

Technical requirements and Frequently Asked Questions

How do I change the language setting?

Panwapa is available in Arabic, English, Japanese, Mandarin, and Spanish. You can change the language in which you and your child experience the site either at www.panwapa.com or while signing in to Panwapa World. To change to another language, simply click on the button next to that language. If you are having trouble viewing the site in Arabic, please see the Technical Requirements section located at the end of this page.

How do I change my internet connection speed setting?

Panwapa is designed to be used by people with varying degrees of internet connection speed. You can change your connection speed setting at www.panwapa.com or while signing in to Panwapa World.

How do I know that I selected the right internet connection speed?

The fast internet connection (broadband, high bandwidth) version of Panwapa is best experienced at DSL and Cable modem speeds. If you have a 56k modem, the slow internet connection (dial-up, low bandwidth) version may be a better option.

Why don't I hear any sound?

If you don't hear any sound:

- Make sure that your computer's sound is not muted and is turned up to an appropriate level.
- Make sure your speakers are turned on.
- Make sure your speakers or headphones are connected to the sound out or headphone socket on your computer.

Why can't I play the online videos?

You may need to upgrade or configure your browser to make it compatible with the videos on www.panwapa.com. Use the links below to make any updates:

- **Internet Explorer 5.5 or higher** [Upgrade](#) your IE browser. Directions for [configuring your IE browser](#).
- **Netscape Navigator 7 or higher** [Upgrade](#) your Netscape browser.
- **Safari** [Download](#) the Safari browser.
- **Mozilla (Gecko)** [Download](#) the Mozilla (Gecko) browser.
- **Mozilla Firefox** [Download](#) the Mozilla Firefox browser.

Why can't I read or download the print materials?

If you have trouble viewing the PDFs from this website, please go to <http://www.adobe.com/products/acrobat/readstep2.html> and download the free Adobe Acrobat Reader.

Why can't I sign in to Panwapa World?

- To sign in to Panwapa World, you need to first join Panwapa World (see Join Panwapa World details listed in the Panwapa Online Activities section, above). Choose your child's Panwapa Name from the drop-down menu, type in your child's password, and click on the Sign In to Panwapa World button.
- If you see a message stating that your Panwapa Name and password do not match, check to make sure that you have chosen the correct Panwapa Name and that your caps lock is not on. Try typing in your child's password again. Make sure that everything is spelled correctly.
- If your child is signing in to Panwapa World on a different computer from before, select your child's location and type his or her Panwapa Name into the space provided. Next, enter your child's password and click on the Sign In to Panwapa World button.
- If there are multiple children accessing Panwapa World on the same computer, a drop-down menu of all Panwapa Names will appear on the sign in screen. Select your child's Panwapa Name and enter his or her password. Then click on the green Sign In to Panwapa World button.

Technical Requirements

To use the Panwapa site, you will need to have Adobe/Macromedia Flash Player 8 or later installed on your computer. To download the most recent version of the Adobe Flash Player for free, Windows users can click [here](#), and Macintosh users can click [here](#).

Flash Player 8 and later will run on the following hardware, operating systems, and browsers:

Windows

Hardware

- Intel Pentium II 450MHz or faster processor
- 128MB of RAM

Operating Systems and Browsers

- Microsoft Windows Vista
Browsers: Microsoft Internet Explorer 7, Firefox 2.0, AOL 9 or later
- Microsoft Windows XP
Browsers: Microsoft Internet Explorer 6.0, Firefox 1.x, Mozilla 1.x, Netscape 7.x or later. CompuServe 7, AOL 9, Opera 7.11 or later
- Microsoft Windows 98
Browsers: Microsoft Internet Explorer 5.5, Firefox 1.x, Mozilla 1.x, Netscape 7.x or later: AOL 9, Opera 7.11 or later
- Microsoft Windows Me
Browsers: Microsoft Internet Explorer 5.5, Firefox 1.x, Mozilla 1.x, Netscape 7.x or later. AOL 9, Opera 7.11 or later
- Microsoft Windows 2000
Browsers: Microsoft Internet Explorer 5.x, Firefox 1.x, Mozilla 1.x, Netscape 7.x or later. CompuServe 7, AOL 9, Opera 7.11 or later
- Microsoft Windows Server 2003
Browsers: Microsoft Internet Explorer 6.0, Firefox 1.x, Mozilla 1.x, Netscape 7.x or later. CompuServe 7, AOL 9, Opera 7.11 or later

Macintosh

Hardware

- PowerPC G3 500MHz or faster
- 128MB of RAM

- **Operating Systems and Browsers**

- Mac OS X v. 10.1.x, 10.2.x, 10.3.x, 10.4.x
Browsers: Firefox 1.x, Mozilla 1.x, Netscape 7.x or later, AOL for Mac OS X, Opera 6, Safari 1.x or later.

Help with Displaying Arabic Text

Windows

System Requirements: Windows Vista or Windows XP

For information on Windows Vista Arabic language support, please visit:

<http://www.microsoft.com/middleeast/arabicdev/Windows/winvista/wPapersvista.aspx>

Windows XP: If your computer is not displaying Arabic text properly, please follow these steps to enable right-to-left language display:

- 1) Have your Windows XP installation disc ready
- 2) Go to Control Panel
- 3) Go to Regional and Language Options
- 4) Select the Languages tab and check the box labeled Install the file for complex script and right to left languages. You will be prompted to insert the Windows XP installation disc. If you do not have administrative rights, please consult your system administrator.

For information on Windows XP Arabic language support, please visit:

<http://support.microsoft.com/kb/821080/en-me>

Macintosh

System Requirements: Non-Intel Macs running Mac OS X version 10.3 or later (version 10.4 recommended). Intel Macs do not support Arabic at this time.

The default Arabic fonts for Mac OS X, Geeza Pro and Geeza Pro Bold, are automatically added during OS X installation. If your computer is not displaying Arabic text properly, please use your original Mac OS X installation disc to re-install these fonts on your system.

From the people behind



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