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Glossary of Terms

Glossary of Terms

Sound

Unable to Hear Test WAV File

Unable to Hear Test MIDI File

Unable to Detect Sound Card with DAC

Unable to Detect Sound Card with MIDI

Unable to Hear Test WAV File

In order to hear a .WAV (or WAVE) file, you must have a sound card that has a DAC or DSP chip.   The DAC/DSP chip on a sound card allows the computer to play back live recorded sound effects and live speech segments.   If you currently do not own a sound card that has a DAC or DSP chip, you will not be able to hear the recorded audio segments or speech passages within this Sierra product.

Related Topics:

Drivers

Mixer

Speakers

Drivers

If you have a sound card with DAC or DSP capability and you did not hear the audio selection within the Sierra Setup Utility, you will want to verify that the appropriate sound drivers are loaded into your Windows configuration. Your sound card should have been packaged with a disk, which contains Windows drivers.   If you did not receive such a disk, then consult your sound card documentation or contact your sound card manufacturer for information about how to obtain the driver files.

Drivers are special instruction files written by your sound card manufacturer, which tells the computer how to take advantage of the playback capability of your sound card.   If these drivers are not loaded, Windows will not know how to trigger your sound card to play back these audio selections.   NOTE: Many sound cards will utilize more than one driver - you may find that multiple sound drivers need to be installed.

To check drivers in Windows 95, from the Start menu, choose Settings and then Control Panel.   Choose Multimedia and then the Advanced tab.   In the device tree that you see, check under Audio Devices and MIDI Devices and Instruments.   If you do not have any entries under these categories, your sound card is not supported directly by Windows 95.   You will need to consult your system documentation or manufacturer for further assistance.

To verify that your Windows 3.1 drivers are loaded, double-click on your MAIN program group within the Program Manager, and then double-click on your CONTROL PANEL icon.   Within the Control Panel Window, double-click on the icon labeled DRIVERS.   On the left-hand side of the Drivers window, you will see a Scroll Bar listing of all the drivers that are currently installed within your Window environment.   Consult your Sound Card documentation and make sure all appropriate Windows sound drivers for your particular sound card are installed.

If you do not have a DRIVERS icon within your CONTROL PANEL window, then you might not have multimedia extensions installed within your Windows configuration.   To install multimedia extensions, run the Windows Setup program.   For more information, please consult your Windows documentation.

Sound Card Manufacturer List

Mixer

Many sound cards include a set of Window utilities, which allow you to customize or alter your sound card volume settings.   A common utility that is included is a mixer program.   The Mixer utility allows you to adjust multiple audio input volume levels including your <u>MIDI</u> volume level and <u>DAC</u> or Digital Audio level.   Make sure that your DAC or Digital Audio sound level is set to an appropriate volume setting.   If the volume is set to a low position, try increasing it and see if the audio plays correctly.   Your sound card documentation will give you complete instructions regarding the usage of these utilities in Windows 3.1.

For Windows 95, you should find a speaker icon in the corner of your screen on your Task Bar.   Double-click on this icon to access the mixer.   Make sure that not only the master volume is at an acceptable level but also that the relative levels of the different sound types are equally balanced.   With most mixers, MIDI is the music setting and Wave is the digital sound effects setting.   If you are experiencing distorted sounds, try turning all sound levels down to about two-thirds of maximum.

<u>Sound Card Manufacturer List</u>

Speakers

Finally, make sure that your speakers are attached to the sound card.   Check and verify that the speakers are plugged into the proper Audio Out port.   Many sound cards have Microphone and/or Auxiliary input ports that look identical to the audio out/speaker port.   Check your sound card hardware documentation to make sure the speakers are connected to the correct port.   Also verify that your speakers are receiving the appropriate power to drive the amplifiers within your speakers.   If you are attempting to hook up a set of non-amplified speakers to your sound card, you might need an auxiliary power amplifier to drive the speakers properly.

Unable to Hear Test MIDI File

In order to hear a .MID (or MIDI) file, you must have a sound card that is able to play back synthesized sound effects.   Generally, such cards take advantage of the Windows MIDI Mapper.   If you currently do not own a sound card that utilizes the MIDI Mapper, you will not be able to hear the MIDI music segments within this Sierra product.

Related Topics:

Drivers

Mixer

Speakers

Drivers

If you have a sound card and you did not hear the music selection within the Sierra Setup Utility, you will want to verify that the appropriate sound drivers are loaded into your Windows configuration.   Your sound card should have been packaged with a disk that contains Windows drivers.   If you did not receive such a disk, then consult your sound card documentation or contact your sound card manufacturer for information about how to obtain the driver files.

Drivers are special instruction files written by your sound card manufacturer that tells the computer how to take advantage of the playback capability of your sound card.   If these drivers are not loaded, Windows will not know how to trigger your sound card to play back these music selections.

To check drivers in Windows 95, from the Start menu, choose Settings and then Control Panel.   Choose Multimedia and then the Advanced tab.   In the device tree that you see, check under Audio Devices and MIDI Devices and Instruments.   If you do not have any entries under these categories, your sound card is not supported directly by Windows 95.   You will need to consult your system documentation or manufacturer for further assistance.

To verify that your Windows 3.1 drivers are loaded, double-click on your MAIN program group within the Program Manager, and then double-click on your CONTROL PANEL icon.   Within the Control Panel Window, double-click on the icon labeled DRIVERS.   On the left-hand side of the Drivers window, you will see a Scroll Bar listing of all the drivers that are currently installed within your Window environment.   Consult your Sound Card documentation and make sure all appropriate Windows sound drivers for your particular sound card are installed.

If you do not have a DRIVERS icon within your CONTROL PANEL window, then you might not have multimedia extensions installed within your Windows configuration.   To install multimedia extensions, run the Windows Setup program.   For more information, please consult your Windows documentation.   NOTE: Many sound cards will utilize more than one driver - you may find that multiple sound drivers need to be installed.

Sound Card Manufacturer List

Mixer

Many sound cards include a set of Window utilities, which allow you to customize or alter your sound card volume settings.   A common utility that is included is a mixer program.   The Mixer utility allows you to adjust multiple audio input volume levels including your <u>MIDI</u> volume level and <u>DAC</u> or Digital Audio level.   Make sure that your Synth or MIDI sound level is set to an appropriate volume setting.   If the volume is set to a low position, try increasing it and see if the music plays correctly.   Your sound card documentation will give you complete instructions regarding the usage of these utilities in Windows 3.1.

For Windows 95, you should find a speaker icon in the corner of your screen on your Task Bar.   Double-click on this icon to access the mixer.   Make sure that not only the master volume is at an acceptable level but also that the relative levels of the different sound types are equally balanced.   With most mixers, MIDI is the music setting and Wave is the digital sound effects setting.   If you are experiencing distorted sounds, try turning all sound levels down to about two-thirds of maximum.

To check MIDI MAPPER setup in Windows 95, select the START menu, choose SETTINGS and then CONTROL PANEL.   Choose MULTIMEDIA and then the MIDI tab.   Change the setting from SINGLE INSTRUMENT to CUSTOM CONFIGURATION then click on CONFIGURE.   You will see a MIDI map with 16 rows with a setting like *MIDI for OPL2/OPL3 Internal Synthesis* listed in it.   If you have a 16-bit sound card like a Sound Blaster 16, make sure that the setting is listed in rows 1 through 10 only.   If you have an 8-bit sound card like the Sound Blaster or Thunderboard, make sure that the setting is listed in rows 13 through 16 only.   If you are not sure what type of sound card you have, set this up as an 8-bit.   To remove a setting, highlight it, select CHANGE**,** pull down the selection menu and choose *(none).* When done, click SAVE AS, choose a name and click OK.   Click APPLY and try the **program**.

In Windows 3.1, the music might not be playing if you do not have the MIDI Mapper Patch Map set up correctly for your sound card.   The MIDI Mapper sets up the number of instruments or "voices" that a sound card is capable of playing.   Generally, there are two types of MIDI Maps that are set up to play music within Windows: BASIC and EXTENDED.   BASIC MIDI Maps use active channels 13-16 and are capable of playing four "voices" at a time. Extended MIDI maps utilize MIDI channels 1-10 and are capable of playing 8 or more "voices" at a time. From the MAIN program group, select CONTROL PANEL and select MIDI MAPPER.   After the MIDI Mapper dialog box opens up, look at the name of the map in use. Click on the EDIT button to see which channels are active. To determine if your sound card can best be configured for BASIC or EXTENDED MIDI, and/or to receive more information how to set up a MIDI Map, please consult your sound card documentation.

<u>Sound Card Manufacturer List</u>

Speakers

Finally, make sure that your speakers are attached to the sound card.   Check and verify that the speakers are plugged into the proper Audio Out port.   Many sound cards have Microphone and/or Auxiliary input ports, which look identical to the audio out/speaker port.   Check your sound card hardware documentation to make sure the speakers are connected to the correct port.   Also verify that your speakers are receiving the appropriate power to drive the amplifiers within your speakers.   If you are attempting to hook up a set of non-amplified speakers to your sound card, you might need an auxiliary power amplifier to drive the speakers properly.

Unable to Detect Sound Card with DAC

In order to use this Sierra product, you must have a sound card that has a <u>DAC</u> or <u>DSP</u> chip.   The DAC/DSP chip on a sound card allows the computer to play back live recorded sound effects and live speech segments.   If you currently do not own a sound card that has a DAC or DSP chip, this **program** will not function.   Please consult your **program** manual for Sierra's refund/exchange policy.

Related Topics:

<u>Drivers</u>

<u>Mixer</u>

<u>Speakers</u>

Drivers

If you have a sound card with <u>DAC</u> or <u>DSP</u> capability and you did not hear the audio selection within the Sierra Setup Utility, you will want to verify that the appropriate sound <u>drivers</u> are loaded into your Windows configuration. Your sound card should have been packaged with a disk, which contains Windows drivers.   If you did not receive such a disk, then consult your sound card documentation or contact your sound card manufacturer for information about how to obtain the driver files.

Drivers are special instruction files written by your sound card manufacturer, which tells the computer how to take advantage of the playback capability of your sound card.   If these drivers are not loaded, Windows will not know how to trigger your sound card to play back these audio selections.

To check drivers in Windows 95, from the Start menu, choose Settings and then Control Panel.   Choose Multimedia and then the Advanced tab.   In the device tree that you see, check under Audio Devices and MIDI Devices and Instruments.   If you do not have any entries under these categories, your sound card is not supported directly by Windows 95.   You will need to consult your system documentation or manufacturer for further assistance.

To verify that your Windows 3.1 drivers are loaded, double-click on your MAIN program group within the Program Manager, and then double-click on your CONTROL PANEL icon.   Within the Control Panel Window, double-click on the icon labeled DRIVERS.   On the left-hand side of the Drivers window, you will see a Scroll Bar listing of all the drivers that are currently installed within your Window environment.   Consult your Sound Card documentation and make sure all appropriate Windows sound drivers for your particular sound card are installed.   NOTE: Many sound cards will utilize more than one driver - you may find that multiple sound drivers need to be installed.

If you do not have a DRIVERS icon within your CONTROL PANEL window, then you might not have multimedia extensions installed within your Windows configuration.   To install multimedia extensions, run the Windows Setup program.   For more information, please consult your Windows documentation.

<u>Sound Card Manufacturer List</u>

Mixer

In Windows 95, you should find a speaker icon in the corner of your screen on your Task Bar. Double-click on this icon to access the mixer. Make sure that not only the master volume is at an acceptable level but also that the relative levels of the different sound types are equally balanced. With most mixers, <u>MIDI</u> is the music setting and <u>Wave</u> is the digital sound effects setting. If you are experiencing distorted sounds, try turning all sound levels down to about two-thirds of maximum.

In Windows 3.1 many sound cards include a set of Window utilities which allow you to customize or alter your sound card volume settings. A common utility that is included is a mixer program. The Mixer utility allows you to adjust multiple audio input volume levels including your <u>MIDI</u> volume level and <u>DAC</u> or Digital Audio level. Make sure that your DAC or Digital Audio sound level is set to an appropriate volume setting. If the volume is set to a low position, try increasing it and see if the audio plays correctly. Your sound card documentation will give you complete instructions regarding the usage of these utilities.

Speakers

Finally, make sure that your speakers are attached to the sound card.   Check and verify that the speakers are plugged into the proper Audio Out port.   Many sound cards have Microphone and/or Auxiliary input ports, which look identical to the audio out/speaker port.   Check your sound card hardware documentation to make sure the speakers are connected to the correct port.   Also verify that your speakers are receiving the appropriate power to drive the amplifiers within your speakers.   If you are attempting to hook up a set of non-amplified speakers to your sound card, you might need an auxiliary power amplifier to drive the speakers properly.

Unable to Detect Sound Card with MIDI

In order to use this Sierra product, you must have a sound card that is capable of playing .MID or <u>MIDI</u> files.   The synthesizer chip on a sound card allows the computer to play back-synthesized sound effects, which allows you to hear music and other sound effects within your Sierra **program**.   If you currently do not own a sound card that has a synthesizer chip, this program will not function.   Please consult your program manual for Sierra's refund/exchange policy.

Related Topics:

<u>Drivers</u>

<u>Mixer</u>

<u>Speakers</u>

Drivers

If you have a sound card with synthesis capability and you did not hear the music selection within the Sierra Setup Utility, you will want to verify that the appropriate sound <u>drivers</u> are loaded into your Windows configuration. Your sound card should have been packaged with a disk, which contains Windows drivers.   If you did not receive such a disk, then consult your sound card documentation or contact your sound card manufacturer for information about how to obtain the driver files.

Drivers are special instruction files written by your sound card manufacturer, which tells the computer how to take advantage of the playback capability of your sound card.   If these drivers are not loaded, Windows will not know how to trigger your sound card to play back these audio selections.

To check drivers in Windows 95, from the Start menu, choose Settings and then Control Panel.   Choose Multimedia and then the Advanced tab.   In the device tree that you see, check under Audio Devices and MIDI Devices and Instruments.   If you do not have any entries under these categories, your sound card is not supported directly by Windows 95.   You will need to consult your system documentation or manufacturer for further assistance.

To verify that your Windows 3.1 drivers are loaded, double-click on your MAIN program group within the Program Manager, and then double-click on your CONTROL PANEL icon.   Within the Control Panel Window, double-click on the icon labeled DRIVERS.   On the left-hand side of the Drivers window, you will see a Scroll Bar listing of all the drivers that are currently installed within your Window environment.   Consult your Sound Card documentation and make sure all appropriate Windows sound drivers for your particular sound card are installed.   NOTE: Many sound cards will utilize more than one driver - you may find that multiple sound drivers need to be installed.

If you do not have a DRIVERS icon within your CONTROL PANEL window, then you might not have multimedia extensions installed within your Windows configuration.   To install multimedia extensions, run the Windows Setup program.   For more information, please consult your Windows documentation.

<u>Sound Card Manufacturer List</u>

Mixer

In Windows 95, you should find a speaker icon in the corner of your screen on your Task Bar.   Double-click on this icon to access the mixer.   Make sure that not only the master volume is at an acceptable level but also that the relative levels of the different sound types are equally balanced.   With most mixers, <u>MIDI</u> is the music setting and <u>Wave</u> is the digital sound effects setting.   If you are experiencing distorted sounds, try turning all sound levels down to about two-thirds of maximum.

In Windows 3.1 many sound cards include a set of Window utilities which allow you to customize or alter your sound card volume settings.   A common utility that is included is a mixer program.   The Mixer utility allows you to adjust multiple audio input volume levels including your <u>MIDI</u> volume level and <u>DAC</u> or Digital Audio level. Make sure that your DAC or Digital Audio sound level is set to an appropriate volume setting.   If the volume is set to a low position, try increasing it and see if the audio plays correctly.   Your sound card documentation will give you complete instructions regarding the usage of these utilities.

<u>Sound Card Manufacturer List</u>

Speakers

Finally, make sure that your speakers are attached to the sound card.   Check and verify that the speakers are plugged into the proper Audio Out port.   Many sound cards have Microphone and/or Auxiliary input ports, which look identical to the audio out/speaker port.   Check your sound card hardware documentation to make sure the speakers are connected to the correct port.   Also verify that your speakers are receiving the appropriate power to drive the amplifiers within your speakers.   If you are attempting to hook up a set of non-amplified speakers to your sound card, you might need an auxiliary power amplifier to drive the speakers properly.

Video: Unable to Display Proper Graphics Resolution/Colors

The Sierra Setup routine has determined that this computer system does not have the correct Windows Video driver installed to operate this Sierra program title.   For optimum display performance, a majority of Sierra titles requires an SVGA-256 color Windows driver that was specifically created for your video card by your video card manufacturer.

Video Card Manufacturers

Related Topics:

Drivers

Drivers

In Windows 95, go to the START menu; choose SETTINGS and then CONTROL PANEL.   Select the DISPLAY icon and then the SETTINGS tab.   Make sure that the COLOR PALETTE setting is set to *256 color* and the DESKTOP SIZE slider bar is set to *640 x 480 pixels*.   When done, click on APPLY.   You will be prompted that the video resolution change is about to be made; click YES.   If the resulting screen looks proper, click OK**;** if not, wait 15 seconds and the previous desktop will be restored.   If you are already running at 640x480 and you have problems, try running at 800x600 resolution.   If you have problems setting your systems resolution and color depth, consult your system manufacturer for additional assistance.

To determine which type of video driver you are currently using under your Windows 3.1 environment, double-click on you MAIN program group within the Program Manager, and then double-click on the WINDOWS SETUP icon. The selection next to the DISPLAY line will tell you which driver is currently loaded.

If the display line indicates you are using a VGA driver, you will most likely want to utilize a different video driver. The VGA display driver is a standard Windows driver that is automatically installed when you initially install Windows.   This driver is only capable of displaying 16 colors on the screen at once.   Sierra products require the capability of displaying 256 or more colors on the screen.   Should you find that you need to update your video driver to operate this Sierra program title, consult your Windows and/or your video card manual for complete instructions on how to update your video driver.

WARNING - It is important that you use a video driver that was specifically made for your video card.   If you use a video driver that was designed for a different brand of video card, it is possible that you will see distorted graphics or a blank screen when attempting to start Windows.   For additional information or assistance, please consult your Video card documentation or contact your video card manufacturer.

Video Card Manufacturers

Memory

Not Enough Memory

Virtual Memory Required

Not Enough Memory

When conducting the Memory test routine, the Sierra Windows Setup program reported that this computer does not have enough <u>RAM</u> to run this program.   You will need to verify that you have enough RAM installed on your system in order to operate this program properly.   On the side and/or bottom of your Sierra program box, there is a requirement label, which will outline the specific amount of RAM required for this program.   Generally, this requirement is 4 to 8 Megs.

Related Topics:

<u>Verify Available Memory</u>

<u>Close Active Programs</u>

<u>Virtual Memory</u>

Verify Available Memory

To see how much memory you have in Windows 3.1, go into your Program Manager, pull down the FILE Menu, and select the RUN option.   At the Command Line prompt in the RUN Window, type: MSD <ENTER>.   This will take you into the Microsoft Diagnostics utility.   At the main screen, the second option on the left-hand side is labeled: MEMORY.   The values right next to the Memory option will indicate how much Conventional, Extended, XMS, and EMS memory that is installed within you system.   Simply add these values together.   If these values when totaled are more than 384K short of the requirements needed to run this program, then most likely this system does not have the <u>RAM</u> required to run this program.

In Windows 95, from your START button, select RUN. At the Open prompt, type: MEM <ENTER>. You will then see the Conventional, Extended, XMS, and EMS memory. The number next to TOTAL MEMORY indicates the amount of RAM installed on your computer.

Close Active Programs

If you have determined that you have the memory requirements, then make sure you have closed all active programs.   In Windows 3.1, if you have any programs that are minimized within Program Manager, single click on the <u>Application</u> Icon and select the CLOSE option from the pop-up menu that appears.

In Windows 95, press the Ctrl, Alt, and Delete keys on your keyboard to bring up the Close Programs list. From this list, you can single click on the open application, then click the End Task button.

With either version of Windows, you might also find that it is helpful to disable and Screen Savers, Virus Detection Utilities, Sound Utilities, or Font Manager utilities such as Adobe Type Manager.   When these applications are active, they are taking away valuable memory resources, which may be required to install or run this Sierra program.

Virtual Memory

You might also want to try using the Virtual Memory option within Windows 3.1 if you are running in Enhanced Mode.   Virtual Memory utilizes a SWAP file, which allow you to use part of you hard drive space as simulated RAM.   A swap file is a feature, which enables you to get the most out of your system.   The drawback to using your hard drive as simulated memory is the access speed -- the transfer speed of the hard drive is much slower than the access needed for the computer to retrieve information from RAM.   Consult your Windows documentation for information about setting up the Swap File and enabling Virtual Memory.

Windows 95 creates a swap file to use hard drive space as a replacement for RAM memory.   By default, the system handles these settings internally; however, if they are manually set, or if there is not enough free hard drive space available, problems can occur.   To check the virtual memory settings, go to the START menu, choose SETTINGS and then CONTROL PANEL.   Choose the SYSTEM icon and the PERFORMANCE tab.   Select VIRTUAL MEMORY and make sure that *Let Windows manage my virtual memory*. is checked.   If not, check it and click on APPLY.   Also, make sure that you have plenty of hard drive space, as the swap file can be extremely large.   For optimal performance, try to keep at least 40 MB available on your C:\ drive.

Virtual Memory Required

This Sierra <u>application</u> requires that the Virtual Memory option be used.   Virtual Memory utilizes a SWAP file, which allow you to use part of you hard drive space as simulated <u>RAM</u>.   A swap file is a feature, which enables you to get the most out of your system.

Related Topics:

<u>Verify Virtual Memory</u>
<u>Enabling Virtual Memory</u>

Verify Virtual Memory

In Windows 3.1, verify that you are using Virtual memory by double clicking on the Control Panel within the MAIN program group under Program Manager.   Within the Control Panel, double-click on the 386 ENHANCED icon.   If you do not have a 386 ENHANCED icon within the Control Panel, then you are not running Windows in Enhanced mode.   This Sierra program requires that Windows operate under 386 Enhanced mode.   Please consult your Windows documentation for information about launching Windows in Enhanced mode.

Windows 95 creates a swap file to use hard drive space as a replacement for RAM memory.   By default, the system handles these settings internally; however, if they are manually set, or if there is not enough free hard drive space available, problems can occur.   To check the virtual memory settings, go to the START menu, choose SETTINGS and then CONTROL PANEL.   Choose the SYSTEM icon and the PERFORMANCE tab.   Select VIRTUAL MEMORY and make sure that *Let Windows manage my virtual memory.* is checked.   If not, check it and click on APPLY.   Also, make sure that you have plenty of hard drive space, as the swap file can be extremely large.   For optimal performance, try to keep at least 40 MB available on your C:\ drive.

Enabling Virtual Memory

Windows 95 creates a swap file to use hard drive space as a replacement for RAM memory.   By default, the system handles these settings internally; however, if they are manually set, or if there is not enough free hard drive space available, problems can occur.   To check the virtual memory settings, go to the START menu, choose SETTINGS and then CONTROL PANEL.   Choose the SYSTEM icon and the PERFORMANCE tab.   Select VIRTUAL MEMORY and make sure that *Let Windows manage my virtual memory.* is checked.   If not, check it and click on APPLY.   Also, make sure that you have plenty of hard drive space, as the swap file can be extremely large.   For optimal performance, try to keep at least 40 MB available on your C:\ drive.

To enable Virtual Memory in Windows 3.1, from Control Panels, open the 386 Enhanced Window; click on the Virtual Memory button on the right hand side.   You will see a Virtual Memory window appear.   The Drive: option indicates the physical location where the swap file is created.   The Size value indicates the size (in Kilobytes) of the swap file, and the Type setting indicates the type of swap file (i.e. permanent or temporary).   For optimum performance, Sierra recommends you set up a Permanent swap file 4,096K in size.

NOTE - A swap file must be created within a NON-COMPRESSED partition on your hard drive.   If you are using disk compression utilities such as Stacker, SuperStor, DoubleSpace or DriveSpace, do not create a swap file on the compressed sections of the hard drive.   Sierra also recommends that you scan your hard drive for any lost allocation units or other errors and optimize your hard drive before creating a SWAP file.   Use the Scandisk command, the chkdsk command, or any third party hard drive maintenance utility and correct any <u>FAT</u> errors that are discovered.   Once any potential errors have been corrected, use an optimization utility such as DEFRAG with DOS 6.0 or above or a third party optimization software package.   Consult your Windows documentation for more information about Virtual Memory and./or the Swap file.

Hard Drive

Setup Cannot Find a Drive with Enough Disk Space

The Selected Drive Does Not Have Enough Space

Compressed Drive Space Questionable

No Sierra Products Found

Uninstall

Select the Location for the Sierra Program

Setup Cannot Find a Drive with Enough Disk Space

The Sierra Setup program has scanned your computer system, and could not find a hard drive or storage device that has enough storage space to hold all of the program files.   To free up more hard drive space, you may need to delete any unnecessary files to make room for the Sierra program.   This setup routine should tell you how much space is required, and how much hard drive space is needed for the installation.

NOTE - if you are using a disk compression utility such as Stacker, SuperStor, DoubleSpace or DriveSpace, then you may need to free up twice as much hard drive space than is required by the program.   Sierra program files reside on the hard drive in a pre-compressed state.   Because of this fact, compression utilities are unable to compress the program files down any further.   Since the compression utility is unable to compress these program files, the program will require double the amount of compressed hard drive space in order to copy all the program specific files onto the hard drive.

The Selected Drive Does Not Have Enough Space

The hard drive you choose to install the Sierra program does not have disk space.   Please select another drive location or delete any unnecessary files or programs from the chosen drive before attempting to install the program once again.   For information about deleting files from your hard drive, please consult your Windows or MS-DOS documentation.

Compressed Drive Space Questionable

If you are using a disk compression utility such as Stacker, SuperStor, DoubleSpace or DriveSpace, then you may need to free up twice as much hard drive space than is required by the program.   Sierra program files reside on the hard drive in a pre-compressed state.   Because of this fact, compression utilities are unable to compress the program files down any further.   Since the compression utility is unable to compress these program files, the program will require double the amount of compressed hard drive space in order to copy all the program specific files onto the hard drive.

Before accepting the option to install the program onto your hard drive, make sure you have at least twice as much compressed hard drive space available.   Otherwise, it is possible that your computer will run out of hard drive space when attempting the installation.

No Sierra Products Found

The Sierra Setup program could not find any Sierra products installed on the hard drive of this computer system. Thus, the Install, Test Hardware, Register, and Uninstall functions are not available.   You must first make sure that the Sierra program is installed on the hard drive before these options will be available.

This dialog might also appear if a complete installation of the Sierra program was not accomplished, or there was a problem with the installation.   Delete all associated program files from the hard drive, deactivate any screen savers, virus detection utilities, undelete utilities, and/or third party shell programs such as Norton Desktop, PC Tools, Kid's Desk, or Dashboard before attempting to install this Sierra product again.   For information about how to disable these utilities and/or shell programs, please consult your program documentation.   Sierra recommends installing the program under the true Windows 3.1 Program Manager or Windows 95 Explorer shell for optimum installation.

Uninstall

You have selected the Uninstall feature.   If you select the YES button, Uninstall will remove all program-associated files from your hard drive.   If you select "No", you will be returned to the main menu of options.

NOTE - any <u>drivers</u> that were installed to your system such as the runtime versions of Video for Windows or AutoDesk Animator will remain on the hard drive even if the Uninstall option is invoked.   To remove these drivers in Windows 3.1, you will need to double-click on the Main program group within the Program Manager.   In the Main window, double-click on the Control Panels.   Once in the Control Panel window, double-click on the drivers icon.   On the left hand side you will see a scroll listing of all the drivers installed within Windows.   To remove the Video for Windows or AutoDesk Animator files, simply highlight the name of the driver by single clicking on it, and select the REMOVE button with the list of options on the right hand side.   Once you have removed the unneeded drivers, you must restart Windows for the changes to take effect.

Select the Location for the Sierra Program

In order to install this Sierra program, you must designate a location or directory where the program specific files are stored.   If this is your first Sierra program title, and then the Setup program will create a SIERRA directory within the location you specify, and then create a Program directory within the Sierra directory.   If you already have a SIERRA directory created, then the Setup program will create a Program directory within the pre-existing SIERRA directory.

The Setup program will scan your hard drive(s) and will offer a suggested location to install the program. Choosing the YES button once this suggestion has been made will copy all program files into the specified location and create all necessary directories.   If you select the NO option, the Setup routine will prompt you to specify a specific location by selecting an appropriate directory within the directory selection dialog box.   Choosing the Cancel option will abort the installation process and take you back to the main menu.

Windows
Incorrect Windows Version

Apparently, this system does not have a version of Windows that is required to run this program.   Please check the side or bottom of the original program box for details about the specific version of Windows that is required to run this program.   Make sure that your computer system meets all the requirements outlined on the box requirement label.

Hardware

[Incompatible Processor](#)

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Incompatible Processor

The Sierra Setup Program has determined that this computer does not have the appropriate processor (or <u>CPU</u>) to run this program.   Please refer to the program box requirement's label for specific information about the requirements needed to operate this program.   If your system does not meet these requirements, then please refer to the Sierra program manual for the refund and exchange policy.

If your system does meet these requirements, then close any active applications before attempting to re-run the Setup routine.   After clicking on the INSTALL button, the Setup program will ask if it can perform a system test. Click on the NO button, then when you see the System Test Results, disregard the test results and click on YES to continue the installation.

No Joystick Driver Installed

In order for the joystick control option to work with this Sierra program in Windows 3.1, you must install a joystick driver.   Drivers are special instruction files written by your joystick manufacturer, which tells the computer how to interpret the input signals received from the joystick.   If these drivers are not loaded, Windows will not know how to recognize or interpret these signals.

To add a joystick driver, double click on the MAIN program group within Program Manager.   Next, double-click on the Control Panel icon.   Within the Control Panel Window, double-click on the Drivers icon.   Within the drivers selection, click on the ADD button.   From the Add window, select the "unlisted or update" option and insert the disk with the updated joystick driver you wish to add.   Type in the path to the location of the joystick driver and click on the OK button.   Once the driver has been added, you will need to restart Windows for the changes to take effect. For more information, please consult your Windows documentation for complete details about installing and updating Windows' drivers.   Should you need further assistance, please contact your joystick manufacturer.

Windows 95 should automatically detect your joystick. To make sure that the driver is installed, click on your START button, then select SETTINGS, and then CONTROL PANELS. Double click the SYSTEM icon, then select the DEVICE MANAGER tab. Double click on SOUND, VIDEO, & PROGRAM CONTROLLERS.   You should see the joystick driver there, along with your sound card drivers. If there is no joystick driver listed, please contact your joystick manufacturer.

No Joystick Installed

The Sierra Setup routine could not detect a joystick on this system.   Verify that the joystick is connected to the computer through a program port.   If the joystick is active, make sure that the program port is active.   If you are using a program port that is built into your controller card, make sure that the proper jumper is set so it is active. For more information, please consult you hardware documentation or contact your hardware dealer.

If you are using the program port built into the sound card, make sure you have not deactivated the program controller jumper or set up an inactive program port switch within the sound card device statement within the CONFIG.SYS or a set variable within the AUTOEXEC.BAT.   For more information about the program port functions with your sound card, please consult your sound card documentation or sound card manufacturer for more information.

Make sure that you have only one active program port.   If you have two or more program ports active, the Sierra Setup routine might not know which program port to conduct the joystick test.   If you have more than one active program port, you will need to disable one.   Please consult your hardware documentation or dealer for specifics.

Joystick Calibration

If you are having problems with joystick response in Windows 95 and do not have a speed-adjustable program card, try recalibrating the joystick in the Control Panel. From the START menu, choose SETTINGS, CONTROL PANEL and the JOYSTICK icon. Under current joystick, make sure that the *Current Joystick* is set to JOYSTICK 1 then click on CALIBRATE. When done with the calibration, click on Test to verify that your joystick is centered. When this is done, restart your program and recalibrate the joystick there. If problems persist, a speed-adjustable joystick card is the best solution to your problems.

The Windows 3.1 Joystick Calibration Control Panel allows you to calibrate the joystick. Proper calibration of the joystick will insure that you will be able to accurately control program movement with the joystick. NOTE - Calibration within this screen might not be the only place you will need to calibrate the joystick. This Sierra program might have a specific calibration routine within the program itself. Check your Sierra program manual for information about specific program calibration. From the MAIN program group in Program Manager, go to the CONTROL PANELS. Select the JOYSTICK icon and open its dialog box. In the dialog box, check either *Joystick 1* or *Joystick 2* then click on the CALIBRATE button and follow the onscreen instructions

If you have calibrated your joystick and find that you are continuing to experience control problems, then you might want to consider purchasing a dedicated program controller card. Program ports that are built into I/O Controller cards or sound cards were based off of a program port design that was created with the original PC Junior. Thus, these built in program ports might not control program movement effectively on today's faster computer systems.

A dedicated speed-adjustable joystick controller card is an effective and inexpensive way to get around joystick control problems. Please consult your hardware dealer for a list of dedicated program controller cards that will work with your computer system.

Printer Not Found

The Sierra Setup routine could not find a printer connected to this computer system.   If you have a printer, make sure it is connected to the computer and that the printer is turned on.   If your printer is connected and the power light is enabled, then you will want to make sure that your printer's Window driver is installed correctly.   <u>Drivers</u> are special instruction files written by your printer manufacturer, which tells the computer how to communicate with your specific printer.   If these drivers are not loaded, Windows will not be able to tell the printer to print.

To check the printer set up in Windows 95, click on the START button, select SETTINGS, then PRINTERS. You should have an icon for your printer there along with the ADD NEW PRINTER icon. If your printer is not listed there, you will need to set up or add the appropriate driver. Click on the ADD NEW PRINTER icon and follow the on screen prompts. If you need additional assistance installing the driver, please consult your printer manufacturer.

To check for proper printer setup, try printing a test page.   This can be done by right clicking on your printers icon on the printers screen, select properties, then select the GENERAL tab and then click on the PRINT TEST PAGE button.

To make sure that your printer driver is loaded in Windows 3.1, double-click on the Main program group from within the Program Manager.   Within the Main Window, double-click on the Control Panel icon.   You should now see an icon labeled Printer within the Control Panel Window.   Double-click on the Printer icon and see which driver is listed under the default printer option.   If there is no printer driver set up as the default printer, you will need to add or set up the appropriate driver.   For complete driver installation instructions, please consult your Printer documentation or contact your printer manufacturer.

Setup

Insert Next Disk

Setup Program Interrupted

Setup Program Ran Out of Memory

File Not Found

Could Not Create Program File

Incorrect Setup Version

Insert Next Disk

The Setup routine is requesting the next disk to be inserted into the floppy or CD drives.   Make sure that the specific Disk or CD that the computer is requesting be inserted into the drive you originally initiated the Setup routine.   If the correct disk is in the drive and you continue to receive this message, then you will want to check and verify that the files on this disk are intact.

Related Topics:

Verify File Existence

Verify Disk Integrity

...Try, Try Again

Verify File Existence

If you continue to have problems, cancel out of this installation.   In Windows 3.1, go into Program Manager and double-click on the MAIN program group.   Locate the FILE MANAGER icon and double-click on it. If you are using Windows 95, open the Explorer.   Make sure the disk that was having problems being detected is still in the appropriate drive.   Once file manager appears. Click on the drive letter icon located on the top portion of file manager, just under the pull down menus.   Verify that there are one or more files on that disk.   If no files appear, and then you will need a disk replacement - please consult your Sierra program manual for instruction for complete disk replacement policy instructions.

Verify Disk Integrity

If there are files on the disk, then you will want to check the integrity of the disk in question.   Exit to a DOS prompt, and go to the appropriate drive prompt (for example if the disk in question is in your A drive, type: A: <ENTER>).   At the drive prompt, type: CHKDSK <ENTER>.   In Windows 95, you can use the SCANDISK utility by clicking your START button, then selecting PROGRAMS, then ACCESSORIES, then SYSTEM TOOLS, and then SCANDISK.   If CHKDSK or SCANDISK reports that there are problems with this disk, consult your SIERRA program manual for the disk replacement policy.   NOTE - if errors are found on the program disk, maintenance utilities that correct problems on disks or hard drives will most likely not fix the problems properly. Sierra highly recommends conducting a disk replacement.

...Try, Try Again

If the disk appears to pass the CHKDSK or SCANDISK test, try the Setup process one more time.   You might want to exit out of any active programs, disable any disk caching utilities, virus detection software, or Undelete utilities before attempting to install the program again.

Setup Program Interrupted

The installation of this Sierra program has been interrupted.   This interruption has occurred because the Cancel option was selected.   If you wish to abort the installation of this program, select the YES dialog button.   NOTE - if you select YES, any files that have been copied into the program directory will still reside on the hard drive.   You must manually delete these files from the File manger of select the Uninstall option within the Sierra Setup program. If you select the NO option in the Abort Installation dialog box, installation will continue.

Setup Program Ran Out of Memory

The Setup of your Sierra program was aborted because there was not enough free RAM to complete the installation process.   If you have any active programs that are running or minimized, try closing these applications and start the installation process one more time.   Also, verify that your system has enough physical memory in order to run this program.   System requirements are located on the side or bottom section of the box.

File Not Found

The Sierra Setup program could not find one or more of the program files.   This most likely is the result of having the wrong disk in the floppy drive - verify that the correct disk that the installation program requested is in the drive. If you received this error message with a CD version of the program, examine the CD to make sure there are not fingerprints, smudges, dust, scratches, or other foreign object on the CD surface.   If there is anything on the surface of the CD, try cleaning it off with a soft, dry, lint-free cloth.

If you continue to have problems, you might have a defective CD or set of disks.   Please consult your Sierra program manual for the disk exchange policy.

Could Not Create Program File

The Sierra Setup program could not create the specific file in the location that you choose to install the program. This problem could occur for the following reasons:

1) The directory, which you wish to install the program, may be write-protected.   If you are installing the program on a network drive partition, the setup program might be trying to write a file to a locked network drive.   Make sure that the location where you selected to setup the Sierra family program is not write protected or locked.   The best solution is to install the program to a local hard drive and operate the program from that location.

2) If you are writing over a file of the same name that is a "read-only" file, the setup program will not be able to update the specific file.   Make sure the program is installed to a location where all files can be read or written. Please consult your Windows documentation for information about how to make the files readable and writeable.   If you are using MS-DOS, you can use the ATTRIB command - consult your MS-DOS manual for complete instructions on how to use this command. If you are using Windows 95, you can right click on the file name in Explorer, then select PROPERTIES. The attributes are listed at the bottom of the Properties window.

3) The computer may have run out of hard drive space during the installation of the program.   If you are using disk compression software such as DriveSpace, DoubleSpace, Stacker, and SuperStor, make sure you have at least twice as much hard drive space as the program requires.   Sierra files reside on the hard drive already compressed.   Since the Sierra files are already compressed, disk compression software utilities can not compress the program files. Thus, you will need twice as much hard drive space available to compensate for the fact that Sierra program files can not be compressed.   Make sure that you have plenty of hard drive space available before attempting to install the Sierra program.

Incorrect Setup Version

The Sierra Setup program that you used to attempt to install, register, uninstall, or test the hardware configuration was not specifically designed to work with this Sierra program.   This can happen if you attempt to run a Setup program from the hard drive, which was designed for a different Sierra product.   The best way to work around this problem is to run the Setup program from the Sierra program disk.

CD ROM

CD ROM Drive Not Detected

CD ROM Speed-Test Results

Insert the CD Into Your CD ROM Drive

CD ROM Drive Not Detected

The Sierra Setup program could not detect an active CD drive configured for your computer system.   Please verify that your CD is detected by your system.   To see if the CD drive is being detected in Windows 3.1, go into Program Manager.   From Program Manager, double-click on the Main program group.   Within the Main Window, double-click on the File Manager icon.   If you are using Windows 95, click on your START button, select PROGRAMS, then WINDOWS EXPLORER.   Once in File Manager or Explorer, look at the drive icons that appear just below the pull-down menus.   Verify that your CD drive letter icon appears.   If the icon appears, then make sure you have your Sierra CD in the CD ROM drive.

If no drive letter icon appears within File Manager or Explorer, then make sure that you are loading the appropriate CD ROM drivers and MSCDEX.   Please consult your CD ROM documentation or the CD ROM manufacturer for more information.

CD ROM Speed-Test Results

This dialog box indicates the access speed and the transfer rate of your CD ROM drive.   Access Time is a measurement of the time it takes the CD-ROM drive to locate a specific piece of information on the CD.   Generally, Sierra recommends an access performance of 500ms or faster.   The lower the access time, the faster the seek performance of the CD drive.

The Transfer rate indicates the speed in which data is transferred from the CD to the computer.   Sierra recommends that a CD drive have a minimum of 150KB per second.   The higher the transfers rate the faster the transfer of information.   For a more in-depth description of these terms, please consult your CD ROM documentation.

Insert the CD Into Your CD ROM Drive

The Sierra Setup Program could not read the specific program CD.   Please make sure that the Sierra program CD is in the CD drive.   The Setup program could have had problems reading the CD if you placed the CD in the drive a few seconds before attempting to install the program to your hard drive.   Simply insert the program CD, wait about 10 seconds, and then initiate the installation process one more time.

If you continue to have problems, then make sure that you are loading the appropriate CD ROM drivers and MSCDEX.   Please consult your CD ROM documentation or the CD ROM manufacturer for more information.

General Hardware Tests

General Video Test

General Sound Test

General CD-ROM Test

General Memory Test

General Miscellaneous Test

General Video Test

The Sierra Setup program will conduct tests to determine if your video card meets certain speed requirements to run the program.   It will also detect the presence of the proper video driver for Windows.   If the General Video Test fails for any reason, select the Help button that appears in the error dialog box for more information.

General Sound Test

The General Sound Test will conduct a test to determine the sound capabilities of your computer system.   In order to take advantage of all the audio and music capabilities of this program, this test routine will check for your MIDI configuration and for the presence of DAC playback.   If this test should fail in one or both of the audio test sections, please review the help context for additional information

General CD-ROM Test

The Sierra Setup program will conduct a test to verify that a CD-ROM drive is detected on your computer system, and will check the speed of the CD-ROM drive.   The speed check will be used to determine if the drive meets the minimum system requirements for running the program.

General Memory Test

The Sierra Setup program will check for the presence of both physical memory and free memory. The physical memory test will make sure that the computer system meets the minimum system requirement for operating this Sierra program title. The Free memory test will conduct a test to determine how much memory is fully available for the program to use once the program is launched. If you fail the free memory test, you will be given options and tips that should help you free enough memory to run this program.

General Miscellaneous Test

The Sierra Setup program will verify that this computer is running the proper version of Windows.   Sierra Setup will also detect the type of processor used on your computer and will verify the speed of the <u>CPU</u>.   If Setup fails any of these tests, your computer system may not have the appropriate software/hardware needed to operate the program effectively.

Registration

[Print Out the Registration Card](#)

[Registration Information](#)

Print Out the Registration Card

The Sierra Setup program has a handy option, which will print out product registration information.   Once this information is printed, you can send it directly to Sierra On-Line.   As a registered Sierra product owner, you will be entitled to receive Technical Support, product upgrade information, special savings offered to Sierra customers, and a free one-year subscription to Interaction Magazine.

Selecting YES at this dialog box will allow you to print this registration card using your printer.   Selecting NO will not print out the registration card.

Registration Information

You are currently in the Registration dialog box of the Sierra Setup Program.   Entering in the information in this screen will enable you to save all related registration information.   You will also be given the opportunity to print this information on your printer so you can Register your Sierra program.

As a registered Sierra product owner, you will be entitled to receive Technical Support, product upgrade information, special savings offered to Sierra customers, and a free one-year subscription to Interaction Magazine.

General Protection Faults

A General Protection Fault generally occurs when there is a memory conflict between two applications. If you receive a General Protection Fault, the following troubleshooting tips should help you correct this problem:

1) DISABLE WINDOW ENHANCEMENT UTILITIES - If you are running Window Enhancement Utilities such as Screen Savers, Virus Detection Utilities, <u>Shell</u> Program (i.e. Norton Desktop, PC Tools, Dashboard, Kid's Desk), Sound Utilities and/or undelete utilities, try disabling them. Re-run the program and see if the General Protection Fault occurs again.

2) CLOSE ACTIVE APPLICATIONS - If you have any active programs, close them before attempting to run your Sierra product. Active <u>application</u> programs might try to occupy the same space in memory that this Sierra product is trying to use.

3) TRY A CLEAN BOOT - You might want to try a Windows Boot Disk and see if a clean boot configuration corrects the memory conflict.

4) DISABLE AGGRESSIVE MEMORY MANAGEMENT - If you are using QEMM's Stealth option, try disabling this feature. Please consult your QEMM documentation for additional information.

5) DUPLICATE PROBLEM - See if you can duplicate the problem. Often times General Protection Faults are unduplicable and might have occurred as an isolated instance.

General Troubleshooting Techniques

1) SCAN HARD DRIVE FOR ERRORS - Run either MS-DOS CHKDSK or SCANDISK command, or run a third party disk maintenance utility such as Norton Utilities and PC Tools to check for Lost Allocation Units or other errors on the hard drive.   If you find errors, you will want to correct them, delete the Sierra program, and try re-installing the program once again.

NOTE - Read your MS-DOS or Disk Maintenance manual before attempting to correct any hard drive errors.   You will want to back up any important files before attempting to correct hard drive errors since there is a remote possibility that you can lose hard disk data.

2) DISABLE ACTIVE TSRs - Software such as Virus Detection utilities, Undelete utilities, Screen Savers, Sound Utilities, and other active TSRs can cause installation problems.   Disable such activities before attempting to re-run the Setup program.

3) TRY A BOOT DISK - Try booting under a clean environment with a boot disk.   Follow the boot disk instructions, reboot the system with the disk in your A drive, and restart the application.

4) CHECK FOR AVAILABLE HARD DRIVE SPACE - Make sure you have plenty of hard drive space before attempting to install the program.   If you are using a disk compression utility such as Stacker, SuperStor, Double Space or Drive Space, make sure you have twice as much hard drive space available as the program requires. Sierra products reside on the hard drive in a pre-compressed state.   Thus, compression utilities can not compress the program files down further.

5) CONSULT PROGRAM README FILE - Often, known technical issues are documented in the README file of the Sierra program title.   Review the README file for additional troubleshooting steps.

6) DUPLICATE PROBLEM - See if you can duplicate the problem consistently.   Often, errors or problems occur only once.   Restarting and/or reloading the program often will correct this one time problem.

Related Topics:

Installation Problems

Lockups or Program Freezes

Out of Memory

Out of Hunk

Sound/Audio Problems

Video Problems

Installation Problems

1) Scan Hard Drive for Errors - Run either MS-DOS CHKDSK or SCANDISK command, or run a third party disk maintenance utility such as Norton Utilities and PC Tools to check for Lost Allocation Units or other errors on the hard drive.   If you find errors, you will want to correct them, delete the Sierra program, and try re-installing the program once again.

NOTE - Read your MS-DOS or Disk Maintenance manual before attempting to correct any hard drive errors.   You will want to back up any important files before attempting to correct hard drive errors since there is a remote possibility that you can lose hard disk data.

2) Disable Active TSRs - Software such as Virus Detection utilities, Undelete utilities, Screen Savers, Sound Utilities, and other active TSRs can cause installation problems.   Disable such activities before attempting to re-run the Setup program.

3) Try a Boot Disk - Try booting under a clean environment with a boot disk.   Follow the boot disk instructions, reboot the system with the disk in your A drive, and restart the application.

4) Check for Available Hard Drive Space - Make sure you have plenty of hard drive space before attempting to install the program.   If you are using a disk compression utility such as Stacker, SuperStor, Double Space or Drive Space, make sure you have twice as much hard drive space available as the program requires.   Sierra products reside on the hard drive in a pre-compressed state.   Thus, compression utilities can not compress the program files down further.

Lockups or Program Freezes

1) DISABLE WINDOW ENHANCEMENT UTILITIES - If you are running Window Enhancement Utilities such as Screen Savers, Virus Detection Utilities, <u>Shell</u> Program (i.e. Norton Desktop, PC Tools, Dashboard, Kid's Desk), Sound Utilities and/or undelete utilities, try disabling them.   Re-run the program and see if the lockup occurs again.

2) CLOSE ACTIVE APPLICATIONS - If you have any active programs, close them before attempting to run your Sierra product.   Active <u>application</u> programs might try to occupy the same space in memory that this Sierra product is trying to use, which could cause a lockup.

3) TRY A CLEAN BOOT - You might want to try a Windows Boot Disk and see if a clean boot configuration corrects lock-up problems.

4) DISABLE AGGRESSIVE MEMORY MANAGEMENT - If you are using QEMM's Stealth option, try disabling this feature.   Please consult your QEMM documentation for additional information.

5) DUPLICATE PROBLEM - See if you can duplicate the problem.   Often times lockups are unduplicable and might have occurred as an isolated instance.

Out of Memory

1) DISABLE WINDOW ENHANCEMENT UTILITIES - If you are running Window Enhancement Utilities such as Screen Savers, Virus Detection Utilities, Shell Program (i.e. Norton Desktop, PC Tools, Dashboard, Kid's Desk), Sound Utilities and/or undelete utilities, try disabling them.   Re-run the program and see if the lockup occurs again.

2) CLOSE ACTIVE APPLICATIONS - If you have any active programs, close them before attempting to run your Sierra product.   Active application programs might try to occupy the same space in memory that this Sierra product is trying to use, which could cause a lockup.

3) TRY A CLEAN BOOT - You might want to try a Windows Boot Disk and see if a clean boot configuration corrects lock-up problems.

4) USE VIRTUAL-MEMORY - Virtual Memory utilizes a SWAP-File which allow you to use part of you hard drive space as simulated RAM.   A SWAP-File is a feature, which enables you to get the most out of your system.

NOTE - A SWAP-File must be created within a NON-COMPRESSED partition on your hard drive.   If you are using disk compression utilities such as Stacker, SuperStor, DoubleSpace or DriveSpace, do not create a SWAP-File on the compressed sections of the hard drive.   Sierra also recommends that you scan your hard drive for any lost allocation units or other errors and optimize your hard drive before creating a SWAP-File.   Use the Scandisk command, the chkdsk command, or any third party hard drive maintenance utility and correct any FAT errors that are discovered.   Once any potential errors have been corrected, use an optimization utility such as DEFRAG with DOS 6.0 or above or a third party optimization software package.   For more information about Virtual Memory, please consult your Windows Documentation.

Out of Hunk

1) DISABLE WINDOW ENHANCEMENT UTILITIES - If you are running Window Enhancement Utilities such as Screen Savers, Virus Detection Utilities, <u>Shell</u> Program (i.e. Norton Desktop, PC Tools, Dashboard, Kid's Desk), Sound Utilities and/or undelete utilities, try disabling them.   Re-run the program and see if the lockup occurs again.

2) CLOSE ACTIVE APPLICATIONS - If you have any active programs, close them before attempting to run your Sierra product.   Active <u>application</u> programs might try to occupy the same space in memory that this Sierra product is trying to use, which could cause a lockup.

3) TRY A CLEAN BOOT - You might want to try a Windows Boot Disk and see if a clean boot configuration corrects lock-up problems.

Sound/Audio Problems

1) MAKE SURE SOUND CARD <u>DRIVERS</u> ARE LOADED - Drivers are special instruction files written by your sound card manufacturer which tells the computer how to take advantage of the playback capability of your sound card.   If these drivers are not loaded, Windows will not know how to trigger your sound card to play back these audio selections.   NOTE: Many sound cards will utilize more than one driver - you may find that multiple sound drivers need to be installed.

To check drivers in Windows 95, from the START menu, choose SETTINGS and then CONTROL PANEL. Choose MULTIMEDIA and then the ADVANCED tab.   In the device tree that you see, check under Audio Devices and MIDI Devices and Instruments.   If you do not have any entries under these categories, your sound card is not supported directly by Windows 95.   You will need to consult your system documentation or manufacturer for further assistance.

To verify that your Windows 3.1 drivers are loaded, double-click on your MAIN <u>Program-Group</u> within the <u>Program-Manager</u>, and then double-click on your CONTROL PANEL icon.   Within the Control Panel Window, double-click on the icon labeled DRIVERS.   On the left-hand side of the Drivers window, you will see a Scroll Bar listing of all the drivers that are currently installed within your Window environment.   Consult your Sound Card documentation and make sure all appropriate Windows sound drivers for your particular sound card are installed.

2) CHECK SOUND CARD VOLUME LEVEL OPTIONS

In Windows 95, you should find a speaker icon in the corner of your screen on your Task Bar.   Double-click on this icon to access the mixer.   Make sure that not only the master volume is at an acceptable level but also that the relative levels of the different sound types are equally balanced.   With most mixers, <u>MIDI</u> is the music setting and <u>Wave</u> is the digital sound effects setting.   If you are experiencing distorted sounds, try turning all sound levels down to about two-thirds of maximum.

Many sound cards include a set of Windows 3.1 utilities, which allow you to customize or alter your sound card volume settings.   A common utility that is included is a mixer program.   The Mixer utility allows you to adjust multiple audio input volume levels including your <u>MIDI</u> volume level and <u>DAC</u> or Digital Audio level.   Make sure that your DAC or Digital Audio sound level is set to an appropriate volume setting.   If the volume is set to a low position, try increasing it and see if the audio plays correctly.   Your sound card documentation will give you complete instructions regarding the usage of these utilities.

3) CHECK SPEAKERS - Make sure that your speakers are attached to the sound card.   Check and verify that the speakers are plugged into the proper Audio Out port.   Many sound cards have Microphone and/or Auxiliary input ports, which look identical to the audio out/speaker port.   Check your sound card hardware documentation to make sure the speakers are connected to the correct port.   Also verify that your speakers are receiving the appropriate power to drive the amplifiers within your speakers.   If you are attempting to hook up a set of non-amplified speakers to your sound card, you might need an auxiliary power amplifier to drive the speakers properly.

Video Problems

In Windows 95, go to the START menu; choose SETTINGS and then CONTROL PANEL.   Select the DISPLAY icon and then the SETTINGS tab.   Make sure that the COLOR PALETTE setting is set to *256 color* and the DESKTOP SIZE slider bar is set to *640 x 480 pixels*.   When done, click on APPLY.   You will be prompted that the video resolution change is about to be made; click YES.   If the resulting screen looks proper, click OK**;** if not, wait 15 seconds and the previous desktop will be restored.   If you are already running at 640x480 and you have problems, try running at 800x600 resolution.   If you have problems setting your systems resolution and color depth, consult your system manufacturer for additional assistance.

Below is a list of items to check for Windows 3.1 video problems:

1) CHECK VIDEO <u>DRIVERS</u> - To determine which type of video driver you are currently using under your Windows 3.1 environment, double-click on you MAIN <u>Program-Group</u> within the <u>Program-Manager</u>, then double-click on the WINDOWS SETUP icon.   The selection next to the DISPLAY line will tell you which driver is currently loaded.

If the display line indicates you are using a VGA driver, you will most likely want to utilize a different video driver. The VGA display driver is a standard Windows driver that is automatically installed when you initially install Windows.   This driver is only capable of displaying 16 colors on the screen at once.   Sierra products require the capability of displaying 256 or more colors on the screen.   Should you find that you need to update your video driver to operate this Sierra program title, consult your Windows and/or your video card manual for complete instructions on how to update your video driver.

2) DISABLE VIDEO CO-PROCESSOR - Occasionally, video cards that use co-processors to speed up graphic redraws in Windows can display multiple images or screens during program play of a few Sierra products.   Disable the co-processor feature if your card supports this feature.   Consult your Video Card documentation or manufacturer for more information.

3) CHECK FOR UPDATED VIDEO DRIVERS - You might also want to contact your video card manufacturer to see if they have released updated video drivers for your video card.   New drivers might correct various video problems that you are experiencing.

WARNING - It is important that you use a video driver that was specifically made for your video card.   If you use a video driver that was designed for a different brand of video card, it is possible that you will see distorted graphics or a blank screen when attempting to start Windows.   For additional information or assistance, please consult your Video card documentation or contact your video card manufacturer.

Contact Information

Sierra On-Line

Davidson & Associates

Sound Card Manufacturer List

Video Card Manufacturers

Miscellaneous Computer Peripheral/Software Manufacturers

Sierra On-Line

This card contains the new address and phone number changes for contacting Sierra Support Services.

Related Topics:

Sales Services

Technical Support

Sales Services

United States

Sierra Direct   U.S.A. Sales Phone: (800) 757-7707

7100 W. Center Rd   International Sales: (206) 746-5771

STE 301   Hours: Monday-Saturday 7AM to 11 PM CST, Sundays 8 AM to 9PM CST

Omaha, NE   68106   FAX: (402) 393-3224

Disk/Doco replacement: **Product Returns:**

Sierra On-Line Fulfillment   Sierra On-Line Returns

PO Box 485   PO Box 485

Coarsegold CA   93614   Coarsegold CA   93614

NOTE: To replace your disk(s) please send only Disk #1 (or the CD) and copy of your dated

Receipt, if less then 90 days.   After 90 days please include a $10 handling fee along with Disk / CD #1.   For

Documentation, please include a $ 5.00 handling fee and a photocopy ONLY of disk #1.   Payment should be

Made at the time of your request.   **Sorry, no credit cards**.

United Kingdom

Sierra On-Line Limited   Main: (0118) 920-9111

2 Beacontree Plaza,   Fax: (0118) 987-5603

Gillette Way,   9:00 a.m. - 5:00 p.m.,

Reading, Berkshire   Monday-Friday

RG2 0BS United Kingdom

(Disk/CD replacements in the U.K. are £6.00, or £7.00 outside the UK. Add ATTN.: Returns.

France

Parc Tertiaire de Meudon   Phone: (01) 46-01-48-53

Immeuble "Le Newton"   Fax: (01) 46-30-00-65

25 rue Jeanne Braconnier   lundi au vendredi de 9h à 18h

92366 Meudon La Forêt Cedex

France

Germany

Sierra Coktel Deutschland   Main: (0) 6103-99-40-40

Robert-Bosh-Str. 32   Fax: (0) 6103-99-40-35

D-63303 Dreieich   Montag bis Freitag von 9h bis 19h

Deutschland

On-Line Sales

CompuServe USA: GO SI (CServe Mall)

CompuServe United Kingdom: GO UKSIERRA

CompuServe France: GO FRSIERRA

CompuServe Germany: GO DESIERRA

America Online: Keyword Sierra

Internet: *http://www.sierra.com*

Internet: http://www.sierra-online.co.uk

Internet: http://www.sierra.fr

Internet: http://www.sierra.de

Technical Support

Automated Technical Support Line:

 1-206-644-4343

Sierra On-Line offers a 24-hour Automated Technical Support line with recorded answers to the most frequently asked technical questions. To access this service, call (206) 644-4343, and follow the recorded instructions to find your specific topic and resolve the issue. If this fails to solve your problem, you may still write, or fax us with your questions, or contact us via BBS.

U.S. Technical Support

Sierra On-Line	Main: (206) 644-4343
Technical Support	Fax: (206) 644-7697
P.O. Box 85006	8:15 a.m. - 4:45 p.m.
PST,	
Bellevue, WA 98015-8506	Monday-Friday

U.K. Technical Support

Sierra On-Line Limited	Main: (0118) 920-9111
2 Beacontree Plaza,	Fax: (0118) 987-5603
Gillette Way,	9:00 a.m. - 5:00 p.m.,
Reading, Berkshire	Monday-Friday
RG2 0BS United Kingdom	

(Disk/CD replacements in the U.K. are £6.00, or £7.00 outside the UK. Add ATTN.: Returns.

France

Parc Tertiaire de Meudon	Téléphone : 01-46-01-46-50
Immeuble "Le Newton"	Support Technique automatisé 7 jours sur 7 24h/24
25 rue Jeanne Braconnier	Techniciens accessibles du lundi au vendredi de 10h à 19h
92366 Meudon La Forêt Cedex	Fax : 01-46-30-00-65
France	

Germany

Sierra Coktel Vision Deutschland	Main: (0610) 399-4040
Robert-Bosh-Str. 32	Fax: (0610) 399-4035
D-63303 Dreieich	Mailbox: (0610) 399-4041
Deutschland	Montag bis Freitag von 9h bis 19h

Spain

Coktel Educative Multimedia	Main: (01) 764-3969 (lunes a viernes de 9h30 a 14h y de 15h a 18h30
C/ Tomas Redondo, 1-1 F Fax: (01) 381-0839	
Edificio Luarca	
28033 Madrid Spain	

Italy

 Contattare il vostro distribotore

Technical Support via modem is also available through:

 CompuServe USA: GO SIERRA

 CompuServe United Kingdom: GO UKSIERRA

 CompuServe France: GO FRSIERRA

 CompuServe Germany: GO DESIERRA

 America Online: Keyword Sierra

 Email: support@sierra.com

 Internet: *http://www.sierra.com*

Internet: http://www.sierra-online.co.uk
Internet: http://www.sierra.fr
Internet: http://www.sierra.de

Hints

U.S. Hints:
1-900-370-5583
$.75 per minute (must be 18 years or older, or have parental permission).
You may also contact Direct Sales to inquire whether a hint book is available for your product.

On-Line Hints:
 Access Sierra's BBS through CompuServe by typing GO SIERRA
 Access the Sierra Forum on America On Line with the keyword: SIERRA

Hint Line, Canada:
1-900-451-3356

Hint Line, France:
01-36-68-46-50 (hint line)
2,23F la minute. (France métropolitaine seulement)

Hint Line, United Kingdom:
Old Games Hint Line: (0118) 920-9109
New Programs hint line: (0891) 660-660 (within the UK only)

New Sierra Hint Line:
For adventure programs released after January 1st, 1993.   Charged 50p/minute at all times.   Maximum call length
7.5 minutes.   Maximum charge £3.75.   Must have permission of the person who pays the phone bill before calling.
Line available in the UK only. Requires a touch tone phone.
Old Sierra Hint Line:
For adventure games released up to December 31st, 1992.   Calls are charged at normal telephone rates. Requires a
touch tone phone, 24 hour line.

Hint Line, Deutschland:
(01) 9051-5616
24h /Tag (nur in Deutschland verfügbar,1,20 DEM pro Minute)

Hint Line, Italy:
Contattare il vostro distribotore

Pistas, Spain:
Tel   : (01) 764-3969
Fax   : (01) 381-0839

Sound Card Manufacturer List

Advanced Gravis

United States:

(206) 881-6945 T/S

(604) 431-7553 BBS

Aztech

United States:

(800) 886-8879 T/S

(510) 623-8933 BBS

United Kingdom:

0191 5202598 TEL

Cardinal

United States:

(717) 293-3124 T/S

(717) 293-3074 BBS

United Kingdom:

01522 542519 TEL

Creative Labs

United States:

(408) 428-6622 T/S

(408) 428-6660 BBS

United Kingdom:

01734 344322 TEL

01734 320300 FAX

<u>Diamond</u>

United States:

(408) 325-7100 T/S

(408) 325-7175 BBS

<u>Logitech</u>

United States:

(510) 795-8100 T/S

(510) 795-0408 BBS

<u>Microsoft</u>

United States:

(206) 637-7096 T/S

(206) 936-4082 BBS

(206) 936-6735 BBS

United Kingdom:

01734 271000 TEL

01734 270002 FAX

Orchid

United Kingdom:

01256 4798898 TEL

01256 64222 FAX

Reveal

United States:

(800) 473-8325 T/S

(818) 713-8188 BBS

United Kingdom:

0181 8457400 TEL

0181 8457411 FAX

<u>Roland US</u>

United States:

(213) 685-5141 T/S

<u>Turtle Beach</u>

United States:

(717) 767-0200 T/S

(717) 845-4835 BBS

Video Card Manufacturers

Microsoft's Generic SVGA256.DRV driver works with the following displays:

· ATI VGA Wonder

· Cirrus Logic VGA (5420, 6420 series)

· Oak Technology VGA (077 series)

· Paradise VGA

· Trident VGA (8900 series)

· Tseng ET4000-based, including: Boca VGA, Cardinal VGA, Diamond SpeedStar series, Everex Viewpoint series, Metheus Premier VGA, Orchid ProDesigner IIs, Sigma VGA Legend, & STB Powergraph

· Video Seven VGA: FastWrite 1024i, VRAM, and VRAM II

· Western Digital VGA

Microsoft's Generic SVGA256.DRV driver is included with Windows for Workgroups 3.11, or it can be downloaded as SVGA.EXE from CompuServe (GO MSL), GEnie, or can be obtained from Microsoft's Download Sevice at 206-936-6735. If a modem is not available, the driver can be ordered on diskette from Microsoft at 800-426-9400.

Actix Systems

United States:

408-986-1625   T/S

408-970-3719   BBS

Advanced Integration Research

United States:

408-428-0800   T/S

408-428-1735   BBS

Advanced Micro Technology

United States:

909-598-6120   T/S

909-594-5770   BBS

Alpha Systems Lab

United States:

800-576-4275   T/S

Altech International

United States:

800-882-8194   T/S

408-946-2227   BBS

Artist Graphics Company

United States:

800-627-8478   T/S

612-631-7664   BBS

ATI Technologies

United States:

905-882-2626   T/S

905-764-9404   BBS

United Kingdom:

01753 631121 TEL

01753 631106 FAX

Atlaz Intl., Limited

United States:

516-239-1854   T/S

Boca

United States:

407-241-8088   T/S

407-241-1601   BBS

Cache Computers, Inc.

United States:

510-226-9922   T/S

510-226-7486   BBS

Cardinal

United States:

717-293-3124   T/S

717-293-3074   BBS

Celerite Graphics, Inc.

United States:

510-226-6390   T/S

510-226-7851   BBS

Cirrus Logic

United States:

408-435-8808   T/S

510-440-9080   BBS

Colorgraphic Communication

United States:

404-455-3921   T/S

404-452-8238   BBS

Cornerstone Technology

United States:

800-562-2552 x306   T/S

408-435-8943   BBS

CSS Laboratories, Inc.

United States:

800-966-2771   T/S

714-852-9231   BBS

Diamond Speedstar

United States:

408-325-7100   T/S

408-325-7080   BBS (up to 2400bps)

408-325-7175   BBS (above 2400bps)

Edge Technology, Inc.

United States:

800-438-3343   T/S

ELSA America, Inc.

United States:

800-272-3572   T/S

415-588-6286   BBS

Focus Information Systems, Inc.

United States:

510-657-4586   T/S

510-657-9451   BBS

Genoa

United States:

408-432-8324   T/S

408-943-1231   BBS

Headland (Video Seven)

United States:

800-553-1850   T/S

415-656-0503   BBS

Hercules Technology

United States:

510-623-6050   T/S

510-623-7034   BBS (V32)

510-623-7449   BBS (v32b)

Identity Systems Technology

United States:

800-723-8324   T/S

214-705-7213   BBS

IOcomm Intl., Corp.

United States:

800-998-8919   T/S

Liberty Electronics USA

United States:

800-497-8324   T/S

Matrox Electronics Systems Limited

United States:

800-462-8769   T/S

514-685-6008   BBS

United Kingdom:

01793 614002 TEL

01793 614336 FAX

Metheus Corporation

United States:

503-690-1550   T/S

503-690-1559   BBS

MicroStep, Inc.

United States:

818-336-8991   T/S

818-961-9992   BBS

Mirage Computer Systems

United States:

310-440-1460   T/S

Miro

United Kingdom:

01223 301102 TEL

National Design, Inc.

United States:

512-329-5055   T/S

512-329-6327   BBS

Number Nine Computer Corporation

United States:

617-674-0009   T/S

617-862-7502   BBS

Nth Graphics

United States:

800-624-7552   T/S

512-832-1964   BBS

Oak Technology

United States:

408-737-0888   T/S

408-524-9014   BBS

Orchid

United States:

510-683-0323   T/S

510-683-0327   BBS

United Kingdom:

01256 4798898 TEL

01256 64222 FAX

Paradise

United States:

800-832-4778   T/S

415-968-1834   BBS

Sigma Designs

United States:

510-770-0100   T/S

510-770-0111   BBS

SixGraph Computing, Limited

800-561-2892   T/S

514-336-4169   BBS

STB

United States:

214-234-8750   T/S

214-437-9615   BBS

United Kingdom:

01344 874744 TEL

01344 874546 FAX

SuperMac Technology, Inc.

United States:

408-245-0646   T/S

408-773-4500   BBS

Swan Technologies, Inc.

United States:

800-468-7926   T/S

814-237-6143   BBS

Trident

United States:

415-691-9211   T/S

415-691-1016   BBS

United Kingdom:

01273 670570 TEL

01273 670666 FAX

Video Logic, Inc.

United States:

617-494-0530   T/S

617-494-4960   BBS

United Kingdom:

01923 260511 TEL

01923 268969 FAX

Video Seven (Headland)

United States:

800-553-1850   T/S

415-656-0503   BBS

VidTech Microsystems, Inc.

United States:

800-752-8033   T/S

612-780-3564   BBS

Willow

United States:

718-402-9500   T/S

Miscellaneous Computer Peripheral/Software Manufacturers

Acer America

(Computer/Hardware)

United States:

(800) 637-7000 T/S

United Kingdom

01628 533422 TEL

01628 524071 FAX

Adaptec

(Hardware)

United States:

(408) 945-2550 T/S

(408) 945-7727 BBS

Adobe Systems

(Software)

United States:

(415) 961-4992

CompuServe BBS

United Kingdom

0181 6064000 TEL

0181 6064004 FAX

CompuServe BBS

Advanced Gravis

(Joystick/Sound Card)

United States:

(604) 434-1807 T/S

(604) 431-7553 BBS

United Kingdom

CompuServe BBS

Aldus

(Software)

United States:

(206) 628-2040 T/S

United Kingdom

01314 532211 TEL

01314 534422 FAX

Applied Engineering

(Hardware)

United States:

(214) 241-6084 T/S

(214) 241-6677 BBS

AST Research

(Computer/Hardware)

United States:

(800) 727-1278 T/S

(714) 727-4723 BBS

ATI Technologies

(Hardware)

United States:

(416) 756-0711 T/S

(905) 764-9404 BBS

United Kingdom

01753 631121 TEL

01753 631106 FAX

AutoDesk

(Software)

United States:

(415) 332-8942 T/S

CompuServe BBS

United Kingdom

01483 303322 TEL

01483 304556 FAX

Berkeley Systems Design

(Software)

United States:

(510) 540-5535 T/S

Borland

(Software)

United States:

(408) 438-5300 T/S

(408) 439-9096 BBS

United Kingdom

01734 321150 TEL

01734 320017 FAX

C H Products

(Joystick)

United States:

(619) 598-2518 T/S

(619) 598-3224 BBS

Central Point

(Software)

United States:

(503) 690-8080 T/S

(503) 690-6650 BBS

Claris

(Software)

United States:

(408) 987-7000 T/S

America On-Line BBS

United Kingdom

0181 7560101 TEL

0181 5734474 FAX

Colorado Memory Systems

(Hardware)

United States:

(800) 346-9881 T/S

(303) 635-6650 BBS

Compaq

(Computer/Hardware)

United States:

(800) 345-1518 T/S

(713) 378-1418 BBS

Creative Labs

(Sound Cards/Hardware)

United States:

(408) 428-6622 T/S

(408) 428-6660 BBS

United Kingdom

01734 344322 TEL

01734 320300 FAX

CTX

(Hardware)

United States:

(800) 289-2189 T/S

Diamond Computer

(Hardware)

United States:

408-325-7100   T/S

408-325-7080   BBS (up to 2400bps)

Dove Computer

(Computer/Hardware)

United States:

(919) 343-5610 T/S

(919) 343-5616 BBS

Elonex

(Computer/Hardware)

United Kingdom

0181 4526666 T/S

0181 4526422 FAX

Everex

(Computer/Hardware)

United States:

(510) 226-9694 BBS

Gateway 2000

(Computer/Hardware)

United States:

(800) 846-2301 T/S

(605) 232-2109 BBS

Genoa

(Hardware)

United States:

(408) 432-8324 T/S

(408) 943-1231 BBS

Hayes

(Hardware)

United States:

(404) 440-1617 T/S

(800) 874-2937 BBS

United Kingdom

01252 775500 TEL

01252 775511 FAX

Hercules Computer

(Hardware)

United States:

(510) 623-6050 T/S

(510) 623-7034 BBS

Hewlett Packard

(Software/Hardware)

United States:

(800) 333-1917 T/S

(208) 323-2551 T/S

(208) 344-9611 BBS

United Kingdom

01344 366366 T/S

01344 363344 FAX

Hitachi

(Hardware)

United States:

(800) 241-6558 T/S

United Kingdom

01628 585000 TEL

01628 778322 FAX

IBM

(Hardware/Software)

United States:

(908) 329-7000 Main Number

(800) 765-4747 T/S PS/1 & Aptiva

(800) 772-2227 T/S PS/2, Valuepoint, Thinkpad

(213) 621-5576 T/S Software

(407) 994-5544 OS/2 T/S

United Kingdom

01256 841818 TEL

Intel

(Hardware)

United States:

(800) 538-3373 T/S

(503) 645-6275 BBS

United Kingdom

01793 696000 TEL

01793 696260 T/S

01793 641440 FAX

Kraft

(Hardware)

United States:

(619) 724-7146 T/S

Leading Edge

(Computer)

United States:

(800) 225-2283 T/S

(503) 836-3971 BBS

Logitech

(Hardware)

United States:

(510) 795-8100 T/S

(510) 795-0408 BBS

Lotus

(Software)

United States:

(800) 223-0303 T/S

(617) 693-7000 BBS

United Kingdom

01753 532044 TEL

01753 512993 FAX

Magnavox

(Computer/Hardware)

United States:

(800) 722-6224 T/S

(615) 475-9396 BBS

Maxell

(Hardware)

United States:

(201) 794-5900 T/S

Media Vision

(Hardware)

United States:

(800) 638-2807 T/S

(510) 770-0968 BBS

Micronics

(Hardware)

United States:

(510) 651-2323 T/S

(510) 651-6837 BBS

Microsoft

(Software/Hardware)

United States:

(206) 646-5103 T/S MS-DOS

(206) 635-7245 T/S Windows

(206) 637-7096 T/S Mice

(206) 454-2032 T/S Other

(206) 936-6735 BBS

(206) 936-4082 BBS Multimedia

United Kingdom

01734 271000 T/S

01734 270002 FAX

MicroStep

(Hardware)

United States:

(818) 336-8991 T/S

(818) 961-9992 BBS

Mitsubishi

(Hardware)

United States:

(800) 344-6352 T/S

(714) 236-6286 BBS

United Kingdom

01707 276100 TEL

Mitsumi

(Hardware)

United States:

(408) 970-9699 T/S

United Kingdom

01276 29029 TEL

01276 2727579 FAX

NEC

(Hardware)

United States:

(708) 860-0335 T/S

(508) 635-6328 BBS

Norton/Symantec

(Software)

United States:

(408) 252-5700 T/S

(408) 973-9598 BBS

Novell

(Hardware)

United States:

(800) 221-6402 T/S

(801) 429-3030 BBS

Oak Technology

(Hardware)

United States:

(408) 737-0888 T/S

(408) 524-9014 BBS

Orchid Technology

(Hardware)

United States:

(510) 683-0323 T/S

(510) 683-0327 BBS

United Kingdom

01256 479898 tel

01256 64222 fax

Packard Bell

(Computer/Hardware)

United States:

(800) 733-4411 T/S

(801) 250-1600 BBS

United Kingdom

01753 831914 tel

01753 832400 fax

Panasonic

(Hardware)

United States:

(800) 222-0584 T/S

(201) 863-7845 BBS

Paradise

(Hardware)

United States:

(800) 832-4778 T/S

(415) 968-1834 BBS

PC Kwik

United States:

(800) 888-5945 T/S

Phillips/Magnavox

(Hardware)

United States:

(615) 475-8869 T/S

(310) 532-6436 BBS

Phoenix

(Hardware)

United States:

(617) 551-4000 T/S

United Kingdom

01604 761212 tel

01604 764323 fax

Pioneer

(Hardware)

United States:

(800) 527-3766 T/S

United Kingdom

01753 789789 tel

01753 664001 fax

PLI

(Hardware)

United States:

(800) 288-8754 T/S

(510) 651-5948 BBS

Practical Peripherals

(Hardware)

United States:

(805) 496-7707 T/S

(805) 496-4445 BBS

Procom

(Hardware)

United States:

(800) 800-8600 T/S

Prometheus Products

(Hardware)

United States:

(503) 692-9601 T/S

(503) 691-5199 BBS

Qualitas

(Software)

United States:

(301) 907-7400 T/S

(301) 907-8030 BBS

Quarterdeck

(Software)

United States:

(310) 392-9701 T/S

(310) 314-3227 BBS

United Kingdom

01245 496699 tel

01245 495284 fax

Quantum

(Hardware)

United States:

(408) 894-4000 T/S

(408) 434-1664 BBS

Reveal

(Hardware)

United States:

(800) 473-8325 T/S

(818) 713-8188 BBS

United Kingdom

0181 8457400 TEL

0181 8457411 FAX

Roland

(Hardware)

United States:

(213) 685-5141 T/S

Seagate

(Hardware)

United States:

(408) 438-8222 T/S

(408) 438-8771 BBS

United Kingdom

01628 890366 TEL

01628 890660 FAX

Sierra On-Line

(Software)

United States:

(206) 644-4229 T/S

United Kingdom

01734 303171 T/S

01734 303362 FAX

CompuServe forum (go sierra)

Internet site (www.sierra.com)

Sigma Designs

(Hardware)

United States:

(510) 770-0100 T/S

(510) 770-0111 BBS

Sony

(Hardware)

United States:

(714) 826-6410 T/S West

(201) 368-3774 T/S East

(408) 955-5107 BBS

United Kingdom

0181 7841144 t/s

01932 816650 tel

01932 817000 fax

Stac Electronics

(Software)

United States:

(619) 431-7474 T/S

(619) 431-5956 BBS

United Kingdom

01344 302900 tel

01344 302922 fax

STB

(Hardware)

United States:

(214) 234-8750 T/S

(214) 237-9615 BBS

United Kingdom

01344 874744 tel

01344 874546 fax

<u>Swan Technologies</u>

(Hardware)

United States:

(800) 468-7926 T/S

(814) 237-6143 BBS

<u>Symantec</u>

(Software)

United States:

(408) 252-5700 T/S

(408) 973-9598 BBS

United Kingdom

01628 592222 tel

01628 592393 fax

<u>Tandon</u>

(Hardware)

United States:

(805) 523-0340 T/S

<u>Tandy Computer</u>

(Computer/Hardware)

United States:

(817) 878-6875 T/S

United Kingdom

01527 550550 tel

<u>Teac</u>

(Hardware)

United States:

(213) 726-0303 T/S

United Kingdom

01923 225235 tel

01923 236290 fax

Texas Instruments

(Computer/Hardware)

United States:

(512) 250-7407 T/S

(512) 250-6112 BBS

United Kingdom

01234 270111 tel

01234 223459 fax

ThrustMaster

(Hardware)

United States:

(503) 639-3200 T/S

Toshiba

(Hardware)

United States:

(800) 999-4273 T/S

(415) 656-5159 BBS

United Kingdom

01932 841600 tel

01932 852455 fax

Trident

(Hardware)

United States:

(415) 691-9211 T/S

(415) 691-1016 BBS

Turtle Beach

(Hardware)

United States:

(717) 843-6916 T/S

(717) 845-4835 BBS

US Robotics

(Hardware)

United States:

(800) 982-5151 T/S

(708) 982-5274 BBS

United Kingdom

01206 844834 tel

01206 844250 fax

<u>Video Logic</u>

(Hardware)

United States:

(617) 494-0530 T/S

(617) 494-4960 BBS

United Kingdom

01923 260511 tel

01923 268969 fax

<u>Video Seven</u>

(Hardware)

United States:

(800) 248-1850 T/S

(510) 656-0503 BBS

<u>VidTech Microsystems</u>

(Hardware)

United States:

(800) 752-8033 T/S

(612) 780-3564 BBS

<u>Western Digital</u>

(Hardware)

United States:

(800) 753-1234 T/S

(714) 753-1068 BBS

United Kingdom

01372 360389 tel

01372 360391 fax

Zenith

(Computer/Hardware)

United States:

(800) 227-3360 T/S

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Standard Windows 3.1 Boot Disk

Sierras Technical Support Department as an added service has prepared the following instructions to our customers. PLEASE NOTE: Sierra does not make any claims, guarantees, and/or promises that the following instructions will work on any and/or all computer systems.

These instructions are only for 386, 486 and Pentium computers using MS DOS 5.0 and above.

<u>IMPORTANT NOTE</u>:   Please read the entire instructions prior to starting at Step 1.

STEP 1

FORMATTING THE DISK

<u>PLEASE NOTE</u>: It is necessary to format the disk even if the disk is already formatted.   The /S switch will transfer files to the boot disk which are necessary for the disk to work correctly.

To make a Boot Disk, format a high-density diskette in the A: drive.   (Use /F:360 or   /F:720 parameter if using a low density diskette)   For more information on using the FORMAT command, consult your DOS manual.   Note: This will not work in the B: drive.   Type the command as follows:

FORMAT   A:/S   <ENTER>

If after entering this command the system responds with a "Bad command or file name" error, then type:

PATH=C:\DOS   <ENTER>

Now retype the FORMAT command above.   If you still receive the same error, the MS DOS FORMAT command may not be on your system or it may have been renamed.   Programs such as PC Tools and Norton Disk Utilities can rename the format command to prevent accidental loss of data.

STEP 2

CREATING THE CONFIG.SYS FILE

Once you are at the C> again, type: A: and then <Enter> to move to the A: drive.   At the A:\> prompt, type :

COPY   CON   CONFIG.SYS   <ENTER>

The cursor should appear one line below the line you just typed. Now type:

FILES=50   <ENTER>

BUFFERS=20   <ENTER>

DEVICE=C:\WINDOWS\HIMEM.SYS   <ENTER>

STACKS=9,256 <ENTER>   {NOTE: This line is required for Windows 3.1 only}

Then press the <F6> key.   A ^Z should appear.   Hit the <Enter> key, and the computer should respond "1 file(s) copied".

STEP 3

CREATING THE AUTOEXEC.BAT FILE

When you are back at the A:\>, then type:

COPY   CON   AUTOEXEC.BAT   <ENTER>

Again, the cursor should appear one line below the line you just typed.   Enter the following lines:

SET   COMSPEC=C:\COMMAND.COM   <ENTER>

PROMPT   SIERRA   BOOT   DISK $_$P$G   <ENTER>

PATH=C:\;C:\DOS;C:\WINDOWS   <ENTER>

SET TEMP=C:\   <ENTER>

Then hit your <F6> key.   Again a ^Z will appear.   Hit <Enter> and the computer will respond "1 file(s) copied". You will be back at the A:\>

STEP 4

REBOOT THE SYSTEM:

Reboot your system by depressing the <RESET> button on your computer or by using the <CTRL>, <ALT>, and <DEL> key sequence on your keyboard.   Once you get to an A:\>, then type C: and <Enter>.   Start Windows by typing:

WIN   /3   <ENTER>

If the problem persists and you are using Windows 3.1, try starting Windows (while booted from the boot disk) in the following manners:

WIN   /3   /D:X   <ENTER>

WIN   /S   <ENTER>

Windows 3.1 Boot Disk with Disk Compression

STEP 1

FORMATTING THE DISK

PLEASE NOTE: It is necessary to format the disk even if the disk is already formatted.   The /S switch will transfer files to the boot disk which are necessary for the disk to work correctly.

To make a Boot Disk, format a high-density diskette in the A: drive.   (Use /F:360 or   /F:720 parameter if using a low-density diskette).   For more information on using the FORMAT command, consult your DOS manual.   Note: This will not work in the B: drive.   Type the command as follows:

FORMAT   A:/S   <ENTER>

If after entering this command the system responds with a "Bad command or file name" error, then type:

PATH=C:\DOS   <ENTER>

Now retype the FORMAT command above.   If you still receive the same error, the MS DOS FORMAT command may not be on your system or it may have been renamed.   Programs such as PC Tools and Norton Disk Utilities can rename the format command to prevent accidental loss of data.

STEP 2

LOCATING THE MOUSE DRIVERS

If you plan to use a mouse with your program, it will be necessary to first load the mouse driver.   To do this, locate the mouse driver and copy it to the boot disk in your A: drive.   There are two types of mouse drivers available, MOUSE.SYS, which must be loaded in the CONFIG.SYS file and MOUSE.COM, which must be loaded in the AUTOEXEC.BAT file.   You do not need to load both MOUSE.SYS and MOUSE.COM.   Locate the MOUSE.SYS or MOUSE.COM file.   Because the file MOUSE.SYS is usually smaller than MOUSE.COM we recommend that the MOUSE.SYS file be used in order to free more memory.

a) Locating the mouse drivers:

If you do not know where the MOUSE.SYS or MOUSE.COM files are located on your system, the command below should help in locating your mouse drivers.   For users of MS DOS 5.0 or above, type the following at the C:\> prompt:

DIR   \MOUSE   /S   <ENTER>D

This command only works with MS-DOS 5.0 or above and will cause the system to search all sub directories for a file called mouse.   If the system locates a file called mouse, it will display the path where the mouse files are located.   For instance, if the MOUSE.SYS file is located in a C:\MOUSE> directory, the system will display:

Directory of C:\MOUSE

MOUSE   SYS   55160 03-10-92   3:10a

MOUSE   COM   56408 03-10-93   6:00a

If the system does not locate a mouse, your driver may have a different name or these files may not be currently installed on the system.   Some other common names for mouse drivers are IMOUSE, GMOUSE, and HPMOUSE.   Your mouse drivers may have been included on a floppy disk, which came packaged along with your mouse.   For information on the proper name for your mouse, check the owners manual, which came with your mouse.

b) Copying the mouse driver:

Once you have located the mouse driver, you will need to copy it to the boot disk.   In this step, we will assume that

the mouse drivers were located in the C:\MOUSE> directory as shown in the step above.   To copy the MOUSE.SYS file to the boot disk, type the following at the C:\> prompt:

COPY   C:\MOUSE\MOUSE.*   A: <ENTER>

STEP 3

CREATING THE CONFIG.SYS FILE

Now switch to the A: drive and type the following:

COPY   CON   CONFIG.SYS   <ENTER>   (The cursor will drop down one line and blink)

DEVICE=C:\DOS\HIMEM.SYS   <ENTER>

Many Dynamix programs use EMS memory.   Check your Dynamix program manual to see if your program needs EMS memory.   If your program needs EMS memory, use the following EMM386.EXE line:

DEVICE=C:\DOS\EMM386.EXE   RAM   1024   <ENTER>

Sierra programs do not require EMS memory.   If your program does not use EMS memory, add the following EMM386.EXE line:

DEVICE=C:\DOS\EMM386.EXE   NOEMS   <ENTER>

DOS=HIGH,UMB   <ENTER>

FILES=30   <ENTER>

If you are using the MOUSE.SYS file to load your mouse, add the following line to the CONFIG.SYS:

DEVICEHIGH=MOUSE.SYS   <ENTER>

SPECIAL NOTE: MS DOS 6.0 users who have compressed the hard drive using DoubleSpace or Stacker 3.1, add the appropriate line listed below.

For DoubleSpace, add:

DEVICEHIGH=C:\DOS\DBLSPACE.SYS /MOVE   <ENTER>

For Stacker 3.1, add:

DEVICEHIGH=C:\STACKER\STACHIGH.SYS   <ENTER>

Complete the file by pressing the   F6   Function key <ENTER>

STEP 4

CREATING THE AUTOEXEC.BAT FILE

Now create an AUTOEXEC.BAT file by typing:

COPY   CON   AUTOEXEC.BAT <ENTER>   (the cursor will drop down one line)

SET   COMSPEC=C:\COMMAND.COM   <ENTER>

PROMPT   SIERRA   BOOT   DISK $_$P$G   <ENTER>

PATH=C:\;C:\DOS;C:\WINDOWS;   <ENTER>

If you are using the MOUSE.COM file to load the mouse, add the following line to the AUTOEXEC.BAT file:

LH   MOUSE.COM   <ENTER>

Complete the file by pressing the   F6   Function key <ENTER>

STEP 5

REBOOT THE SYSTEM:

Reboot your system by depressing the <RESET> button on your computer or by using the <CTRL>, <ALT>, and <DEL> key sequence on your keyboard.   Once you receive an A:\>, go to your hard drive and follow the instructions to begin the program.

Windows 3.1 CD Boot Disk

STEP 1

FORMATTING THE DISK

PLEASE NOTE: It is necessary to format the disk even if the disk is already formatted.   The /S switch will transfer files to the boot disk which are necessary for the disk to work correctly.

To make a   CD-ROM Boot Disk, format a high-density diskette in the A: drive.   (Use /F:360 or   /F:720 parameter if using a low density diskette) For more information on using the FORMAT command, consult your DOS manual. Note: This will not work in the B: drive.   Type the command as follows:

FORMAT   A:/S   <ENTER>

If after entering this command the system responds with a "Bad command or file name" error, then type:

PATH=C:\DOS   <ENTER>

Now retype the FORMAT command above.   If you still receive the same error, the MS DOS FORMAT command may not be on your system or it may have been renamed.   Programs such as PC Tools and Norton Disk Utilities can rename the format command to prevent accidental loss of data.

STEP 2

LOCATING THE MOUSE DRIVERS

If you plan to use a mouse with your program, it will be necessary to first load the mouse driver.   To do this, locate the mouse driver and copy it to the boot disk in your A: drive.   There are two types of mouse drivers available, MOUSE.SYS, which must be loaded in the CONFIG.SYS file and MOUSE.COM, which must be loaded in the AUTOEXEC.BAT file.   You do not need to load both MOUSE.SYS and MOUSE.COM.   Locate the MOUSE.SYS or MOUSE.COM file.   Because the file MOUSE.SYS is usually smaller than MOUSE.COM we recommend that the MOUSE.SYS file be used in order to free more memory.

a) Locating the mouse drivers:

If you do not know where the MOUSE.SYS or MOUSE.COM files are located on your system, the command below should help in locating your mouse drivers.   For users of MS DOS 5.0 or above, type the following at the C:\> prompt:

DIR   \MOUSE   /S   <ENTER>

This command only works with MS-DOS 5.0 or above and will cause the system to search all sub directories for a file called mouse.   If the system locates a file called mouse, it will display the path where the mouse files are located.   For instance, if the MOUSE.SYS file is located in a C:\MOUSE> directory, the system will display:

Directory of C:\MOUSE

MOUSE   SYS   55160 03-10-92   3:10a

MOUSE   COM   56408 03-10-93   6:00a

If the system does not locate a mouse, your driver may have a different name or these files may not be currently installed on the system.   Some other common names for mouse drivers are IMOUSE, GMOUSE, and HPMOUSE. Your mouse drivers may have been included on a floppy disk, which came packaged along with your mouse.   For information on the proper name for your mouse, check the owners manual, which came with your mouse.

b) Copying the mouse driver:

Once you have located the mouse driver, you will need to copy it to the boot disk.   In this step, we will assume that

the mouse drivers were located in the C:\MOUSE> directory as shown in the step above.   To copy the MOUSE.SYS file to the boot disk, type the following at the C:\> prompt:

COPY   C:\MOUSE\MOUSE.*   A: <ENTER>

Please substitute the appropriate path and file name for your mouse driver in the command line above.   You should then see a message indicating some files were copied.

STEP 3

LOCATING THE MSCDEX CD ROM EXTENSION

MSCDEX is the Microsoft extension for CD-ROM drives.   It must be loaded in order for your CD-ROM drive to operate.   The following steps should assist you in locating this file on your system   To locate MSCDEX, at the C:\> prompt, type:

TYPE   AUTOEXEC.BAT | MORE   <ENTER>

NOTE: The | is called a "pipe" command and is created by pressing <SHIFT> \ (backslash).

Now look for the line, which loads "MSCDEX".   This line should look something like one of the following lines:

C:\DOS\MSCDEX   /D:MSCD001

LH   C:\DOS\MSCDEX   /D:MSCD001

LOADHIGH   /L:14429   \DOS\MSCDEX   /D:MSCD001

Your line may differ from the ones listed above.   Please write down the entire line before proceeding.   Be sure and include the full drive and path to your MSCDEX file.

STEP 4

LOCATING THE CD ROM DEVICE DRIVER

Along with MSCDEX, the CD-ROM also needs a device driver.   This driver is loaded in the CONFIG.SYS file. To determine the correct CD ROM device driver, at the C:\> prompt type:

TYPE   CONFIG.SYS | MORE   <ENTER>

Now look for the line that contains CD ROM device name which immediately follows the same "/D:" switch as the MSCDEX line in the AUTOEXEC.BAT file.   Using the example above, we would be looking for a line containing "MSCD001".   This line should look something like one of the following lines:

DEVICE=C:\DRV\CDROMDRV.SYS   /D:MSCD001   /P:220

DEVICEHIGH=C:\DRV\CDROMDRV.SYS   /D:MSCD001   /P:220

DEVICEHIGH   /L:14652   =C:\DRV\CDROMDRV.SYS   /D:MSCD001   /P:220

Your line may differ from the ones listed above.   Please write down the entire line before proceeding.   Be sure and include the full drive and path to your CD driver file.

STEP 5

CREATING THE CONFIG.SYS FILE

Now switch to the A: drive and type the following:

COPY   CON   CONFIG.SYS <ENTER> (The cursor will drop down one line and blink)

DEVICE=C:\DOS\HIMEM.SYS   <ENTER>

DEVICE=C:\DOS\EMM386.EXE   NOEMS   <ENTER>

FILES=30   <ENTER>

BREAK=ON   <ENTER>

DOS=HIGH,UMB   <ENTER>

LASTDRIVE=Z   <ENTER>

DEVICEHIGH=C:\DOS\SETVER.EXE   <ENTER>

If you are using the MOUSE.SYS file to load your mouse, add the following line to the CONFIG.SYS:

DEVICEHIGH=MOUSE.SYS   <ENTER>

SPECIAL NOTE: MS DOS 6.0 users who have compressed the hard drive using DoubleSpace or Stacker 3.1, add the appropriate line listed below.

For DoubleSpace, add:

DEVICEHIGH=C:\DOS\DBLSPACE.SYS /MOVE

For Stacker 3.1, add:

DEVICEHIGH=C:\STACKER\STACHIGH.SYS

Now add the CD ROM driver line as you wrote it down during the "Locating the CD ROM device driver" section (this is the line that does NOT include "MSCDEX").

Complete the file by pressing the   F6   Function key <ENTER>

STEP 6

CREATING THE AUTOEXEC.BAT FILE

Now create an AUTOEXEC.BAT file by typing:

COPY   CON   AUTOEXEC.BAT   <ENTER> (the cursor will drop down one line)

SET   COMSPEC=C:\COMMAND.COM   <ENTER>

PROMPT   SIERRA   CD   BOOT   DISK $_$P$G   <ENTER>

PATH=C:\;C:\DOS;C:\WINDOWS;   <ENTER>

Now add the MSCDEX line as you wrote it down during the "Locating the MSCDEX CD ROM extension" section.

If you are using the MOUSE.COM file to load the mouse, add the following line to the AUTOEXEC.BAT file:

LH   MOUSE.COM   <ENTER>

Complete the file by pressing the   F6   Function key <ENTER>

STEP 7

REBOOT THE SYSTEM:

Reboot your system by depressing the <RESET> button on your computer or by using the <CTRL>, <ALT>, and <DEL> key sequence on your keyboard.   Once you receive an A:\>, go to your hard drive and follow the instructions to begin the program.

Windows 95 boot disk instructions

IMPORTANT NOTE: Please read the entire instructions prior to starting at Step 1.

STEP 1

FORMATTING THE DISK

Place a high-density diskette that you do not have any information on in your A: drive.   Then, open **My Computer** from the desktop and highlight the icon for Drive A:.   Right-click on the icon and choose **Format**.   In the resulting dialog box, make sure that checks are in the boxes for *Full* and *Copy System Files*.   Click on **OK** to start the process.

STEP 2

COPYING THE MSDOS.SYS FILE

While still in **My Computer**, double-click on the icon for the C: drive to open it.   Look for the file called MSDOS.SYS in the list of files.   If you cannot find it, click on the **View** menu, choose **Options** and then the **View** tab.   Make sure that *Show all files* is checked and that *Hide MS DOS file extensions…* is NOT checked.   Once youve found the file, right-click on it and choose **Send To 3 ½ Floppy (A)**.   You will be prompted to replace an existing file   click on **OK**.

NOTE: Try your boot disk at this point by going to the **Start** menu and choosing **Shutdown** and **Restart the Computer** with the disk in your A: drive.   If your computer has Windows 95 drivers for all of your hardware, it should work fine.   Otherwise, continue this process.

STEP 3

LOCATING THE CD ROM DEVICE DRIVER (Skip if you can access your CD when using the boot disk.)

The CD ROM drive requires a device driver loaded in the CONFIG.SYS file if it does not have native Windows 95 support.   To make sure that the device driver loads correctly on the boot disk, look at the CONFIG.SYS on the hard drive and copy the driver line from there.   To display the CONFIG.SYS, go to the **Start** menu, choose **Run**, type in **NOTEPAD C:\CONFIG.SYS** and press **<Enter>**.   The CONFIG.SYS file will display on the screen. Look for the line that loads the CD ROM device driver. The line should look something like this:

DEVICE=C:\DRV\CDROMDRV.SYS *D:MSCD001* **/P:220**

The device driver in your CONFIG.SYS may differ somewhat from those listed above.   Carefully write down the line for use in your boot disk.

STEP 4

LOCATING THE SOUND CARD DRIVERS (Skip if sound works properly when using the boot disk.)

Some sound cards have drivers or initialization lines that must be loaded in the AUTOEXEC.BAT or CONFIG.SYS. If this is the case, you will need to add the appropriate lines to the AUTOEXEC.BAT and/or CONFIG.SYS on your boot disk.   To make sure that the device driver loads correctly on the boot disk, look at the CONFIG.SYS and AUTOEXEC.BAT files on the hard drive and copy the driver lines from there.   To display the these files, go to the **Start** menu, choose **Run**, type in **NOTEPAD C:\CONFIG.SYS** or **NOTEPAD C:\AUTOEXEC.BAT** and press **<Enter>**.   The appropriate file will display on the screen.   Carefully write down the lines for use in your boot disk.

STEP 5

CREATING THE CONFIG.SYS FILE

To create the CONFIG.SYS file on the boot disk, go to the **Start** menu.   Choose Run, type in **NOTEPAD A: \CONFIG.SYS** and press **<Enter>**.   Enter the CD-ROM and/or sound card driver lines that you have written down in Notepad.   When done, choose **<File>**, **<Exit>** and **<Save>**.

STEP 6

CREATING THE AUTOEXEC.BAT FILE

To create the AUTOEXEC.BAT file on the boot disk, go to the **Start** menu.   Choose Run, type in **NOTEPAD A:\ AUTOEXEC.BAT** and press **<Enter>**.

If you need to run any sound card initialization programs or load any drivers, copy them from the Sound Cards section now.

Finally, if you are loading a CD ROM driver in the CONFIG.SYS file, you will need to load the MSCDEX DOS CD-ROM extension.   You will need to know the /D: parameter on the CD ROM driver; the /D: parameter on the example in Step 2 is italicized.   Add the following line:

C:\WINDOWS\COMMAND\MSCDEX /D:MSCD001 /M:12

When done, choose **<File>**, **<Exit>** and **<Save>**.

STEP 7

REBOOT THE SYSTEM AND START WINDOWS

Restart your system with the disk in drive A:.   Go to the **Start** menu, select **Shut Down** and then check *Restart The Computer?* and click **OK**.

STEP 8

CREATE A CLEAN WINDOWS ENVIRONMENT

Make sure there are not any non-essential tasks running before starting the program.   Press <Ctrl-Alt-Del> **to bring up a** Close Programs **dialog box.   Explorer is mandatory.   For all other items, highlight them and click on** End Task**.   Repeat the processes until all are disabled.   Now you can use your product!**

Glossary of Terms

APPLICATION

CPU

DAC

DLL

DRIVERS

DSP

FAT

MIDI

PROGRAM-GROUP

PROGRAM-MANAGER

RAM

SAMPLES

SHELL

SWAP-FILE

TSR

VIRTUAL-MEMORY

WAVE

APPLICATION

A program that is dedicated to achieving a specific task or operation.   Examples of applications include word processors, spreadsheets, database applications, and Sierra entertainment products.

CPU

An acronym for "Central Processing Unit".   The CPU is the brain of the computer system.

DAC

An acronym which stands for Digital Audio Converter.   This is a special chip found on the sound card, which can convert Digital information into Audio signals.   Often, the DAC chip is used to play back real life sound effects or human speech.   These recorded <u>SAMPLES</u> are generally saved as <u>WAVE</u> files.   DAC capabilities can be accessed through special <u>drivers</u>.

DLL

An acronym for "Dynamic-link library".   A file which is invoked when the demand arises.   When the file is no longer needed for operation, it is unloaded from memory.

DRIVERS

A special instruction file written by hardware manufacturers which tells the computer how to communicate or use the features of the hardware device.   A Sound Card driver tells the computer how to take advantage of the sound card's music (or <u>MIDI</u>) and playback (or <u>WAVE</u>) capability.   Video Drivers instruct your computer how to display graphics and colors on your video monitor.

DSP

An acronym which stands for Digital Signal Processor.   The DSP chip is a special processor found on a variety of sound cards, which can convert Digital information into Audio signals.   Often, the DSP chip is used to play back real life sound effects and/or human speech.   These recorded SAMPLES are generally saved as a WAVE file.

FAT

An acronym for File Allocation Table.   This table keeps track of the specific hard drive locations of all files currently stored on the hard drive.

MIDI

An acronym for Musical Instrument Digital Interface.   MIDI is the standard interface for communication between a computer and/or multiple electronic musical instruments such as Synthesizers and Drum Machines.   MIDI files are instruction files which tells the synthesizer portion of a sound card the length of a note and the specific sound effect to play.

PROGRAM-GROUP

Related program icons that are grouped together within a single location of the Program-Manager.

PROGRAM-MANAGER

The main <u>Shell</u> of Windows, which allows you to launch and/or use applicationGlossAPPLICATION.85, programs. Program-Manager displays all <u>Program-Group</u> icons and/or Application Icons.

RAM

An acronym for Random Access Memory and is a type of high-speed computer memory that allows editing of data but requires a constant electrical supply in order to store data. Once the electrical supply is eliminated, all data stored in this memory location is erased.

SAMPLES

A term used to describe the capture or recording of a real life sound effect or human speech segments.   SAMPLES are saved in a special file format (usually in the form of a <u>WAVE</u> file) which allows sound cards with <u>DAC</u> or <u>DSP</u> chips to play back the live recordings.

SHELL

The front end Graphical User Interface that you see when running Windows.   The shell replaces typed in command prompt entries with the ability to invoke DOS like commands by manipulating icons on the screen.

SWAP-FILE

The Specific location of the hard drive that is set up with <u>Virtual-Memory</u> addresses.   SWAP-Files is used to simulate <u>RAM</u> when the Virtual-Memory option is used.

TSR

An acronym for "Terminate and Stay Resident" software.   TSRs are often invoked when starting the computer and stay resident in memory until the computer is turned off.   Hardware <u>drivers</u> such as those used for your CD-ROM and Mouse drivers are specific examples of a TSRs.

VIRTUAL-MEMORY

Virtual Memory utilizes a <u>SWAP-File</u> which allow you to use part of you hard drive space as simulated <u>RAM</u>.

WAVE

A Wave file is the file structure used to save real life recordings and human speech segments.   A DACGlossDAC.87 chip or a DSPGlossDSP.90 chip found on many sound cards utilizes the WAVE file.   Wave files are invoked using special <u>Drivers</u> for a sound card.

Davidson

This card contains the new address and phone number changes for contacting Davidson Support Services.

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Davidson & Associates   Main: (800)-545-7677 (Call toll-free between 7:30 am and 5:30 pm PST to order)

Direct Sales   Fax: (310) 793-0603

Dept. #65458

El Monte, CA   91735-5458

NOTE: Disk / Documentation   replacements should be sent to Davidson, Attn: Disk Replacement, P.O. 2961, Torrance, CA 90509. To replace your disk(s) please send us the damaged disk (or the CD) and copy of your dated receipt, if less then 90 days.   After 90 days replacement disks are available for $15 per product.   For Documentation, please include a $ 5.00 handling fee   and a   photocopy ONLY of disk #1.   Payment should be made at the time of your requst.

Technical Support

Support outside the U.S. and Canada via fax, mail and on-line services only.

U.S. Technical Support

Davidson & Associates	Main: (310) 793-0600
Technical Support	Fax: (310) 214-7937
P.O. Box 2961	7:00 a.m.-6:00 p.m. PST
Torrance, CA 98015-8506	Monday-Friday (excluding holidays)

Davidson Technical Support is also available through:

America Online: Keyword Davidson

Email: support@davd.com

Internet: *http://www.davd.com*