

Welcome To Bride Media International & IVI Publishing's Discovering Shakespeare version 1.0

Congratulations! Welcome and thanks for purchasing Discovering Shakespeare CD-ROM. We have tried to make this CD-ROM as easy as possible to use, and hope that you will enjoy this product and find it useful and informative.

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General Notes

Customer Relations

IVI Publishing wants you to be informed and delighted with our products. If you want to be informed about future releases of this product or any other IVI product, please return the registration card. If you have comments about the current version of *Discovering Shakespeare* or suggestions for future versions, please send them to:

IVI Publishing, Inc.
Customer Relations
7500 Flying Cloud Drive
Minneapolis, MN 55344-3739

Fax: (612) 996-6001

Customer Technical Support

This Readme file contains information about the *most common* problems users have experienced. As you might suspect there are no guarantees that any two computers are configured the same. Not even two from the same manufacturer. If you are experiencing problems we are committed to addressing your concerns in a timely and professional manner. If you are having problems installing or operating *Discovering Shakespeare* and are unable to resolve your particular situation from reading this file, contact Customer Technical Support at:

1-800-754-1484 or (612) 996-6301

Technicians are available for support calls Monday through Friday from 8 AM to 4 PM United States Central Time. Calls after hours, and on weekends, are handled by our automated Technical Support answering system. It contains an up-to-date, menu-driven, troubleshooting guide that provides more in-depth answers to difficulties you may be experiencing.

Catalog Information

Information on other products offered by IVI Publishing, along with the ability to conveniently order by credit card (Visa, MasterCard & American Express) products offered by IVI Publishing, can be received by calling from the United States or Canada:

1-800-432-1332

System Requirements

To access sound, animations, graphics and text you need:

Recommended:

- A Personal Computer using a 486DX 33 MHz processor or better
- 8 MB RAM
- 8 MB Virtual Memory (Swap File)
- Hard Disk with minimum of 2 MB free space
- Double Speed CD-ROM drive
- SVGA Resolution 640x480 displaying 256 colors
- Microsoft Windows 3.1 or later
- Microsoft Mouse or compatible pointing device
- MS-DOS CD-ROM extensions (MSCDEX) version 2.2 or later
- Stereo headphones or speakers
- QuickTime 2.01 or later (included)
- Minimum MPC-Level 2 compatible sound card (WAV file capable, 16-bit minimum support)

Minimum:

In most cases, this program will run on a 486SX 25 with an MPC-Level 1 compatible sound card. (Wav file capable, 8-bit support).

Installation

1. *Discovering Shakespeare* requires Windows 3.1 for operation. Start Windows in enhanced mode (type Win or Win/3). The program will not run in standard mode.
2. Insert *Discovering Shakespeare* disc in your CD-ROM drive. Pull down the File menu from the Windows Program Manager. Select Run.
3. In the Run dialog box click on the Browse button. In the Browse dialog box, open the Drives list by clicking on the list drop down arrow. Select the drive letter of your CD-ROM drive, usually D, E or F.

(Your CD-ROM drive can be identified by the illustration next to the drive letter. The CD-ROM drive illustration has a small red light and it shows a disk part way out of the drive.)

4. In the File Name list select Install.exe (click on it so it is highlighted) and click OK. The Browse dialog box will close and the Run dialog box will become active. Check to make sure Install.exe is displayed on the Command Line (example - D:\Setup.exe) then click OK. You will be presented with a box asking if you wish to install QuickTime for Windows.

If you do not have this program or are unsure, click the yes button. See notes on QuickTime in the Troubleshooting section for more information. *Discovering Shakespeare* will load itself and notify you when the installation is complete.

5. *Discovering Shakespeare* set-up program creates a *Shakespeare* program group and a *Discovering Shakespeare* icon to run the program.
6. To run *Discovering Shakespeare* make sure the *Discovering Shakespeare* CD is in your CD-ROM drive. Double-click on the *Discovering Shakespeare* icon to start the program.
7. Click on Readme to review important installation information (the document you are Reading now). The Readme file also contains the Customer Technical Support number and a troubleshooting guide.
8. When you have completed reviewing the Readme file, click on exit to return to the Windows Program Manager.

Navigating

Discovering Shakespeare is an icon and word driven program. It is a self guided tour through the program that is easy to understand and navigate. If you are new at using the program we invite you to click on the rotating help and welcome icons at the bottom of the main menu for additional information and for discovering hidden surprises.

Printing

Printing is not supported. You cannot print from this Program.

Troubleshooting Guide

In this section you will find solutions to the most common problems experienced in setting up and running *Discovering Shakespeare*.

QuickTime for Windows

QuickTime for Windows V2.01 is used on *Discovering Shakespeare* for video segment playback. During the installation of QuickTime it will look for other versions of QuickTime on your system. If you get a QuickTime related error, try to reinstall the program including QuickTime. If you continue having problems change the *Discovering Shakespeare* icon's working directory to C:\Windows.

Autoexec.bat File

Discovering Shakespeare does not add anything to your Autoexec.bat file.

Config.sys File

In your Config.sys file you should have the following lines.

Files=60 (60 is the minimum number you should have)
Buffers=10 (10 is the minimum number you should have)
Stacks=9,256

Virtual Memory

Discovering Shakespeare requires that Virtual Memory or a Swap File is set up on your hard drive. To set up a swap file open the Control Panel (usually in the "Main" program group of Program Manager), and select the icon "386 Enhanced." Then selecting the "virtual memory" button will bring up current settings of your swap file. It is best to have a permanent swap file, but if you are running any type of compression program such as Double-space or Stacker you must have a temporary swap file. We recommend the size of 8,176 KB. Do not set for less than 6,000 KB or more than 10,000 KB. To change the settings, click on the change button. Under new settings, check the hard drive setting, the type setting and key in the new size. If you need further information look at the Help menu of the Windows Control Panel.

Temporary Directory

Discovering Shakespeare also requires that a temporary directory be set and it should have at least five megabytes of free space available to write temporary files. You can check to see if you have a temporary directory set up by typing **set** at the DOS prompt. Within the information that comes up you should see a line similar to the following:

Temp=C:\TEMP.

If that line does not exist, temporary files are stored in whatever directory is current. Go to that location using either DOS commands or the File Manager in Windows. If you find any files with the extension of **.tmp** or **.~mp** these may be deleted from your system. They are only temporary files that should have been deleted by the program that created them. They take up space and cause you system to run slower. If your hard disc is nearly full, with less than five megabytes of space available, your temporary directory may not have enough space left for writing temporary files. At this point you would need to remove some unused files or programs from your hard drive in order to free up hard drive space for the temporary directory.

No Sound

Discovering Shakespeare requires an 8-bit, MPC Windows compatible sound card. If you do not have a sound card, you will not be able to hear sound. We recommend using a 16-bit card for optimal performance. Make sure the master volume is turned up in your software mixer settings for your sound card.

Sound Not Synchronized

Make sure you are running *Discovering Shakespeare* on a 486SX, 25 MHz or better IBM compatible computer with at least 8 MB of RAM. Also, make sure that you do not have any other programs running under Windows while you are running the *Discovering Shakespeare* program.

Audio/Video Problems

If your computer fails to play the video properly, such as graphics glitches, incorrect colors or other jerky video, make sure that you have the latest video and CD-ROM drivers available for your specific configuration. "General Protection Fault" errors are also likely to be the result of outdated video card drivers. Contact the manufacturers of the video and CD-ROM interface

cards to obtain the latest drivers. Even if you have just taken your computer out of the box the drivers may be up to a year old. These drivers are updated every few months. We have found a wide variation in performance in drives claimed to be "double speed", and some of the variation is due to older versions of software drivers.

For users with an ATI video card, you need to be sure that the "DeviceBitmap=on" line is changed to off (e.g. DeviceBitmap=off). Depending on which card you have, the ability to change the setting is located in different places. One place is in the MACH UTILITIES icon and then in the FLEXDESK CONTROL PANEL. Click on the Advance button, in here there may be a switch for the DeviceBitmap setting. Another place to look is just after you have entered the FLEXDESK CONTROL PANEL, hold down the Shift & Ctrl keys and type "OPT". (With Mach 64 cards you must be in FLEXDESK+. Also for Mach 64 cards make sure the WinSwitch Enabled is turned off.) This may bring up a menu with a DeviceBitmap setting. It may also be in the \WINDOWS\WIN.INI or \WINDOWS\SYSTEM.INI file. Using an editor do a search for "bitmap" in the WIN.INI or the SYSTEM.INI file. If located change the DeviceBitmap to equal "off".

The following is a list of major VIDEO and SOUND card manufacturers. We suggest that you contact them if there is any question concerning the most current version(s) of their driver software.

VIDEO BOARD MANUFACTURERS

Manufacturer	Main #	Technical Support
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Ahead Systems	(510) 623-0900	
ATI Technologies	(416) 882-2626	
Boca Research	(407) 997-6227	(407) 241-8088
Diamond Computer Systems	(408) 736-2000	(408) 736-2000
Hercules Computer Technology		(510) 623-6050
National Design	(512) 329-5055	(800) 253-8831
Orchid Technology		(510) 683-0323
Trident Microsystems	(415) 691-9211	
Tseung Labs	(215) 968-0502	

SOUND BOARD MANUFACTURERS

Manufacturer	Main #	Technical Support
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Creative Labs	(415) 428-6660	(415) 428-6622
Media Vision	(800) 638-2807	(800) 638-2807
Roland Corp.	(213) 685-5141	
Turtle Beach Systems	(717) 843-6916	

Color & Screen Resolution

The program will run in different resolutions, but looks best in 640x480x256 color mode. In order to run in 256 color mode and play videos correctly your video card must have at least 1MB of VRAM. *Discovering Shakespeare* will not run in lower screen resolutions or in 16 color mode. Also, make sure that you have the proper display driver for that mode installed. If you are unsure of the mode your video card is set to, consult the instruction manual for your video card or computer system.