

READ ME for PB Bear's Birthday Party 1.0 (Windows version) and the DKMM Sampler

----- Hints About Reading This File -----

In Write, maximize the window, to make sure you can see all the text in a paragraph. To move round the 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.

----- Introduction -----

This file contains information about installing and running PB Bear's Birthday Party and Sampler disc. It's organised in the following sections:

A. Installing PB Bear's Birthday Party and Sampler disc -----

B. Video Display Notes -----

Some things to try if images display incorrectly, or you have display driver errors.

C. Audio Problems -----

How to resolve some common sound problems.

D. CD-ROM Problems -----

Solutions to some problems people have with CD-ROM drives.

E. Running out of memory or running slowly -----

Things you can try to help PB Bear's Birthday Party run when there is little memory available.

F. Printing and copying -----

Some notes on printing and copying PB Bear's Birthday Party images.

G. DKMM Sampler -----

- A. General system requirements for running the Sampler
- B. Other important issues for PC Users
- C. List of Director 4.04-compatible video and sound cards

More help on making the best use of all the features within PB Bear's Birthday Party is available once you have started the product. Click on PB Bear at the bottom of page one then on the Help for parents picon. Click on 'Having Problems?' to access more information (you will also find a reminder of some of the main points in this README.WRI).

If you need further technical support on any Dorling Kindersley product, please call the Multimedia Helpline with details of the problem, including any error messages that were produced, and the full specification of your computer.

The numbers in New York, USA are:

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

The numbers in London, United Kingdom are:

Telephone: 0171 753 3488
Fax: 0171 753 7575

A. Installing PB Bear's Birthday Party

Users who DON'T already have Video for Windows (TM) installed will require approximately 4 Mb of space on their hard disk to install PB Bear's Birthday Party and Sampler disc. (Users who DO already have Video for Windows will only need 1.6 Mb of free space. Once you have checked this space is available you should:

1. Insert the disc into your CD-ROM drive.
2. Under Program Manager, choose Run from the File menu.
3. Type d:\setup (if d is your CD-ROM drive).
4. Click OK and follow the instructions.

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 PB Bear's Birthday Party being displayed. (It is NOT

possible to maximise the product to fill screens with a resolution higher than 640 x 480.)

256 Colors

PB Bear's Birthday Party uses 256-color images and we recommend that you set your display driver to 256-color mode and 640 x 480 format. This will ensure that you can display PB Bear's Birthday Party in full screen format. You can run the Windows Setup program to change your display driver. For more information, check your Windows documentation.

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 PB Bear's Birthday Party.

Images appear in monochrome

Some color display cards may display PB Bear's Birthday Party 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 PB Bear's Birthday Party. 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 PB Bear's Birthday Party, 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 DOS prompt. If PB Bear's Birthday Party works, then try running Windows in enhanced mode by exiting Windows and typing "WIN /D:XV" at the 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 PB Bear's Birthday Party uses 256-color images, and will not look its best using the 16-color mode of the standard VGA driver.

WinG - Windows Games Interface

This product uses the WinG Windows Games Drivers. This is installed if necessary during Setup. When you first run the product, WinG tries to profile your display for optimum performance. This takes a couple of minutes. It is only performed once. Certain older video display drivers may not be compatible with WinG, in which case you should get the following message when you try to start up 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. If you are concerned that PB Bear is not displayed full screen then you should run the product in this mode. You can run the Windows Setup program to change your display driver. For more information, check your Windows documentation.

Users with Cirrus Logic cards, models 5426/5428 who are having problems with their drivers might like to install the most up-to-date driver available to us in the public domain. We have included the drivers for these popular video cards, as well as the generic Windows SVGA driver, in the WINGDRV directory on the CD-ROM. These may be helpful but we should point out that they are not produced by Dorling Kindersley Multimedia and are unsupported by us. For more information on how to install drivers, check your display card documentation or contact your supplier.

C. 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, PB Bear's Birthday Party cannot do so. Most applications are well behaved and 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 deactivate it when you are running PB Bear's Birthday Party. Also, PB Bear's Birthday Party DOES require a sound card to be present, as all the animations in the product are synchronised to run frame-by-frame with their accompanying soundtrack.

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, speakers set to high or maximum volume, or speakers powered by failing batteries. You should also be aware that some speakers are not capable of playing low frequency sounds properly.

If the software supplied with your sound card allows you to change settings you should check them to see if they are causing the distortion.

Some sound cards have software that allows you to adjust the volume AND tone of the sound; 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.

If treble or bass is adjusted in this software you must reduce the volume to compensate, or distortion will occur. Check your sound card manual 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 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 150KB 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 sound is set to an audible level, then you may have a problem with the set-up of your sound card drivers. 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.

PB Bear's Birthday Party WILL NOT work with sound drivers that drive the internal "PC Speaker."

EISA machines

If you are running PB Bear's Birthday Party 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 PB Bear's Birthday Party. Contact Media Vision for current driver information.

D. CD-ROM Problems

If PB Bear's Birthday Party has problems finding the data files it needs from its Compact Disc, you will see a message asking you to select the drive that contains the files. To find what has caused the problem, do the following:

1. Ensure that the PB Bear's Birthday Party CD has been correctly inserted into the CD-ROM drive.
2. Check that PB Bear's Birthday Party 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 PB Bear's Birthday Party 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.
3. If you have an external Compact Disc 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 150KB per second while using less than 40% of the CPU bandwidth.

E. Running Out Of Memory Or Running Slowly

PB Bear's Birthday Party uses your computer's system memory to display pictures. If you find that PB Bear's Birthday Party 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 TSR's you may have installed.
2. If you still cannot run PB Bear's Birthday Party on a 256-color display, try switching to the 16-color Windows VGA driver. For instructions on how to change your Windows display, consult your Windows documentation. Note that images used by PB Bear's Birthday Party are 256-color, so they do not look their best in 16-color mode.
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. If you have less than 4MB of memory, then you need to install some more.
4. Check that Windows has 4MB of memory available for PB Bear's Birthday Party. You can do this by selecting "About Program Manager" from the "Help" menu in Program Manager. You may find more memory becomes available if you restart Windows.
5. If you are running DOS 6.0 or higher, then you can run the MEMMAKER utility to optimise 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.

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

7. 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.

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 DOS version 6 and later.

F. Printing and Copying

Printing screens from PB Bear's Birthday Party 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 PB Bear's Birthday Party by clicking on the Bear icon, which is located in the centre and at the bottom of each page. Select the 'Parents' icon and follow the instructions for printing. (Please note: an explanation of the Print Setup dialog 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 D of this file, and try again.

To copy an active window, select 'Parents' as before. Click ONCE on 'Copy Active Window'. To view your copy switch to the 'Windows Program Manager' and open 'Main'. Open 'Clipboard Viewer' to see your copy.

G. DKMM Sampler

A General system requirements for running the Sampler

The Sampler on this disc has been created using Macromedia Director (TM) 4.04 for Windows. The recommended PC configuration to run Dorling Kindersley Multimedia's Sampler is as follows:

486SX 25 MHz IBM or compatible PC
8Mb of RAM

Double-speed CD-ROM drive
Sound card, mouse, hard disk
SVGA 256-color display
Loudspeakers or headphones
Microsoft Windows (TM) 3.1 or later

However, DKMM's Sampler will run on lower specification machines, but it will run more slowly, and below the speed of the actual titles.

(Most of the titles featured should run on 386 machines with 4Mb of RAM and a single-speed CD-ROM drive. Please check individual box details for the exact specification of each title.)

Users should also be aware that Director requires sound cards, video software drivers and hardware that fully support Windows 3.1 standards. Guidelines on appropriate video and sound cards have been taken from Director 4.04 technical documentation and included in section C of this README file.

B. Other important issues for PC Users of DKMM Sampler

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1. Certain video and sound cards that have NOT been tested by Macromedia may experience problems running the sampler. For example, users with Cirrus cards and older Cirrus drivers may find Dorling Kindersley Multimedia's Sampler crashes or otherwise behaves badly. (Replacing the driver with a newer Cirrus driver may solve the problem. Alternatively, replace the driver with the generic Windows SVGA 256 640x480 color driver.) Contact the manufacturer of your particular video or sound card for details of their most up-to-date drivers if you experience any problems. Consult the Windows documentation supplied with your computer for more information on how to change drivers if necessary.

2. For the technically minded, the sound sample rate used for narrations and animations in the sampler is 11.025 KHz. (This is a space-saving requirement.) In the final products the sample rate is 22.050KHz, giving superior audio quality.

3. DKMM's Sampler uses 256-color images and will not look its best if your computer is running in 16-color mode. We strongly recommend that you set your display driver to 256-color mode if you have not already done so, should you be concerned that you are not viewing PB Bear full screen then we advise you adopt this display mode. You can run your Windows setup program to change your display driver. For more information check your Windows documentation. (Users with Windows 3.1.0 may need to obtain the necessary 256-color drivers from Microsoft.)

C. List of Director 4.04-compatible video and sound cards

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1. Video Cards

Director requires video software drivers and hardware that fully support Windows 3.1 standards. The following video systems have been tested and found to be compatible with Director during authoring and playback. We recommend installing the latest available video ROM and software. Contact the video card manufacturer for information.

Authoring and playback are not limited to these systems. If you experience difficulties with a card that is not on this list, first test it at 640 x 480 resolution with the monitor's color depth set to 8-bit (256 colors). Next, contact the hardware manufacturer to find out if the problem has been

addressed with an updated driver.

The following cards have been tested and provide acceptable results for authoring and playback:

Video card	Bus Type	Driver Date	Rev
ATI Graphics Wonder	VLB	3/19/93	2.3
ATI Graphics Xpression (See Note 1)	VLB	6/13/94	1.1
Compaq QVision 1024/I	ISA	1/18/94	7.40
Diamond Viper (Recommended)	PCI	9/27/93	3.01
Diamond Viper	VLB	9/17/93	2.01
Genoa Windows VGA 24	VLB	8/8/93	1.7
Headland Video 7 RAM II VGA	ISA	5/15/92	3.10
Hercules Graphite Pro (See Note 2)	VLB	12/29/93	2.21
IBM XGA-2 (See Note 3)	MCA	11/12/93	2.11
Number Nine 9GXE64 (Recommended)	PCI	6/22/94	1.19.04
Orchid Fahrenheit 1280	ISA	8/10/92	3.0
RasterOps PaintBoard PC (See Note 2)	ISA	3/25/93	3.10
Spider Black Widow (Recommended)	VLB	1/20/94	
Trident 8900C	ISA	9/23/92	3.10
Trident 9000C (See Note 2)	ISA	7/8/93	VC4.5(WC1.6)

Note 1: Set DeviceBitmaps=OFF in the Windows SYSTEM.INI file [MACH] section after card software installation if using this driver version.

Note 2: Use in 256-color mode only.

Note 3: This card does not draw extremely wide arcs properly.

The following video cards have been tested and provide acceptable results for playback:

Video card	Bus Type	Driver Date	Rev
Actix ProStar VL (See Note 1)	VLB	8/18/93	1.42
ATI Graphics Ultra	ISA	3/19/93	2.3
ATI Graphics Ultra Plus	ISA	4/25/94	2.3
ATI Graphics Ultra Pro	VLB	4/25/94	2.3
ATI Graphics Ultra Pro	ISA	4/25/94	2.3
Blackship Color DesignerA3	VLB	7/8/93	1.32
Diamond Speed Star Pro	ISA	2/17/94	1.08
Diamond Speed Star VGA	ISA	4/14/92	
Diamond Stealth 24	VLB	6/3/94	3.00
Diamond Stealth Pro	VLB	10/6/93	
Elite Group GD5426/28	VLB	8/18/93	1.32b
ELSA Winner2000 Pro	PCI	6/23/94	1.22
Hercules Dynamite Pro	ISA	12/1/93	2.10

(See Note 2)			
Hercules Dynamite Pro	VLB	12/1/93	3.00
Hercules Graphite Power		ISA	4/6/94 2.10
IBM XGA Display		MCA	11/12/93 2.11
(See Note 3)			
Matrox MGA Power Graphics	PCI	3/28/93	1.42
Media Vision ProGraphics 1280	VLB	9/15/93	1.01
Media Vision ProGraphics 1024	VLB	4/15/94	1.5
Mitac MVA-CL5428-1MB		VLB	3/15/94 V1.43
Number Nine 9GXe Level 10	ISA	2/9/94	V3.11
(See Note 4)			
Number Nine 9GXe Level 11	VLB	2/9/94	3.10.061
(See Notes 4, 5)			
Number Nine 9GXe Level 14	VLB	4/7/94	3.15
(See Note 4)			
Number Nine 9GXE64	VLB	6/22/94	1.19.04
(Recommended)			
Orchid Celsius	VLB	10/1/93	1.32
(Recommended)			
Orchid Fahrenheit 1280 Plus	VLB	3/1/94	rel 7
(See Note 6)			
Orchid Fahrenheit VA	VLB	4/29/93	5.01
Orchid Kelvin 64	PCI	3/14/94	1.1
Orchid Kelvin 64	VLB	2/23/94	1.21
Orchid ProDesigner IIS	ISA	3/1/92	2.0
Paradise WD90c33	VLB	6/28/93	1.2
Standard 1Mb-24X	ISA	3/19/93	1.30
STB Horizon VL Pro	VLB	6/29/93	1.3
STB Lightspeed	PCI	12/1/93	1.1
STB Pegasus	VLB	11/29/93	1.3
TrueVision Bravado 8	ISA	1/15/92	

Note 1: Driver version 1.53 sometimes freezes when playing certain Director transitions. Driver version 1.42 is recommended.

Note 2: Does not always properly display QuickTime digital video in 16-bit (thousands) and 24-bit (millions).

Note 3: Does not draw extremely wide arcs properly.

Note 4: Sound break-up or distortion may occur during complex transitions.

Note 5: The cursor sometimes disappears when using a large virtual desktop.

Note 6: Video snow appears during some palette transitions.

2. Sound Cards

The following sound cards have been tested and are compatible with Director:

Sound Card

Compaq Business Audio
Creative Labs SoundBlaster
Creative Labs SoundBlaster Pro
Creative Labs SoundBlaster 16
Creative Labs SoundBlaster AWE32
Gateway 2000
IBM M-Audio *
MediaVision ProAudio Spectrum
MediaVision ProAudio Spectrum 16

MediaVision ProAudio Spectrum 16 Pro
Microsoft Windows SoundSystem Version 1
Microsoft Windows SoundSystem Version 2
Orchid SoundWave 32
Reveal Forte 16
Roland Rap-10

* IBM computers that have the M-Audio sound card should use driver version 1.3 or higher for best results. Older versions of this driver don't play all sounds in Director or AVI movies. The version 1.3 driver did not pass the 16-bit sounds test for Director. Testing revealed that 8-bit sounds are corrupted when played after a 16-bit sound. At the time these release notes were written, version 1.3 (dated 1/10/94) was the most recent driver available from IBM.

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