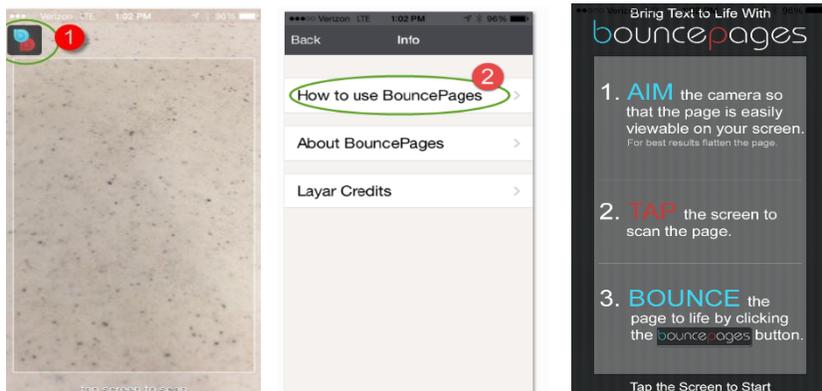


Pearson Bounce App Troubleshooting Guide

Pearson's Bounce Pages app launches video animations for each **Homework & Practice Page**. Download the app onto your smart phone once, scan a page, push a button, and the page comes to life.

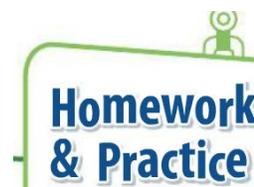
Directions for using the app are in the app itself.



There is one video for the HW page. The video covers the main skill used in the math lesson, but it will not give help for every type of problem on the HW page.

My Bounce Pages app isn't working. Try this:

- Not all pages will “bounce.” Only Homework and Practice pages work with the Bounce app. Homework and Practice pages have this icon in the top right of the page.
- Make sure you capture the entire homework page when using the app. Sometimes your phone screen is larger than the actual capture area, so you may need to move your phone farther away from the page.
- Make sure your phone doesn't have an update for the Bounce app waiting to be installed. If it does, install the update.
- Has your phone recently updated its operating system? If so, you may need to give the Bounce app access to your camera using your phone settings.
- Still not working? ***** Try restarting your phone or tablet.** This is often the miracle cure! We've noticed that once the Bounce app gives an error message, it may keep giving error messages until you restart your phone.



I can scan the HW page, but the **video is too big for my screen.** Try this:

