

The Baywatch(TM) Companion Read Me File
Byron Preiss Multimedia Company, Inc.

To read this file on-screen, use the Page Down and Page Up keys. You can also print the file by choosing the Print command from the File menu in any Windows word processing program. This READ ME file contains important information on the following topics:

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1. Problems Setting Up BAYWATCH

Installing on Non-Windows Program Manager Systems Most Tandy Sensations use WinMate as their default desktop shell. WinMate may cause a conflict with the setup procedure and needs to be disabled by changing the shell= line in the SYSTEM.INI file to read as follows:
shell=progman.exe

To change the shell= line in the SYSTEM.INI file:

1. From the Windows Accessories group, run Notepad.
2. Open the SYSTEM.INI file and comment out the shell= line in the (boot) section by typing a semicolon (;) at the beginning of the shell= line. This is the line that is loading the Tandy WinMate shell.
3. Create a new line under the commented shell= line that reads: shell=progman.exe
4. After saving the changes to the SYSTEM.INI file, exit and restart Windows. The WinMate shell will now be disabled and your shell will now be Program Manager.
5. Run BAYWATCH Setup

Upon completion of BAYWATCH Setup, you can change your shell back to the WinMate desktop, if so desired:

1. Edit the SYSTEM.INI file again by commenting out the "shell=progman.exe" line (adding a semicolon to the beginning of the shell=progman.exe line).
2. Remove the semicolon (;) in front of the previously commented "shell=" line that loads WinMate.

2. Problems Running BAYWATCH

Tips on the Screensaver Section

The Screensaver section of BAYWATCH allows you to view all the

clips on the CD-ROM and select up to five of them for your screensaver. The screensaver consists of a bouncing or gliding logo with music and video clips. All video clips are located on the CD-ROM.

How do I watch the video clips?

Viewing the clips is a TWO-STEP process: (1) select the clip by clicking on the small picture; and (2) press the PLAY/STOP button (the button marked with a triangle pointing to the right, located to the left of the ADD button). To stop the clip, press the PLAY/STOP button.

How do I add clips to my screensaver?

When you first open the program you will notice 5 empty slots along the bottom of the screen. These slots hold the pictures which represent clips you have added to your screensaver. Adding a clip is a TWO-STEP process: (1) select the clip by clicking on the picture; and (2) press the ADD button. At this point you will have 3 choices:

COPY - copies the clip to your hard drive (sizes range from 3-13MB)

INCLUDE - plays the clip only when the CD-ROM is in the drive

CANCEL - cancels the operation and returns you to the program

How do I delete clips from my screensaver?

You may wish to change your screensaver clip selections. Deleting clips from the screensaver is a TWO-STEP process: (1) select the clip you wish to delete by clicking on the picture at the bottom of the screen; and (2) press the DELETE button. If you press DELETE and nothing happens, click on the picture again, and then press DELETE again.

General Protection Faults

When trying to run BAYWATCH, if a General Protection Fault occurs, quit and restart Windows. In many cases, the problem will not occur again. General Protection Faults may occur if you have less than 8MB RAM or experience a conflict with particular software or hardware on your system.

A frequent cause of General Protection Faults is the use of outdated device drivers. Please use the latest version for your video and audio device drivers.

Reinstalling BAYWATCH

If you change the drive letter of your CD-ROM or experience unusual problems when running the application, you should reinstall BAYWATCH.

If you should need to reinstall BAYWATCH, simply run the installer (see User's Guide for instructions). If a dialog box appears saying that Windows cannot link to BPMC.grp and asking if you would like to try linking again in the future, click "No." The installation will then proceed normally. If a second BAYWATCH Program Item

appears in the BAYWATCH Program Group, it will cause no problems.

You can

launch BAYWATCH from either icon, or you can delete any extras if

you
desire.

Problems with the Packard-Bell Legend CD300
BAYWATCH may behave in an unpredictable way on this
Packard-Bell model, especially if you are using the default Windows
system setup provided by Packard-Bell. General Protection Faults may
appear at various times. If you experience problems, try
installing the SVGA 256-color 640x480 video driver in place of any
other driver (such as the Cirrus driver) currently installed. Installing a
newer version of Windows and a different sound card. Check with
Packard-Bell for the latest system software CD-ROM that may contain
updates to solve the incompatibility.

3. Running In Low Memory or Running Slowly

Improving performance in low memory
BAYWATCH uses your computer's system memory to display pictures
and
play sounds. If you find that BAYWATCH runs slowly or if you
encounter
out-of-memory errors, BAYWATCH probably does not have
enough memory. Consider doing the following to improve your
computer's performance:

1. Close all unnecessary applications.
2. Run WFW 3.11 without network support by typing "win /n" at
the DOS prompt.
3. Determine how much memory your computer has available by
typing "mem" and pressing ENTER at the DOS prompt. You need a
minimum of 4MB of total memory to use BAYWATCH . If you do not
have
at least 4MB of memory, you may not be able to run BAYWATCH until
you
add more memory.
5. If you are using Windows 3.1, we strongly suggest that you run
Windows in Enhanced mode while playing BAYWATCH in
order to improve performance. To see if you are running Windows in
Enhanced mode, from the Program Manager Help menu choose About
Program Manager (or from the File Manager Help menu choose About
File Manager). In the bottom section of the dialog box, you should see
the phrase "386 Enhanced Mode." If you do not see this phrase, you
can force Windows to run in Enhanced mode by typing WIN/3 or
WIN/E at the DOS prompt when launching Windows. Windows for
Workgroups always runs in Enhanced mode and no message is
displayed in the About dialog box.
6. If you are running Windows in Enhanced mode, set up a permanent
Windows swap file (virtual memory) on your hard disk. Using a swap
file can resolve problems caused by low memory. See your Windows
User's Guide for more information.
7. Defragment ("clean up") your hard disk by running a
defragmentation program (MS-DOS 6.2 and above includes the
program "defrag").

Improving performance with SmartDrive Make sure you have

SmartDrive 5.0 and MSCDEX 2.23. This new version of SmartDrive can cache data being read from the CD-ROM drive, greatly improving performance. Make sure smartdrv is after MSCDEX in your Autoexec.bat.

Set up enough buffer for MSCDEX by putting /M:25 at the end of MSCDEX.EXE in your AUTOEXEC.BAT file.

For information on the current SmartDrive settings type "smartdrv" at the DOS prompt. For help with SmartDrive type "smartdrv /?" at the DOS prompt or consult your DOS User's Guide.

4. Quitting BAYWATCH or Switching to Windows

Quitting

There are three ways to quit from Windows 3.1, 3.11 and Windows for Workgroups.

Method One: Hold down the ALT key and press the F4 key.

Method Two: Click once on the System Menu Box then click on Close.

Method Three: Hit the ESC key.

There are three ways to quit from Windows95.

Method One: Click on the Close button (button marked with an X).

Method Two: Hit the ESC key.

Method Three: Hold down the ALT key and press the F4 key.

5. Screensaver Does Not Show Movies

If the screensaver is not showing movies check the following:

1. Make sure you have selected clips in the Screensaver section of BAYWATCH.

2. Make sure the BAYWATCH CD is in the CD-ROM drive (if you copied

movies to your hard drive in the Screensaver section you will not need the CD in the drive).

3. Close applications running in the background. You may be running in a low memory situation.

4. Check to make sure you are using the latest video drivers available from your computer or video card manufacturer. Or, try installing the SVGA driver that ship with Windows 3.11 and Windows for Workgroups. See the Video Display Problems section for more information.

6. Turning Off Screensaver Sound

Sometimes you may want your screensaver to run silently. In Windows 3.1, 3.11 and Windows for Workgroups you can turn off the sound by following these steps:

a) In Program Manager open the MAIN group

b) Click on CONTROL PANEL

c) Click on DESKTOP

- d) Click on the SETUP button
- e) Click on the SOUND ON check box so that there is no X in the box.
- f) Click OK and OK to close the dialog boxes.

In Windows95 follow these steps:

- a) Click on MY COMPUTER
- b) Click on CONTROL PANEL
- c) Click on DISPLAY
- d) Click on SCREENSAVER TAB
- e) Click on SETTINGS
- f) Click on the SOUND ON check box so that there is no X in the box.
- g) Click OK and OK to close the dialog boxes.

7. CD-ROM Problems

Problems finding the CD-ROM drive

Make sure the BAYWATCH program is looking for the compact disc on the correct drive. Check to see if the drive letter for your CD-ROM drive has changed. You can use the Windows File Manager to determine which drive letter is assigned to the CD-ROM drive. The Select Drive command in the Disk menu will say "CD-ROM" next to the CD-ROM drive letter. If the CD-ROM drive is moved or the drive letter is changed after installation of BAYWATCH, you will need to re-run the setup program in order for the program to re-log the CD-ROM drive letter.

Unless you copied the clips to your hard drive in the Screensaver section of BAYWATCH, the CD must be in the drive to display movies in your screensaver. See the _Screensaver Does Not Show Movies section of this ReadMe file for more information.

BAYWATCH requires the CD be in the drive in all areas except the planner section. The application will warn you if the CD is not in the drive leaving the main menu. If you remove the CD when you are in the Screensaver, Trivia Bank, Print Shop, and Episode Guide you will get unpredictable behavior; do not remove the CD when you are in these sections.

Errors reading from the CD-ROM drive

If BAYWATCH is unable to read compact disc data properly, you may see a message that tells you that your computer cannot read from the drive letter of your CD-ROM. If you have an external CD-ROM drive, make sure the drive is connected to your computer, plugged in, and turned on. If you still see the error message after checking the points above, check the documentation that came with your CD-ROM drive or contact the company that supplied the drive. Make sure that your CD-ROM drive is MPC2-compatible. An MPC2-compatible drive "has an average seek time of less than one second and can transfer data from the compact disc at 300K per second while using less than 40% of the CPU bandwidth." Check the documentation that came with your CD-ROM drive to make sure it meets these requirements. An incompatible CD-ROM drive will slow down the performance of BAYWATCH.

CD-ROM drives requiring a swap file

Some CD-ROM drives require a swap file (virtual memory) to be active in order to function properly, even if your computer has 4MB or more of RAM as is required to run BAYWATCH. Check the user's guide that came with your CD-ROM. If you encounter this problem, set up a permanent Windows swap file on your hard disk. See your Windows User's Guide for more information.

8. Video Display Problems

BAYWATCH requires 256-color mode

BAYWATCH is an 8-bit, 256-color application. In order to view BAYWATCH, you need a video card which supports at least 256 colors in 640x480 resolution. BAYWATCH requires you run in 256 color mode. Other modes may cause colors to appear incorrectly and may cause streaking or trails on the screen.

If your computer is running in 16-color mode, or in high-color modes greater than 256 colors, and your video card will support 256 colors in 640x480 resolution, you must run Windows Setup* to change the screen driver to display BAYWATCH at 256 (8-bit) colors. Check your Windows documentation for information on changing video drivers.

BAYWATCH looks best in 640x480 resolution

If BAYWATCH is too small on your screen, you are probably running in a resolution greater than 640x480. To make BAYWATCH as large as possible on your screen, run Windows Setup* and change your video driver to run in 640x480 resolution with 256 colors. You will then need to exit and restart Windows. The next time you launch BAYWATCH it will be the desired size on your screen.

* NOTE: Some video cards have a separate program you may have to run to change the display mode. See your video card user's manual to check how to change your display resolutions.

Window accelerator video card

For better results when using BAYWATCH with Window accelerator card, please use the video driver supplied by the video card manufacturer

When using VESA Local Bus or PCI video card please use the video driver supplied by the video card manufacturer.

To find out what video driver you are using, go to the Windows Program Manager Main group window and double-click the Windows Setup icon. To the right of "Display" you will see the name of the video driver currently in use. Make sure you are using the most recent Windows video drivers for your video card. Contact the manufacturer of your video card to determine if newer Windows video drivers are available.

9. Audio Problems

Conflicts with other applications

Audio problems can have many causes. Other applications that play sounds may interrupt sounds in BAYWATCH , because your computer cannot play sounds from two sources simultaneously. This is generally a temporary clash that will resolve itself.

Obtaining New Audio Card Driver for Performance

If you experience problems with audio, you may need to upgrade your audio card driver. Contact the manufacturer of your audio card (see Manufacturer's Contact section) to find out how to obtain a new driver.

Sounds play, but not very well

Sounds that are distorted or "fuzzy" have several possible causes. The most likely one is simply that your speakers are not of high quality. It is also possible that the software settings on your sound board are causing distortion. For example, if the sound card volume or "WAVE file input" is set to near its maximum, it will produce amplification distortion,

just as it would on a stereo system. To find out how to change your sound

board settings, check the documentation that came with your sound board.

Your double-speed or faster CD-ROM drive should be MPC2 compatible. An MPC2-compatible drive "has an average seek time of less than one second and can transfer data from the compact disc at 300K per second while using less than 40% of the CPU bandwidth."

Check the documentation that came with your CD-ROM drive to make sure it meets these requirements. An incompatible CD-ROM drive may work but give lower-quality sound or cause the sound to be interrupted while playing.

Sound does not play at all

If you do not hear any sounds, make sure that the volume for your speakers is set to an audible level.

If the sound is not playing in your screensaver make sure the screensaver sound setting is set to ON (see _Turning Off Screensaver Sound+ section of this ReadMe file for more information).

If the volume is set to an audible level and you still hear no sounds at all, something may be wrong with your sound board setup. Check to see that the driver is installed correctly and, if necessary, reinstall it. Refer to the documentation that came with your sound card for more information on installing audio drivers. Please note that requires an MPC-compatible sound board to be installed and is not intended to run with drivers which use the PC internal speaker, such as the unsupported "PC Speaker" driver. Such a driver will in most cases not play any sounds, and if the driver setup option "Enable Interrupts" is not checked, your system may crash. If you have both a sound board and the PC Speaker driver installed, it is preferable to un-install the PC Speaker driver.

The following cards and drivers have been tested and play sound correctly in BAYWATCH:

ESS 1688 AudioDrive, with V4.15 drivers

ESS 688 AudioDrive, with V3.02 drivers
Media Magic ISP-16 with V4.0 drivers
Pro Audio Studio 16, with PAS 16 V1.10 drivers
Roland RAP-10 with Roland V1.0 drivers
Turtle Beach Monterey with V1.0 drivers

The following cards and drivers have been tested and play sound correctly in BAYWATCH:

Adlib Gold 1000 with V1.00 drivers
AudioTrix Pro with Mediatrix V1.0 drivers
Gravis Ultrasound, 256K or 1MB RAM, with V3.53 drivers
Gravis Ultrasound MAX, 512K with V3.56 drivers
IBM Mwave Windsurfer with IBM V4.0 drivers
Sound Blaster AWE32 DSP 4.12 with V3.02 or V3.04 drivers
Sound Blaster Pro CT1600, with V1.0 drivers
Sound Blaster 16, DSP 4.11, with V3.02 drivers

The following cards and drivers have been tested and play sound correctly in BAYWATCH:

Disney Sound Source with V1.0 drivers
Ensoniq Soundscape with Ensoniq V1.0 drivers
Logitech SoundMan Wave with v1.0 drivers
Packard Bell 144 Sound Card
Sound Blaster v1.5 DSP 2.00 with Win 3.11 v1.5 drivers
Sound Blaster v2.0 DSP 2.01 with Win 3.1 v1.5 drivers
Sound Blaster V1.5 DSP 2.00 with Creative 2.0 drivers
Windows Sound System, with V1.0 or V2.0 drivers

10. Win32s and Freecell

Win32s Installation

BAYWATCH is designed to run on Windows95. Win32s is a Microsoft application that allows 32 bit Windows95 and Windows NT applications to run on Windows 3.1, 3.11 and Windows for Workgroups 3.11. BAYWATCH installs Win32s automatically if you need it. If you get errors installing Win32s contact Microsoft for more information.

Freecell

Freecell is a Microsoft card game designed to check the proper installation of Win32s. Freecell does not have to be installed for BAYWATCH to function properly.

11. Manufacturer's Contact Information for Audio Cards

Phone numbers, mail and eMail addresses for product support

Creative Labs (Sound Blaster)

Technical Support

1523 Cimarron Plaza, Stillwater, OK 74075. USA.

Voice: (405) 742-6622.

FAX:(405) 742-6633.

BBS:(405) 742-6660.

Turtle Beach
Customer Support
Voice: (717) 764-5265.
FAX:(717) 767-6033. (Attn: Customer Support)
BBS:(717) 767-0238. (9600 Baud+, 8N1).
BBS:(717) 767-5934. (2400 Baud, 8N1).
CompuServe: 71333,2432

ESS
No Consumer Support Line
ESS does not manufacture cards, only distributes OEM chips.
Users with an audio card using an ESS chip should contact the
manufacturer of their card.

Roland Corporation US
7200 Dominion Circle
Los Angeles, CA 90040-3696
USA.
(213) 685-5141.

Adlib Gold
Technical Support
(418) 529-6252
10 am to 5 PM EST, or 24 hour automated system.

IBM Customer Support:
US Customer Support - (800) 772-2227
Canada Customer Support - (800) 465-6666

The Microsoft Corporation (Windows Sound System)
Microsoft FastTips, (800) 936-4200
CompuServe, go Microsoft, or go mskb (Microsoft
Knowledge Base).
Microsoft Download Service: (206) 936-6735 8N1
Canada: (905) 507-3022.
InternetFTP to ftp.microsoft.com
Technical Voice Support: (206) 635-7040, Canada (905) 568-3503.

Disney (Sound Source)
Disney Software, Attn: Customer Service
500 South Buena Vista Street
Burbank, CA 91521-6385.
Voice: (818) 841-3326
BBS:(818) 567-4027 8N1

Media Vision (Pro Audio Studio 16, Win Sound System, Jazz)
Customer Support:
Voice: (800) 638-2807
(510) 770-9905
BBS:(510) 770-0968 (2400 Baud, 8N1)
(510) 770-0527 (9600+ Baud, 8N1)

Logitech (SoundMan Wave)
Product Support:
Voice: (510) 795-8100

BBS:(510) 795-0408
FaxBack: (800) 245-0000.

Packard Bell (Sound 144)
Customer Service:
Voice: Hardware (800) 733-4411
Software (801) 579-0161
Canada(800) 263-0099
Fax:(801) 579-0092
Canada(905) 564-1142
Auto Phone: (800) 733-4411
BBS: (801) 250-1600 8N1
Canada(905) 542-7359 8N1

Mediatrix Peripherals, Inc. (AudioTrix Pro)
Voice: (819) 829-TRIX
(800) 820-TRIX
Fax:(819) 829-5100
BBS:(819) 829-5101

12. Word Processing Issues

Print Shop Problems:

BAYWATCH works with your existing word processing software so that you can print out customized cards, letters, memos, and faxes. The BAYWATCH installation routine copies special templates to the templates directory of the word processor you selected during installation. Most problems occur when the word processing program does not know where to find the BAYWATCH templates. If: (1) the EDIT function of the Print Shop calls up an empty document, or (2) you get an error message that the path is wrong, check to make sure that your word processing program is looking in the right directory for templates. In Microsoft Word 6.0 and 7.0 this can be done by choosing Options from the Tools menu. Next, click File Location and then change the User Templates path to reflect the location of the \template directory appended to the file structure that was detected (or you amended) during the installation as the location of your executable for that word processing software.

Wordperfect 6.1 users:

Because BAYWATCH is designed to support WordPerfect 6.0, it might be necessary for WordPerfect 6.1 users to custom install WordPerfect so that it works correctly. If you are having problems, first perform a standard uninstall of Wordperfect. Next, reinstall WordPerfect using the custom install option. Three paths must be changed: WordPerfect must be in C:\wpwin60\ ; shared components must be in C:\shared\ ; and Perfect Fit components must be in C:\shared\wpc20\ . It is important that you then reinstall BAYWATCH.

13. Credits

Byron Preiss Multimedia Company:

President: Byron Preiss
Chief Financial Officer: James R. Dellomo
Technical Director: John Mayo-Smith
Marketing Director: Jackie Snyder
Director of
Arts and Commerce: Tim Nolan

The Baywatch(TM) Companion credits:

Producer: Janet Kirker
Tactical Programming: Benjamin Abraham, Hamid Younessi,
Robert Lee
Programming: Ron Borta, David A. Brain, Sr., Gregory M.
Vaitekunas, Rod (HAX) Haxton, Asher Anshel
Kaufman, Osman A. Longa, Louis Foster
Quality Assurance: Alan Wong
Interface Design: Brian Monnin
Clip Editors: Amy Marcs Binkoff, Alex Gadd
Synopses: Judy McGuire
Trivia Bank: Robert P. Libbon, Alex Gadd
Montage Music Editor: Zamp Nicall
Production Assistance: Jeremiah Zinn
Testers: Marcos Mandell, Oscar Martinez, Alicja Phipps,
Pauliina Raitosola, Kaipō Schwab, Danny
Tunick, West, Don Westrich

Special Thanks: Michael Weinstein, Chris Burke, Diane Lichtman, Dan Rios

About Byron Preiss Multimedia Company:

Founded in 1992, Byron Preiss Multimedia Company develops and publishes a wide range of interactive multimedia titles under several imprints. The Baywatch Companion appears under the Arts and Commerce Imprint. For more information: Byron Preiss Multimedia, 175 Fifth Avenue, Suite 2122, New York, New York 10010
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