Welcome to GeoSafari

We hope you enjoy this product.

If you encounter problems during installation or while playing GeoSafari, this file contains information on solving common problems and contacting technical support.

You will also find information on the other titles in the GeoSafari CD-ROM series.

The GeoSafari Guide

The fully illustrated GeoSafari Guide contains gameplay instructions, information on all the GeoSafari game titles, tips on how to get the most out of GeoSafari and much more. Follow these instructions to view the guide.

Macintosh Users
The GeoSafari Guide is in Adobe Acrobat format, so you will need Acrobat Reader installed on your hard disk. Acrobat Reader   is included on your GeoSafari CD-ROM.

1. (If Acrobat Reader is already installed on your hard disk, skip to Step 2.) To install Acrobat Reader, double-click on the CD-ROM to open it. Then double-click on the Install Acrobat Reader icon. Follow the on-screen instructions.

2. Open the GeoSafari Guide document by double-clicking on the Guide's book icon   in the GeoSafari folder on your hard disk. Use the scroll-bar or the right and left arrows on the tool-bar to turn pages.

3. To print the guide, select **Print** from the **File** menu, choose which pages you want to print, and click on the button labeled **Print**.

Windows Users
The GeoSafari Guide is in Adobe Acrobat format. Acrobat Reader is installed on your hard disk during the installation of the GeoSafari game.

1. Open the GeoSafari Guide document by clicking on the Guide's book icon under GeoSafari in the Programs menu. Use the scroll-bar or the right and left arrows on the tool-bar to turn pages.

2. To print the guide, select **Print** from the **File** menu, choose which pages you want to print, and click **OK**.

Technical Support

If you need help, please call (310) 884-2000 and ask for Software Technical Support. Before calling, review the Troubleshooting Notes included at the end of this file.

The GeoSafari CD-Rom Series

If you are enjoying this GeoSafari game, you're sure to like the other great GeoSafari games in this series. All are based on the award-winning electronic game used in over 200,000 classrooms. They bring **Animals**, **Geography**, **History** and **Science** to life in an adventure the whole family can share! Up to 4 players or teams explore 15 dazzling games in each title, full glossaries and hundreds of GeoByte facts. Medals, trophies and best-time ribbons reward success and reinforce learning. GeoSafari Multimedia has been awarded **Best of the Best**, *Ladies Home Journal*; **Seal of Approval**, *The National Parenting Center*; and **The National Parenting Publications Gold NAPPA Award**. GeoSafari helps develop important skills, self-esteem, and a broad range of knowledge. Current titles include:

Geography
World Landmarks, World Currencies, World Greetings, USA Attractions, Middle America, South America, USA States 1, USA States 2, USA Capitals 1, USA Capitals 2, World Flags, Canada, Europe, Africa, and Asia

History
US Presidents, The First Americans, Decades in Review, Great Artists, Great Inventions, Who Wore It?, Great Writers, Armaments on Land, Armaments at Sea, World War II, Great Leaders, Great Disasters, Arms and Armor, Who Said That?, and Great Civilizations

Science
The Human Skeleton, Rocks and Minerals, Amazing Inventions, History of Aircraft, Our Solar System, Earth's Extremes, Dinosaur Details, Exploring Space, Insect Defenses, Animal Classes, Flower Families, The Weather, Volcano!, The Bee, and Trees

Animals
Animal Hall of Fame, Shark!, Animals Sound Off!, GeoSafari Dog Show, Animal Tracks, Skulls, Name that Bird Call, Reptiles, Micro Mysteries, Horse Round-up, Endangered Animals, Animal Art Gallery, Whale Watch, Animal Eye-D, and Weird World of Animals

For more information, or to locate a GeoSafari retailer near you, call Educational Insights, **(800) 995-4436**.

Troubleshooting Notes

These troubleshooting notes were created with the help of users like you and cover the most common problems that have been encountered. Be sure to check the "system requirements" shown on the box. If you are having a problem that is not addressed in this guide, you'll find additional information on Technical Support at the end of this file.

Common Problems and Troubleshooting for Windows Users

Problem: While I am playing, the screen changes color or flashes
and/or
I receive the error message: **General Protection Fault**.

Solution: Some display drivers do not work well if they are set to display more than 256 colors or a resolution greater than 640 x 480. If you encounter problems, set the display to 256 colors and 640 x 480 resolution and restart your computer. It is a good idea to restart your computer after any "General Protection Fault."

Note: Each manufacturer's video driver has its own software that allows you to change settings for your monitor. See the instructions that came with your Video Monitor or Video Card. You can also call the store where you bought your computer system.

Problem: When installing GeoSafari, I get a message asking me if I want to install "QuickTime" and if I want to replace existing files.

Solution: GeoSafari requires QuickTime 3.0 or later to run. If you already have QuickTime 3.0 or later on your machine you can skip the QuickTime installation. If you don't have QuickTime 3.0 or later, or if you are not sure, we recommend allowing the installer to install QuickTime 3.0 and replace any existing files.

Problem: I need to delete the list of Previous Players shown for GeoSafari.

Solution: To delete the list of Previous Players for a GeoSafari title, and all medals and scores stored for that title, simply reinstall the game on your hard disk. Before reinstallation begins, a dialog box will ask whether you want to delete all scores, medals and trophies and the list of Previous Players. Click "Yes."

Note: Please be aware that reinstalling will delete the records for all the players on the list for that game. (If you have Previous Players lists, scores and medals for other GeoSafari titles stored on your hard disk, they will not be deleted.) If you want to delete only some of the names and scores, call Technical Support.

Problem: GeoSafari runs very slowly.

Solution: If you have a single or double speed CD-ROM drive you may experience some sluggishness with GeoSafari, and any other software that runs off a CD-ROM. Upgrading to a quad-speed or faster CD-ROM drive will help.

GeoSafari is not designed to run on 386 processors. The program will start, but you may find that GeoSafari is too slow.

Problem: Some videos and animations break up into flashing horizontal bars as they play.

Solution: If your monitor is set to display 24-bit color, some movies may not play properly. Set your monitor to display 8-bit color (256 colors), 16-bit color (65 thousand colors), or 32-bit color (16 million or more colors).

Problem: A few of the movies are sometimes covered with black and white spots as they play.

Solution: If your monitor is set to display 8-bit color (256 colors), you may occasionally experience this problem. To correct the problem, set your monitor to display 16-bit color (65 thousand colors) or 32-bit color (16 million or more colors).

Contacting Technical Support

If you have a problem not addressed in these Troubleshooting Notes, please contact our Software Technical Support Group. Jot down a few things before you call so that we can better help you:

1. Make a note of any on-screen error messages you get when you have the problem.
2. Write down all the steps that you have already taken to solve the problem.
3. Have basic information about your computer at hand: how much memory you have, how big your hard disk is, and what operating system version number you are using.
4. Sit at your computer with the power on when you call, so we can try to solve the problem together.

Our offices are open Monday through Friday, 8 AM to 5 PM Pacific Time: Call (310) 884-2000 and ask for Software Technical Support.