

Virtual Reality Madness! 1996

Troubleshooting & Support Information

The Setup program for the disc doesn't run properly.

The usual cause of this is a damaged disc. You can contact us to get a replacement disc (contact information is at the end of this file). Of course, before you contact us, try-try-again. Also, clean the CD-ROM *properly*—if a program won't run, it's possible that the disc is dirty.

Setup programs don't create a Program group or icons.

If you're running Windows 3.1 and a setup program doesn't create a Program Manager group & icons like it's supposed to, you may be running a "shell" program other than Program Manager (Dashboard, Norton Desktop, etc.). If this problem occurs, run Program Manager (PROGMAN.EXE) manually, then run the setup program again. A group and icons should then appear within Program Manager.

If you're running Windows 95 and this problem occurs, try the same trick... run the Windows 3.1 Program Manager, PROGMAN.EXE. Then, run the setup program again and icons should appear within the old Program Manager.

Note: Some setups of Windows 95 may not have the Windows 3.1 Program Manager installed (especially if you never had Windows 3.1 before installing Windows 95).

Video for Windows doesn't install properly (Windows 3.1 only).

It's possible that you have a damaged CD-ROM, but it's more likely that you have a problem with your video system. Try running the Video for Windows runtime installation manually... run `\DRIVERS\VF\VFSETUP.EXE`. If that still doesn't work, then you need to talk with the manufacturer of your video card and/or computer.

The menu program doesn't start at all

If you double-click on the program's icon in the book's Program Manager group and nothing happens, run the CD-ROM's setup program again.

Do you have at least 4 megabytes of RAM (memory), or 8 megabytes if you're running Windows 95? If not, Windows will run very slowly and the menu program may not have enough memory to run. Also, make sure you don't have other applications running when you start the menu program.

If you do have enough RAM, and the program doesn't load, it's likely that you have a damaged disc (which is pretty rare, but does happen). See the end of this file for information on how to get a replacement disc.

The menu program runs slowly or it doesn't run properly.

Do you have at least 4 megabytes of RAM (memory), or 8 megabytes with Windows 95? This may sound familiar, but Windows does not run well on anything less than 4 megabytes of RAM (and 4 is barely adequate). If you only have the minimum amount of RAM, the program may run slowly.

Make sure you're not running other programs at the same time. If you try to run the menu program, display a video clip, run a word processor and run Solitaire at the same time... well, you'll probably experience a sloooooow system. These other programs eat into your memory and take up some video resources as well.

Your video display card will also determine how well videos, photos and pictures display on the screen. Some video systems are amazingly fast, others are amazingly slow, and most systems are in-between. Make sure you have the latest video drivers for your card installed. It's amazing that some computers (even new ones) have video drivers installed that are a year or more old. You can check on CompuServe or other online services for these drivers. Many video card manufacturers have forums (areas) online where you can get tech support, download the latest drivers, etc.

If you only have a single-spin CD-ROM drive, the menu program and everything that's displayed in it **will** run slowly. Even with a double-spin drive, some programs and video clips may not run smoothly.

If you're running DOS 6.0 or higher, you can add your CD-ROM drive to your SmartDrive disk cache, which will speed things up a little (see your DOS manual for details on how to do this). Otherwise, the only solution is to buy a faster CD-ROM drive.

Video or animation clips will not play.

You probably don't have the Video for Windows runtime drivers installed (Windows 3.1 only—Windows 95 comes with video playback drivers already installed). The drivers on disc one are the latest version—if you have an earlier version already installed, you still need to allow the Video for Windows setup to install these drivers.

Did you let these drivers install when you setup the CD-ROM, and did you restart Windows at the end as the program suggested?

Try re-installing the drivers by running the \DRIVERS\VF\VFSETUP.EXE program. When you restart Windows, open the Media Player program and open a video file from the CD-ROM. Video files have the extension .AVI.

If the video still doesn't play, you might have a problem with your video card or your video card's display drivers (yes, that nasty "driver" word again). Contact the maker of your video card or computer for help.

An error occurs when I try to run the Myst or Spectre VR game demos.

These two game demos require Apple QuickTime for Windows drivers to display video sequences. They have their own version of QuickTime that installs with the demo software. You may experience problems if you already had QuickTime for Windows drivers installed on your system.

If this problem occurs, go to the directory where the demo is installed. Myst is normally installed in \MYST, and Spectre VR is normally installed in \SPECTRE. Delete all files that begin with QT in each of these directories. Do not delete files like this from any other directory.

This will disable the QuickTime for Windows drivers that each demo has installed, enabling your system's installation of QuickTime to work properly.

Pictures, video clips don't look good when they're displayed.

Windows 3.1:

You probably have a 16-color Windows video driver installed. Run the SETUP program (or WINSETUP, on some systems) in your Windows directory to see what kind of video driver you have. Look at the **Display:** setting—if it says VGA, you're only displaying 16 colors. You need to change to the SVGA (256 colors) driver, or a driver specially made for your video system. See your computer's manual, your video card's manual, or your Windows manual, for more information on how to do this.

For best viewing of the video clips and images on Disc Two, you should change to 16-bit or 24-bit color, even if this is just temporary. You need to have a video card and video drivers that are capable of changing to this number of colors. Some video cards allow you to change this easily with a Windows program created by the card manufacturer. With other cards, you may have to run the SETUP or WINSETUP program and pick a new video display driver. See your video card's manual for more information.

Windows 95:

You probably have a 16-color Windows 95 video driver installed. Change your display setting by right-clicking your mouse on the desktop (background)—choose *Display* and change the number of colors that can be displayed to at least 256. Some older video display cards may not allow you to change this setting.

For best viewing of the video clips and images on Disc Two, you should change to 16-bit or 24-bit color, even if this is just temporary. You need to have a video card and video drivers that are capable of changing to this number of colors.

The menu program has an error message when I'm running it

If you receive a message like this:

Cannot find startup system book "c:\mmtb3\mtb30.sbk".
None of the startup system books will be loaded.

when you start the program, that means you have Multimedia ToolBook 3.0 installed on your system, and something is out of whack with its setup. There is a file named MTB30.INI (in your Windows directory) that contains configuration information for ToolBook 3.0 and for some programs that run using ToolBook. The menu and glossary programs on the disc were written using Multimedia ToolBook 3.0, but they don't need to use any of the settings in this INI file. The error message you're receiving is probably due to having the INI but not having the actual ToolBook files on your hard drive. You can either rename the MTB30.INI file in your Windows directory, or you can click OK when you get the error message... the ToolBook applications on the CD-ROM should still load and work properly.

If you still can't solve the problem...

We can't help you with computer problems or Windows problems, but we *can* assist you with a problem you have with the CD-ROM itself and the software on it.

Problems with the following programs need to contact the technical support department of the company that produces the software (see the "Product Support" file for contact information):

Virtus WalkThrough Stereo
The Journeyman Project Turbo
PhotoMorph 2
Superscape Visualizer
Vistapro 1
Virtek 3-D Ware Personal Edition
TotalAccess Internet Kit, with Netscape
Distant Suns 1

Problems with other company's programs on the disc need to be resolved with the company that produced the program or demo.

If you're having any other problems with the software on the discs, here's how to get in

touch with us. Please be prepared to give information on your computer system and a detailed account of the problem you're experiencing.

Internet Email

support@mcp.com

Mail

Macmillan Computer Publishing
Support Department
201 West 103rd Street
Indianapolis, IN 46290

Telephone

(317) 581-3833

Fax

(317) 581-4773

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