emme
User's Handbook
PC

This handbook is designed for beginners and experts alike who want to know more about the function of their CD-ROMs.   Amateurs will find a complete guide to any questions about their multimedia programs. In addition to step-by-step installation instructions, you will find the user's main "computer" concerns, as well as numerous insights and recommendations that give you a hand in solving the most frequent problems.   After you've read your handbook carefully, feel free to send us your comments and any additional questions.

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How to Install Your CD-ROM

Installing a CD-ROM is easy.   The following instructions will help you install your program quickly.

Setup Guide

1. Insert the CD-ROM in the drive.
2. Click *Setup* in the window that appears and follow the instructions that appear on your screen.

If no window appears (autorun may be deactivated), follow one of the two procedures below:

1. Insert the CD-ROM in the drive.
2. Double click on *My Computer* (the icon that is usually located in the upper left-hand corner of your screen).
3. Double click on the icon that corresponds to your CD-ROM (usually D:) in the window that appears.
4. Double Click *Install.exe* in the window that appears and follow the instructions that appear on your screen.

or

1. Insert the CD-ROM in the drive.
2. In the Windows® tool bar which is usually located at the bottom of the screen, click *Start* and then *Run* in the menu that appears.
3. Type *D:\install.exe* on the command line (if "D" does not correspond to your CD-ROM drive, replace it by the corresponding letter).   Click *OK* to start the installation, then follow the instructions that appear on your screen.

Run Guide

1. Insert the CD-ROM in the drive.
2. Click *Start* in the window that appears.

If no window appears (autorun may be deactivated), follow the procedure below:

1. Insert the CD-ROM in the drive.

2. In the Windows® tool bar which is usually located at the bottom of the screen, click *Start* and then *Programs* in the menu that appears.
3. Move the cursor to the **emme** programs group (or to the corresponding programs group if you modified it during the setup) and click on the icon that corresponds to the program.

Trouble Shooting

This trouble shooting guide lists the most frequently encountered problems.

Note: the words followed by an asterisk (*) are defined in *Key Words*.

The program does not install correctly

- If you cannot access your CD-ROM* drive from *My Computer*, check that the CD-ROM is inserted in the drive, printed side up.
- If you install the CD-ROM while one or more programs are open in Windows® (word processor, screen saver, etc.), application errors may occur and error messages, like *Not Enough Memory*, may appear on your screen.   Close any other program(s) in order to free enough RAM*.
- Avoid installing a CD-ROM in a program group containing a large number of icons.   The new application icon might not appear.   If this is the case, delete or remove several icons before beginning the installation procedure.   Or start the setup over again using *Personalized Setup* and change the name of the programs group.

The program does not run

- If you cannot access your CD-ROM* drive from *My Computer*, check that the CD-ROM is inserted in the drive, printed side up.
- The setup may not have installed the program correctly.   In this case, uninstall the program (double click on the CD-ROM icon in *My Computer* and click *Uninstall* in the window that appears) and reinstall it using *Standard* S*etup*.
- Check that the disk is clean (no spots, scratches, fingerprints, etc.).   Use a soft, dry cloth or a special CD cleaning product to wipe the disk clean.   Do not use an alcohol-based product.

The program asks for a specific display (installation or run message), the color definition is not clear, lines are not straight or flashes appear

Modify the resolution of your display* by increasing or decreasing the number of pixels* (640x480, 800x600, etc.) and/or the color palette (256 colors, 65,000 colors, etc.) in Windows®.   Check the recommended display setup on the CD-ROM case.

To change the setup of your monitor:
- Click on *Start* in the Windows® tool bar.
- Select *Settings* and then *Control Panel*
- Double click on the *Display* icon
- Click on *Settings* at the top of the window and change the *Color Palette* and *Desktop Area* parameters.
- Check that *Small Fonts* is selected in the *Font Size* parameter.
- Click *OK*.

Printing images (paintings, photos…)

In some CD-ROMs, you may print images directly using the print option. If the program prints a blank page, please change your printer's resolution configuration to 300 DPI:

- Select *Start* from the Windows® tool bar.
- Choose *Settings* and click on *Printers*.
- Double click on the icon that corresponds to your printer.
- In the *Printer* menu, select *Properties*.
- Choose *Graphics* at the top of the window, than select *300 DPI* from the *Resolution* line.
- Click *OK* to confirm your selection.

If some images still do not print (especially because of largeness), click on *Paper* in the same section and select the *Landscape* format.

Video playback does not work properly

The program probably uses *Video for Windows™* or *QuickTime For Windows™* to run videos. This program may not be installed or may be installed incorrectly. Reinstall it. Most CD-ROMs contain a folder with the installation program.

There is no sound in the videos or the video sound is of very poor quality

Some programs require QuickTime™ 4 to view videos. Problems of incompatibility may arise between QuickTime™ 4 and directsound and your graphics card. To avoid these problems, you must deactivate directsound in QuickTime™ 4, following the below procedure:

- Click on *Start* in the Windows® toolbar.
- Select *Settings*, then click on *Control Panel*.
- Double click on the *QuickTime* icon.
- Select *Sound out* in the drop menu.
- Select *waveOut* in the *Choose a device for playback* menu.
- Close the window by clicking on the x in the upper right-hand corner of the window.

The sound is fuzzy or choppy

- Is the sound card in use compatible with Sound Blaster®*? Is it configured correctly? Check the card's drivers* and use the most recent if possible.
- Check the sound playback level: *Start* / *Settings* / *Control Panel* / *Multimedia* / *Audio*.
- Make sure that all of the proposed components are selected: *Start / Settings* / *Control Panel* / *Add/Remove Programs* / *Windows Setup*.

The computer has crashed or the screen is frozen

- Does your system correspond to the technical requirements of the CD-ROM (version of Windows®, display* resolution, RAM*, etc.)? To check this, compare your configuration to the minimum system requirements on the back of the box.
- The CD-ROM may conflict with other pre-installed software* (anti-virus, word processor, scanner, fax modem, etc.). Close all other programs using memory.
- Some graphics cards may also cause problems during program use. An update of the driver* is sometimes necessary--check with your dealer. Windows® 95 always provides you with the choice of several drivers. On the desktop, click and select the following with the right mouse button: *Properties* / *Setup* / *Change Display Type*.

- Check that the video display size is set correctly as *Window* / *Original size*, not *Full Screen* (*Start* / *Settings* / *Control Panel* / *Multimedia* / *Video*).
- Some memory managers may disrupt the correct functioning of the CD-ROM.   Microsoft Windows supplies its own manager: EMM386.   If technical problems arise, especially while running the CD-ROM, it is suggested that you use only this manager and uninstall any other pre-installed managers.

General comment: To restart Windows® without turning off the computer, press the following keys twice and at the same time: *Ctrl + Alt + Del*.   This function allows you to quit an application that does not respond to the system (following an error message, for example).   Warning: all information that has not been saved will be lost.

Helpful Hints

The following suggestions have been compiled to help you better understand the use of your CD-ROMs.

Note: The words followed by an asterisk (*) are defined in *Key Words*.

- The CD-ROM* surface is delicate.   Handle it with care and caution.   Replace the disk in its case after each use.   Avoid scratches, dust and fingerprints on the reading surface.

- All CD-ROMs have a *Help* section and/or a *Read Me* file which you can consult for important information on the navigation and content of the program.

- To avoid any memory overload, only click on the mouse once.   It is not advisable to click several times in a row on "active" zones.   Wait several seconds while the program is loading (an hourglass will appear on the screen).

- Before starting the installation, make sure the program group in which the new icon will be created is not overcrowded with previously installed program icons.   The icon of the new CD-ROM might not appear in the program group if it is full.   If the icon fails to appear, remove or delete several icons from the selected program group.

- Press the *Ctrl + Esc* keys at the same time to pull up the *Task List* and to see which programs are in use.

- To exit a multimedia program or to quit Windows®, never cut your computer's power supply directly.   This may permanently damage your system.

- All CD-ROM drives are provided with a LED display.   After inserting the disk, a light comes on to indicate the loading of the CD-ROM.   This stabilization period lasts between one and four seconds.   If you click on the program icon or installation during this intermediary process, the system may not detect the CD-ROM.   Wait until the light turns off before running an application.

Key Words

This section provides definitions of key words used in this handbook.

- A **CD-ROM** (**C**ompact **D**isk **R**ead **O**nly **M**emory) is a digital optical disk readable by laser beams only.   During the writing of the disk, a concentrated light ray perforates a layer of thermosensitive material within the disk.   The light is then reflected during the reading of the disk.   A CD-ROM contains up to 650 million bytes, equivalent to 452 3.5" HD disks.

- The **path** describes the route that allows access to a program or file.   During a CD-ROM setup, the

program proposes a pre-selected path, such as:

Path: C:\Program Files\emme

- **Software** is a computer program designed to process information, contrary to material or hardware. There are three categories: operating systems (MS-DOS, Windows®, OS/2, Unix, etc.), programming languages (Cobol, Fortran, C, Assembleur, Basic, etc.) and data processors (word processors, spreadsheets, etc.)

- **Virtual memory** is a "swap file" run by the system and located on the hard disk. Its purpose is to free RAM in order to speed up the running of programs.

- A **bit** is a unit of computer information. Bits are represented by zeros and ones (binary system). The **numeric** signal is made up of a series of rectangular pulses. It is discontinuous in size and only accepts 0 or 1.

- A **byte** is a unit of computer information made up of 8 bits. It permits the representation of a single alpha-numeric character on two hexadecimal characters. The byte is the basic unit used to measure computer information storage capacity (kilobytes, megabytes, etc.).

- The **driver** is a software that controls a peripheral, enabling all equipment to be connected to the CPU (sound card, printer, CD-ROM drive, etc.).

- **RAM** (**R**andom **A**ccess **M**emory) is a writeable storage medium as opposed to ROM (Read Only Memory) which can only be read.

- **Display resolution** is represented by the number of lines and columns that define the number of image points on a screen. These points, called **pixels** (abbreviation for PICture ELement), define the quality of the image. A VGA monitor with 640 columns by 480 lines, the standard PC display, contains 307,200 pixels.

- **Sound Blaster**® is the standard sound card used as a reference in the multimedia field.

Customer Service

Most of your technical problems are likely to be addressed in this handbook. For more information, feel free to contact the hot line found on the back of the product box or in the booklet. Before contacting us, remember to note the type of computer you have, its name, microprocessor and system, the available memory, the brand and type of CD-ROM drive, the screen resolution and the version of the operating system.

We hope you enjoy your new CD-ROM.