

# MYST

## The Surrealistic Adventure That Will Become Your World

### MPC Trouble Shooting Guide

Please read this document before calling our technical support number if you are having any problems with Myst. Myst was tested thoroughly before its release, and most of the technical problems we anticipate users having will be rooted in device drivers for video boards, sound boards, or CD-ROM drives. Outlined below are some procedures and resources available to you in resolving any problems you might be having. It will be helpful if you have working knowledge of Windows procedures for changing display and sound drivers and creating new program item icons.

#### Sound Cards

Myst takes full advantage of the software volume control features available on MPC sound cards. Consequently, it is essential that you review the following information to see if your sound device is affected:

#### \_Sound Blaster 16 Owners

Myst utilizes sound features in the most recent drivers available from Creative Labs for the Sound Blaster 16. We have provided a full set of the newest files on this disk. **IF YOUR SOUND BLASTER 16 DRIVERS ARE DATED PRIOR TO 1994 IT IS ESSENTIAL THAT YOU INSTALL ALL THESE FILES AS DESCRIBED BELOW.**

To Update Sound Blaster 16 drivers, follow these steps:

1. If you haven't done so already, run the software installer that came with your Sound Blaster 16 card. Open up the "Sounds" Control Panel, and make sure that you are able to play the system sounds.

2. Assuming that you have Windows 3.1 installed in a directory called "WINDOWS", copy the following files into your WINDOWS\SYSTEM directory. These files are located in the SB16 directory on the root of the Myst CD-ROM disc.

SB16SND	DRV	32,048	02-04-94	3:00a
SB16AUX	DRV	32,624	02-04-94	2:00a
CSPMAN	DLL	18,256	02-01-94	3:00a
WFM0006	ACV	12,032	01-19-94	3:00a
WFM0007	ACV	18,112	01-19-94	3:00a
WFM0200	ACV	11,408	01-19-94	3:00a

3. Copy the following files to your \SB16\WINAPPL\ directory. These files are also located in the SB16 directory on the Myst CD:

CTCONFIG	EXE	29,520	01-27-94	1:00a
CTCONFIG	HLP	35,362	01-17-94	1:00a
README	TXT	1,663	02-04-94	11:09a

4. Add the new configuration utility to the Sound Blaster 16 program group in Windows. Follow these steps:

- a) Run Windows
- b) Open the Sound Blaster 16 program group by double clicking on its icon.
- c) Select "New" from the "File" pull-down menu in Program Manager.
- d) Select "Item" and click OK.
- e) In the Command Line dialog box enter:

```
C:\SB16\WINAPPL\CTCONFIG.EXE
```

If you installed the Sound Blaster 16 software onto a drive other than C:, enter it in place of the C: in the example above. For example, if the Sound Blaster 16 software was installed to drive E:, enter

```
E:\SB16\WINAPPL\CTCONFIG.EXE.)
```

- f) Click OK.

You now have a new icon for the CTCONFIG utility in the Sound Blaster 16 program group. To use it, double click on the icon.

For more information regarding sound cards, please refer to the README.TXT file.

#### Accelerators, File Compressors, and Other Peripherals

Myst is designed to use full capabilities of your computer. It is highly recommended that you do not use other programs (or keep other program windows open) while playing Myst. In addition, the performance of Myst may vary according to the capabilities of your CD-ROM drive (as well as your other hardware).

Myst is designed to be used on standard MPC configured PCs. This means that during development and testing, we were unable to prepare our software for every operating environment our products might encounter. Accelerators, file compression applications, networked computers, or any other hardware or software device that is non-standard might affect the performance of Myst. If you encounter any difficulties using Myst, disable any such devices to be sure that they are not affecting your performance.

#### Memory

For Myst to function properly, we recommend that Windows have a total of 10,000KB of free memory. This amount may be a combination of physical and virtual memory. To check the amount of free memory currently available to Windows, begin at the Windows Program Manager. Select "About Program Manager" from the "Help" menu. At the bottom of the information box will be a line titled "Memory" which will show the amount of free memory (in KB) available to Windows.

If the total memory available to Windows is less than 10,000 KB try increasing the size of the Windows swap file (virtual memory).

To increase the size of the Windows swap file, follow these steps:

1. Begin at the Windows Program Manager. Open the "Control Panel" icon, located in the "Main" program group.
2. Double click on the icon named "386 Enhanced".
3. Click on the button labeled "Virtual Memory..."
4. Click on the button labeled "Change." A "New Settings" dialog box will open.
5. Increase the size of your swap file in the "New Size" dialog box. Click OK.
6. A dialog box will appear asking if you would like to restart Windows. Click "Restart Windows."

#### Screen Savers

While using Myst you may want to disable any screen savers that are enabled. Running a screen saver while playing Myst may affect the performance of QuickTime ."

#### Changing Display Drivers

Myst users with accelerated, 16-bit, or other special types of video cards should run Myst in 640x480 mode with 256 colors. To switch to this mode you must first have the proper video driver installed. Most video boards are sold with a wide variety of drivers to use.

#### To Change Video Drivers

1. Have your Windows disks or the disks provided with your video board available.
2. In Windows locate the "Windows Setup" icon and start the setup by double clicking on the icon.
3. Select "Change System Settings" from the "Options" menu on the left of the Change System Settings dialog box that appears on your screen.
4. Scroll down the Display pop-up menu (by clicking on the arrow to the right) to the "640x480x256" driver. At this point you might be asked to insert a specific Windows floppy disk if the driver is not in your Windows directory.
5. If the "640x480x256" driver is not one of the options choose the "Other Drivers" option.

6. Locate the driver on the proper floppy disk, in your Windows directory, or in another directory on your hard drive.\*
7. Click on "Install", then, when prompted, choose "Restart Windows" to complete the process.
8. Once Windows has restarted you will then be able to enjoy Myst.
9. If you need to return to 640x480 resolution in 16 colors (or another resolution and palette) for other applications, simply run through the above procedure, select your original video driver (or another if appropriate) from the pop-up menu and restart Windows.

**\*Important Tips**

- . Some video board manufacturers require that you use their installation procedure to copy and/or decompress their drivers to a directory on our hard drive from disks provided with your video board. If this is the case, follow the instructions for your video board manufacturer's installer then follow step 4 and/or 5 above to locate the proper driver on your hard drive.
- . Once you've installed the proper video driver in Windows you might have to switch back to another driver for some other applications you have, although many will work with the 640x480x256 driver.

There are many ways for you to get the most recent display drivers. The dealer who sold you your hardware should have access to the most recent device drivers. Additionally, most hardware manufacturers have BBS numbers which enable you to download their drivers and other information via modem. Most hardware manufacturers have forums on the on-line services where you can access their technical support or driver libraries via modem. Please make every effort to install the most current device drivers before calling Broderbund Technical Support. Listed below are the BBS and technical support numbers for some hardware manufacturers who have offered these numbers so that you will be able to obtain the most recent device driver for your peripheral and any technical support you might need.

Microsoft has made available the Windows Driver Library (WDL). The WDL offers support for many displays, sound cards and printers not provided with Windows 3.1. If you have a modem, the drivers are available at no charge on CompuServe, GEnie, Microsoft OnLine, and the Microsoft Download Service (MSDL). However, note that standard connect-time fees and long-distance telephone charges, if any, will still apply during downloading. When you connect to any of these services, please read the WDL.TXT file for downloading instructions and list of devices supported in the WDL. The phone number for the MSDL is (206) 936-MSDL (6735). There is no connect-time charge for using this service.

On CompuServe, the WDL is in the Microsoft Software Library, which can be reached by typing "go msl" (without quotation marks) at any system prompt. (To find WDL.TXT, search on S13345). On GEnie and Microsoft OnLine systems the WDL is in the Microsoft Software Library. The WDL is also available via the Internet at

ftp.microsoft.com.

#### Video Boards

Ahead Systems, Inc BBS# 510-623-0961 Main# 510-623-0900	National Design, Inc. BBS# 512-329-6327 TS# 800-253-8831 Main# 512-329-5055
ATI Technologies Inc BBS# 416-756-4591 TS# 416-756-0711	Orchid Technology, Inc. BBS# 510-683-0327 TS# 510-683-0323
Boca Research, Inc. BBS# 407-241-1601 TS# 407-241-8088 Main# 407-997-6227	Trident Microsystems, Inc. BBS# 415-691-1016 Main# 415-691-9211
Diamond Computer Tech, Inc. BBS# 408-730-1100 TS# 408-736-2000 Main# 408-736-2000	TrueVision, Inc. BBS# discontinued TS# 317-576-8788 Main# 317-831-0332
Hercules Computer Technology TS# 510-623-6050 BBS# 510-623-7440 v.32 bis or 510-623-7034 9,600 baud BBS# 510-623-7142 2,400 baud	Tseng Labs BBS# nonr TS# none Main# 215-968-0502

#### Sound Boards

Media Vision BBS# 510-770-1661 2,400 baud BBS# 510-770-0527 9,600 baud TS# 510-770-9905 Main# 800-638-2807	Roland Corp Main# 213-685-5141 Turtle Beach Systems BBS# 717-845-4835 Main # 717-843-6916
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