

## **20,000 Leagues Under the Sea IN 3D(TM) READ ME FOR WINDOWS® 95:**

### Minimum System Requirements

Windows 3.1, 3.11 or Windows 95  
486DX 66MHz PC or better (Pentium® 75 recommended)  
8MB RAM (16MB recommended)  
SVGA monitor 640x480, 256 colors  
10MB hard disk space  
Double-speed CD-ROM drive (Quad-speed recommended)  
Windows-compatible sound card  
Mouse

### **I. INSTALLING 20,000 Leagues Under the Sea IN 3D:**

1. Quit any open applications.
2. Insert the CD-ROM.
3. a) If your computer has AutoPlay enabled, the setup introduction screen will appear.  
b) If your computer doesn't have AutoPlay enabled, click Start | Run. Type d:\setup (where d represents your CD-ROM drive).
4. Follow the on-screen setup instructions.

### **II. RUNNING 20,000 Leagues Under the Sea IN 3D**

1. Quit any open applications.
2. Insert the CD-ROM.
3. a) If AutoPlay is enabled on your computer, the program will start up automatically.  
b) If your computer doesn't have AutoPlay enabled, click Start | Programs | IBM and Crayola | 20,000 Leagues Under the Sea in 3D folder | 20,000 Leagues Under the Sea in 3D icon.

### **To Quit:**

To quit *20,000 Leagues Under the Sea in 3D* at any time: from the main coloring screen click on the exit button (lower-left corner) to quit the program, or press Alt-F4.

### **III. PROGRAM ISSUES**

With some audio cards, if you have the CD-ROM in the CD drive when Windows 95 is starting up, then the *20,000 Leagues Under the Sea in 3D* program will autoplay before the audio card is fully initialized. The setup should run fine; however when the *20,000 Leagues Under the Sea in 3D* program runs, it is likely to crash when it tries to play a sound. To remedy this situation, Quit out of the program, remove the CD-ROM from the drive, and reboot your machine. Subsequent execution of the program should be stable.

The Uninstaller will not delete a folder containing saved *20,000 Leagues Under the Sea in 3D* scrapbook images. You must manually delete the '20,000 Leagues Under the Sea in 3D' folder (which is found in C:\Program Files\IBM and Crayola) if you wish to entirely remove all items related to the *20,000 Leagues Under the Sea in 3D* program.

When images are printed to a Dot Matrix printer, there is serious banding and bad image resolution. For best results, we recommend using either an ink jet or laser printer for printing images from *20,000 Leagues Under the Sea in 3D* program.

The *20,000 Leagues Under the Sea in 3D* program requires 5-10 MBs of virtual memory on systems with 8MB of RAM running Windows for Workgroups 3.11. For instructions on setting virtual memory please consult your Windows documentation.

### **IV. TROUBLESHOOTING TIPS**

First, always verify that the CD is not smudged or scratched. Even a small smudge can cause your CD to experience problems that may lead to lockups or program errors. If you were previously able to run the program, a smudge or scratch is a likely source of the problem. Clean the CD with a soft dry cloth. After cleaning the CD, try running the program again. If the error occurs after making a change to the configuration of the system (e.g. adding new hardware, updating drivers, installing another program), then the system change is a likely source of the problem. Refer to the manufacturer's instructions to verify that the proper installation procedure was used and note any incompatibility issue or system modifications listed in the documentation.

\* Check that your system meets or exceeds the minimum system requirements of the program. If your system does not meet any one of the minimum system requirements, the program will not run properly.

\* Check that all external cables and connections are secure and that all power, setting and option controls for your sound card and video card are set appropriately. Refer to your hardware documentation or consult your hardware manufacturer for additional information.

\* Check that the latest version of your video card's proprietary driver is properly installed on your system.

\* Check that the latest version of your sound card's proprietary driver is properly installed on your system.

\* Check that your video display is set to a resolution of 640x480 and a color depth of 256 colors.

\* Exit all other programs and applications when installing or running *20,000 Leagues Under the Sea in 3D*. Also exit any active screen savers, utility programs, anti-virus programs, or shell programs to assure that the maximum amount of RAM is available for your system to run the program as quickly and smoothly as possible.

For detailed instructions on optimizing your computer's performance, please consult your Windows or Windows 95 User's Guide.

**Printing: *20,000 Leagues Under the Sea in 3D* graphics are formatted to be printed using the Portrait orientation. The program does not support the Landscape print orientation option. (To select a print orientation, choose Options in the print dialog box.) Printer output with a Canon BJC-4200 is of poor quality.**

**Trouble: Sound doesn't play**

Check that the sounds are turned on in the Options screen (accessible from the Library screen). If you still have a sound problem, your sound card may not be configured correctly. Refer to your computer's owner's manual for more information.

**Trouble: Colors in the program suddenly are completely wrong**

Quit all other running applications and restart *20,000 Leagues Under the Sea in 3D*.

**Trouble: Printing is slow**

To speed up printing, turn background printing off (this is also called turning spooling off). Refer to your computer's owner's manual for more information.

**Trouble: Program is running slow**

Quit all other running applications, restart Windows. Set your computer's display for 256 colors by going to the Displays Control Panel (in the Control Panels folder in the Start menu), choose Settings, and choose 256 colors under Color Palette. Then restart *20,000 Leagues Under the Sea in 3D*.

#### **IV. CUSTOMER SERVICE**

To order products or inquire about a purchase, please call (800) 426-7235, ext. 5215, Monday - Friday 10am - 8pm, Eastern Time.

#### **V. TECHNICAL SUPPORT**

If you have a problem installing or using *20,000 Leagues Under the Sea in 3D*, please consult the Troubleshooting Tips in this ReadMe.

**Answers to Frequently Asked Questions, by Web and fax:** Answers to frequently asked questions are available in the Support area of our Web site <http://www.us.pc.ibm.com/multimedia/> and through our Automated Support and FAX Back services at (425) 556-3680, 24 hours a day, 7 days a week.

**By phone:** (425) 556-3660, Monday - Friday noon - 11pm, Saturday 10am - 4pm, Eastern Time. (Seasonal and holiday hours may vary.) Please have your computer turned on and ready to use when you call us. You will also need your hardware system information and the exact text of any error message(s) you are receiving as they appear on your screen.

**By E-mail:** To receive a catalog of tech-support documents via E-mail, send a message to: [solutions@edmark.com](mailto:solutions@edmark.com). In the subject or body of the message, type: catalog. (All other text will be ignored.) This catalog contains a list of tech-support documents available via E-mail.

**To contact a support technician, E-mail:** [CrayolaTech@edmark.com](mailto:CrayolaTech@edmark.com). Include the title of the product, a complete description of the problem, the exact text of any error message(s) you are receiving as they appear on your screen, and your hardware system information (such as Windows version, installed RAM, printer type, hard drive size, etc.).

**By Fax:** Fax us at (425) 556-8940, 24 hours a day, 7 days a week. Specify "Technical Support" in the header. Include the title of the product, a complete description of the problem, the exact text of any error message(s) you are receiving as they appear on your screen, and your hardware system information (such as Windows version, installed RAM, printer type, hard drive size, etc.).

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