READ ME for Eyewitness Virtual Reality Bird

Introduction

The information in this file is designed to address most of the problems you may encounter when using any multimedia title. If you are having problems with Eyewitness Virtual Reality Bird, please take a look at the items listed in the table of contents to see if your particular problem is addressed. If you are still having problems, please call our technical support number with details of the problem including any error messages that were produced and the full specification of your computer.

The numbers in London, United Kingdom are:

Telephone: 0171 753 3488
Fax: 0171 753 7575
E-mail: DKMM@DKMM.CO.UK

The numbers in New York, USA are:

Telephone: 1-800 DKMM 575
Fax: 212 213 5240
E-mail: DKMM@phantom.com

To move around this file, press Page Up and Page Down, or click in the vertical scroll bar. You can print this file by selecting the Print command from the File menu.

More help on making the best use of all the features within Eyewitness Virtual Reality Bird is available once you have started the product. Click on the help icon in Eyewitness Virtual Reality Bird. Click on 'Having Problems?' to access more information (you will also find a reminder of some of the main points in this document).

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A. Setup and Uninstall Notes

Setup

If the Setup program fails with an error message indicating a 'General Protection Fault' or 'Cannot change properties of...' then you should check whether Norton AntiVirus software, or any other virus checking software, is installed on your machine. It is recognized that the presence of Norton AntiVirus, and certain other virus checking software, causes problems with the Eyewitness Virtual Reality Bird Setup program. To overcome problems with Norton AntiVirus, type the letters 'REM' (followed by a space) at the beginning of any lines that have the text 'NAV' in them in the 'AUTOEXEC.BAT' and the 'CONFIG.SYS' files. Also, type a semicolon ';' at the beginning of the line containing the 'LOAD =' entry in the 'WIN.INI' file (The letters 'REM' at the beginning of a line in the 'AUTOEXEC.BAT' and 'CONFIG.SYS' files, and the semicolon at the beginning of a line in the 'WIN.INI' file, cause the line to be ignored). Now exit Windows and restart your computer, then try to run Setup again. Similar steps can be taken to overcome problems with other virus checking software.

If you are using Windows 95 you can start the program by going to the Task Bar and choosing Run from the Start menu. Type 'D:\ SETUP', where D is the letter of your CD-ROM drive, then follow the instructions which appear on your screen.

Uninstall

The Eyewitness Virtual Reality Bird CD-ROM contains an Uninstall program which is automatically installed in the DK Multimedia program group on your computer. If you decide that you no longer wish Eyewitness Virtual Reality Bird on your computer (or any other title for that matter), you can use Uninstall to remove it. Simply double-click on the 'Uninstall' icon to display a list of titles on your computer which can be uninstalled. Highlight the titles you wish to uninstall, then click the 'Delete' button. Uninstall does the rest for you!

Users of Windows 95 should note that they should use the Uninstall program which is provided with Eyewitness Virtual Reality Bird, not that provided with Windows 95.

Eyewitness Virtual Reality Bird And Windows 95

The Task Bar

The Task Bar at the bottom of the screen in Windows 95 forces Eyewitness Virtual Reality Bird off the top of the screen, meaning that not all of the Eyewitness Virtual Reality Bird screen is visible. This happens because Windows 95 tells all programs the screen is actually smaller than it is, so that they do not cover the Task Bar. The full Eyewitness Virtual Reality Bird screen may be viewed by selecting the top edge of the Task Bar with the left mouse button and dragging it down and out of sight before running Eyewitness Virtual Reality Bird. Alternatively, click on 'Properties' using the left hand mouse button and turn on the 'Auto Hide' option.

Media Player Errors

Eyewitness Virtual Reality Bird will work with Windows 95; however, the Setup program will try to update the Registration database for Media Player (MPLAYER.EXE) and its help file (MPLAYER.HLP). This causes Windows 95 to report the following error when you run Media Player:

"Media Player settings have been changed by another program. As a result, Media Player will not work correctly.

To fix this problem, click Yes. To exit without fixing this problem, click No."

You should simply click 'YES' to solve this problem.

Also, when reading the rest of this document, please bear in mind that a lot of the filenames mentioned, and optimization tips described below, are written for Windows 3.1 or 3.11 and are not applicable to Windows 95, except where specified. For more information about Windows 95, please read the Windows 95 documentation.

B. Screen Display Notes

Screen Resolution

Dorling Kindersley Multimedia products have been designed to look their best with a screen resolution of 640 x 480 pixels. All screen

images are created in this size, and will completely fill the screen at this resolution. This means that running your screen at a higher resolution (such as 1024 x 768) will result in a smaller image of Eyewitness Virtual Reality Bird being displayed. (It is NOT possible to maximize the product to fill screens with a resolution higher than 640 x 480.)

256 Colors

Eyewitness Virtual Reality Bird uses 256-color images and we recommend that you set your display driver to 256-color mode. You can run the Windows Setup program from the Main program group to identify your current driver display setting, and if necessary, to change your display driver. To change to the Standard VGA (SVGA) driver see below (for more information, check your Windows documentation):

Installing Microsoft's Super VGA Driver

These instructions assume that you have version 3.1 or 3.11 of Windows and a Super VGA compatible display adapter. If you are not sure, please refer to your documentation or ask your computer administrator.

Please make sure that you have a back-up copy of your original display drivers before installing the SVGA driver, in case you need to reinstall them later.

This is how you install the SVGA driver:

1. In Windows 'Program Manager', double click on 'Windows Setup' in the 'Main' program group.

2. Select 'Change System Settings...' from the 'Options' menu.

3. Select 'Other display (Requires disk from OEM)...' at the bottom of the 'Display' drop-down list.

4. Type over the 'A:\' and replace it with 'D:\WINGDRV\MSSVGA' (where D is the letter of your CD-ROM drive).

5. Select 'Super VGA 640x480 256 colors' and click on 'OK'.

6. Make sure you exit Windows and restart.

16 Colors

If your computer is running in 16-color mode, and your display card supports 256-colors, you can run the Windows Setup program to change the display driver. This will enhance the image quality of Eyewitness Virtual Reality Bird. To find out if your display card supports 256-colors, please consult the documentation that accompanied your computer or display adapter.

Images appear in monochrome

Some color display cards may display Eyewitness Virtual Reality Bird images in black and white. If this happens, you should upgrade your color display driver. Contact the supplier or manufacturer of your display card to check that you have the latest display drivers.

Images are truncated

The designs of some display drivers are to provide large fonts. If your system is using one of these, any images in the main window will appear slightly truncated. You can run the Windows Setup program to change the default display driver to one that does not default to large fonts.

ATI cards

Some of the advanced features of ATI cards may be incompatible with Eyewitness Virtual Reality Bird. In particular, for the more powerful ATI cards, you may find that the '256-color palette' of the 'ATI Control Panel' must be set to 'ON'. For more information, see your display card documentation.

Other display problems

If you continue to have problems displaying images or running animations in Eyewitness Virtual Reality Bird, you may be able to isolate them by going through the following process:

1. Run the Windows Setup application, and check your display driver. If it is VGA, then try running Windows in Standard Mode by exiting and typing 'WIN /S' at the MS-DOS prompt. If Eyewitness Virtual Reality Bird works, then try running Windows in enhanced mode by exiting Windows and typing 'WIN /D:XV' at the MS-DOS prompt. If this also solves the problems, then edit the '[386Enh]' section in your 'SYSTEM.INI' file so that these entries read:

```
EMMEXCLUDE=A000-EFFF
VIRTUALHDIRQ=OFF
```

2. If the display driver shown in the Windows Setup application is not VGA, then try using the 'Change Systems Settings...' in the 'Options' menu to change the display driver to VGA. If this solves the problem, consider using a different display driver provided by your display card manufacturer. If not, you should contact your display card manufacturer for advice.

Remember that Eyewitness Virtual Reality Bird uses 256-color images, and will not look its best using the 16-color mode of the standard VGA driver.

C. Problems with Video or Animations

If you get an error message when you try to play video, you may not have the correct video drivers installed. During Setup, this special system software should have been installed, and Windows should be restarted afterwards to make this software work. If you did not restart Windows, do so before attempting to run Eyewitness Virtual Reality Bird again.

If video plays jerkily, this may be because you have an old version of the video drivers installed - follow the advice in the above paragraph. Alternatively, your system may have too little memory available to run video smoothly - consult Section F for further advice.

Some users may encounter problems playing the large video panel

on the base specification machine (486SX, 25MHz, 4MB RAM, double-speed CD-ROM)

WinG - Windows Games Interface

This product uses the WinG Windows Games Drivers. These are installed during Setup. The first time you run Eyewitness Virtual Museum Bird WinG profiles your display for optimum performance. This takes a couple of minutes. It is only performed once. Certain older video display drivers are not compatible with WinG, in which case you get the following message when you start the product:

"WinG has encountered a problem with your video display driver. Contact the manufacturer of your video card to obtain the most recent driver. Your WinG applications will run, but at reduced speed."

We recommend that you obtain and install the most recent driver for your video card for best results, although installing the standard Windows SVGA 640 x 480 x 256 color driver works well on the machine configurations tested at Dorling Kindersley Multimedia. We have included the generic Windows SVGA driver, in the WINGDRV directory on the CD-ROM . This may be helpful but we should point out that it is not produced by Dorling Kindersley Multimedia and is unsupported by us. To install the SVGA driver, follow the instructions in Installing Microsoft's Super VGA Driver, found in section B. Screen Display Notes. For more information, check your Windows documentation, your display adapter manual, or contact your supplier.

(NB: changing your video card driver and restarting Windows AFTER you've installed Eyewitness Virtual Reality Bird may result in the WinG 'Profiling' display running within the product the first time you ask to play a video. Don't be alarmed - this only happens once and should not cause any problems.)

Cirrus Logic 5434 Graphics cards (and other graphics cards)

If video in Eyewitness Virtual Reality Bird plays with a distorted color pallet, or looks as though the image is either blurred or like a photographic negative, then the likely cause is a problem with Cirrus Logic 5434 graphics card drivers. If you have a Cirrus Logic 5434 graphics card you should obtain the latest drivers to fix the problem.

Problems with Diamond Stealth Drivers

If you are having problems with video, and you have a Diamond Stealth 64 driver, in the system.ini file the setting "DeviceBitmaps=0" (in the [STLTH64.DRV] section) needs to be changed to 1. If this section is missing altogether, it should be added.

D. Audio Problems

There are many possible causes of audio problems. Remember, for example, that your computer can only play one sound at a time, so when another application is playing a sound, Eyewitness Virtual Reality Bird cannot do so. Most applications only prevent other programs from playing a sound when they themselves are doing so. However, some applications, such as certain Screen Savers, remove audio capability from all other Windows applications. If you have such an application, you should turn it off when you are running Eyewitness Virtual Reality Bird.

Also, Eyewitness Virtual Reality Bird requires a sound card to be present, as all the animations in the product are synchronized to run frame-by-frame with their accompanying soundtrack. Therefore, Eyewitness Virtual Reality Bird will not run without a sound card.

Sound Decompression Drivers

The following problems may result from running Eyewitness Virtual Reality Bird without the correct sound decompression drivers:

- An error message concerning the sound decompression drivers (ADPCM) when you try to run the program.
- Unintelligible sound output from Eyewitness Virtual Reality Bird.
- Speeded up sound in some parts of Eyewitness Virtual Reality Bird (but not in animations).

If you are running Windows 3.1 or 3.11, to overcome any of these problems you should:

1. Exit Windows, and in the Windows system directory you should rename the following files: 'MSACM.DRV' and 'MSADPCM.DRV'.

2. Now restart Windows and run the Setup program for Eyewitness Virtual Reality Bird again. Setup will enable the sound decompression drivers to be copied from the CD. Once Setup is completed, Windows must be restarted to complete the installation procedure. The application should now run correctly.

If you are running Windows 95, to overcome any of these problems we suggest using the sound decompression drivers supplied with Windows 95. To do this:

1. From the 'Start' menu, choose 'Settings', then choose 'Control Panel'.

2. Click the 'Add/Remove Programs' icon. The 'Add/Remove Programs Properties' dialogue box will appear.

3. Select the 'Windows Setup' tab.

4. Highlight the 'Multimedia' option in the list, then select the 'Details' button. The Multimedia dialogue box will appear.

5. If the 'Audio Compression' box is not checked, you should do this now. Click 'OK' and then follow the instructions that appear on the screen.

6. If the 'Audio Compression' box is checked, you should click to deselect it first. Select 'OK', and then follow the instructions that appear on the screen. Finally, repeat the whole operation to re-check the 'Audio Compression' box. This ensures that the up-to-date drivers are actually installed by Windows 95, and it doesn't just 'think' they are.

If the above steps do not help, you should ensure that the system does not have a third party ADPCM driver installed, or that the priority for decompression drivers is wrong. To do this:

1. From the 'Start' menu, choose 'Settings', then choose 'Control Panel'.

2. Click the 'Multimedia' icon. The 'Multimedia Properties' dialogue will now appear.

3. Select the 'Advanced' tab.

4. Click the '+' symbol next to 'Audio Compression codecs'.

5. Ensure that the top three CODECs are listed in the same order as shown below:

- Microsoft CCITT G.711 A-Law and u-Law CODEC
- Microsoft IMA ADPCM CODEC
- Microsoft ADPCM CODEC

If they are, there is a different problem with the sound card software.

6. If the CODECs are not listed in the order specified above, you should select the top three CODECs in the list (one at a time), and click the properties button.

7. For each CODEC you do this to, a dialogue box will appear which allows you to change the priority setting of the CODEC, to move it further down the list.

If the above proecdure does not solve your problem you may also try the following steps to disable all CODECs listed which contain the text 'ADPCM' (apart from the 'Microsoft ADPCM CODEC'):

1. From the 'Start' menu, choose 'Settings', then choose 'Control Panel'.

2. Click the 'Multimedia' icon. The 'Multimedia Properties' dialogue box will now appear.

3. Select the 'Advanced' tab.

4. Select the CODEC you wish to disable, from the list.

5. Select the 'Properties' tab to display the dialogue above to the right.

6. Select 'Do not use this audio codec'.

7. Select 'OK'. Repeat the procedure for all other relevant CODECs.

Audio is fuzzy or distorted

There are a number of possible causes of fuzzy or distorted sounds. Problems are often caused by low-quality speakers, set to high or maximum volume, or powered by failing batteries. You should also be aware that some speakers are not capable of playing low frequency sounds properly.

Some sound cards have software that allows you to adjust the volume AND tone of the sound. If this is the case with your sound card, start with these tone controls set in the mid position and your volume level set between 80% - 100%. This should give a clear signal with no distortion. Check your sound card documentation for the optimum settings.

If treble or bass is added in this software you must reduce the volume to compensate, or distortion will occur. Check your sound card documentation for the optimum settings.

Powered speakers are best and, if possible, should be placed either side of the screen. You may need to adjust the position of these speakers slightly if the magnets in the speakers are unshielded and cause discoloration and distortion of the image.

If your CD-ROM is not at least double speed and MPC compatible, then the sound may play badly or be interrupted when playing. Check your CD-ROM's documentation to ensure that it meets the following requirements:

- It has an average seek time of less than one second;
- It has a transfer rate of at least 300Kb per second while using less than 40% of the CPU bandwidth.

Sound plays too quietly

Make sure the volume is set to an audible level. Check the sound card itself, the speakers or headphones if they have a volume control, and any software that may have been supplied with your sound card that can change the volume level. If there is mute button in the audio software or on the speaker, check that this is not activated.

If the sound controls are set to an audible level, then you may have a

problem with the way your sound card drivers are set up. Check they are set up correctly (from the 'Drivers' section of the 'Control Panel') and, if necessary, reinstall them. Consult your sound card documentation for more detailed information.

If you do not have a sound card installed on your PC and you are using the internal PC speaker driver, Eyewitness Virtual Reality Bird will not work. You will need to install a sound card and sound card drivers to run the program.

EISA machines

If you are running Eyewitness Virtual Reality Bird on an EISA machine, and the sound appears scratchy, you should change the DMA channel on the sound card to DMA 7. Consult your sound card documentation for more detailed information.

Media Vision sound cards

Please make sure that you have the latest drivers for your Media Vision sound card. Some earlier drivers cause problems for Eyewitness Virtual Reality Bird. Contact Media Vision for current driver information.

E. CD-ROM Problems

If Eyewitness Virtual Reality Bird has problems finding the data files it needs from its CD-ROM, you may see a message asking you to select the drive that contains the files, or you may see an error message with the options to abort, retry or fail. To find what has caused the problem, do the following:

1. Ensure that the Eyewitness Virtual Reality Bird CD has been correctly inserted into the CD-ROM drive.

2. Check that Eyewitness Virtual Reality Bird is looking in the right place for the Compact Disc drive. If, for example, the drive letter has changed as a result of a system change, such as adding or removing a RAM-disk or other device, then Eyewitness Virtual Reality Bird will

fail to find the CD-ROM. You can check that the drive letter is correct by using Windows File Manager to see which letter is assigned to the Compact Disc drive. If your are running Eyewitness Virtual Reality Bird under Windows 95, check the drive letter is correct by double-clicking on the 'My Computer' icon and then looking below the icon which represents your CD-ROM drive.

3. If you have an external CD-ROM drive, make sure that it is plugged in, turned on, and connected to your computer. You may need to check the documentation that came with the drive.

4. Verify that your Compact Disc drive is MPC-compatible, and meets the following requirements:

- It has an average seek time of less than one second;
- It has a transfer rate of at least 300Kb per second while using less than 40% of the CPU bandwidth.

F. Running Out of Memory or Running Slowly

Eyewitness Virtual Reality Bird uses your computer's system memory to display pictures. If you find that Eyewitness Virtual Reality Bird runs slowly or if you come across out-of-memory errors, the program probably does not have enough memory. Consider doing the following to improve your computer's performance:

1. Close any unnecessary applications, including any DOS Terminate and Stay Resident programs (TSR's) you may have installed.

2. If the program is still running slowly, you can improve its performance by selecting the 'Options' screen from within Eyewitness Virtual Reality Bird and turning off 'transitions'.

3. Check that your computer has at least 4Mb of memory. You can do this by leaving Windows, and typing 'MEM' at the system prompt. Look for total memory in the Total column. If the figure reads 4096Kb or more, then you have at least 4Mb of memory. If you have less than 4Mb (minimum 4096Kb) of memory, then you need to install some more.

4. Check that Windows has sufficient memory available for

Eyewitness Virtual Reality Bird. You can do this by selecting 'About Program Manager' from the 'Help' menu in Program Manager. If you are running Eyewitness Virtual Reality Bird under Windows 95 you can do this by double clicking on the 'My Computer' icon, then select 'Help', and then select 'About Windows 95'. The memory available should be a least 8,192Kb (don't be confused by looking for more memory in this step than you did in step 3 above. The extra memory here indicates the presence of a Windows swap file). You may find more memory becomes available if you restart Windows. If the figure is less than 8,192Kb this indicates that either you have no Windows swap file or that the swap file is too small. If this is the case, you should follow step 5 below.

5. If you are running Windows in Enhanced mode, set up a permanent Windows swap file on your hard disk of a least 4,000kb. You can do this by following the instructions in your Windows documentation.

6. On machines with only 4Mb of memory, restrict the SMARTDRV setting that controls the size of the disk cache for use inside Windows to 512K or less. If you are running Windows for Workgroups 3.11 and using 32-bit disk access, make sure that the SMARTDRV settings in your AUTOEXEC.BAT file enable SMARTDRV to cache your CD-ROM drive efficiently. Consult your Windows documentation for further information on how to check and adjust these settings.

7. If you are running DOS 6.0 or higher, then you can run the MEMMAKER utility to optimize the memory in your computer. (For example, if you answer 'No' to the question 'Do you use any programs that need Expanded Memory?', MEMMAKER will free further conventional memory by inserting the switch NOEMS in the appropriate line in your PC's CONFIG.SYS file.) Consult your Windows documentation for further information on using MEMMAKER.

8. Clean up your hard disk by defragmenting it. There are a number of tools available to carry out this task, including the 'DEFRAG' command found in MS-DOS version 6 and later.

9. Check that 'MSCDEX' which appears in the 'AUTOEXEC.BAT' file is version 2.23 or later, and appears before the 'SMARTDRV' entry. You can do this by typing 'MSCDEX' at the system prompt in MS-DOS. If in any event no version number is given, then you can be

sure that your version of 'MSCDEX' is older than version 2.23. Versions of 'MSCDEX' older than 2.23 should be upgraded.

G. Printing

Printing screens from Eyewitness Virtual Reality Bird may take several minutes, depending on the type of printer you use. Since screen resolution and printer resolution are often different, the printout may not match the quality you see on the screen.

You can change the settings of your printer from within Eyewitness Virtual Reality Bird by clicking on the 'dial' icon on the left-hand pillar of the console. An 'Options' screen appears. Click on 'Print Setup' to display the 'Print Setup' dialogue box. (Please note: an explanation of the 'Print Setup' dialogue box is available in your Windows documentation.)

Some dot-matrix printers may not print pictures properly with the 'Low/Faster' quality setting in the 'Print Setup' dialog box. On these printers, change the quality setting in the 'Printer Settings...' dialog box to 'High/Slower.'

Because the pictures can be quite large, you may have difficulty copying or printing in low-memory conditions. In this case, follow the advice in section F of this file, and try again.

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