

Face of Life MPEG

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Setup

To install Face of Life, first insert the CD-ROM into your CD-ROM drive. Next, select **File**, then **Run** from the **Program Manager Main Menu**. You will be prompted to enter a command. Enter X:\SETUP, where X is the letter of your CD-ROM drive. Follow the on-screen instructions.

Troubleshooting Setup

If you are unable to successfully install the program and cannot find the cause, try the following:

- (1) Turn off any anti-virus TSRs (such as VSAFE). To do this, consult your anti-virus documentation.
- (2) Temporarily turn off any *Windows Shells* which you are using, and run Setup from the **Program Manager**.
- (3) Check that you have not exceeded the limit of 40 Program Groups within **Program Manager**.

CD-ROM Problems

If you receive the message *Working Directory is Invalid, Abnormal Program Termination*, or a similar message, this means *Face of Life* cannot find the files it needs, or locate the CD-ROM. Check the following:

- (1) Make sure that *Face of Life* CD-ROM is inserted face up in the CD-ROM drive, that the caddy (if applicable) is firmly inserted and the drive door is shut.
- (2) Check the compact disc to ensure it is free of dirt and oils, and that there are no scratches on the disc. If necessary, clean the disc with a soft, lint-free cloth, wiping from the inside hub to the outside edge. Do not use any cleaning solutions.
- (3) Check the working directory for *Face of Life* program. To do this, open *Face of Life* program group (by double-clicking), then highlight *Face of Life* icon (by single-clicking) Select **File**, then **Properties** from the **Program Manager Main Menu**. You should see the following information:

Command Line: C:\life\life.exe (where C is the letter of your hard drive)

Working Directory: C:\ (where C is the letter of your hard drive)

Do not open your CD-ROM drive or remove *Face of Life* compact disc from your drive while using *Face of Life*. If this happens, you will need to restart *Windows* and run *Face of Life* program again.

If you continue to experience CD-ROM drive related problems, check that the CD-ROM drive is set up correctly. Try another disc to see if it operates correctly. If not, contact the CD-ROM drive manufacturer for further assistance.

Screen Savers

Disable any screen savers before using *Face of Life*. Screen savers may interfere with the display of graphics and cursors.

Virtual Memory

Check that your *Windows* system includes a virtual memory swap file (a permanent file provides the best performance) of the size recommended by the *Windows* Setup procedure. Also check that 32-bit Disk Access is turned on, if your system permits it.

To change your virtual memory settings, first open the **Main** group in **Program Manager**. Double-click Control Panels. Double click **386 Enhanced**. Click on the **Virtual Memory** button, then click the **Change** button. Under **New Settings**, choose: **Type: Permanent**. **32-bit Disk Access** and **32-bit File Access** boxes (if they are available). When you have completed these steps, click **OK** and follow the on-screen instructions.

Running in 386 Enhanced Mode

If you do not see the **386 Enhanced** icon, *Windows* is running in Standard mode. Exit to DOS and start *Windows* by typing: *Win /3*. If you still do not see the **386 Enhanced** icon, contact the manufacturer of your computer.

General Protection Faults

General Protection Faults can have many sources, and are often difficult to solve. If you have a GPF, follow the following procedures:

Write Down the Message

Close Windows Applications

Adjust Graphics Drivers

Remove TSRs

Optimize Memory

Use Correct DOS Version

Reinstall the CD-ROM Software

Restart Windows

Write Down the Message

Be sure to write down the messages that you receive. This provides a valuable clue for troubleshooting.

For example, if a message reads:

MMC.EXE has caused a General Protection Fault in module GDI.EXE

then it is likely that there is a problem related to your graphics card (the GDI is the Graphics Device Interface in *Windows*). At this point, you should check to see if you are running in 256 colors and have the latest video card drivers.

Close Windows Applications

Close all other open Windows applications. To do this while in **Program Manager**, press the **CTRL** and **ESC** keys simultaneously to display the **Task List**. Highlight each active program (except **Program Manager**), then click **End Task**. This closes that application, freeing up the memory it was using, and preventing memory conflicts with that application.

Adjust Graphics Drivers

Running in screen resolutions above 640x480x32K colors may cause various problems, including GPFs. Be sure your system is set at 640x480x256 or 640x480x32K. See [**Video Card Compatibility**](#) for more details on graphics card drivers.

Remove TSRs

The most common causes of General Protection Faults (GPFs) when using multimedia applications are conflicts between the application and Terminate and Stay Resident (TSR) programs. A TSR is a program that is loaded, often automatically into memory, then continues to reside in memory until it is explicitly unloaded or the computer is turned off. Memory management software, hard drive compression software, virus protection programs, screen savers, fax modem drivers, system sound utilities, icon or graphics utilities, desktop animation software, and type managers are all examples of programs that can load and stay resident, often without the user knowing they are doing so.

To unload a program that is running as a TSR, check the programs documentations for instructions on how to do so.

Optimize Memory

Many GPFs are symptomatic of a lack of memory. Make sure that your system meets the minimum system requirements for memory as specified on the disc package. If you meet the minimum requirements and you are still receiving errors, it could be that your memory is not configured properly. Make sure that you do not have any memory configured as Expanded (EMS) memory. When memory is configured as Expanded memory it is not available to your *Windows* applications. Refer to your *Windows* documentation for help with configuring your memory to run optimally with *Windows*.

Start *Windows* in standard mode using the `WIN /S` command. Try to duplicate the GPF. If it vanishes, then you will need to reconfigure your memory manager. Refer to your *Windows* documentation for help with configuring your memory manager.

Start *Windows* with the `WIN /D:X` command. If the GPF disappears or seems to improve, then check for memory conflicts with other programs.

Use Correct DOS Version

Check the version and brand of DOS that you are running. Use an OEM version of DOS only if it came with your system (i.e., use the DOS that came with a Compaq system only if it is a Compaq machine).

Reinstall the CD-ROM Software

Exit and re-enter *Windows*. Follow the directions for installing *Face of Life* CD-ROM. You will be told that files already exist and asked if you would like to overwrite them. Choose **OK**. Double-click *Face of Life* icon to run the program.

Restart Windows

Always remember to quit and restart *Windows* after a *Windows* application crashes to avoid additional problems.

Video Card Compatibility

Face of Life is designed for use with a Display mode of SuperVGA 640x480x256 colors (or 800x600x256, 1024x786x256, etc.). On some systems you may get excellent results with a higher color resolution driver. However, for optimal stability, use the 256 color driver. If your list of drivers offers an option between large or small fonts, be sure to select small fonts.

Click on the following selections for more information on Video Cards and Video Drivers.

[Problems with High Color Settings](#)

[Obtaining Updated Drivers](#)

[Switching Display Drivers](#)

[S3 cards \(ATI, Diamond, S3, Orchid, Number 9, STB\)](#)

[ATI Cards](#)

Problems with High Color Settings

Generally, people with new, highly sophisticated graphics cards utilize either thousands or millions of colors for better color definition in *Windows*. When running in a high color resolution, the following problems may occur:

General Protection Fault in GDI.EXE

Improper Configuration Error while running Setup

Invalid Property Value

Windows freezes while in the program

Wavy lines, black bars, or other unusual video problems while running the program

Obtaining Updated Drivers

your multimedia PC contains hardware that allows it to display the high resolution images contained on multimedia CD-ROMs. Since there are many brands of graphics cards, each requires a specific software driver that allows *Windows* to utilize the cards features. Improper or outdated video drivers can cause GPFs, other types of program failures, or improper display.

Most graphics card manufacturers release new drivers regularly for their video cards. We recommend that you request the latest drivers for your video card on a regular basis. The drivers incorporate modifications and bug fixes which keep your graphics card up-to-date with the newest multimedia technologies.

Contact the manufacturer either through their Technical Support number or BBS number (these should be listed in the documentation which came with the card), or through the manufacturers forum on an on-line service (like CompuServe). often you can download updated drivers at no cost.

Switching Display Drivers

To change your display driver, open the **Main** group in **Program Manager**, then double-click **Windows Setup**. Setup will list your current Display mode. To change your settings, pick **Options** from the menu bar, then pick **Change System Settings** from the **Options** menu. Click on the down arrow button to the right of the **Current Display** setting. A list of display options will be shown. Scroll through the options to pick the one you need, for example:

SuperVGA 800x600x256 colors Small fonts

or

SuperVGA 1024x768x256 colors Small fonts

It is possible that you will need your *Windows* disks, or the disks from the manufacturer of your video card, to load a new display driver. If this is the case, you will be prompted for the appropriate disk.

S3 Cards

If your system is equipped with a graphics card based on an S# chip set, you may need to disable the Device Bitmapping feature of the card to avoid experiencing problems with some products. ATI, Diamond, #9, STB, S3, and Orchid all use S3 chips. For instructions on disabling the Device Bitmapping feature of your card, check the documentation or contact the manufacturer.

ATI Cards

if you are using an

ATI Mach 64 graphics card and are experiencing problems, it will be necessary to make sure you are running in 256 color mode. You can check this by double-clicking the ATI Desktop Program Group located in *Windows*. Click on the WinSwitch option and make sure the WinSwitch enable check box is clear (unchecked). Next, click on the FlexDesk icon and make sure you are set to 256 colors. You will be prompted to restart *Windows* at this point to enable the changes you have just made.

Audio Compatibility

If you are experiencing audio problems, be sure you are not running other applications that use sound. Some systems are unable to play two sounds simultaneously, and a temporary loss of sound will occur if two applications try to play sound at the same time. Screen savers, talking clocks, or any other applications that use sound should be closed before using *Face of Life* program.

You can check to see if your computer is playing sound properly. To do this, first double click the **Main** icon. Double click **Control Panels**, then double click **Sound**. highlight a sound file and click on **Test**. if you do not hear a sound, please refer to your sound card manual for correct sound card setup, or contact the manufacturer of your sound card.

If sound plays too loudly, or is distorted, you may need to turn your speaker volume down, change the volume on your sound card, or change the software settings for your sound card. Check your sound card documentation to find out how to change the sound cards settings. We also recommend that you occasionally contact the manufacturer of your sound card and request the latest drivers.

Note: *Face of Life* requires that you have a sound card installed.

Performance

If *Face of Life* runs slowly, try the following procedures:

Configure EMM386 Memory Manager

Check Conventional Memory

Close Windows Applications

Use 256 Color Video Driver

Check Virtual Memory

Increase RAM

Configure EMM386 Memory Manager

Check the EMM386 statement in your *config.sys* file to see if RAM is being allocated to expanded memory. To do this, select **File/Run**, then type the command Sysedit. From the four files you see tiled, select *config.sys* by clicking on that file's title bar. If the line that loads EMM386 does not read:

```
DEVICE=C:\EMM386.EXE NOEMS
```

change it so that it does. *Save your original file so that you can restore your system to its original configurations should you decide to.*

Check Conventional Memory

Use the DOS *mem* command to verify that you have at least 500K of conventional memory. If you do not, consult your DOS manual for ways to increase conventional memory. If you have DOS 6.0 or higher, try running the *Memmaker* program by exiting to DOS, then typing *Memmaker* at the command prompt.

Close Windows Applications

Close all other open *Windows* applications. Do this by pressing the **CTRL** and **ESC** keys simultaneously. Highlight each active program except **Program Manager**, then click **End Task**. This closes the highlighted application, freeing up the memory it was using.

Use 256 Color Driver

If you are using a high color video driver, try switching to 256 colors.

Increase Ram

If you have only 4 Mb of RAM (minimum requirements for *Face of Life*), you may want to consider upgrading your system to 8 Mb or more. Multimedia performance increases dramatically with increased RAM.

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Technical Support

Due to the low cost of this CD-ROM, Creative Multimedia is unable to provide free technical support. If, after following the above suggestions, you are still unable to properly run *The Face of Life* disc, please call technical support at:

1-900-438-8324.

Helpful Hints

If you wish, you can use the following keyboard shortcuts instead of the mouse:

Left Arrow Key	Previous Year, Issue, Letter or Section
Right Arrow Key	Next Year, Issue, Letter or Section
Down Arrow Key	Previous Year
Up Arrow Key	Next Year
Space Bar	Next Issue, Year, Page or Section
Backspace	Previous Issue, Year, Page or Section
Page Up	Next Year
Page Down	Previous Year

Within the Billboard Song List (Radio) Section, use the Enter Key to turn Music On/Off.

During the Introduction movie, click once to bypass the movie and music medley and go directly to the Editor's Desk.

In the Search window, the use of an *, will denote the "wildcard" function. Dates must be spelled out to be recognized. (i.e. March 28, 1970)

Typing the date with the number keys, in a MMDDYY, MMY, or YY format, will result in the calendar moving to the date specified.

The Trivia section contains 10 questions per year. Once you have completed the questions for a particular year, additional questions from other years will be used in a random format.

