

ReadMe

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Use this guide to troubleshoot any problems you have before contacting technical support. In 67% of technical support calls, all problems are fixed by: Cleaning the CD-ROM, and updating your Sound and Video card drivers.

To update your Video and Sound card drivers contact your Computers retailer who will supply the drivers or provide advice on updating. Drivers are small pieces of software that operate your hardware; typically, they install themselves automatically. This service is normally free.

Installation

Ensure you install all components supplied in the installation procedure, especially QuickTime if applicable.

Should you experience errors, disable any programs you may have running in the background, Screen Savers, Anti Virus programmes etc.

Last Minute issues

If you experience a blue screen error that begins "A fatal exception OE has occurred" or the product completely locks up. Please try the following:

Click on start then Run and type: C:\Windows\qtw.ini

Under the [Video] section, change Optimize=Hardware to Optimize=RAW .

Ensure you type exactly as shown. It is case sensitive.

Close the qtw.ini file, saving the changes.

Online Problems

Should you experience problems getting Online with Dknet please call 0906 30 20 100 (calls are charged at 50p per minute)

Other Errors

Should you experience any other problems not mentioned above you should first try cleaning the disk and obtaining new video and sound card drivers. If this does not solve the problem do contact our technical support teams in your country (See the phone number printed on the back of the CD case), or visit our website: WWW.DK.COM