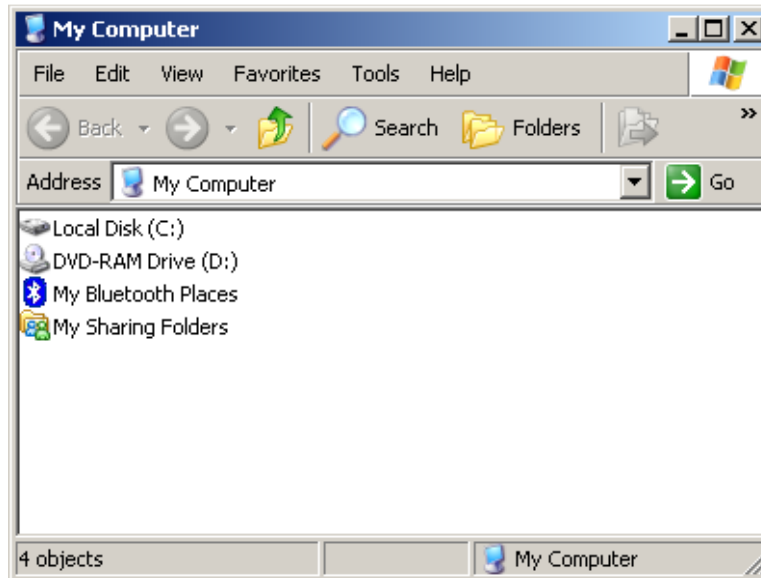
4. Select all Tag audio files and drag files to the LeapFrog School Connect “My Apps” folder. The folders location is noted below:

Windows XP - C:\Documents and Settings\All Users\Application Data\Leapfrog\LeapFrog Connect Tag\My Library\My Apps

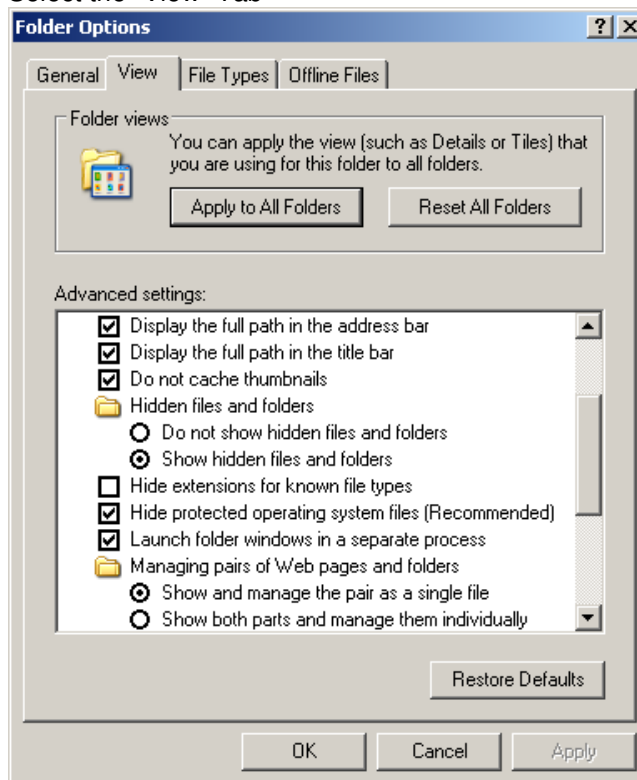
Windows Vista - C:\ProgramData\Leapfrog\LeapFrog Connect Tag\My Library\My Apps

NOTE: If you cannot locate the “My Apps” Folder with the paths specified above, please ensure that your computer is configured to “View Hidden Files”. To configure your computer to view hidden files:

- Double Click “My Computer” on your desktop.



- From the “Tools Menu” select “Folder Options”
- Select the “View” Tab



- Ensure that “Show Hidden Files and folders” is selected.
5. When transfer of audio files to the “My Apps” folder is complete, open LeapFrog School Connect. All book titles will be available to sync with the Tag Reader on the “Sync” page within the application.