
Compton's NewMedia and
Roaring Mouse Entertainment, Inc.
Ocean Explorers for Windows
Version 1.0.4
August 6, 1995

This file contains information that was not available at the time the on-line documentation was prepared, as well as other important information to help you successfully use this product. If you are uncertain how to make a recommended change, please refer to the user's guides that came with Windows and/or your computer system.

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I. Pre-Installation Notes and Suggestions

A. This product does not install program files to your hard drive. The hard drive space required is to install the QuickTime(TM) files only.

B. Network Installation

This product is designed as a "stand alone" application and does not support network use.

C. Installation Instructions

From the Program Manager, open the file menu and select "RUN". In the "Command Line" box type "X:\SETUP.EXE", replacing the letter "X" with the actual letter of your CD drive. For example, if your CD drive is drive "D", type "D:\SETUP.EXE" and click on the OK button.

Compton's suggests you exit all applications before installing this product. Other programs and drivers running on the computer could interfere with the installation process.

Should it become necessary to contact your video or sound card manufacturer, please let them know the product in question uses QuickTime(TM) version 2.0.1 video and was developed using MacroMind Director(TM) version 4.0.4. This information will allow

them to identify and answer any issues more quickly.

II. Common Errors, Solutions and Suggestions

This product has been successfully tested with a wide variety of hardware and peripheral equipment. It should be noted, however, that Microsoft Windows is a "device-independent" operating system which relies on device drivers to communicate with the various devices on your system, and, occasionally, issues may occur with one of these drivers. Conflicts with sound cards, video displays and printers are often resolved by reconfiguring or updating the device drivers supplied by the manufacturers. This product is not designed specifically for compatibility with any particular hardware item.

Make sure you are running Windows(TM) in a 640X480X256 color video mode. While the product will run successfully in other resolutions and color settings, it will achieve optimum performance in this mode. This product is intended to support Windows version 3.1 and later only. Use with OS/2 and other operating systems is not advised or supported.

Be sure that your computer system meets minimum specifications as detailed on the product package. If your system meets the minimum requirements and still does not perform properly, make sure your video and sound cards are installed properly according to the manufacturer's recommendations and that the device driver files are the most recently released versions available. Many manufacturers have forums for this purpose with on-line systems like Genie, CompuServe and America-OnLine.

Take steps to prevent memory managers in DOS and Windows from using the video card's memory area (consult the manual that came with your video card). You may also try using the standard "Super VGA" display driver that comes with Windows for Workgroups 3.11 (available on the Microsoft driver BBS).

"CDR-IOI" or "Not Ready Reading (CD drive)"

Error messages related to the computer's ability to read the CD can often be resolved by one of the following suggestions:

- * Make sure that the CD is clean and unscratched. CDs can be washed in warm water and dish washing liquid. Scratched CDs should be replaced.
- * Don't cache the CD drive. If your computer is using DOS version 6.20 or later and the SMARTDRV caching driver, add a "/U" argument to the line that loads SMARTDRV in the AUTOEXEC.BAT file. The line may appear as "C:\DOS\SMARTDRV.EXE /X /U". For more information on

SMARTDRV, type "HELP SMARTDRV" at the DOS prompt.

- * Assign twenty buffers to reading the CD. This is done by setting the "/M:" argument on the MSCDEX line to 20. The line may appear as "C:\DOS\MSCDEX.EXE /D:MSCD001 /M:20". For more information on MSCDEX, type "HELP MSCDEX" at the DOS prompt.

III. Contacting Compton's NewMedia Technical Support

Compton's is here to assist you with any issues regarding this product. We can be reached by phone, fax, U.S. mail, Internet or CompuServe.

To contact us by phone, call 716-871-7337, between 8:00 a.m. and 9:00 p.m. Eastern time, Monday through Friday, or 8:00 a.m. to 8:00 p.m., Saturdays. Please be at your computer when you call.

To contact us by fax, dial (716) 871-7591. Please include as much information as possible about your system and the problem you are experiencing. Be sure to include a phone number where we can reach you if we need more information.

U.S. mail offers another option. Our address is:

Compton's NewMedia, Inc.
2320 Camino Vida Roble
Carlsbad, CA 92009
Attn: Technical Support

Please provide as much information as you can, and include a phone number where we can reach you.

You can e-mail us on the Internet at support@comptons.com or visit our Home Page at www.comptons.com

On CompuServe, stop by the Compton's forum. Use GO COMPTONS, and select the Compton's Forum. The answer to your question may already be available there, or feel free to leave a message in the forum and we will respond promptly.