ReadMe

To move around this file press Page Up and Page Down, or click in the vertical scroll bar. You can print this file by selecting the Print command from the File menu.

Use this guide to troubleshoot any problems you have before contacting technical support. In 67% of technical support calls, all problems are fixed by: Cleaning the CD-ROM, and updating your Sound and Video card drivers.
To update your Video and Sound card drivers contact your Computers retailer who will supply the drivers or provide advice on updating. Drivers are small pieces of software that operate your hardware; typically, they install themselves automatically. This service is normally free.

Installation

Ensure you install all components supplied in the installation procedure, especially QuickTime if applicable.
Should you experience errors, disable any programs you may have running in the background, Screen Savers, Anti Virus programmes etc.

Printing

If you experience problems printing please be aware that not all manufacturer's printer drivers support printing in 16-bit colour (hi-color) from Windows 95/98 over a network.

This is particularly true of some brands of networked black and white laser printers. The usual symptom is the printing of a blank page, since the drivers will not accept 16-bit graphics and Oz - the Magical Adventure graphics are delivered as 16 bit.

If problems occur please try the following:

1) Upgrade your drivers to the latest version (the latest drivers are usually from the manufacturer's web site or your supplier).

2) If the printer supports postscript, use postscript drivers instead.

3) If it is possible, connect the printer locally rather than over a network.

Last Minute issues

If you experience a blue screen error that begins "A fatal exception OE has occurred…" or the product completely locks up. Please try the following:

Click on start then Run and type: C:\Windows\qtw.ini

Under the [Video] section, change Optimize=Hardware to Optimize=RAW . Ensure you type exactly as shown. It is case sensitive.
Close the qtw.ini file, saving the changes.

Other Errors
Should you experience any other problems not mentioned above you should first try cleaning the disk and obtaining new video and sound card drivers. If this does not solve the problem do contact our technical support teams in your country (See the phone number printed on the back of the CD case), or visit our website: WWW.DK.COM