

Read Me for All About Me, version 1.0

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1. Introduction

1.1 About Dorling Kindersley

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

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

<http://www.dk.com>

1.2 About this Read Me file

The information in this file is designed to address most of the problems you may encounter when using any multimedia title. If you are having problems with *All About Me*, please take a look at the items listed in the table of contents to see if your particular problem is addressed. If you are still having problems, please call our Technical Support number with:

- details of the problem,
- any error messages that were produced,
- the full specification of your computer.

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

The numbers in London, United Kingdom are:

Telephone: 0870 0100 350

Fax: 0171 753 3488

E-mail: DKMM@DKMM.CO.UK

The numbers in New York, USA are:

Telephone: 1-800 DKMM 575

Fax: 212 213 5240

E-mail: DKMM@phantom.com

2. CD-ROM problems

2.1 Care of compact discs

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

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

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

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

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

2.2 Problems with CD-ROM drives

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

1. Check that the *All About Me* CD has been correctly inserted into the CD-ROM drive.
2. Check that *All About Me* is looking in the right place for the CD-ROM Drive. If, for example, the drive letter has changed as a result of a system change, such as adding or removing a RAM disk or another device, then *All About Me* will fail to find its CD-ROM drive.
3. If you have an external CD-ROM drive, ensure that it is plugged in, turned on, and connected to your computer. You may need to check the documentation that came with the drive.
4. Verify that your CD-ROM drive is MPC-compatible and double-speed or faster.

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

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

3. Setup and Uninstall notes

3.1 Minimum system requirements

In order to run *All About Me* you will require a multimedia computer with the following minimum requirements:

A multimedia PC, with 486DX /33 MHz or higher microprocessor, 12MB when running Windows 95, 16MB when running 98; MPC-compatible Double speed CD-ROM drive and sound card, mouse, SVGA 16-bit colour display, loudspeakers or headphones, and Microsoft® Windows® 95/98.

3.2 How to get started

1. Insert the disc in the CD-ROM drive.
2. The Setup program should start automatically. If it does, skip to step 4. If it does not, press **Ctrl + Esc**, then **R**.
3. In the Command Line box, type `d:\setup` (where **d** is the letter of your CD-ROM drive), then click **OK** or press **Enter**.
4. Follow the instructions that appear on your screen.
5. The Setup program creates a program icon in a DK Multimedia program group.
6. Double-click the icon to start the program.

3.3 If *All About Me* will not run...

All About Me requires a sound card to be installed, as all the animations in the product are synchronised to run frame-by-frame with their accompanying soundtrack. If a sound card is not installed *All About Me* will not run. You should check that your computer has a sound card and drivers installed.

If you find that when you attempt to run the product and nothing happens (i.e. the hourglass appears for split second then the computer returns to windows and operates normally). You should also check for the presence of WinG drivers in both the `Windows` and the `Windows\system` directories. They should only exist in the `Windows\system` directory. If you find any in the `Windows` directory you should delete them. The files to look for are:

```
wing.dll           wing32.dll        wingde.dll  
wingdib.driv     wingpal.wnd
```

Restart your computer before trying to run *All About Me* again.

3.4 If Setup fails with an error message

If the Setup program fails with an error message you should ensure that no other programs are running (such as Anti Virus programs or Screensavers) while you try to install *All About Me*. You can check this by pressing 'Alt + Tab'.

3.5 Running *All About Me*

3.5.1 Using AutoPlay

All About Me can take advantage of AutoPlay, which should automatically start the installation procedure when you insert the disc into your CD-ROM drive. *All About*

Me should also run automatically when the CD is placed in the CD-ROM drive subsequent to the initial Setup. If the installation procedure does not start automatically, or the *All About Me* program does not automatically run when the disc is inserted in the CD-ROM drive, then you can check whether AutoPlay is enabled. To do this:

1. Go to the 'Start' menu and choose 'Settings', then 'Control Panel'.
2. Choose 'System' from the 'Control Panel' to bring up the 'System Properties' window.
3. Choose the 'Devices Manager' tab, and select your particular CD-ROM drive from the CD-ROM device list.
4. Click the 'Settings' tab in this window, and ensure that 'Auto Insert Notification' is checked.

If Auto Insert Notification is checked, and Setup does not start automatically the first time you insert the *All About Me* CD in the drive, then you can start the Setup program manually. To do this, go to the 'Task Bar' and click on 'Start', then 'Run'. Type 'D:\SETUP' in the text box (where 'D' is the letter of your CD-ROM drive). Click 'OK' and then follow the instructions that appear on your screen. On subsequent occasions the *All About Me* program can also be run from the 'Start' menu by selecting 'Programs', then 'DK Multimedia', and then by clicking on *All About Me*. You should also contact your CD-ROM manufacturer, or system supplier for the latest Windows 95/98 compatible drivers.

3.6 Uninstall

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

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

4. Screen display notes

4.1 Screen resolution and colour settings

All About Me is designed to look its best in high colour modes, therefore we recommend that you do not set your display driver to use less than 16-bit colour. You can use more than 16-bit colour (if this is supported by your computer), however, this uses more memory and may result in a performance penalty if your display adapter is not optimised for high colour modes. If this is the case, then we

suggest you revert to 16-bit colour. Instructions explaining how to change to more than 16-bit colour are given below:

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

1. From the 'Start' menu, choose 'Settings' and then 'Control Panel'.
2. Double-click on the 'Display' icon. A 'Display Properties' dialog box will appear.
3. Click on the 'Settings' tab.
4. Under 'Colour Palette', choose 'High Colour (16-bit)'. If your display adapter card supports 24-bit colour, then you could select 'True Colour (24-bit)' instead. This should allow better quality images to be displayed. However, should performance be adversely affected, we suggest you revert to 16-bit colour.

If, for any reason, you select an incorrect or unsupported driver:

1. Start Windows in 'Safe mode'. Do this by holding down the 'F8' key when the 'Starting Windows 95/98' message appears on the screen.
2. Choose 'Safe mode' from the menu.
3. You can now reinstall your original driver.

4.2 Images appear in monochrome

Some colour display adapters may display *All About Me* images in black and white. If this happens, you should upgrade your display driver. Contact the supplier or manufacturer of your display adapter to check that you have the latest display drivers.

4.3 Images are truncated

Some display drivers are designed to use large fonts. If your system is using one of these, any image in the main window will appear slightly truncated. You can run the 'Windows Setup' program to change the default display driver to one that does not default to large fonts by selecting 'Settings' from the 'Start' menu, then by double-clicking on the 'Display' icon. Click on the 'Settings' tab, then select a different font size from the 'Font Size' drop-down list.

5. Problems with animations

5.1 General problems

You should also try consulting Section 7, Running Out Of Memory Or Running Slowly, for further advice. You should also check that the CD-ROM is free from dust and dirt, see section 2.1, Care of compact discs, for more information.

5.2 Solving problems with animation

If you are running *All About Me* and have problems with animations (for example, jumpy animations, or distorted colours), there are three main steps you can try to solve your problems. Try the steps in the order given and stop when your problem is solved:

- 5.2.1 Ensuring your display is using 16-bit colour or more,
- 5.2.2 Checking your display adapter's acceleration settings,
- 5.2.3 Changing your display adapter driver.

5.2.1 Ensuring your display is using 16-bit colour or more

1. From the 'Start' menu, select 'Settings', then 'Control Panel'.
2. Double-click on the 'Display' icon, then click on the 'Settings' tab.
3. Check the 'Colour Palette' setting to make sure that it is set to 16-bit colour or more.
4. If the setting is less than 16-bit colour, change it to 16-bit colour or more.
5. Click the 'Apply' button, then click 'OK'.

If this does not solve your problem, or if the setting is already 16-bit colour or more, then you should try any other available settings over 16-bit colour to see if they solve your problem.

5.2.2 Checking your display adapter's acceleration settings

1. If you have tried all the available 'Colour Palette' settings of 16-bit colour or more, and none solve your problem, then you should click on the 'My Computer' icon using the right-hand mouse button, then select 'Properties'.
2. In the 'System Properties' box you should click on the 'Performance' tab.
3. In the 'Advanced Settings' box, click the 'Graphics' button.
4. In the 'Advanced Graphics Settings' box you should move the 'Hardware Acceleration' slide-control down to 'None', then click 'OK'.
5. If this solves your problem you should try slowly increasing the 'Hardware Acceleration' slide-control until you find the point nearest to 'Full' at which your problem still remains solved.
6. If this does not solve your problem you should put the slider back to 'Full', and try the next step.

5.2.3 Changing your display adapter driver

1. From the 'Start' menu, select 'Settings', then 'Control Panel'.
2. Double-click on the 'Display' icon, then click on the 'Settings' tab.
3. Click on the 'Change Display Type' button, then on the 'Change...' button under 'Adapter Type'.
4. Click on 'Show Compatible Devices'.
5. From the list shown, ensure that the driver highlighted is the one to match your display adapter. You can check this with your computer manufacturer or supplier.
6. If the driver is not the correct one, then you should ask your computer manufacturer/supplier to send you one.

In the mean time, or if you already had the correct driver installed, you can try installing the generic SVGA driver.

1. From the 'Start' menu, select 'Settings', then 'Control Panel'.
2. Double-click on the 'Display' icon, then click on the 'Settings' tab.
3. Click on the 'Change Display Type' button, then on the 'Change...' button under 'Adapter Type'.
4. Click on 'Show All Devices'.
5. From the list of manufacturers, choose 'Standard display types'.
6. In the 'Models' list-box, select 'Super VGA', then click 'OK'.

If this does not solve your problem, if you have an S3 card, or other non-Super VGA compatible card, or if Super VGA was already the selected driver, then you should try the Standard display adapter (VGA). To select this, use the same procedure as the Super VGA adapter, but select 'Standard display adapter (VGA)' from the 'Models' list-box.

If either the VGA or SVGA driver solves your problem, this shows that it was the original display adapter driver that you had installed that was causing the problem. However, the Standard (VGA) display adapter does not allow more than 16 colours to be displayed. Since *All About Me* is designed to look its best in 16-bit colour or more, the long term solution to your problem would be to obtain the most up-to-date version of the drivers for your display adapter, and checking to see if they solve your problem – contact your computer manufacturer or supplier for these.

6. Sound problems

6.1 Product runs, but no sound output

There are many possible causes of audio problems. For example, your computer can only play one sound at a time, so when another application is playing a sound, *All About Me* cannot do so; you will get an error message in these circumstances. Most applications only prevent other programs from playing a sound when they themselves are doing so, however, some applications, such as certain Screen Savers, remove audio capability from all other Windows applications. If you have such an application, you should turn it off when you are running *All About Me*.

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

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

If you cannot hear sound in *All About Me*, you can test sound in the following way:

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

If you can hear sound, there is some other problem with *All About Me*. If you can't hear sound, you may not have the correct sound drivers installed. Check with your

sound card manufacturer to see if you have the correct drivers and that there are no hardware conflicts. If your sound card came with your computer, call your computer supplier.

6.2 Sound decompression drivers

If you encounter the following error message regarding your sound software, do not worry.

“The sound decompression software is not installed properly or has been disabled. For more information see the README file installed with this program. This title will now terminate.”

You should first try restarting your computer, and then try to run *All About Me* again. If this does not solve the problem you should try following the instructions given below:

1. From the 'Start' menu, select 'Settings', and then 'Control Panel'.
2. From the 'Control Panel', double-click on the 'Multimedia' icon. The 'Multimedia Properties' dialog box should appear.
3. Click on the 'Advanced' tab, then click on the '+' sign to the right of 'Audio Compression Codecs'.
4. Double-click on the first Codec in the list. The 'Properties' dialog box for that Codec should appear.
5. Make sure that 'Use this audio codec' is selected. If it is not, then you should click on the words 'Use this audio codec' to select it. You **MUST** now click the 'Apply' button.
6. Follow the above instructions for each audio codec in the list.
7. Now reinstall *All About Me* then restart your computer before attempting to run *All About Me* again.

The following problems may result from running *All About Me* without the correct sound decompression drivers:

- An error message concerning the sound decompression drivers (ADPCM) when you try to run the program.
- Unintelligible sound output from *All About Me*.
- Speeded up sound in some parts of *All About Me* (but not in animations).

To overcome any of these problems, you should:

1. From the 'Start' menu, choose 'Settings', then 'Control Panel'.
2. Click the 'Add/Remove Programs' icon. The 'Add/Remove Programs Properties' dialog box will appear.
3. Select the 'Windows Setup' tab.
4. Highlight the 'Multimedia' option in the list, then select the 'Details' button. The 'Multimedia' dialog box will appear.
5. If the 'Audio Compression' box is not checked, you should do this now. Click 'OK', then click 'Apply'. If the drivers are present on your computer then an update occurs. If the drivers are not present you will be asked for your Windows 95/98

disc. Follow the instructions that appear on the screen.

6. If the 'Audio Compression' box is checked, you should click to deselect it first. Select 'OK', then click 'Apply'. Finally, repeat the whole operation to re-check the 'Audio Compression' box. This ensures that the up-to-date drivers are actually installed by Windows 95/98, and it doesn't just 'think' they are.

If this does not work, you should follow a) below if you are in possession of a DK Sampler disc, or b) below if you are not:

1. Insert the Sampler disc into your CD-ROM drive.
 2. Double click on the 'My Computer' icon.
 3. Browse the Sampler CD to try and locate the `\support\msacm` folder
 4. If you can locate the `\support\msacm` folder, double-click on the `FIXMSACM.BAT`. If you cannot locate the folder, follow b) below.
- b) Please note, you must have your Windows 95/98 CD-ROM or disc available to complete the steps below:
 - 1) Restart Windows – (MS-DOS Mode)
 - 2) From the DOS prompt, change to the `Windows\system` directory
 - 3) Delete `MSACM.*` and `MSADPCM.ACM` from the DOS prompt, change to the `windows\sysbckup` directory
 - 4) Delete `MSACM.*` and `MSADPCM.ACM` (If it exists)
 - 5) Type `Exit` then press the 'Enter' key. This will take you back into Windows.
 - 6) Insert the Windows 95/98 CD-ROM (Close the auto-run Windows 95/98 program)
 - 7) Run an MSDOS prompt and type:

```
cd c:\windows\system
```

and then (where d is the letter of your CD-ROM drive):

```
extract d:\win95\98\win95\98_08.cab msacm.*
```

Next type:

```
cd c:\Windows\sysbckup
```

then press the enter key. Type:

```
extract d:\win95\98\win95\98_08.cab msacm.*
```

Restart your computer, then try to run *All About Me* again.

6.3 Sounds are fuzzy or distorted

There are a number of possible causes of fuzzy or distorted sounds. Problems are often caused by low quality speakers, speakers set to high or maximum volume, or speakers powered by batteries that are failing. You should also be aware that some speakers are not capable of playing low frequency sounds properly. If sound is

interrupted, this may be caused by low memory – refer to section 7.

Some sound cards have software that allows you to adjust the volume AND tone of the sound. If this is the case with your sound card, start with these tone controls set in the mid position and your volume level set at 50%. This should give a clear signal with no distortion. Check your sound card manual for the optimum settings.

Powered speakers are best and, if possible, should be placed either side of the screen. You may need to adjust the position of these speakers slightly if the magnets in the speakers are unshielded and cause discoloration and distortion of the image.

If your CD-ROM drive is not MPC-compatible, then the sound may play badly or be interrupted when playing. Check your CD-ROM drive's documentation to ensure that it is a double-speed, or faster, CD-ROM drive. If you do have a *double speed drive* CD-ROM drive, and have no 'CDROM' icon in Device Manager (you can check this by selecting 'Control Panels' from the 'Start' menu, and by double-clicking on the 'System' icon. Select the 'Device Manager' tab and check to see if a 'CDROM' icon appears in the list), then you should follow the advice in about 'smrtdrv' in sections 7.1 and 7.2 of this Read Me.

6.4 Sound plays too quietly

Make sure the volume is set to an audible level. Check the sound card itself, the speakers or headphones if they have a volume control, and any software that may have been supplied with your sound card that can change the volume level. If there is a mute button in the audio software or on the speaker, check that this is not activated.

If the sound controls are set to an audible level, then you could try new speakers or headphones to see if they solve the problem.

7. Running out of memory or running slowly

All About Me uses your computer's system memory to display pictures. If you find that *All About Me* runs slowly or if you come across out-of-memory errors, the program probably does not have enough memory. Consider doing the following to improve your computer's performance:

1. Users with no 'CDROM' icon in Device Manager (you can check this by selecting 'Control Panels' from the 'Start' menu, and by double-clicking on the 'System' icon. Select the 'Device Manager' tab and check to see if a 'CDROM' icon appears in the list), should restrict the SMARTDRV setting that controls the size of the disk cache for use inside Windows to 512K or less.
2. Close any unnecessary applications, including any DOS Terminate and Stay Resident programs (TSRs) you may have installed.
3. Check that your computer has at least 12MB (16MB on Windows 98) of memory. You can do this by right-clicking on your My Computer icon and selecting Properties. Look under Computer for the amount of RAM installed.

4. Ensure that there is plenty of available hard disk space to allow the swap file to grow if necessary; at least 60MB is recommended.
5. If you are running in colour modes higher than 16-bit colour (8-bit), you should set your display to use 16-bit colour. Refer to 'Screen resolutions and colour settings' in section 4, 'Screen Display Notes', for instructions on changing the colour mode, but select 16-bit colour.
6. If you are running DOS 6.0 or higher, then you can run the MEMMAKER utility to optimise the memory in your computer. (For example, if you answer 'No' to the question 'Do you use any programs that need Expanded Memory?', MEMMAKER will free further conventional memory by inserting the switch NOEMS in the appropriate line in your PC's CONFIG.SYS file.) Consult your Windows documentation for further information on using MEMMAKER.
7. Speed up your hard disk by defragmenting it. There are a number of tools available to carry out this task, including the 'DEFRAG' command found in MS-DOS version 6.0 and later.

8. Printing

Printing screens from *All About Me* may take several minutes, depending on the type of printer you use. Since screen resolution and printer resolution are often different, the printout may not match the quality you see on the screen.

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

You can change the settings of your printer from within *All About Me* by [type in how to get to printer setup]. Click on 'Print Setup' to display the 'Print Setup' dialog box. (Please note: an explanation of the Print Setup dialog box is available in your Windows documentation.)

Some dot-matrix printers may not print pictures properly with the 'Low / Faster' quality setting in the 'Print Setup' dialog box. On these printers change the quality setting in the 'Printer Settings...' dialog box to 'High / Slower'. Users of dot-matrix printers may also find that their print-outs have strange proportions. If this is the case, you should ensure that the dpi option is the same for both horizontal and vertical settings.

Because the pictures can be quite large, you may have difficulty copying or printing in low-memory conditions. In this case, follow the advice in section 7 of this file, and try again.

If any of the following printing problems occur:

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

When any of these occur the following steps should be taken, in the order given.

Stop when your problem is solved.

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

Use the Printer Wizard to reinstall your printer. Do this by going to the 'Start' menu and selecting 'Settings', then 'Printers'. Follow the instructions that appear on your screen.

9. Connecting to the Internet

Please note: If you would normally pay telephone charges to connect to your Internet Service Provider, or for the time that you use the Internet, these charges will continue to apply while you are using the Online feature in this product. You should always ask permission from the person who will pay the bill before you use the Online feature described below.

If you are able to connect to the Internet from your computer, and if you have a Web browser installed, then you can take advantage of a feature of *All About Me* that lets you access *All About Me* Web pages on the Internet. If you do not have Internet access, or a Web browser, then you will NOT be able to make use of this feature.

Warning: If you are already connected to [click and type name of online connection] and try to connect again, then a second, concurrent browser window will be started. Each subsequent attempt to connect to the Internet will start a new, concurrent browser session – this is a feature of browsers. Running multiple sessions in this way may cause your computer to run out of memory and may result in your computer crashing. Therefore, we recommend that you run only one browser session at a time.

Connecting to the Internet:

1. Click on the online icon.
2. Click on the 'Connect' button. If an installed Web browser is detected on your machine you will be asked if you wish to use it.
3. If you select 'Yes' then you should be automatically connected to the appropriate Web pages. Your Web browser name will be stored so that subsequent connections will happen automatically. If you select 'No', or if an installed Web browser was not detected on your machine, you will be invited to browse for one.
4. If you're thinking of clicking 'Cancel' because you're not sure where your Web browser is located, you can try looking for it as described next:
 - a) Minimise the *All About Me* program, then double-click on the Start Menu on the Task Bar.
 - b) Select 'Find', then 'Files or Folders'. The 'Find' dialog box will appear.
 - c) In the 'Named' text field try typing netscape.exe if your browser is Netscape

Navigator™, or iexplore.exe if your browser is Microsoft Internet Explorer™
(Be sure to look for iexplore.exe and NOT explore.exe).

- d) In the 'Look in' field, ensure your hard disk is selected.
- e) Next click on the 'Find Now' button.
- f) The location of your browser will be displayed in a window in the lower part of the dialog box.

If your connection is not successful check the following:

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

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

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