

ReadMe

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.

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. You should also consult section 7, as it may be relevant to your product.

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1. Introduction

1.1 About Dorling Kindersley

DK titles are available wherever CD-ROMs are sold. New titles will be available on a regular basis. For more information, contact us at DK Multimedia, 9 Henrietta Street, London, WC2E 8PS.

You may also visit us on the World Wide Web at:

www.dk.com

Or Email us at:

DKMM@DKMM.CO.UK

1.2 About this Read Me file

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 the title, 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,
- Any error messages that were produced,
- The full specification of your computer.

If possible, you should be beside your machine when you telephone.

The numbers in New York, USA are:

Telephone: 1-800 DKMM 575

Fax: 212 213 5240

E-mail: Support@DK.COM

The numbers in London, United Kingdom are:

Telephone: 0870 0100 350 (this call is not a premium call, it is charged at the current national rate)

Fax: 0171 753 7343

E-mail: SUPPORT@DKMM.CO.UK

More help on making the best use of all the features within the title is available once you have started the product. Click on the help me (you will also find a reminder of some of the main points in this document).

2. CD-ROM problems

2.1 Care of compact discs

Contrary to early reports, compact discs (CDs) are very easily damaged if treated carelessly. Such damage has a much greater effect on the digital data of a CD-ROM than on the information of a music CD. A dirty or damaged CD-ROM is quite likely to malfunction. With CD-ROM drives becoming ever faster and more disc-sensitive, this is an increasing problem.

The surface of the disc can quickly gather dirt and is very easily scratched. To protect the data from scratches, fingerprints, dust particles, and smears, do not touch the readout side (unlabeled side) of the disc or place it face down on a hard surface.

Should the CD become dirty, clean it with a soft cloth lightly moistened with CD cleaning fluid or ethyl alcohol, working from the center to the edge. Do not use any type of solvent, such as benzene, lacquer thinner, anti-static agents or LP record cleaners as they may damage the surface.

Never leave the disc in a place subject to direct sunlight, high temperature or high humidity. Recommended storage conditions are:

- Temperature: 10°C to 50°C (50°F to 122°F)
- Humidity: 10 percent to 80 percent

2.2 Problems with CD-ROM drives

If the title has problems finding the data files it needs from its CD-ROM, you will see an error message saying that the file, animation (ani) or wav can't be found. Alternatively, you may simply find that the screen goes blue, with white text and you will get an error message saying that there is an error reading drive X (where "X" is the letter of your CD-ROM drive). To find what has caused the problem, do the following:

1. Check that the CD has been correctly inserted into the CD-ROM drive.
2. Check that the title is looking in the right place for the CD-ROM Drive. If, for example, the drive letter has changed as a result of a system change, such as adding or removing a Hard Drive or another device, then the title will fail to find its CD-ROM drive.
3. If you have an external CD-ROM drive, ensure 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 CD-ROM drive is MPC-compatible and double-speed or faster (Check with your Hardware vendor)

If you have problems with the CD vibrating, or making a strange noise in the drive then you should contact DK Technical Support using the telephone number given at the beginning of this file.

If you get an error message saying that there is a problem reading the disc, then you should try cleaning the disc and try again. Make sure that you restart the product.

3. Setup and Uninstall notes

3.1 Minimum system requirements

In order to run the title you will require a multimedia computer that meets or exceeds the requirements printed on the packaging.

3.2 Installing the product onto a network

These instructions should be carried out by a network administrator who is familiar with the network architecture and operating system.

1. Ensure that you have at least 650 Mb of dedicated server space free. Make a directory with the same volume name as the CD and copy the entire CD image into it.

Visit each workstation in turn and carry out the following:

2. Map the network drive where the CD image is located.

3. Once the network drive is mapped, locate the CD image and double-click on setup.exe to start the setup procedure.
4. Use the default option for Destination Directory which means that the product will be installed into a DK Multimedia program group on the Workstation.
5. For products that include the facility to save user data e.g. partly finished quizzes or exercises, you may, in some cases, choose the location of the data by changing the path for User Data (e.g. onto a User Data server). Complete the rest of the setup process as prompted.

Please note: If the mapped drive (that the setup was run from on the server) is lost, you must use the SAME logical drive letter when you reconnect.

6. Restart the machine. The Setup program creates a program icon in a DK Multimedia program group.
7. Double-click the icon to start the program.

3.3 If Setup fails with an error message

If the Setup program fails with an error message you should ensure that no other programs are running while you try to install the title. You can check this by pressing 'Alt + Tab'. We have found some Anti Virus software and third party Screen Savers interrupt the installation causing it to malfunction. You should disable (not uninstall) these programs and try again.

3.4 Uninstall

The CD-ROM contains an Uninstall program that is automatically installed in the Dorling Kindersley program group on your computer. If you decide that you no longer wish to have the title on your computer, you can use Uninstall to remove it. Simply double-click on the "*Uninstall*" icon then click the 'YES' button. Uninstall does the rest for you.

If you cannot locate the Uninstall icon, then you can use the 'Add/Remove Programs' wizard. To do this click on the 'Start' menu on the 'Task Bar,' then select 'Control Panels.' Double-click on the 'Add/Remove Programs' icon, and then select the program you wish to remove from the list. Click on the 'Add/Remove' button and then the 'Yes' button.

N.B. If you installed the product onto an applications server, then you will have to run Uninstall from the central workstation that you used to install

it.

4. Screen display notes

4.1 Screen resolution and color settings

If you have problems reading Windows System dialog boxes, such as the Print dialog box, due to low color contrast between text and background, try setting your display to use more than 256 colors.

The title is designed to look its best in high color modes. We recommend that you use 16-bit colors or more (if your computer supports this). If your display adapter is not optimized for high color modes we suggest you reduce the amount of colors, but do not use less than 256 colors. Instructions explaining how to change to more than 256 colors are given below.

Note: Please write down your display adapter card's settings before you make any changes. That way you will be able to revert to your original settings should you need to.

1. From the 'Start' menu, choose 'Settings' and then 'Control Panel.'
2. Double-click on the 'Display' icon. A 'Display Properties' dialog box will appear.
3. Click on the 'Settings' tab.
4. Under 'Color Palette,' choose 'High Color (24-bit).' If your display adapter card supports 32-bit color, then you could select 'True Color (24-bit)' instead. This should allow better quality images to be displayed. However, should performance be adversely affected, we suggest you revert to 256 colors.

4.2 Images appear corrupt

Some color display adapters may display the title images incorrectly. If this happens, you should upgrade your display driver. Contact the supplier or manufacturer of your display adapter to check that you have the latest display drivers. Display drivers are normally provided free of charge from your Computer vendor. You can also obtain them for free by downloading them from the Internet (www.winfiles.com); you should, however, check that manually updating you drivers does not invalidate your warrantee or other agreement.

4.3 Text is missing or truncated

Some display drivers are designed to use large fonts. If your system is using one of these, any image in the main window will appear slightly truncated. Users can change this by selecting 'Settings' from the 'Start' menu, then by double clicking on the

'Display' icon. Click on the 'Settings' tab, then select Small Fonts from the 'Font Size' drop-down list.

5. Problems with animations

5.1 General problems

As with section 4.2, Some color display adapters may display the title images incorrectly. If this happens, you should upgrade your display driver. Contact the supplier or manufacturer of your display adapter to check that you have the latest display drivers. Display drivers are normally provided free of charge from your Computer vendor. You can also obtain them for free by downloading them from the Internet (www.winfiles.com); you should, however, check that manually updating you drivers does not invalidate your warrantee or other agreement. You should also try consulting Section 7, Running Out Of Memory or Running Slowly, for further advice. You should also check that the CD-ROM is free from dust and dirt, see section 2.1, Care of compact discs, for more information.

5.2 Solving problems with animation

If you are running the title under Windows and have problems with animations (for example, jumpy animations, or distorted colors), there are two main steps you can try to solve your problems. Try the steps in the order given and stop when your problem is solved:

- 5.2.1 Ensuring your display is using 256 colors or more,
- 5.2.2 Checking your display adapter's acceleration settings,

5.2.1 Ensuring your display is using 256 colors or more

1. From the 'Start' menu, select 'Settings,' then 'Control Panel.'
2. Double-click on the 'Display' icon, then click on the 'Settings' tab.
3. Check the 'Color Palette' setting to make sure that it is set to 256 colors or more.
4. If the setting is less than 256 colors, change it to 256 colors or more.
5. Click the 'Apply' button, then click 'OK.'

If this does not solve your problem, or if the setting is already 256 colors or more, then you should try any other available settings over 256 colors to see if they solve your problem.

5.2.2 Checking your display adapter's acceleration settings

1. If you have tried all the available 'Color Palette' settings of 256 colors or more, and none solve your problem, then you should click on the 'My Computer' icon using the right-hand mouse button, then select 'Properties.'
2. In the 'System Properties' box you should click on the 'Performance' tab.

3. In the 'Advanced Settings' box, click the 'Graphics' button.
4. In the 'Advanced Graphics Settings' box you should move the 'Hardware Acceleration' slide-control down to one above 'None,' then click 'OK.'
5. If this solves your problem you should try slowly increasing the 'Hardware Acceleration' slide-control until you find the point nearest to 'Full' at which your problem still remains solved. You will need to update your Video Card Drivers.
6. If this does not solve your problem you should put the slider back to 'Full,' and try the next step.

6. Audio problems

6.1 No sound output, but the product otherwise runs fine

There are many possible causes of audio problems. For example, your computer can only play one sound at a time, so when another application is playing a sound, the title cannot do so; you will get an error message in these circumstances. 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 the title.

If a sound card is not installed the title will not run correctly and you will not be able to hear sounds. You should check that your computer has a sound card and drivers installed.

You should check that the speaker is hooked up to the jack on your sound card, and not hooked directly to the CD-ROM drive headphone socket.

During Setup, special system software should be installed, and Windows should be restarted afterwards to make this software work. If you haven't already done so, restart Windows now.

If you cannot hear sound in the title, you can test sound in the following way:

1. From the 'Start' menu, select 'Settings,' then 'Control Panel.'
2. Double-click on the 'Sounds' icon.
3. Click on any item with a speaker next to it, then click the 'Preview' button.

If you can hear sound, there is some other problem with the title (contact Technical support who will help you solve this). If you can't hear sound, you may not have the correct sound drivers installed. Check with your sound card manufacturer to see if you have the correct drivers and that there are no hardware conflicts. If your sound card came with your computer, call your computer supplier.

6.2 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 batteries that are failing. You should also be aware that some speakers are not capable of playing low frequency sounds properly. If sound is interrupted, this may be caused by low memory – refer to section 7.

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 at 50 percent. This should give a clear signal with no distortion. 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 drive is not MPC-compatible, then the sound may play badly or be interrupted when playing. Check your CD-ROM drive's documentation to ensure that it is a double-speed, or faster, CD-ROM drive.

If you do have a double speed CD-ROM drive, and if you have no 'CDROM' icon in Device Manager (you can check this by selecting 'Control Panels' from the 'Start' menu, and by double clicking on the 'System' icon. Select the 'Device Manager' tab and check to see if a 'CDROM' icon appears in the list), then your machine is using 3.1 drivers to operate the CD drive. Consult your Manufacturer for the correct drivers.

6.3 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 a 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 could try new speakers or headphones to see if they solve the problem.

7. Problems with QuickTime

QuickTime is a popular (and internationally recognized) utility for creating animations and movies within a title; it is capable of *talking* directly to your video card without going through windows. This means we can use higher quality smoother animation without sacrificing the overall speed of the program. Occasionally QuickTime will not function correctly with your video card.

7.1 How do I check if this title uses QuickTime?

There are two ways to determine if the product uses QuickTime.

- Look at the Minimum Requirements printed on the CD case. If you can see a Logo with a "Q" overlaid on four colored squares then your product does (ensure you are only looking at the PC section of the Minimum Requirements).
- During the installation a separate installer starts, mentioning that it will install QuickTime.

7.2 I already have QuickTime so I don't need to install it.

Wrong, You must install the version of QuickTime supplied with the disk. It will not erase your present version of QuickTime, merely add to it. If you already have that exact version present all the installer will do is confirm that. There are currently 3 versions of QuickTime available: QuickTime, QuickTime32 and QuickTime 3. They are all separate programs that do not interfere with each other. All versions can be present on your machine at the same time without any problems. Programs written for use with a particular version of QuickTime will not work with the others. When you come to install QuickTime, do choose to *check for existing versions*, and subsequently choose to *delete these files* during the rest of the installation, if you are given that option. This will ensure that the files on your computer will be from the same installation (it only looks for an existing version of itself, not other types of QuickTime).

7.3 Product freezes up.

Because QuickTime can communicate directly to your video card, this can sometimes cause your computer to stop responding. The product will remain on screen but refuse to do anything. This is because your video card has become confused and has not completed an operation given to it by QuickTime, the software cannot continue until the video card completes it's operation.

If this happens restart your machine (use Ctrl+Alt+Del if necessary) then follow these instructions:

1. Go to your Control Panel (found in *My Computer*).
2. Double click on the icon "QuickTime".
3. Push *More*.
4. Click the *Video* tab.
5. There will be a drop down box headed **Draw Method**
6. Adjust the entry in the box to *Raw Bitmap* it's at the bottom.
7. Push Apply (you may need to confirm this)
8. Restart your machine in the usual way
9. If you have QuickTime32 in your control panel you will need to repeat these instructions substituting Quicktime32 for QuickTime in step 2.

This will cause QuickTime to *talk* to Windows instead of your video adapter. The only

disadvantage is it may cause the product to run slower should this become apparent you will need to update your video card driver then reset your draw method (see the note at the top for updating your display driver).

7.4 Product causes a blue screen that starts "A fatal exception..."

Should this happen it is due to exactly the same reason as above but this time you video card has tried to get windows to do something it can't. This has only ever occurred with the original QuickTime (still used today because it can run on Windows 3.1 and Windows 95+). Please follow these instructions (if you are unfamiliar with Windows or are very new to computers, you may like to ring technical support who will go through this with you. You will not harm the machine if you make a mistake, but the product will not run):

1. First we need to determine that it is QuickTime causing this problem. Restart your machine then double click on QuickTime in your Control panel (the control panel is found in Main for 3.x users and My Computer for other users). If the same error occurs proceed, if not, then QuickTime is not causing this problem.
2. You will need to restart your machine.
3. Double click on *My Computer* then the View menu, select *options (Folder options on Windows 98)*.
4. Click the View tab.
5. In the *Hidden Files* section ensure the *Show all files* option is selected. Push OK.
6. Click on *Start, Find* then *Files or Folders*.
7. In the *Named:* box type: `QTW.INI` (ensure nothing else is in the box)
8. In the *Look in:* select (C:) or the option which contains that.
9. Place a tick in *include subfolders*.
10. Click OK
11. After a moment of activity it will find one file, double click on this.
12. It will open in notepad you need to adjust one if the lines. You should see a heading:

[Video]

13. Immediately under this heading, you may have a line that starts (do not worry if you don't):

Optimize=

14. Carefully edit this line to read (make sure you type exactly as shown, note the spelling and capitalization. There are no spaces in the line):

Optimize=Raw

15. The two lines will should now read

```
[Video]  
Optimize=Raw
```

16. If you make a mistake close the Window down (not saving changes) and go back to step 11.

17. Close the Window choosing Yes to save changes.

18. Follow steps 3,4 and 5 if you wish to re-hide system files.

8. Running out of memory or running slowly

The title uses your computer's system memory to display pictures. If you find that the title 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:

- Users with no 'CDROM' icon in Device Manager (you can check this by selecting 'Control Panels' from the 'Start' menu, and by double clicking on the 'System' icon. Select the 'Device Manager' tab and check to see if a 'CDROM' icon appears in the list), then your machine is using 3.1 drivers to operate the CD drive. Consult your Manufacturer for the correct drivers.
- Quit any unnecessary applications, including any DOS Terminate and Stay Resident programs (TSRs) you may have installed. Check in your start up folder from your start menu.
- If the program is still running slowly, or freezes when you try to move to different parts of the program, you can improve its performance by selecting the 'Options' screen from within the title and turning off 'music' and 'auto-narration'.
- Check that your computer meets the minimum requirements of memory, the amount needed is printed on the packaging. Windows 95/98/NT users should right-click on the *My Computer* icon and select Properties. Check under the computer section. If you have less than the minimum of memory, then you need to install some more (this is not free, consult an independent computer consultant or your hardware vendor).
- Users should ensure that there is plenty of available hard disk space to allow the swap file to grow if necessary; at least 60MB is recommended.
- If you are running in color modes higher than 256 colors (8-bit), you should set your display to use 256 colors. Refer to 'Screen resolutions and color settings' in section 4, 'Screen Display Notes,' for instructions on changing the color mode, but select 256 colors.
- Speed 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 6.0 and later.

9. Printing

Some titles do not have any printing functionality, consult the help guide within the product to determine if it can print.

Printing screens from the title 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.

If you are not happy with the position on the page or the size of your print out, try using the copy function to copy and paste the picture into another application such as a word processor or paint package, before printing.

You can change the settings of your printer from within the title by clicking on 'Print' on the navigation bar, then waiting for the print dialogue box to appear. Click on 'Print Setup' to display the 'Print Setup' dialog box. (Please note: an explanation of the Print Setup dialog box is available in your Windows documentation.)

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 7 of this file, and try again.

If any of the following printing problems occur:

- Nothing happens after the 'Printing' message
- Corrupt output
- Blank paper output

When any of these occur the following steps should be taken, in the order given. Stop when your problem is solved.

1. Try printing bitmap pictures from a different application to see if all printing is affected. Also make sure that you have the latest driver – you should contact your printer manufacturer or vendor to check this.
2. Try different modes of printing, for example, different print quality such as draft, fine, line art. The options available will vary depending on the type of printer (check your printer Setup documentation for information on how to do this).

10. Connecting to the Internet

Some titles do not have an Internet option form within the title. Most have the option to visit www.DKOnline.com from the starting (splash) screen. Consult the help within the product to determine if the product had Internet functionality built in.

Connecting to the Internet:

1. Click on the appropriate icon.
2. If an installed Web browser is detected on your machine you will see a dialog box asking you wish to use it.
3. If you select 'Yes' then you should be automatically connected to the appropriate Web pages. Your Web browser name will be stored so that subsequent connections will happen automatically. If you select 'No', or if an installed Web browser was not detected on your machine, you will be presented with a dialog box inviting you to browser for your Web browser.
4. If you're thinking of clicking 'Cancel' because you're not sure where your Web browser is located, you can try looking for it as described next:
 - a) Minimize the program, then double-click on the Start Menu on the Task Bar.
 - b) Select 'Find', then 'Files or Folders'. The 'Find' dialog box will appear.
 - c) In the 'Named' text field try typing netscape.exe if your browser is Netscape Navigator™, or iexplore.exe if your browser is Microsoft Internet Explorer™ (Be sure to look for iexplore.exe and NOT explore.exe).
 - d) In the 'Look in' field, ensure your hard disk is selected.
 - e) Next click on the 'Find Now' button.
 - f) The location of your browser will be displayed in a window in the lower part of the dialog box.

If your connection is not successful check the following:

- That you can connect to the Internet and use your browser in the normal way. If you cannot do this, then there is a problem with your Internet connection. For example, make sure that your modem is correctly connected and switched on.
- Try starting your Internet connection and Web browser first, and then start up the title and try connecting the Internet.

If you select the wrong .exe, or simply decide that you'd rather use a different browser from the one you selected, then you can select a different browser .exe. You can do this from the 'Online Setup' button.

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