

# Video Toys Software

a division of Access Softek

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### **Technical Support Tips for Matinee**

#### **I. Installing a 256-color driver.**

Matinee requires a Super VGA (SVGA) video card, which displays 256 colors; this card will require at least 0.5 MB of video memory. Most displays are set to VGA, which displays only 16 colors. To change your display, follow the step-by-step instructions below.

Note: Since you will have to restart Windows or your system after changing your display, it is a good idea to close all your running applications first.

- 1 Run Windows and enter Windows Setup in the Main program group.
- 2 From the Options menu, choose Change System Settings.
- 3 Click on the arrow at the right of the Display line to open the drop-down driver list. Or press [Alt+Down Arrow].
- 4 Highlight your video card. If you don't know the name of your video card, stop here (choose the Cancel button) and read the instructions in section II. If your card isn't listed, move to section III. **DO NOT CHOOSE THE VIDEO 7 DRIVER UNLESS YOU ARE ABSOLUTELY SURE THAT IT IS COMPATIBLE WITH YOUR SYSTEM!**
- 5 Choose the OK button.
- 6 From the Options menu, choose Exit.
- 7 Restart Windows. The new setting will be in effect.

#### **II. I don't know what kind of SVGA video card is installed on my computer.**

To identify your SVGA board, run Microsoft Diagnostics (MSD) from C:\windows in DOS.

- 1 Go to DOS by closing Windows. (Do not use the MS-DOS Prompt icon in the Main program group.)
- 2 At the C: prompt, type [cd\windows] and press [Enter].
- 3 At the C:\windows prompt, type [msd] and press [Enter].
- 4 Type [v] to enter the Video window. Information about your video card, including the manufacturer's name, will be displayed.
- 5 To exit the Video window, press [Enter]. To exit MSD, press [F3].

#### **III. My video card isn't listed on the drop-down driver list.**

Windows 3.1 supplies 256-color drivers only for Video 7 SVGA boards. If you have another manufacturer's SVGA board, you must install the drivers for it. These come bundled with your video board on a floppy disk labelled "VGA Utilities" or "OEM Disk." To install your drivers, you simply need to give the path of your driver and Windows will read it off your OEM disk. Use File Manager to identify this path, as follows:

- 1 Run Windows and enter File Manager.
- 2 Insert your OEM disk into drive A (or other drive) and click on the icon for that drive. Your files will be displayed.
- 3 Look for the file called "oemsetup.inf" in the Windows 3.1 directory. The name of this directory is the path for your drivers.

Now install your driver, following the instructions below. Note: You may need your Windows 3.1 disks to complete this process.

- 1 Enter Windows Setup in the Main program group.

- 2 From the Options menu, choose Change System Settings.
- 3 Click on the arrow at the right of the Display line to open the list of drivers. Highlight the last entry: "Other display (Requires disk from OEM)." A dialog box will ask you to specify the path of your display drivers.
- 4 Put the OEM disk in drive A (or other drive), close the drive door, and type the path to the driver; for example, [A:\win31]. Then choose the OK button. A list of video drivers will be displayed. Highlight the driver for your board and choose the OK button.
- 5 You may be prompted to insert a Windows 3.1 disk. Follow the prompts in the dialog boxes until you return to the main Setup window.
- 6 From the Options menu, choose Exit.
- 7 Restart Windows. The new setting will be in effect.

#### IV. I installed a 256-color driver and my screen went crazy.

You selected the wrong video driver, probably a Video 7 SVGA driver. To correct your display, run Setup from C:\windows in DOS, as follows. Note: You can quit Setup at any time by pressing [F3].

- 1 Close Windows by typing [ALT+F4] and pressing [Enter]. This returns you to DOS. (Do not use the MS-DOS Prompt icon in the Main program group.)
- 2 At the C: prompt, type [cd\windows] and press [Enter].
- 3 At the C:\windows prompt, type [setup] and press [Enter].
- 4 To restore your screen, reinstall the VGA driver. Use the up or down arrow to highlight the Display line and press [Enter] to view your display options. Now use the up or down arrow to highlight the line that reads "VGA." Press [Enter].
- 5 Press [Enter] to accept the new setting. This will return you to the DOS prompt.
- 6 When you restart Windows, the new setting will be in effect. Now install the correct SVGA driver by following the instructions in sections II and III.

#### V. My video card runs more than 256 colors, but Matinee still doesn't work.

From Setup, temporarily install the 256-color version (SVGA 256-color 640 x 480) of your 24-bit driver. (You may need to install this from the OEM disk; if so, follow the instructions in section III). You can switch back to the 24-bit driver once Matinee is installed. (Note: This problem only occurs with the floppy disk version of Matinee.)

#### VI. I don't have an OEM disk with drivers for Windows 3.1.

If your "Video Utilities" disk is out of date (i.e., for Windows 3.0) or missing altogether, order a new disk from the video board manufacturer. This should be free of charge. We've listed below the most common SVGA boards, with their manufacturers' phone and fax numbers.

Q Vision  
Compaq  
800/345-1518  
713/374-9679 (fax)

WARPspeed  
Cardinal Technologies  
717/293-3000  
717/293-3055 (fax)

Paradise Accelerator Card for Windows  
Western Digital  
714/932-6250  
714/932-6498 (fax)

Graphics Ultra  
ATI Technologies  
416/756-0718

416/756-0720 (fax)

Graphite Card  
Hercules  
800/532-0600  
510/623-1112 (fax)

Windows VGA Model 8800, 8860  
Genoa Systems  
408/432-9090  
408/434-0997 (fax)

SpeedStar 24X, Stealth VRAM  
Diamond Computer Systems  
408/736-2000 ext. 252  
408/730-5750 (fax)

Fahrenheit 1280  
Orchid Technology  
510/683-0300  
510/490-9312 (fax)

SXVGA1, SVGAX2, SXVGA5  
Boca Research  
407/997-6227  
407/997-0918 (fax)

Win-VGA  
SPEA-Video 7  
510/656-7800  
510/659-9285 (fax)

Truevision Video VGA  
Truevision  
317/841-0332  
317/576-7770 (fax)

#### VII. Matinee crashes on Install.

Matinee calls on the Windows Auto-Detect function, which automatically detects the video chip installed on your computer and suggests which drivers you should install. On some computers, however, this function causes problems. You can bypass this problem by turning off the video chip detector, as below. (If your computer crashes before you get to the Auto-Detect box during the install, move to section VIII.)

- 1 Reinstall Matinee.
- 2 When the Auto-Detect dialog box is displayed, uncheck Auto-Detect.
- 3 In the subsequent install window, manually select your video chip. If you don't know your video chip type or it isn't listed, keep the "Unknown" default option.

#### VIII. Matinee crashes on Install BEFORE I get to the Auto-Detect box.

A.

1. Press Control Alt Delete once, then press enter. This should bring you to the next dialog box in Matinee Setup. If it doesn't go to section B.
2. Choose "Unknown" as your video controller chip type.

B.

- 1 Remove the write-protection on the first Matinee disk by sliding the write-protection notch down to cover the square hole on the right side of the disk. Insert the disk into your drive A or B.

- 2 Run Windows and enter Notepad in the Accessories program group.
- 3 From the File menu, choose Open and type [A:\matinee.mst] or [B:\matinee.mst] in the File Name box.
- 4 From the Search menu, choose Find. Type [videotype] as one word in the "Find What?" box and choose the Find Next button.
- 5 Highlight the entire line reading "VideoType% = GetVideoInfo()." Note: Before continuing, make sure that you have highlighted only this line.
- 6 Press [Delete] on your keyboard.
- 7 From the File menu, choose Save and then Exit.
- 8 From Program Manager, open the File menu and choose Run.
- 9 Type [A:\setup.exe] or [B:\setup.exe] in the "Command Line" box.
- 10 Follow the prompts on your screen until you get to the Video Controller Chip Type dialog box. Check "Unknown."
- 11 The Install will be interrupted by an error message reading "file copy error, etc." Choose the Ignore button.
- 12 Matinee will now install properly.

IX. During Install, I get the error message "No free file handles."

- 1 Run Windows and enter Notepad in the Accessories program group.
- 2 From the File menu, choose Open and type [C:\config.sys] in the File Name box.
- 3 Increase the number of file handles by changing the line reading [files=(number)] to [files=99].
- 4 Restart Windows. The new setting will be in effect.
- 5 Reinstall Matinee.

X. After Matinee installs, I get the error message "Could not open file C:\dos\ldoshlp." Choose the Ignore button and restart Windows.

XI. When I click on the Matinee Edit or Matinee Play icon, I get the error message "No application is associated with this file."  
Restart Windows after installing Matinee.

XII. When I click on applications other than Matinee Edit or Matinee Play, I get the error message "No association exists for this file."

1. Exit Windows
2. At the DOS Prompt, type [edit c:\windows\win.ini].
3. Go the line reading [Programs=scr] (about the ninth line down).
4. Change this line to read: [Programs=com exe bat pif scr].
5. From the File menu, choose Save and then Exit.
6. Restart Windows. The new setting will be in effect.

XIII. When I click on the Matinee Edit or Matinee Play icon, I get the error message "This application cannot run in standard mode."

To play Matinee, run Windows in enhanced rather than standard mode, as follows:

- 1 Close Windows.
- 2 Type [win /3] at the C:\prompt. This runs Windows in enhanced mode.

If your computer automatically runs Windows after booting, you will need to edit your autoexec.bat file.

- 1 Enter Notepad in the Accessories program group.
- 2 From the File menu, choose Open and type [C:\autoexec.bat] in the File Name box.
- 3 Change the last line from [Win] or [Win /s] to [Win /3].
- 4 Restart Windows. The new setting will be in effect.

XIV. Matinee installed, but instead of video I have horizontal lines or static.  
Reinstall Matinee, choosing Unknown as your Video Controller Chip Type.

XV. Matinee doesn't play inside the television.  
Reinstall Matinee, choosing Unknown as your Video Controller Chip Type.

XVI. I have a question about Wired for Sound.  
Please contact Aristosoft, the producer of Wired for Sound, at: Tel: (510) 426 5355 Fax: (510) 426 6703 BBS: (510) 426 5641.

XVII. I get the error message: REEL.LST is damaged.  
You have put too many video clips on your film strip.  
From File Manager, delete the REEL.LST file from the C:\MATINEE directory.

XVIII. Matinee will not come up as the screen saver after the number of minutes I've specified in Control Panel.  
This problem occurs when Talking Monitor (an application that comes with Aristosoft's Wired for Sound software) is autoloaded. Refer to your Aristosoft manual to un-autoload Talking Monitor. If you have any questions about Wired for Sound, contact Aristosoft at: Tel: (510) 426 5355 Fax: (510) 426 6703 BBS: (510) 426 5641.

XIX. I can't use Matinee because I have Idylwild autoloading when I start Windows.

- 1 Run Windows and enter Notepad in the Accessories program group.
- 2 From the File menu, choose Open and type [C:\win.ini] in the File Name box.
- 3 Change the line reading [load=(idylwild.exe)] to [load=].
- 4 Restart Windows. The new setting will be in effect.

If you have any questions or suggestions, please contact us at:  
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