READ ME

Welcome Parents and Teachers to I SPY Spanish / English (Veo Veo). This file contains configuration requirements, installation instructions, and tips to help you and your children and students have the best possible experience when using the I SPY CD-ROM. If you're having trouble getting I SPY to run properly, chances are you will find helpful tips here. We hope you are able to resolve any problems you might encounter quickly and to enjoy seeing your kids play I SPY!

WINDOWS REQUIREMENTS

In order to run I SPY on your Windows computer you should make sure it has the following capabilities:
* 486DX 66 Mhz or faster processor
* Microsoft Windows 95, 98, ME, or 2000
* 16MB of RAM (16MB recommended)
* 10 MB hard disk space available
* 640 x 480 display with 256 colors
* 4X CD-ROM drive or faster
* Windows Compatible Sound Card
* Mouse
* Microphone and printer are optional

Instructions for Installing I SPY
1. Turn on the computer and start Windows.
2. Insert the CD into the CD-ROM drive.
3. On most Windows computers, the setup program will appear automatically after you've put the disc in the drive. Click Install (and skip to step 5). If the startup screen doesn't appear, click START on the task bar, then select RUN from the menu.
4. In the RUN dialog box, type in the letter corresponding to your CD-ROM followed by ":\SETUP" and click "OK." Example: if your CD-ROM is drive "D," type in "D:\SETUP."
5. Follow the on-screen instructions.

On Windows, the Star E-Media menu can be found within the Programs menu of the START menu.

UNINSTALLING I SPY

Windows users:
Uninstalling I SPY in Windows will completely remove all I SPY files (except saved game files) and all references to the program in the START menu and program registry, without affecting the functionality of other programs installed on your system.

To remove I SPY from your Windows system using the Add/Remove Programs Control Panel:

1. Select Control Panel from the Settings menu within the START menu to open the Control Panel window.
2. Double-click the Add/Remove Programs icon to open the Add/Remove Programs Properties sheet.
3. From the list of programs, click Veo Veo to select it, then click the Add/Remove button.
4. When the Uninstall Veo Veo screen appears, click the Next button and then the Finish button to remove the program from your system.

If you also want to delete the saved game files, delete the Veo Veo folder from within the Star E-Media folder within the Program Files folder.

TROUBLESHOOTING QUESTIONS & ANSWERS

If you're having problems running I SPY on your computer, read the following questions and answers and see if this information helps solve your problem(s).

1. When I print out an image from I SPY, it appears grainy, gray, or pixelized. What can I do?

* Your printer will have different settings that control the quality of printed images. First, check that these settings are set for best quality. For instance, higher resolutions (300 dpi or 600 dpi) will result in better looking output than lower resolutions or "draft" modes.

In Windows, you can set your printer settings as follows:
1. Click the "Start" menu, select "Settings," and click "Printers."
2. Select the printer you are using.
3. Click the "File" menu and choose "Properties" to view or change your printer settings.

* If you've set your printer settings to best quality and pictures still don't look as good as you would like, you should contact your printer manufacturer to get the latest "printer drivers." These software extensions are being improved continuously and there are many older drivers which do not print pictures correctly.

2. My audio isn't working. What should I do?

*   If you are not getting sound from your speakers or headphones, check the following: Are all cables properly connected? This product should produce audio through your sound card. Make sure that the cables from your speakers or headphones are connected to your sound card, that the speakers have power, and that the volume is turned on.

*   Check that your sound card is properly configured for Windows and that the right sound drivers are installed. To test for sound, double-click on the "Sound" icon in your Windows Control Panel. Select a sound file, then press the "Test" button. You should hear a sound. If not, your sound card is not properly set up. Refer to your sound card user's manual for instructions on proper configuration and installation.

3. Audio sounds scratchy - as if it's being played on an AM radio. What should I do?

* Check to make sure that the cable that connects your speakers to your computer is plugged into the correct jack. If you have a SoundBlaster or SoundBlaster compatible sound card and your speakers are powered (i.e. you need to plug them in), then you should plug the speakers into the "Line Out" jack on the sound card -- not the "Speaker Out" jack. The "Speaker Out" jack is only for non-powered speakers.

4. I'm getting an error message telling me that I'm out of memory. What should I do?

* If you are getting an "Out of Memory" message, the system crashes a lot, or performance is sluggish, chances are your memory resources are stretched to capacity. Try closing all other applications before starting this program. Also, verify that virtual memory is turned on (see instructions regarding this in question #1). If problems persist, you may need to add additional memory to your system.

5. When I run setup, it stops part of the way through. What should I do?

* The most common cause of a setup failure is the effects of other applications that are running. Be sure to close ALL other running applications before running I SPY setup. Even programs which may start automatically when you run windows need to be closed.

6. After starting I SPY, a message is displayed telling me that the display must be switched to 256 colors. How do I do this?

Click the Start menu, choose Settings, and then choose Control Panel. In the Control Panel, double click the Display icon. In the Display Properties window, select the "settings tab." In the Color Palette drop down list, select 256 colors. Then change the Desktop Area slider to 640x480. Click OK. If you are prompted to restart your computer, click yes. After your computer restarts, you can run I SPY again.

7. After starting I SPY, the colors in the application look very bad. What do I do?

I Spy looks good running on most configurations of Windows. If the application colors look very bad, there are some steps you can take to improve this. First, check to see that you are in 256 colors as illustrated above. If

that doesn't fix the problem, try running the application through the "Autorun" program. To do this, right-click on the icon for your CD, then select "Open" from the pull-down menu. Double-click on the "Autorun.exe" file and select whether you want to run English or Spanish I Spy from there. Running through the "Autorun" application in this way may fix the problem with the colors on your computer.

For additional assistance, contact technical support or your local distributor.

Star E-Media
27171 Burbank St
Lake Forest, CA 92630

Email: info@staremedia.com

Telephone: (949) 581-9477

Fax: (949) 581-9957

Website: http:\\www.staremedia.com
Shopping: http:\\store.staremedia.com