

BEHIND THE MASK

ReadMe

4/1/95

This file contains information about installing and using *Behind the Mask*. Also provided are tips for improving performance on slower machines, compatibility information for video and sound cards, and other trouble-shooting information.

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I. Installation Instructions

A. Installing *Behind The Mask*

If you haven't done so already, install *Behind the Mask* as follows:

- 1) Put the CD-ROM in your CD-ROM drive.
- 2) In PROGRAM MANAGER, select RUN from the FILE menu.
- 3) Type "D:\SETUP.EXE" (without quotes), where 'D' is the letter of your CD-ROM drive. Click OK.
- 4) When installation is finished, you'll have two new program groups in PROGRAM MANAGER: BEHIND THE MASK and QUICKTIME FOR WINDOWS.

B. Installing *The Mask Windows (TM) Screen Saver*

To install *The Mask Windows (TM) Screen Saver*:

- 1) Put the CD-ROM in your CD-ROM drive.

- 2) In PROGRAM MANAGER, select RUN from the FILE menu.
- 3) Type "D:\SAVER\INSTALL.EXE" (without quotes), where 'D' is the letter of your CD-ROM drive. Click OK.
- 4) Follow the instructions.

C. Installing Windows (TM) Sounds & Wallpaper

If you decided not to install the Windows sounds or wallpaper when you first installed *Behind the Mask*, you may do so at any time. Run the program "SETUP.EXE" again (in the main directory of the *Behind the Mask* CD-ROM), and follow the on-screen instructions to install sound and/or wallpaper files.

To Play Sounds

- 2) Double-click on SOUND in the Control Panel window. Your sounds, including the *Behind the Mask* sounds, will appear in the righthand list of the Sound window.
- 3) To play one, select it and click on Test.
- 4) To assign the sound to a Windows event, select an "Event" from the left-hand list.
- 5) Click OK when done. When that event occurs, the sound will play.

To use Behind the Mask wallpaper files as your Windows wallpaper:

- 1) At the PROGRAM MANAGER, double-click on the MAIN program group, and then double-click on the CONTROL PANEL icon.
- 2) Double-click on DESKTOP in the Control Panel window.
- 3) Click on the down-arrow in the Wallpaper section of the Desktop window. Select a file, and click OK.

Some wallpaper files are best for tiling, while others are for center-screen use.

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II. Using *Behind the Mask*

A. Starting *Behind the Mask*

- 1) If it isn't open on your desktop already, open the *Behind the Mask* program group in PROGRAM MANAGER.
- 2) Double-click on the *Behind the Mask* icon.

You did put the CD-ROM in your CD-ROM drive first, right?

B. Navigation

As you move your cursor around the screen, you'll find that a lot of things animate or change or sprout words when the cursor is over them. Anything that does this is an icon; click on it, and something neat will happen. When in doubt, try clicking on anything you see (but make sure to allow for the CD-ROM to respond).

The main exception is in the Interactive Screenplay; the icons there don't animate. But it should be pretty obvious what's an icon and what isn't: the text isn't an icon, and everything else is. When videos, photos, etc. appear over the screenplay, click on the "Done" button to go back to reading the screenplay. Other sections (such as Making the Scene -- Storyboards) also have touch areas that don't animate.

Left- and right-arrow icons let you page through things, or bring up the next video in a sequence.

Most every screen has a "MENU" icon in the lower right-hand corner. Click on it to go back to the previous screen. The program's main screen has a "QUIT" icon at lower right; click on it to quit the program.

C. Controlling Video

When a video window pops up, there will usually be a gray control strip under it. Click on the big triangle that points right to play the video. When the video is playing, the "Play" triangle becomes two bars, which means "Pause". Click on it to stop the video playing. If you find this confusing, look at your VCR or tape deck, and you'll see they use the same symbols.

As the video plays, a little rectangle moves along the control strip and shows where you

are in the video clip. If you want to, you can pause, then move the rectangle forward or back to move to a different part of the clip.

The funny loudspeaker at the left of the control strip can be used to raise or lower the volume. (If it's grayed out, there isn't any sound with this video.) The little left and right arrows at the end of the control strip can be used to click through the video frame by frame, which lets you view exactly how certain special effects were created.

In some places (primarily the Screenplay and Making the Scene), the video plays without a video control bar; you can usually get the video to play again by clicking on the video window.

D. Playing with the Sound Studios

The Sound Studio screens have PLAY, STOP, and RECORD buttons, and the buttons for many different sound effects. You can test the sound effects, play the original video, record the sound effects as part of a soundtrack that includes the voice and score from the movie, and play back your masterpiece.

Depending on the speed of your CPU, you may need to insert the sound effects with long intervals (of at least one second) in between clicks to get a good-sounding effects track. Certain audio cards can also introduce delays of up to 3/4 second in synchronizing the sound effect with the video.

E. Making *Behind the Mask* Shut Up

Behind the Mask can get noisy, especially when the background music is playing. If you need peace and quiet, to answer a phone call or have a discussion with your boss, in many places you can press "S" key to completely silence the program. To restore the sound, press the "S" key again.

F. Viewing Movies Outside of the Program

When you setup *Behind the Mask*, the setup also creates a program group named QUICKTIME FOR WINDOWS. Inside the program group is an icon for "MoviePlayer." You can use this program to view the files in the "VIDEO" directory on the *Behind the Mask* CD-ROM.

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III. Performance Tips

A. Turn Everything Else Off

Though Windows is a multitasking operating system, you'll get substantially better performance using *Behind the Mask* if you don't run **any** other program at the same time. If you're running it on a PC that is connected to a network (like Novell), release your system from the network and reboot so that your PC is a standalone PC system.

B. Change Your Video Settings

1) Lower your Video Resolution

Video in *Behind the Mask* looks best when your video card is set to 16-bit (65,536) or 24-bit (16 million) color. If, however, you notice sluggish video performance, try setting your card to display 8-bit (256) color instead.

2) Use the standard Windows Super VGA video driver

To improve video performance with certain video cards, you can try to use the standard Windows Super VGA video driver rather than the one supplied by the manufacturer.

In the MAIN program group, double-click on the WINDOWS SETUP icon, pull down the OPTIONS menu, and select CHANGE SYSTEM SETTINGS. Click on the down-arrow next to the Display box, and select the "Super VGA" driver.

C. Change Your Memory Settings

Virtual Memory

Behind The Mask will run better if you have a "permanent swap file," preferably of 20 MB. Swap files are set-up using the "386 Enhanced" function in the Windows Control Panel. Consult your Windows documentation for instruction on setting-up a swap file.

SMARTDRV Settings

You can also try to improve video and program performance by editing the SMARTDRV settings in your AUTOEXEC.BAT or CONFIG.SYS files. These files are in the root directory (C:\) of your boot drive, and can be edited using the DOS Editor, or using Windows Write.

In your AUTOEXEC.BAT file, you may find a line that looks something like this:

```
SMARTDRV.EXE 2048 256
```

If there is no line for SMARTDRV.EXE in your AUTOEXEC.BAT file, look in your

CONFIG.SYS file for a line like this:

```
DEVICE = C:\DOS\SMARTDRV.EXE 2048 256
```

Wherever the SMARTDRV settings are, you may need to adjust the second number upward (to 512, 1024, etc.) or downward (128, or 0); whatever change you make, save the changes to the file and restart your computer. You must restart your computer for the change to take effect.

If you can't find a line for SMARTDRV in either file, consult your DOS manual for instructions on installing and using SMARTDRV.

Whatever changes you make to SMARTDRV, you must leave at least 5 megabytes of “free” RAM available for *Behind The Mask*.

NOTE: Whatever size you choose for SMARTDRV, you will be affecting how other programs operate under Windows. You may need to reset the SMARTDRV settings when you are not using Behind The Mask.

D. Experiment with your CD-ROM's Caching

Many CD-ROM drives and software drivers perform caching (temporary storage of often used information) to improve performance. When displaying video, however, caching can actually hinder performance. If your video playback performance is poor and you have exhausted all other possibilities (turning all other programs off, changing video resolution, adjusting memory settings, updating video and sound card drivers), you may want to try the techniques listed below. However, note that disabling caching may affect the performance of other Windows and CD-ROM programs.

1) Disable hardware caching

Consult the documentation for your CD-ROM drive to determine if it offers hardware caching. If so, determine how this caching can be disabled. Usually a modification to the appropriate line in your CONFIG.SYS file does the trick. Restart your machine after saving any changes. Note that disabling CD hardware caching may affect the performance of other CD-ROM programs.

2) Disable software caching

Consult the documentation for your CD-ROM drive to determine if it offers software or driver caching. If so, determine how this caching can be disabled. Usually a modification to the appropriate line in your AUTOEXEC.BAT file does the trick. Restart your machine after saving any changes.

3) Disable SMARTDRV caching of the CD-ROM

Add "/U" to the end of the SMARTDRV line in your CONFIG.SYS or AUTOEXEC.BAT file. After saving the change, restart your machine.

4) Change the number of CD-ROM buffers

In your AUTOEXEC.BAT file find the line containing "MSCDEX." There should be an entry like this: /M:15. The number following the colon is the number of CD-ROM buffers. Try first increasing the number by 5, and perhaps again by 5. As always, after saving the change you must restart your machine for the change to take effect. If there is no effect, you can also try reducing the number of CD-ROM buffers.

The number of buffers affects how data streams (like video and audio) from the CD-ROM are moved through the computer's CPU, and the effects of changing the number of buffers in your particular system is unpredictable.

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IV. Compatibility Information

A. General Requirements

Behind the Mask requires, at minimum, a system with the following:

- 486SX/25 processor
- 8 MB RAM
- SVGA (640x480, 256 color [8-bit]) graphics
- 16-bit sound card
- Double-speed (300 Kps) CD-ROM drive
- Windows 3.1 or later

Behind the Mask will function with 8-bit sound cards, but with lower-quality sound and some performance penalties.

You'll get better performance on systems with faster processors and more RAM. In addition, video will appear less pixelated and more lifelike when displayed on systems with 16- or 24-bit color.

B. Known Compatibility Issues

Users of Norton Desktop

Video playback performance suffers under Norton Desktop for Windows. If you notice frames being dropped while video is playing, disable Norton and return to using Program Manager. Norton Desktop reportedly steals CPU clock cycles while running in the background. This has little effect on most applications, but has a serious negative impact on video playback.

Owners of Compaq Computers with QVision Video

Early versions of Compaq's QVision video cards did not work with QuickTime for Windows (QTW). Reports indicate that version 7.41 rev A or later do work. Contact Compaq for an upgrade.

Owners of IBM Computers with mWave Audio

Some versions of the mWave drivers are incompatible with *Macromedia Director*, the authoring tool used to create *Behind the Mask*. Contact IBM for the latest compatible drivers.

Owners of ATI Video Cards

First, make sure you have the most recent version of the ATI drivers. If you still have problems, ATI suggests that users add the following line to the [MACX] section of their SYSTEM.INI file:

```
Device=BitMapOff
```

ATI cards may perform better with QuickTime for Windows when acceleration is disabled.

Owners of Gateway 2000 Computers

If you are experiencing any audio stutter or audio/video synchronization problems when playing movies on your Gateway 2000 system, the most likely cause is a DMA (direct memory access) conflict. Check your CONFIG.SYS file. If it contains the following line:

```
DEVICE=MTMCDAE.SYS /T:S
```

change the /T:S switch to /T:5 or /T:6. If neither of these changes corrects the problem, contact Gateway 2000. Gateway 2000 is familiar with the problem.

Owners of Pentium-based PCs with PCI Video Cards

To improve performance, QuickTime for Windows (QTW) sends video data directly to

cards that have hardware support of QTW. This technique does not work with some PCI-bus versions of these cards. If you have a PCI video card and find that a movie's sound plays but no video is displayed, add "Optimize=Driver" under the Video heading to your QTW.INI file (located in the WINDOWS directory).

```
[Video]
Optimize=Driver
```

This tells QTW to send data to the video driver before it is sent to the video card. Normally, QTW sends data directly to the video card (when "Optimize=Hardware").

Users Who Have Installed New Video Cards

If you install a new video card after previously installing *Behind the Mask*, you must reinstall QuickTime for Windows. When QuickTime for Windows is installed it checks the video hardware in your machine and makes entries in both the QTW.INI file it creates and your SYSTEM.INI file. These entries are not the same for all video cards and may result in lowered performance or complete failure. By reinstalling QuickTime for Windows, these entries are updated.

You can reinstall QuickTime for Windows by reinstalling *Behind the Mask*, or by running the program "SETUP.EXE" found in the QTW201 subdirectory on the *Behind the Mask* CD-ROM.

C. Compatibility with Macromedia Director

Behind The Mask was programmed in *Macromedia Director*. While *Director* is an excellent tool for creating multimedia productions, it's also a huge hog of computer memory and CPU clock cycles. *Behind The Mask* requires a PC with at least 8Mb of real (RAM) memory (and 5Mb available) and we recommend a 20Mb permanent virtual memory swap file. In general, a larger swap file will improve overall performance.

Video Cards

According to Macromedia, *Director* requires video software drivers and hardware that fully support Windows 3.1 standards. Installing the latest available video ROM and software is recommended. Contact your video card's manufacturer for information about the card's compatibility with *Director* and to get updates to your video drivers.

Sound Cards

Behind the Mask includes sound mixing and playback effects. How these work depends on the capabilities of the sound card and the performance of your system.

Director can cause noticeable delays when two sounds try to play at once. You will notice

that the Sound Studio sections attempt to do this. According to Macromedia, the delay depends on the size of the sound play buffers, which in turn depends on the sound card in use. Allow at least 1/2 second delay between the time you press a sound and when it is attached to a particular video frame.

As with your video card, you should install the latest available sound driver. Contact your sound card's manufacturer for information about the compatibility of your sound card and updates to your driver.

Color Depth Considerations

According to Macromedia, *Director* works best at an 8-bit color depth (256 colors). However, the video may look dull and grainy in 256 colors. If your PC is powerful enough, you may be able to set your video card to play *Behind The Mask* in more than 256 colors. Video clips will have better color resolution at 65,000 or 16 million colors.

Macromedia's Online Technical Support

Macromedia provides technical support through various online services, including CompuServe, America Online, and eWorld. If you are having problems that appear to be related to your video or audio hardware, Macromedia may be able to provide information about the compatibility of *Director* with your setup. You should also contact the manufacturers of your video and audio boards to find out about *Director* (and QuickTime) compatibility.

D. Compatibility with QuickTime (TM)

Behind the Mask uses Apple QuickTime for Windows (QTW) technology. For a list of video and sound cards compatible with QTW, read the QTW ReadMe. You can view this file by double clicking on the Read Me icon in the QuickTime for Windows program group.

If you are having problems with video or sound playback, check to make sure that both your video and sound card are listed as supported or compatible and that you have the latest versions of their drivers. (If you are getting General Protection Faults, you may have a bad or obsolete driver.).

Contact The Manufacturer

If your card is not listed, or is listed as incompatible, contact the card's manufacturer.

If you do not have the latest drivers for a card, you can obtain them usually by contacting the card's manufacturer. In addition, many manufacturers offer their drivers in the support forums of popular online services, on their own bulletin boards, or on the Internet. QTW has historically been demanding on video drivers, and in some cases only the most recent

versions will work correctly.

E. Compatibility With Other Versions of QuickTime (TM) for Windows

RedShift, Myst, VORTEX, and Star Trek:TNG Interactive Technical Manual users and users of other applications that utilize QuickTime should read this!

Prior Versions of QuickTime

Prior to version 2.0 of QTW, developers were free to install the QTW files in any directory they chose. Apple now mandates that QTW be placed in the WINDOWS/SYSTEM directory (where Microsoft says all good .DLL files are supposed to go).

The first release of QTW 2.0 created problems when these other copies of QTW were run with the new version installed in WINDOWS/SYSTEM, yielding "Undefined Dynalink" errors. *Behind the Mask* is distributed with the latest (March 1995) 2.0.1 version of QTW, which eliminates this problem.

Behind The Mask and QuickTime

The *Behind the Mask* SETUP.EXE program installs QuickTime for Windows 2.0.1 into the C:\WINDOWS\SYSTEM directory and allows you to remove any versions that already exist on your hard drive. To run *Behind the Mask*, we recommend that you remove these other versions when asked to in the Setup. The video performance of *Behind The Mask* will suffer if earlier versions of QTW are used.

If you choose to skip removal of all other versions of QuickTime, you will be asked to confirm your decision 4 times. Press "Skip" each time in the dialog boxes. You should still examine your C:\WINDOWS directory to make sure that a version of QuickTime for Windows is not installed there; ***Behind the Mask requires that you delete any earlier version of QuickTime from the C:\WINDOWS directory in order to use QuickTime for Windows 2.0.1.***

If you do remove all previous versions of QuickTime for Windows, some programs (like *RedShift* or *VORTEX*) that install a copy of QTW in their own directory may have to be reinstalled. If you suspect that another program may have installed its own version of QTW, try to run the program with the version of QTW installed by *Behind The Mask* before reinstalling. These programs may require a 2nd copy of QTW 2.0.1 installed in a directory other than C:\WINDOWS\SYSTEM.. See *F: Updating QuickTime (TM) for other programs* below for more information.

Future Versions of QuickTime

Future versions of QuickTime for Windows may require different directory or program

placement. To make *Behind The Mask* compatible with these, you will want to bypass the SETUP.EXE included with *Behind The Mask* and manually create a program icon for running *BTM*.

F. Updating QuickTime (TM) for Windows for other programs

The makers of *RedShift* have suggested the following procedure to upgrade older versions of their program. (Note that recent versions of *RedShift* ship with version 2.0.1 of QTW and will not benefit from this procedure.) This procedure is useful as a guide for updating QuickTime for other programs as well.

If in Windows, return to DOS. Mount your *RedShift* CD-ROM in the CD-ROM drive. The instructions below assume this is drive D. If another drive letter is assigned to your CD-ROM drive, substitute the appropriate letter.

If the REDSHIFT\QTW sub-directory has not been created previously, type:

```
MD C:\REDSHIFT\QTW    press return
```

Type the following:

```
CD C:\REDSHIFT\QTW    press return
DEL \REDSHIFT\QTW\*. * press return
COPY \WINDOWS\SYSTEM\QT*.DLL    press return
COPY \WINDOWS\SYSTEM\MCIQTENU.DLL    press return
COPY D:\QTW\QTMSVC.QTC    press return
```

When these steps are complete the RedShift directory should contain the following files:

```
C:\REDSHIFT\REDSHIFT.EXE
C:\REDSHIFT\PANEL.FON
C:\REDSHIFT\DIB.DRV
C:\REDSHIFT\QTW\QTIMCMGR.DLL
C:\REDSHIFT\QTW\QTIM.DLL
C:\REDSHIFT\QTW\QTOLE.DLL
C:\REDSHIFT\QTW\QTHNDLR.DLL
C:\REDSHIFT\QTW\MCIQTENU.DLL
C:\REDSHIFT\QTW\QTMSVC.QTC
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V. Technical Support Hotline

If you have difficulties with *Behind the Mask* and cannot find a solution here, please call the technical support number: 1 (800) 421-1877.

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