

## **Reel Women: The Untold Story**

Version 1.0

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Thank you for choosing **Reel Women: The Untold Story**. This product has been carefully designed and tested to enhance your enjoyment of a compelling story.

The information and troubleshooting guide will help you solve any problems you may encounter while running **Reel Women: The Untold Story**. You may want to print this file for later reference.

If you are unable to solve a problem using the suggestions below, see **Where To Go For More Help** at the end of this document.

## What's Included in This Document

### **I. TIPS ON USING REEL WOMEN: THE UNTOLD STORY**

### **II. GENERAL ADVICE & TROUBLESHOOTING GUIDE**

- Movie Playback Issues
- Other QuickTime Issues
- Hi-Color and True-Color Modes
- Higher Screen Resolutions
- Windows95 AutoPlay
- Video Playback Issues
- Audio Playback Issues
- Sluggish Operation

### **III. WHERE TO GO FOR MORE HELP**

- Before You Call
- Video Cards
- Audio Cards

# I. TIPS ON USING REEL WOMEN: THE UNTOLD STORY

If you can run **Reel Women: The Untold Story** in Hi-Color and True-Color video modes, then do so. The product contains many movies that will actually look better in Hi-Color and True Color modes.

## II. GENERAL ADVICE & TROUBLESHOOTING GUIDE

### Movie Playback Issues

Problem:

The movement and audio in the movies seem to break up intermittently.

Solution:

- The CD-ROM drive may not be delivering the data fast enough. Even though most double-speed drives claim transfer rates of 300K/sec, this usually is achieved only under optimal conditions.

The actual transfer rate depends on the speed of the CPU, the size of the CD-ROM drive's onboard cache, the type of interface used (proprietary, IDE, SCSI, etc.), and any software buffers used by your computer (e.g., the MS-DOS utility SMARTDRV.EXE).

One way to increase the performance of your CD-ROM is to cache its data. SMARTDRV.EXE shipped with versions of MS-DOS 6.2 or later caches CD-ROM drives. To use SMARTDRV.EXE so that it enables CD-ROM caching, load SMARTDRV.EXE after loading MSCDEX.EXE in AUTOEXEC.BAT. It then will cache both your hard disk drive and your CD-ROM. You can read over SMARTDRV.EXE's documentation that came with your computer, or type "help smartdrv.exe" at the DOS prompt on your computer, for details.

If you have Windows95, you can adjust CD-ROM caching through the system settings as follows. Select **Settings** from the **Start** menu and then select **Control Panel**. A window will appear. Select **System**. You will notice a tab labeled **Performance**. Click on it to bring the Performance interface forward. At the bottom of the interface you will see a button called **File System**. Click on it. Now you can adjust CD-ROM settings by clicking on the CD-ROM tab. Adjust the size and type of cache according to your memory limitations and type of CD-ROM. Click on **Apply** and reboot when prompted.

- Poor CD-ROM performance occasionally has been traced to smudges or foreign matter on the disk itself. If you want to clean the CD-ROM, first turn it over, label-side down, and inspect the disk in bright light. If you see any smudges, lint, or other matter, use a soft, dry cloth to gently wipe the disk in motions directed away from the center hole.
- Please consult your CD-ROM drive documentation for other suggested adjustments that may increase performance.

**Problem:**

The audio in the movies seems to break up continuously.

**Solution:**

- Some audio cards are incompatible with QuickTime (see the README.EXE file in the QTW on **Reel Women: The Untold Story** CD-ROM for a list of these).

QuickTime 2.0 is sensitive to audio cards that play WAV audio either a little too fast or too slow (both conditions will cause a continuous clicking sound in QuickTime movies). QuickTime provides a way to address this through the QTW.INI file. This file can be found in the Windows directory.

Add a section called [Sound] and add the following entries:

[Sound]

Requested Rate=[integer] ranges from 5000 to 44000

Actual Rate=[integer] make this value slightly higher or lower than the above value to correct for the speed inaccuracy

- Also note that pausing and resuming movies repeatedly may cause audio pops to occur continuously on some audio cards. This can often be remedied by pausing the movie and then waiting a few seconds before resuming play.

**Problem:**

During movie playback, the screen shows garbage, or tears.

**Solution 1:**

- QuickTime may be incompatible with your video card. A list of incompatible video cards has been provided by Apple with QuickTime for Windows, which is included on your CD-ROM in the QTW directory. From Windows File Manager, open the file README.EXE in the QTW directory.

It is possible that you can slightly alter the configuration of your computer system to eliminate some types of problems between QuickTime and your video card. In particular, you may wish to alter a few variables in how QuickTime "recognizes" and uses your card. To change the way QuickTime is set up to play movies, add the following line to the [Video] section of the file QTW.INI (found in the Windows directory):

[Video]

Optimize=Driver

If you do not see a [Video] section to the QTW.INI file, you will have to add that line as well.

You should re-start Windows and try running **Reel Women: The Untold Story** again. If that does not seem to improve things, try each of these settings one at a time for the Optimize entry (in order of priority):

BMP  
RAW  
DIB

One of these settings may correct the problem.

#### Solution 2:

- You could try to use a standard Windows SVGA driver with your card instead of the driver with which it was shipped. First, uninstall **Reel Women: The Untold Story** completely using the included utility **Uninstall Reel Women** found in your Reel Women program group. Using File Manager, find the QTW.INI file in the Windows directory and delete it. Now, use Windows Setup to set your video driver to SVGA in 256 colors, if it exists. Reboot and reinstall **Reel Women**.

Performance may be sluggish, but the Windows SVGA drivers may help QuickTime avoid using features of your card with which it may be incompatible. You may also wish to contact your video card manufacturer for the latest video drivers that may correct the problem.

We have found that video cards using the Trident 9400 chipset may not work with QuickTime unless the Optimize parameter is set to BMP. Later Trident 9400 drivers will fix this problem. We have found that the Diamond Stealth 64 video card exhibits garbage and tearing IF YOU HAVE INSTALLED QUICKTIME 2.1. Reel Women uses QuickTime 2.0, under which this problem does not occur. Contact your video card manufacturer for an updated driver.

## Other QuickTime Issues

### Revision Level Problems

**Reel Women: The Untold Story** uses a particular revision of QuickTime 2.0. QuickTime, from Apple Computer, is used by many multimedia applications. Some applications using QuickTime may create problems for **Reel Women: The Untold Story**, chiefly for one or both of the following two reasons:

- They use a different version and revision of QuickTime that may be incompatible with the one needed by **Reel Women: The Untold Story**.
- They install QuickTime in places where this version of QuickTime does not expect it.

In the first case, other multimedia applications have installed either an earlier revision of QuickTime or a later revision.

You may encounter a QuickTime problem with the scene "clapper" in the Quick Takes screen. Demanding digital video requires that the combination (or subsystem) consisting of your CPU (Central Processing Unit), CD-ROM drive, and video card perform well. Consult the hardware manuals and your Windows documentation for ways to optimize system performance.

Later versions of QuickTime should not cause problems for most users. If you want to be sure that the QuickTime revision required for **Reel Women: The Untold Story** is the ONLY version on your hard disk drive, do the following:

- Turn on your computer.
- When at your desktop, put Reel Women: The Untold Story in your CD-ROM.
- Using **Run . . .** from the **File** menu under Windows 3.1x, or using **Run . . .** from the **Start** menu under Windows95, type:

```
d:\qtw\setup.exe
```

and press ENTER on your keyboard. (Here, d: refers to your CD-ROM drive. If your drive has another name, use that name instead.)

This launches the QuickTime 2.0 installer. Follow the prompts to delete all other versions of QuickTime from your system.

## Using QuickTime 2.1

The latest full release of QuickTime, QuickTime 2.1, is available on the CD-ROM, but it is not automatically installed by setup for **Reel Women: The Untold Story**.

### Using QuickTime Over a Network

If you install QuickTime from within **Reel Women: The Untold Story**, you are installing the "local" version of QuickTime.

Another version of QuickTime that is most often found in offices is the "network" version of QuickTime. You should not use the network version of QuickTime.

## Hi-Color and True-Color Modes

**Reel Women: The Untold Story** is designed and tested to run in various color resolution modes, from 256 up to 16.7 million colors. To improve the visual quality of the numerous movies in the product, we recommend setting your system to Hi-Color (65,535 colors) or True Color (16.7 million colors) mode. However, running **Reel Women: The Untold**

**Story** in 256 color mode is perfectly acceptable.

To change your color mode, consult your Windows documentation or the documentation of your video card. Some video cards have their own software to do this.

## Higher Screen Resolutions

**Reel Women: The Untold Story** can be run in higher screen resolutions.

When you run your CD-ROM in higher resolutions (800x600, 1024x768, etc.), you will find that a black border appears around the application.

Problem:

In large font mode, we have experienced a problem with the Microlabs XL video card and in large font resolutions. In the Profiles screen, clicking on a hyperlink in a biography calls up a pop-up box. This box may be cut off from the left or bottom.

Solution:

If you have Windows95, try to find a driver to match your monitor, not the standard VGA driver. The driver may be changed by accessing the Control Panel via the Task Bar.

If you have Windows 3.1 or you do not wish to change the driver, use only the small font mode (640x480).

## Windows95 AutoPlay

If you have upgraded to Windows95, you may notice the **Reel Women: The Untold Story** AutoPlay screen. The first time you put **Reel Women: The Untold Story** in your CD-ROM drive, wait a few moments. The AutoPlay screen will appear. Click on Setup and then follow the prompts as required.

If you do not see the AutoPlay screen, it may be disabled. Check your Windows95 documentation to turn it on, or use the **Start** menu (normally on your screen in the bottom left corner) to select **Run . . .** and then type in **d:\setup**. You can now follow the instructions in the **Reel Women: The Untold Story** manual.

You can also disable the AutoPlay screen by holding down the SHIFT key on your keyboard for a few seconds as you insert the CD-ROM. You can then install the application using **Start** and then **Run. . .** Then type in **d:\setup**.

On subsequent use of the disc, the AutoPlay screen may appear again when you insert the CD-ROM. Press the play button to launch **Reel Women: The Untold Story**.

## How to Create a Shortcut

After installing the disc, you may create a short cut to run the program from your desktop on Windows95 systems. First, click once on the program icon and highlight it. Then, click on the right-mouse button and scroll down to "Create Shortcut" and release. Finally, left-mouse click on the new icon and drag it onto your desktop. You may now click on

this icon to run **Reel Women: The Untold Story**.

## Video Display Issues

**Reel Women: The Untold Story** has been tested with a wide variety of popular video cards.

Problem:

With a Microlabs XL video card, with large fonts, improper sizing of boxes appear in the Profiles screen.

Solution:

Refer to solution described above in **Higher Screen Resolutions**.

## Audio Playback Issues

In addition to the audio issues listed above, you may find a few other problems.

Problem:

No audio.

Solution: Check the following:

- Are your speakers plugged into the correct output on your audio card?
- Do your speakers require external power? Are they getting it?
- Are your speakers turned on?
- Is your volume turned up, both on the video card and on the speakers?

Problem:

The audio is not loud enough overall or is distorted.

Solution:

- Try adjusting the volume in Preferences from the file menu.
  
- If that does not provide satisfactory results, you should do a methodical check of the entire audio system of your computer.

Start by adjusting the audio output of the audio card. If there is a dial on the audio card, you can manually adjust it while playing audio from **Reel Women: The Untold Story**. If there is no dial on the audio card, look for software that came with the card that allows you to adjust your system's audio level. Check the documentation for your audio card for more information. You may have to switch between the audio level software and **Reel Women: The Untold Story**. Consult your Windows documentation on how to switch between two applications.

Once the output level is adjusted to some moderate level, make sure that your speakers are connected properly to your audio card. Defective connections can cause scratchy noise or dropouts.

Next check that the power adapter for your speakers is plugged into an alternating current. (Not all speakers require external power. Check your speaker

documentation if you need more information.) Use the power adapter that came with your audio system for powering your speakers. Using a power adapter whose direct current output is rated too low or too high can impair performance or permanently damage your speakers.

Last, check that the audio volume adjustment on the speakers is set correctly.

## Sluggish Operation

Problem:

**Reel Women: The Untold Story** takes a very long time to switch from one screen to another.

or . . .

Some effects, such as screen transitions, seem a little slow.

Solution:

- In Windows 3.11 you may have a swap file, used as virtual memory, that is too small. Use the 386Enhanced Control Panel to set more virtual memory. On 8 Megabyte Windows systems, you will find that 10 to 19 Megabytes for virtual memory will do fine.
- Closing other non-essential programs can increase performance.
- Any multimedia application will probably run better if you install more memory. Windows95 benefits considerably from more than 8 Megabytes of memory.
- Keep in mind that the hardware requirements for **Reel Women: The Untold Story** specify at least a 486SX at 33MHz. If you upgrade your computer to a system faster than a 486SX at 33 MHz, you will experience better performance.

## III. WHERE TO GO FOR MORE HELP

If you experience a problem not covered by the notes given above, here is what you can do.

### Isolate the problem first:

First determine whether your problem is related to the video or audio. Then call your video card or audio card manufacturer. We have supplied phone numbers below of manufacturers of popular video and audio cards. Have the list of essential information given at the very end of this section handy.

If your problem is related to Windows, consult your Windows documentation. Be patient! The documentation provided is very clear and thorough. You can also try running the Windows tutorial, a very good introduction to handling menus and windows.

When you call our technical support, we will ask you questions about your system as well



as your problem. Use the list below to save you time.

## Before You Call:

To speed up our resolution of your problem, have all of this information handy (having phone numbers for the manufacturers of each component will also be very helpful):

- Brand and model of video card.
- Brand and model of audio card.
- Brand of computer.
- CPU information. This includes: Type of CPU (486SX, 486DX, Pentium); and Speed of CPU (33MHz, 66MHz, and so on).
- CD-ROM drive information. This includes: Brand of CD-ROM drive; and Speed of CD-ROM drive (Double-speed, quad-speed, other).
- Brand of monitor.
- Contents of AUTOEXEC.BAT.
- Contents of CONFIG.SYS.
- Contents of SYSTEM.INI.
- Contents of WIN.INI.

You may wish to print each of the above configuration files for quick reference. You can do this by running SYSEDIT.EXE from the Program Manager's **File** menu.

For Interactive Technical Support, please call: 202-337-3657 (M-F except major holidays) during business hours.

If you are having trouble with the video or audio while running **Reel Women: The Untold Story**, you may be able to save yourself a lot of time by calling the manufacturer. They may already have fixed your problem!

## Video Cards

ATI Technologies  
<http://www.atitech.ca>  
Tel: 905-882-2626

Fax: 905-882-0546  
BBS: 905-764-9404

Boca Research  
<http://www.bocaresearch.com>  
Tel: 407-241-8088  
BBS: 407-241-1601

Diamond Multimedia Systems  
<http://www.diamondmm.com>  
Tel: 408-736-2000  
BBS: 408-730-1100 [2400 baud maximum]  
408-524-9301 [9600 baud only]

Genoa Systems Corporation  
<http://www.genoasys.com>  
Tel: 408-432-8324  
Fax: 408-434-0997  
BBS: 408-943-1231

Hercules Computer Technology  
<http://www.hercules.com>  
Tel: 510-623-6050  
Fax: 510-623-1112  
BBS: 510-623-7449

MicroLabs  
Tel: 214-234-5842  
Fax: 214-234-5896  
BBS: (call 214-234-5842 to obtain BBS number)

Number Nine  
<http://www.nine.com>  
Tel: 617-674-8595  
Fax: 617-674-2919  
BBS: 617-862-7502

Orchid  
<http://www.orchid.com>  
Tel: 510-683-0323  
Fax: 510-683-0355  
BBS: 510-683-0327

Paradise  
Tel: 800-832-4778  
Fax: 714-932-4012

BBS: 714-753-1234

Trident

<http://www.206.204.313>

<http://www.trid.com>

BBS: 415-691-1016

## Audio Cards

Adaptec

<http://www.adaptec.com>

Tel: 800-959-7274

BBS: 408-945-7727

Creative Labs

<http://www.creaf.com>

Tel: 408-428-6622

BBS: 408-428-6660

Diamond Multimedia Systems

<http://www.diamondmm.com>

Tel: 408-736-2000

Fax: 408-325-7171

BBS: 408-325-7080 [2400 baud maximum]

408-325-7175 [9600 baud only]

Logitech

<http://www.logitech.com>

Tel: 510-795-8100

BBS: 510-795-0408

Media Vision

<http://www.mediavis.com>

Tel: 800-638-2807

BBS: 510-770-0968

Orchid

<http://www.orchid.com>

Tel: 510-683-0323

Fax: 510-683-0355

BBS: 510-683-0327

Turtle Beach Systems

<http://www.tbeach.com>

Tel: 510-624-6200

BBS: 717-845-4835