

HELICOP - Troubleshooting Guide

Lander Software programs are thoroughly tested on a wide variety of computers before they are released. However, with the almost unlimited number of possible combinations of graphics cards, sound cards, modems, CD-ROMs etc, it is impossible to guarantee that our programs will work perfectly in every case.

Provided your computer runs Windows 95 properly, it should also run any software designed for Windows 95. HELICOP falls into this category as it is a true Windows 95 program.

To benefit from having Windows 95 on your computer, you should ensure that you have the latest Windows 95 drivers for all the hardware components on your system. If Windows 95 was on your computer when you bought it, this should already be the case. However, if you have installed Windows 95 on a computer that previously ran another operating system, acquiring Windows 95 drivers for your hardware could help with any problems you are having.

The following tips will help with some of the more common problems encountered. If you still have problems, please contact our technical support department in one of the following ways:

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AUSTRALIA AND NEW ZEALAND: Helicop is distributed by Manaccomm Pty Ltd, Brisbane. Contact Manaccomm's Customer Assistance Department weekdays between 8.30am and 5.30pm, Australian Eastern Standard Time, on (07) 3870 4900, or fax (07) 3870 9440 anytime. Email if you prefer to: m_assist@manac.com.au - or write to: Manaccomm Pty Ltd, P.O. Box 1297, MILTON 4064, AUSTRALIA

Problem

"HELICOP seems to run slowly, or "stutters" occasionally."

Solution 1

HELICOP will work on a 486 DX2/66 with 8Mb RAM, although it may run slowly unless you have good graphics and sound cards. If you only have 8Mb of RAM, adding additional RAM will substantially increase the performance of all Windows 95 software - including HELICOP.

Solution 2

Use the Speed Boost feature. In the System section of the Options facility of Game Settings, you will find information about your system. You will also find a facility to make the program run faster. However, you should note that this only enhances the speed of the "game" sections. If animations are playing slowly, this will probably be due to a slow CD-ROM drive or a graphics card that has not been optimised for Windows 95.

Solution 3

Windows 95 can run many applications at the same time. But this can sometimes prevent the main application from running at full speed. If HELICOP runs slowly, try closing any other applications before restarting HELICOP.

Solution 4

If you are on a network and other users can access your files or printers, HELICOP will slow down whenever this happens. Normally, it is not desirable to switch off your network as other users may need access to your computer, but it's the only way to resolve this particular problem.

Problem

"Normally HELICOP runs full-screen, but sometimes it reverts to a box in the middle of the screen. When I try to play the game, the program freezes" .

Solution

HELICOP uses the DirectX system for Windows 95 from Microsoft. If HELICOP suddenly appears in a Window, it normally means that DirectX mode has been halted. To overcome this problem, you should Quit from HELICOP and restart.

Problem

" When I run HELICOP I get no sound, or only partial sound."

Solution 1

Ensure that your speakers are switched on, connected properly, and that the volume control is not set to zero.

Solution 2

Check that the Windows 95 sound controls do not have their volume set to zero and that none of the channels is muted.

Solution 3

Check that the Audio settings in HELICOP are configured to allow music and effects to be played.

Solution 4

Check that the Volume settings in HELICOP are not set to zero.

Solution 5

If none of the above resolves the problem, check that your sound card is Windows 95 compatible and that it is using the latest drivers. HELICOP may not play sound properly through non-Windows 95 compatible sound devices.

Problem

" Occasionally the screen flickers for a moment."

Solution

This problem can occur with some older graphics cards although it does not happen frequently. It may be resolved by obtaining the latest Window 95 drivers from the graphics card manufacturer.

Problem

" HELICOP doesn't work properly with the keyboard."

Solution

This may occur if you have chosen to use the keys on the numeric key pad to control HELICOP. It is important to ensure that the Num Lock light is off.

Problem

" HELICOP doesn't work with the joystick."

Solution 1

Check that Joystick is selected at the Control section of the Options facility. If the joystick option is "greyed" see below.

Solution 2

HELICOP will work with any joystick that has been correctly set up for Windows 95. To do this select the joystick icon in the Control Panel. This program will let you configure your joystick. Providing your joystick is working properly here, HELICOP should be able to use it too. If you cannot get your joystick to work with Windows 95, contact your joystick manufacturer for help.

Problem

"On some screens, the text does not seem to fit exactly inside the buttons, or sometimes there are buttons with no text on them. Also, when I'm editing word lists, the bottom of each word is clipped."

Solution

Your computer is set to display 'Large Fonts' but HELICOP works best with 'Small Fonts'. To change the fonts that your system is using, use the Display utility which is found in the Control Panel. When the Display utility starts, select the Settings section. Here you can change from Large Fonts to Small Fonts.

Problem

"I get a message saying that my colour depth is not high enough, or that HELICOP needs 256 colours. What can I do?"

Solution

To use HELICOP your system needs to be configured to show at least 256 colours. Most systems are capable of doing this. To check how many colours your system is running with, right-click anywhere on the desktop. Click on Properties on the menu that appears. Then click on Settings. You will see a box which says 'Color Palette'. If the current setting is '256 Color', 'High Color' or 'True Color' everything should be okay. However if the setting is '16 Color', you should click on this box and select one of the previously mentioned settings. If the only setting available is '16-color' then your system will not be able to run HELICOP.

There are two reasons why you may only have access to 16 colours. Either your graphics card is only capable of displaying 16 colours, or the display driver you have installed can only display 16 colours. If the former is the case you will need to upgrade your graphics card. If the latter is the case then a new driver should do the trick. In either case, you should contact your hardware supplier for help.

Problem

"After installing HELICOP I stop getting sound - and sometimes my mouse moves jerkily whereas previously it was smooth"

Solution

When DirectX is installed on your computer (see below) it may add new drivers for your hardware (usually sound and display drivers). Normally these will give improved performance, however on occasion they can cause problems like those described above. To overcome this you should use the DXSETUP program to restore the drivers your system was using prior to the DirectX install. Instructions on how to use this program are given in the **DirectX** section below.

DirectX

HELICOP uses the DirectX system from Microsoft to interface with Windows 95 and the hardware in your computer. If you are getting error messages while playing HELICOP, or if audio or video behave strangely, you should try reinstalling DirectX from your HELICOP CD. (It is stored in the DIRECTX\DIRECTX directory, and you should run the program DXSETUP.EXE). If this program shows that there is no DirectX support for certain parts of your computer, this *could* be causing you problems. Since HELICOP was released, the vendor of the hardware in question may have developed DirectX drivers which could solve your difficulties.

Alternatively, Microsoft update DirectX from time to time and installing the latest version may help. HELICOP is supplied with DirectX version 3.