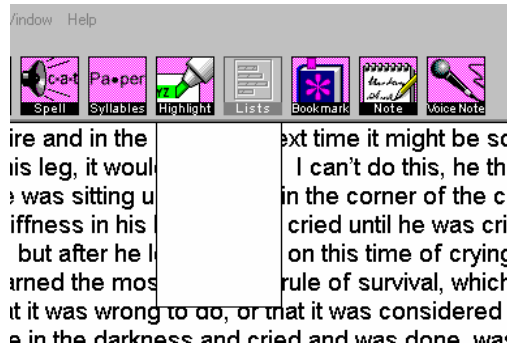


Problem: In WYNN, the dropdown menus do not appear

This is a common problem in Windows 2000 and Windows XP: The WYNN Toolbar dropdown menus are blank (that is, there is an empty box). This includes the Dictionary choices, Highlighting colors, and all other WYNN toolbar buttons that have dropdown menus. The menu choices work, but it will appear as it does below:



Solution: There are 2 different solutions, depending on your operating system. You can make these changes while WYNN is running.

Windows XP: Change a setting in the Display Properties.

1. Press the Start button on the desktop.
2. Select Control Panel then under the Pick a category sub heading, select Appearances and Themes.
3. Under the sub heading, select Display.
4. From the Display Properties box, click the Appearance Tab.
5. Select the Effects option in the lower right area of the Display Properties box.
6. The Effects box appears and you look at the last box from the top. This particular box is filled-in with a green checkmark. Click on the green check within the box to unselect this option, then click OK.
7. Now click Apply, then OK to implement the changes and close the dialog box.

*Windows XP may at this point advise the user that an error occurred. Immediately thereafter the screen will flash white code and instructs with a blue background. Don't panic!!! Within moments, Windows XP will shut down and reboot automatically. XP will then ask the user if he/she would like to send Microsoft a report. Select the No option.

Windows 2000: Change a setting in the Display Properties.

1. Press the Start button on the desktop.
2. Select Settings.
3. Select Control Panel.
4. Select Display.
5. Select the Effects tab.
6. Remove the check from the last item, which says "Hide keyboard navigation indicators until I use the Alt key".
7. Now click Apply, then OK to implement the changes and close the dialog box.