PC World Multimedia Edition LIVE! Help is designed to give you the information you need to make your PC World Multimedia Edition LIVE! experience most enjoyable. From getting started to troubleshooting guidelines, you'll find the help you need here.

Click the subject of your choice below (green, underlined words only):

Introduction to PC World Multimedia Edition LIVE!
What's New?
Installation
Start
Magazine Contents
Explore a Story
Navigating the Magazine
Customer Service & Technical Support
Troubleshooting

Navigating through this Help file.   Above you will find a menu bar containing Contents, Search, Back, and arrow Browse buttons.   The Contents button will return you to this Help File Contents page.   You can use the Back button to return to the page you just previously viewed.   The arrow buttons will navigate you through a Browse sequence that somewhat follows the Help File Contents list but in more detail.   You can use the Search button to find a specific word or topic within the help file.

 Distributed throughout the text are green, underlined words which you can click to access related topics, such as those listed above.

PC World Multimedia Edition LIVE! is the multimedia magazine for the rest of your brain.   More than just visual stimulation, it provides auditory, kinesthetic, and aesthetic enjoyment, too.

The CD-ROM magazine has the familiar appearance of a print publication, but it presents content -- both general interest and computer-related stories -- in dynamic, multimedia articles incorporating narrative, sound, images, applications, movies and more.   The multimedia articles, along with additional software and information, are arranged into several major content departments: "UpFront," "Resources," "Titles," "Reviews," and "Advertisers."

PC World Multimedia Edition LIVE! debuted in July 1995 as *Multimedia World LIVE!* Beginning with the September 1996 edition, the magazine was able to increase the amount of content it provides along with the improved CD-ROM interface due to the merging of Multimedia World magazine with PC World magazine.   Since its inception, however, each CD-ROM publication has continued to deliver approximately 500 megabytes of new information and resources to you every month.

All comments, questions, editorial submissions or business inquiries should be directed to:

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-or-

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Return to Help File Contents page

Beginning with the September 1996 edition, *Multimedia World LIVE!* changed to *PC World Multimedia Edition LIVE!*   It did so due to the merging of Multimedia World magazine with PC World magazine and is now able to increase the amount of content it provides you.

Web Browsing: If you already have America Online, CompuServe Mosaic, Internet Explorer or Netscape Navigator software installed on your computer, you can go directly to a designated Web page from this disc!   It's easy -- simply select the associated Web buttons placed throughout this disc.   First, though, you must set up a specific Web Browser by using the Options menu item.

In July, just prior to the change in its title, the CD-ROM publication underwent the following improvements to its interface:

NEW   Navigation

The July 1996 issue   of *Multimedia World LIVE!* (MMW) magazine was the first in the PCW/MMW version 2.0 series that used a navigational metaphor similar to a notebook tabbing system.   It was streamlined to give you quicker access to the articles: The department pages were replaced with a listbox of each department's articles which is available on every page.   Other features and options were improved for you as well.

NEW   ToolBook Version

Both the PC World Multimedia Edition LIVE! Version 2 and MMW Version 2 use Multimedia ToolBook 4.0 instead of the 3.0 version used on previous *Multimedia World LIVE!* discs.   If you have older MMW discs (1.0 versions) that you want to view, you will need to keep the ToolBook 3.0 applications and extensions in your system or reinstall the old MMW disc before running it again.   When MMW 1.0 discs were installed onto your hard drive, files were placed in a folder entitled MMWLIVE.   During installation of this 2.0 disc, files were placed on your hard drive in the MMWLIVE2 folder.

NEW   Uninstall

In addition, both the PC World Multimedia Edition LIVE! Version 2 and MMW Version 2 have an Uninstall application available to you should you want to remove files placed on you hard drive by the MMW 2.0 installation.   Uninstall will delete initilization (.ini) files, the startup program group, and all components of the MMWLIVE2 folder.   It will not, however, uninstall any files for ToolBook 3.0, QuickTime, Video for Windows, or files you created yourself.   See the Uninstall section of Installation for more information.   *NOTE*:   It is not necessary to uninstall 2.0 files to be able to run past or future PCW/MMW discs -- this is simply a feature added for your convenience.

NEW   Way to View

Lastly, it is now possible to view PCW/MMW 2.0 discs without installing the magazine's runtime files.   However you will still need to have Video for Windows and QuickTime for Windows installed to play movies.   See Startup for more information.

Getting Started

Install runtime components of the *PC World Multimedia Edition LIVE!* disc onto your hard drive using the Setup.exe application.   (See your system's Help file if you have questions about installing a CD-ROM disc.)   You can begin installing the disc a number of ways, including these:

- Double-click the Setup.exe application on the disc in the CD-ROM drive (usually the D drive); or
- In Windows 95, open Start on the taskbar, select Run, and type in D:\ Setup.exe (which is the CD-ROM drive letter, colon, backslash, and the installation application named Setup.exe); or
- In Windows 3.1, from the Program Manager open the File menu, select Run, and type in D:\Setup.exe (which is the CD-ROM drive letter, colon, backslash, and the installation application named Setup.exe).
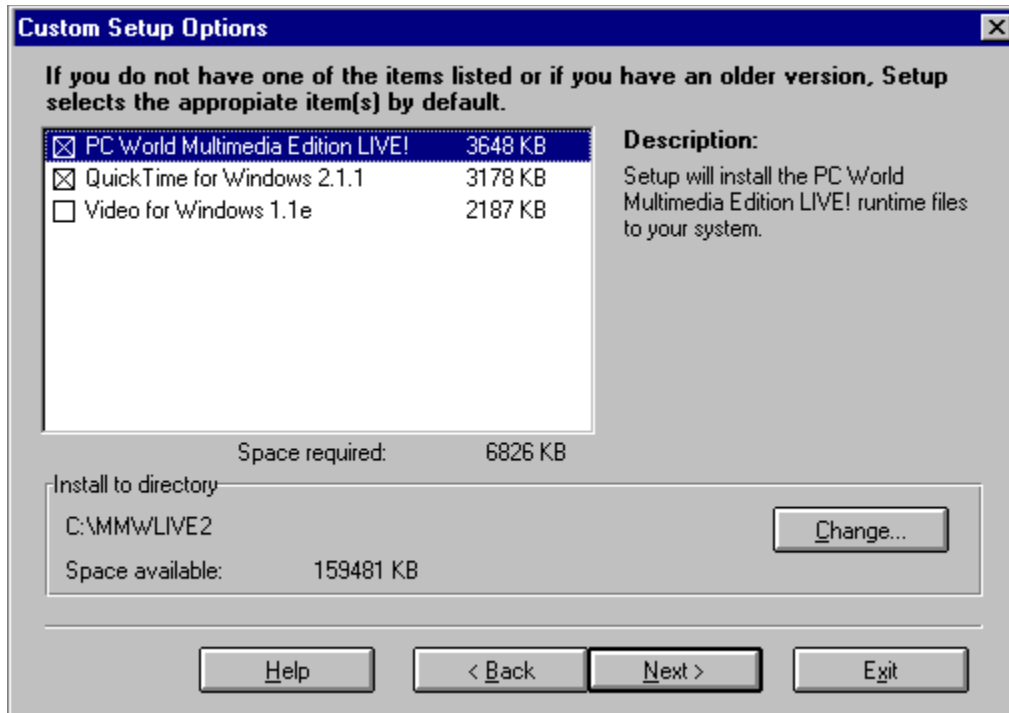
Then follow the instructions that appear on your screen.

Setup

Setup allows you to install the *PC World Multimedia Edition LIVE!* runtime files, which provide complete access to the *PC World Multimedia Edition LIVE!* magazine. *PC World Multimedia Edition LIVE!*   requires about 3MB available on your hard disk for installing the PC World Multimedia Edition LIVE! Startup, Multimedia ToolBook runtime, and other necessary files.   It requires more if your system also needs Video for Windows or QuickTime for Windows installed, but Setup will inform you of these requirments and your system's available space.

Microsoft Video for Windows and Apple QuickTime for Windows runtime software provide everything you need to be able to play digital videos from within the *PC World Multimedia Edition LIVE!* magazine or Media Player.   Setup determines for you if it is necessary to install either option, both of which are available from within the PC World Multimedia Edition LIVE! Setup folder.   For instance, you may not need to install VfW (Video for Windows) if you have already done so (from a previous disc, for example).   However, if there is an updated driver for Video for Windows, PC World Multimedia Edition LIVE! Setup will run the VfW Setup program for you.

If you do not want Setup to perform the typical type of installation, you also have the option to select Custom Setup which calls up the following dialog box.   To select or deselect an option, double-click the appropriate check box.   Select the Next button at the bottom of the screen to continue and finish the setup procedure.

Custom Setup Options

If you do not have one of the items listed or if you have an older version, Setup selects the appropiate item(s) by default.

☒ PC World Multimedia Edition LIVE!	3648 KB	
☒ QuickTime for Windows 2.1.1	3178 KB	
☐ Video for Windows 1.1e	2187 KB	

Description:

Setup will install the PC World Multimedia Edition LIVE! runtime files to your system.

Space required: 6826 KB

Install to directory

C:\MMWLIVE2

Space available: 159481 KB

Change...

Help   < Back   Next >   Exit

Uninstall

PC World Multimedia Edition LIVE! 2.0 versions have an Uninstall application available to you should you want to remove files placed on you hard drive during installation.   Uninstall will delete initilization (.ini) files, the startup program group, and all components of the MMWLIVE2 folder.   It will not, however, uninstall any files for ToolBook 3.0, QuickTime, Video for Windows, or files you created yourself.

You must have the disc in the CD-ROM drive to uninstall it.   You can then access it through the PC World Multimedia Edition LIVE! program in the Start menu of your taskbar (Windows 95) or in Program Manager (Windows 3.1).   You can also directly access the file, UNINSTAL.EXE, which is contained within the SETUP folder of the disc.

NOTE: It is not necessary to uninstall 2.0 files to be able to run past or future PCW/MMW discs -- this is simply a feature added for your convenience.

Running Without Installation

It is possible to run this disc without installing the magazine's runtime files. However you will still need to have Video for Windows and QuickTime for Windows installed to play movies.   See Startup for more information.

A multimedia PC or equivalent PC is required to operate this CD-ROM.   You may need to readjust your display's color setting to view graphics at their best.
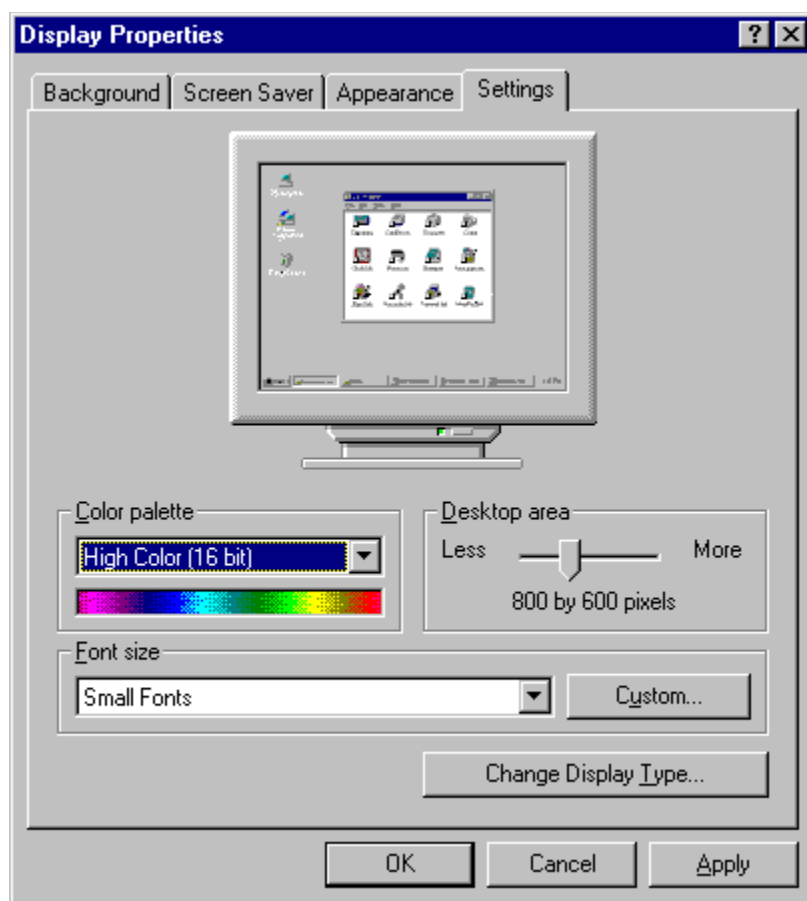
The following chart details the recommended system specifications for optimal operation of the *PC World Multimedia Edition LIVE!* disc:

- -- 486 / 33 or higher processor
- -- 640x480 display with thousands of colors (16-bit)
- -- 8MB RAM
- -- Double Speed CD-ROM Drive
- -- 16-bit Sound Card with speakers or headphones
- -- Microsoft Windows 3.1 or later
- -- MS DOS 5.0 or later

Graphics and movies on this disc will look their best if your display (monitor) is set to thousands of colors.   The standard default setting on many computers is often 256 colors or less; however, on a multimedia PC you should be able to increase that setting.   Optimally, you want to select a high color, 16-bit or greater, 32K or greater color palette.

Windows 95.   Consult your system's Help file for direct access to the Display Properties\Settings dialog box which is contained in your Control Panel.   (In the Help\Find dialog box, typing the words display, monitor, screen, or color will call up the topic 'changing the number of colors your monitor displays.')   Change the color setting by clicking the arrow to the right of the color palette field and selecting the appropriate bit-depth available in the drop-down box.

Windows 3.1.   Because configuration differs for various systems, please consult your owner's manual and/or contact your video card manufacturer about changing your system settings.

Video for Windows (VfW) is the video technology developed by Microsoft Corporation and used for the playback of movies found on this disc.   Video for Windows version 1.1e (or later) must be installed on your system for movies to be played.   The PC World Multimedia Edition LIVE! Setup application checks for Video 1.1e on your system, and, if it determines your system does not have VfW or has an older version, it prompts the VfW installer to run.

If needed, VfW was placed on your hard drive using the installer executable located in the Setup\VfW directory of this disc.   Several Control Panel drivers were automatically added to your Windows\System directory, and an updated Media Player, MPLAYER.EXE, was installed to your Windows directory.

Note: If you have Windows 95, the Video for Windows 1.1e installer will not need to be run because a higher, 16-bit version of Video for Windows was included with Windows 95.

Manual Installation

If you chose to run this disc without using Setup.exe to install the magazine runtime files onto your hard drive, you will still need to have Video for Windows installed on your system to play movies.   Go to the disc's SETUP\VFW directory and double-click VFWSETUP.EXE to install it manually.

QuickTime (QT) for Windows is the video technology developed by Apple Computer, Inc. and used for the playback of movies found on this disc.   QuickTime version 2.1.1 (or later) must be installed on your system for movies to be played.

The PC World Multimedia Edition LIVE! Setup application checks for QuickTime 2.1.1 on your system, and, if it determines your system does not have QT or has an older version, it prompts the QT installer to run.   This installer first checks your system for older versions of QuickTime and prompts you for permission to delete them. Apple recommends that their installer be allowed to delete older versions, since they can conflict with version 2.1.1.   (NOTE: Previous issues of this CD-ROM publication provided QuickTime 2.03.   It is recommended that you allow Setup to update your system.)

If needed, QT was placed on your hard drive using the installer executable located in the Setup\QTW directory of this disc.   Several MCI drivers, DLLs, and QTC files were automatically added to your Windows\System directory, and updated Movie Player, PLAYER.EXE, Picture Viewer VIEWER.EXE, and Help files were installed to your Windows directory.   A Quick Time group icon was created in your Windows Program Manager or Windows 95 Start\Program menu.   For more information, read the QT README.EXE file found within the QT group or in your Windows directory.

Manual Installation

 If you chose to run this disc without using Setup.exe to install the magazine runtime files onto your hard drive, you will still need to have QuickTime for Windows installed on your system to play movies.   Go to the disc's SETUP\QTW directory and double-click QTINSTAL.EXE to install it manually.

PC World Multimedia Edition LIVE! 2.0 versions use Multimedia ToolBook 4.0 instead of the 3.0 version used on *Multimedia World LIVE!* issues made prior to July 1996.   All the Multimedia ToolBook runtime versions necessary to run *PC World Multimedia Edition LIVE!* version 2.0 are located in the MTB40 subdirectory of this disc's Setup directory.

During installation of this 2.0 disc, files were placed on your hard drive in the MMWLIVE2 folder.   All the MTB 4.0 and TB 4.0 executable (.exe) and dynamic link library (.dll) files that are contained in the Setup\MTB40 subdirectory were created by Asymetrix Corporation.   Two other files installed into the MMWLIVE2 folder are METAPLAY.EXE and MPT.DLL, both of which were created by Metatec Corporation.
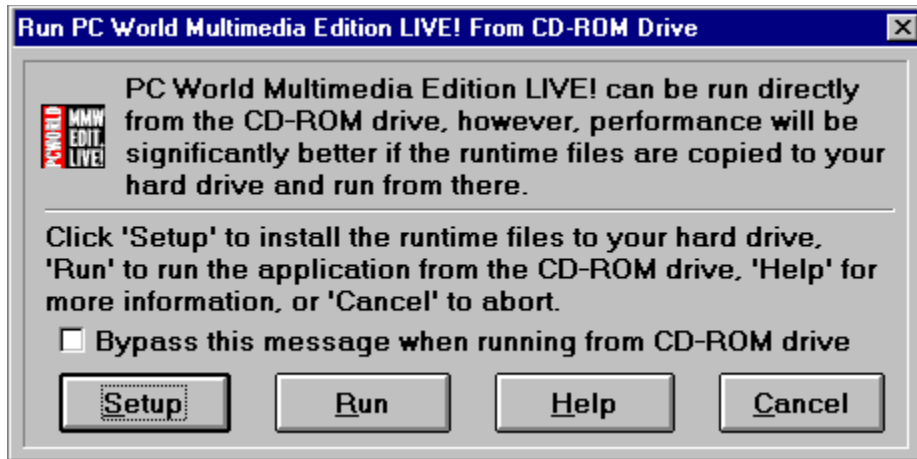
If you have older MMW discs (1.0 versions) that you want to view, you will need to keep the ToolBook 3.0 applications and extensions in your system or reinstall the old MMW disc before running it again.   When MMW 1.0 discs were installed onto your hard drive, files were placed in a folder entitled MMWLIVE.

Running *PC World Multimedia Edition LIVE!* :

1) Be sure the disc is in the CD-ROM drive.

2) Once you have installed the CD-ROM (using Setup.exe), you can open the application a number of ways:
   a) In Windows 3.1, open the PC World Multimedia Edition LIVE! Version 2 program in Program Manager.   Double-click on its internal PC World Multimedia Edition LIVE! Startup icon.
   b) In Windows 95, open the PC World Multimedia Edition LIVE! Version 2 program in the Start menu of your taskbar.   Select its PC World Multimedia Edition LIVE! Startup submenu item.
   c) In either, run Metaplay.exe from the MMWLIVE2 folder in File Manager or Windows Explorer.

3) The Metaplay startup application will open to the magazine cover.   Using its menu bar, you are able to view this help file, choose media viewing options, navigate to the *PC World Multimedia Edition LIVE!* articles, and access some additional features.   In the main text screen, you'll find an In This Issue button to access a video overview of the disc.

4) To progress through the *PC World Multimedia Edition LIVE!*   articles, select either a) the Table of Contents button, b)   the Next Page item in the Navigate menu, or c) the forward arrow on your keyboard.   From the next page--the Table of Contents--you can select any of the five departments of *PC World Multimedia Edition LIVE!* magazine.

Running without installing the disc onto your hard drive:

You can view this disc without installing the magazine's runtime files; however, be aware that you may experience a loss in performance.   To view the disc in this manner, simply double-click the CdRun.exe file in the root (beginning) of the disc's directory.   Then press the Run button option in the Run...from CD-ROM Drive dialog box (below).

Run PC World Multimedia Edition LIVE! From CD-ROM Drive ☒

PC World Multimedia Edition LIVE! can be run directly from the CD-ROM drive, however, performance will be significantly better if the runtime files are copied to your hard drive.

Click 'Setup' to install the runtime files to your hard drive, 'Run' to run the application from the CD-ROM drive, 'Help' for more information, or 'Cancel' to abort.

☐ Bypass this message when running from CD-ROM drive

| Setup | Run | Help | Cancel |

Remember, you will still need to have Video for Windows and QuickTime for Windows installed to play movies.   These can be installed manually if you do not have them or have an older version than is required by this disc.

The Options item, found in the Tool menu, allows you to set your own standards for using the *PC World Multimedia Edition LIVE!* magazine.   This is where you will select the appropriate letter of your CD-ROM drive and decide whether "auto" media plays only once per viewing session or every time you return to a page.

Options also lets you control the displaying of media extensions (opening files in the *PC World Multimedia Edition LIVE!* magazine) by the default pop-up viewer or by your own custom application (a particular application you already own).   For example, you may want to open a .WAV file with Media Player instead of the pop-up viewer feature of *PC World Multimedia Edition LIVE!*   All you need to do is select the Use Other Viewer/Player... radio button for the media extension you wish to open with your own applications.   This calls up a dialog box to help you select an application to play such files.   Locate the application on your hard drive and click OK.   Now, every time you launch that media extension in the PC World Multimedia Edition LIVE! magazine, it will open with your favorite application.
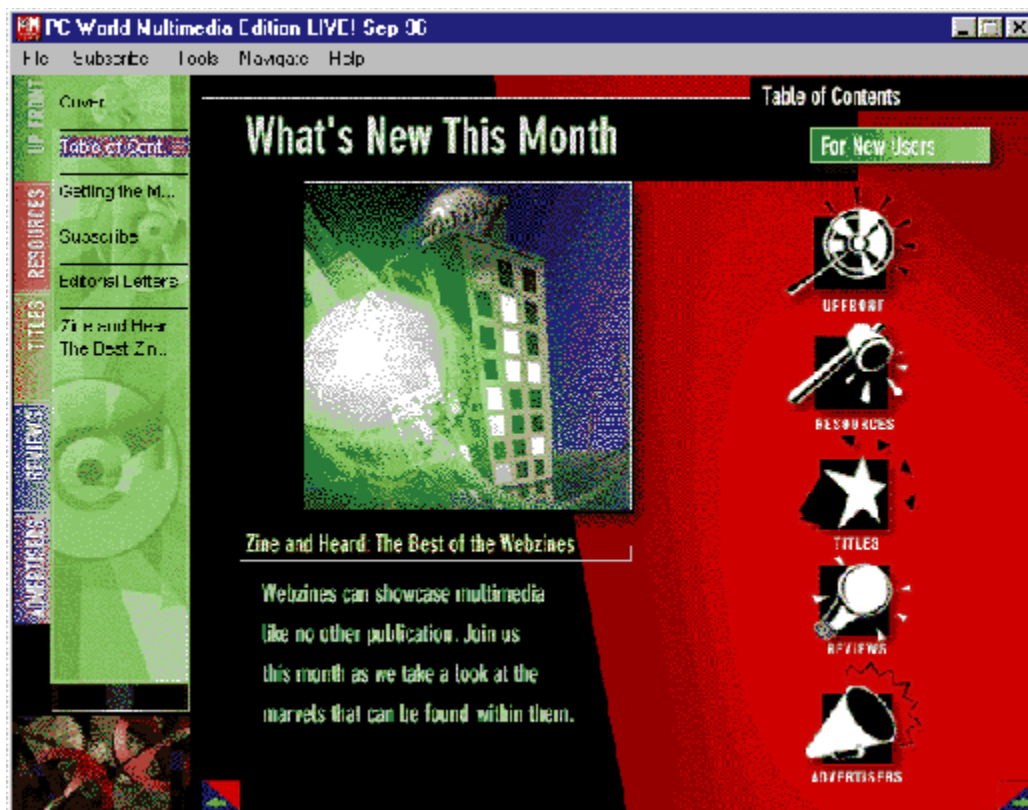
Web Browsing: You now have the choice to set up a Web Browser, or even none, if your computer has one or more browsers that are compatible with this disc. Simple click on an option from the list of available browsers (e.g., America Online, CompuServe Mosaic, Internet Explorer or Netscape Navigator), then select the Apply button.   Once a browser is selected, this will be how your Web button accesses a Web page.

The *PC World Multimedia Edition LIVE!* magazine is a monthly compilation of material in regular departments and sections, items of common appeal or interest grouped together and presented with multimedia layers so that you can do more than read about a topic; you're compelled to experience it, play with it, put it to use.

Table of Contents, 5 departments:

1) "UpFront" contains all the resources for new users, potential users, and long-term users to learn more about *PC World Multimedia Edition LIVE!* in the sections For New Users, Subscribe, and Editorial Letters.   In addition, the "UpFront" department gives you the Table of Contents page and the Feature article(s) of the month.

NOTE: Clicking on the graphic below the title 'What's New this Month' will navigate you directly to the beginning of the feature article.   Clicking on any department button along the right of the main text screen will take you to the first article of that department.   Especially 'For New Users' is a green button in the top right corner;   this button will invoke the navigational help movie. All these hotspots will change colors when the mouse passes over them.

2) "Resources" focuses on increasing your personal productivity by showing you How To use your   multimedia PC more effectively and troubleshoot problems

about which users have sought our advice.   As a supplement to the print magazine, it also offers selected Shareware applications, tools, utilities; a media bank full of clip art, fonts, sounds, and more; as well as entertaining games and diversions.

3) "Titles" will keep you up to date on the latest multimedia CD-ROM titles and industry advances, take a First Look at upcoming and newly released products, and give you a Behind the Scenes report on the multimedia industry.   The software Reviews section is designed to supplement the print magazine.

4) "Reviews" plugs you into information about hardware and additional software applications.

5) "Advertisers" gives you quick access to a listing of all the advertisements interspersed amongst the articles.

The *PC World Multimedia Edition LIVE!* magazine has a simple architecture similar to that found in a typical print magazine.   Listed on the tabs down the left margin of the screen are the major content departments: "UpFront," "Resources," "Titles," "Reviews," and "Advertisers."   Within each department are a variety of articles that display in the main text screen on the right.   Livening up the articles are the media files linked to icons on many article pages.

There are a number of ways to navigate the *PC World Multimedia Edition LIVE!* magazine:

Department Tabs
Page by Page
Menu Bar
Article List
History List

Explore a Story with Media Extensions: Pages in the *PC World Multimedia Edition LIVE!* magazine may look like their print counterparts, but "underneath" there's a dynamic, multi-dimensional layer waiting to be explored.   Bring that story alive by clicking any media extension icon -- play a movie, hear the artist, read more details, fill your screen with an image or access related files and applications right on the disc.

These icons that add the multimedia layer are called media extensions:

Play a video or animation component of the story.

Expand an image to its fullest dimension.

Reveal the text narrative that accompanies an article.

Play digitized sound clips (WAV files) or CD audio tracks.

Directly launch an application (shareware, games, demos, etc.).

Access a multitude of applications.

Connect to a designated World Wide Web page.*

The source files for every icon presented in the magazine can be explored directly from the disc as well.   Text (.txt and .doc), graphics (.bmp) sound (.wav), movies (.avi and .mov) and more can be accessed from folders named for the departments (UpFront, Resources, Titles, Reviews, and Ad_index) and sections to which they are linked.

* World Wide Web Access:

PC World   has a page on the World Wide Web for you to view.   Its Uniform Resource Locator (URL) is http://www.pcworld.com.   Other companies which provided content for this CD-ROM also have Web pages to which you can navigate directly from this disc.

If you already have America Online, CompuServe Mosaic, Internet Explorer or

Netscape Navigator software installed on your computer, you can go directly to a designated Web page from this disc!   It's easy -- simply select the associated Web buttons placed throughout this disc.
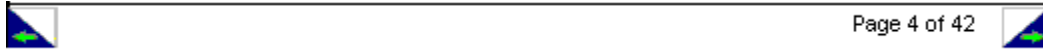
You have the choice to set up a Web Browser, or even none, if your computer has one or more browsers that are compatible with this disc.   Use the Web Browser option in Options to change your selection at any time.   Simple click on an option from the list of available browsers, then select the Apply button.

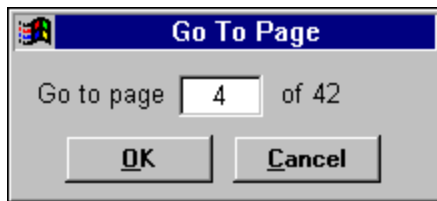***Before you can launch a Web page --***

CompuServe Users: Be sure your current CompuServe session settings are using Winsock.

Internet Explorer and Netscape Navigator Users: If you get an error message saying your browser was unable to locate the server or create a connection, you may need to establish a connection (dial) first.

One of the simplest navigation techniques is to move sequentially through the magazine: that is, page by page.   At the bottom of every page you'll find a pair of useful buttons.   At the far right and left sides of the main text screen are arrow buttons.   Clicking an arrow button moves you forward or backward through the magazine one page at a time.   The Right and Left arrow keys on your keyboard function in the same way.

Page 4 of 42

TIPS: 1)   For quickly browsing the magazine, you can hold these green arrows down to flip through the pages.
          2)   To access a specific page, you can click on the page status (e.g., Page 4 of 42).   The type and background will reverse colors when the mouse passes over this area.

Go To Page

Go to page [4] of 42

OK   Cancel

This dialog box will appear when you click on the page status at the bottom right of the main text screen or you select the Go To... item under the Navigate menu.   Type in the page you want view, then click OK.

Tabs for the main content departments are presented down the left side of the display.   When a new tab is selected, the first article page of that department automatically displays.   Tabs can be selected with either a single click of the mouse or by using the Tab key on your keyboard.

Clicking on a department tab also displays a listbox of article titles immediately to the right of the tab.   The full title of a partially displayed article title (ending in ellipses) will appear whenever the mouse rolls over it.   Clicking on the title will directly navigate you to the beginning of that article.

Up and Down arrows at the bottom of the article list will appear only if the list is longer than the listbox.   The Up and Down arrow keys on your keyboard function in the same way.

The Menu Bar contains special functions from additional navigational tools to Internet connectivity for enhancing your *PC World Multimedia Edition LIVE!* experience. AND if you're not yet a subscriber or you have friends you'd like to share this experience with, you can open the Subscribe menu's How to Subscribe item to quickly print a subscription form.

Navigational Tools

Not only does the Menu Bar allow you to navigate to the next and previous pages of this magazine, but it gives you the ability to see a list of the articles you recently viewed and navigate backward through your progression. The History item displays the articles you have viewed in this session. The Back item lets you retrace every step of your progression. In addition, the Article List item displays the entire contents of the magazine, and the Go To... item allows you to select a particular page to view. All of these functions are listed under the Navigate menu. *NOTE*: Although the Web Site item is greyed out in this issue, it will be available and explained in future publications.

Additional Tools

Listed under the Tools menu are the Find and Options items. Find allows you to search for a specific word within the text of the magazine. Options gives you the ability to control your media viewing experience.
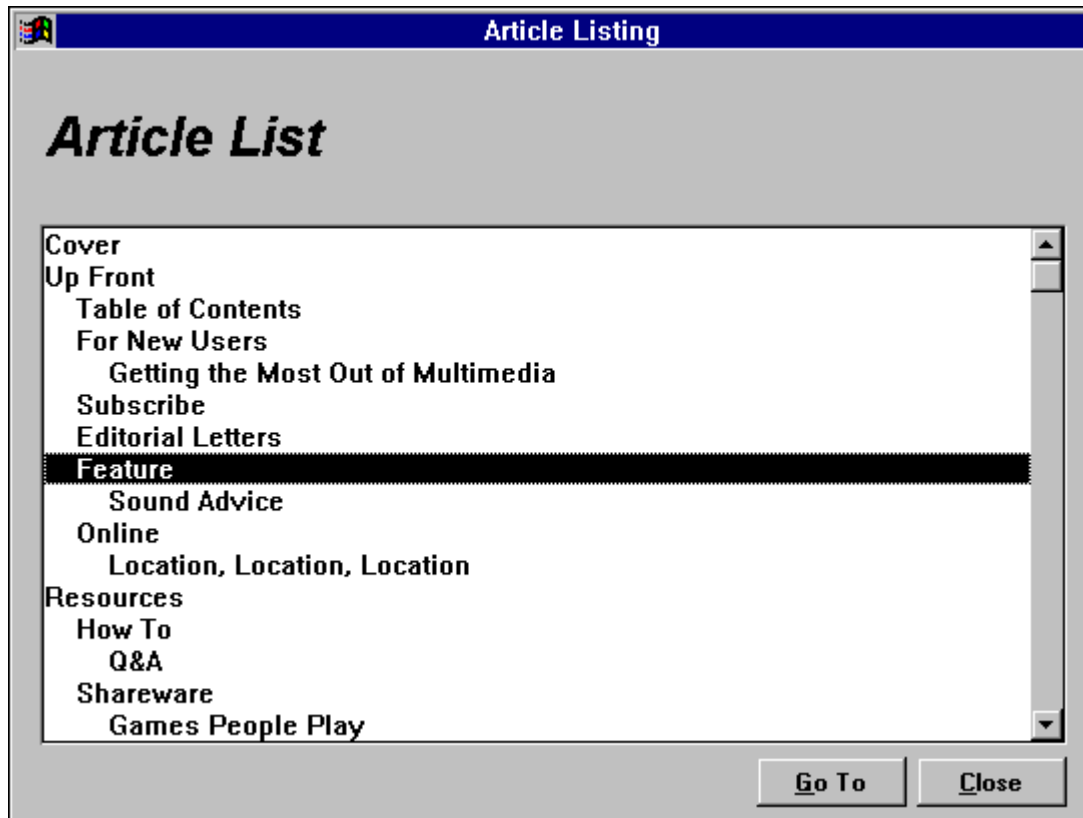
Help

Two types of help files are available in the Help menu. For the fast-action, visual learner, a navigational movie is available from the Using this CD item. This detailed, textual help file is available from the Help Topics item.

Exit

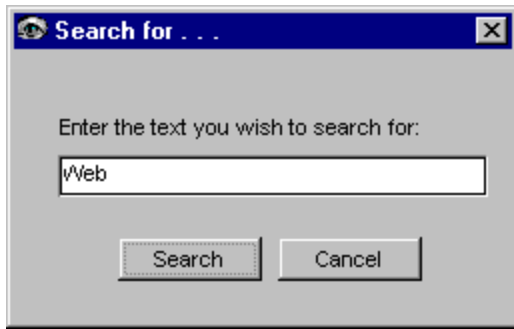Exit can be found under the File menu.

The Article List item under the Navigate menu gives you the most detailed listing of the magazine's contents.   Similar to an outline, the titles are listed hierarchically: aligned to the left are department titles, followed by section titles, then article titles. After you select a title, click on the Go To button.

The History item under the Navigate menu allows you to return to recently visited topics in the magazine.   As you leave a section, its title and/or page number will be added to the History list. You can then go back to that section by opening the History item, selecting the section you wish to return to, and clicking OK.

Book:	Page:
this book	Cover
this book	Up Front
this book	Get the Most Out of Multimedia
this book	Subscribe
this book	Feature
this book	Resources
this book	Out There
this book	Media Bank
this book	Tools and Utilities
this book	Titles
this book	Go Big Enhanced CD
this book	News Discs Great and Small, 3

History

OK   Cancel   Help

Search for . . .

Enter the text you wish to search for:

Web

Search   Cancel

To search for a specific word within the text of the magazine, first select the Find item under the Tools menu.   Then type in the word you   want to find, and click the Search button.

Questions?   Refer to the READ_1ST.TXT file on the disc for full details, the Troubleshooting section later in this Help File, or contact PC World Multimedia Edition LIVE! Support Services:

- To Subscribe or Renew Your Subscription:

  Domestic: 800/766-3294

- For Customer Service, Billing Inquiries or Problems with your Subscription:

  Domestic: 800/766-3294

- For Technical Support:

  Call 614/791-3747, 8:30 a.m. until 5:30 p.m. (Eastern), Monday through Friday.

  When calling for technical support, please be sure to provide information about your system (model, CPU and clock speed, RAM, DOS version, Windows version, CD ROM drive and driver version, video card and drivers, sound card and drivers), plus a description of exactly what you were trying to do and what happened.

- You can request technical support via the Internet at the following address: techsupport@mmwlive.metatec.com

  Please send us your name, address, telephone number, any online addresses, and the nature of your question or problem.   Please also provide the Volume number of the disc.

PC World Multimedia Edition LIVE! Technical Support representatives are available Monday through Friday from 8:30 a.m. until 5:30 p.m. EST.

    Voice: 614/791-3747
    Fax: 614/761-4110
    Internet: techsupport@mmwlive.metatec.com

When contacting us online, please include your complete name, address, and telephone number in addition to your online address.

Inability to Hear Audio When Playing an .AVI (Video for Windows) File

Summary:
The videos in the magazine play and can be viewed, but no audio can be heard.

Information:
This usually happens when you have older 16-bit sound card drivers installed on your system.   To check and see if this is the case, put a *PC World Multimedia Edition LIVE!* disc into the CD-ROM drive.   Then, open Windows File Manager or Windows Explorer, locate the CD-ROM drive icon and double-click on it.   Locate an .AVI file and again, double-click on it.   The file should come up and play directly from Windows File Manager or Explorer, and you should be able to view it and hear the audio.

If you can hear the audio on the .AVI file when playing it directly from Windows File Manager or Explorer but you can't hear it from the magazine, then there is a conflict between Multimedia ToolBook (what we use for the front end of our magazine) and certain (older) versions of 16-bit sound card drivers.   The usual solution in this case is to upgrade the sound card drivers to the latest ones available.   Check with the manufacturer of your sound card for driver software updates.

Problems Playing CD Audio

Summary:
The following information should assist you in playing the CD Audio tracks / Redbook files on the *PC World Multimedia Edition LIVE!* discs.

Information:
To play the CD Audio Tracks from within the *PC World Multimedia Edition LIVE!* magazine, you need to make sure you have installed the MCI CD Audio driver (MCICDA.DRV) from your Windows diskettes.   You can use the drivers applet in the Control Panel to install it.   Please refer to the Windows readme files for further details.

Also, be sure you have speakers hooked up to your CD-ROM drive.

Note: If you are using DOS 6.0, be sure to have a *PC World Multimedia Edition LIVE!* disc or CD Audio disc in your CD-ROM drive when you install the MCI CD Audio driver.

DOS Demos

Summary:
Many DOS demos will not run properly in Windows or may run on some machines and not others.

Information:
DOS demos that do not run or run improperly are usually the result of memory constraints.   Although we carefully test all content on the disc, it is not possible to do so with every hardware and software configuration.   Therefore, if you encounter difficulties, try running the demo directly from DOS.

General Protection Faults with *PC World Multimedia Edition LIVE!*

Summary:
Receiving General Protection Faults (GPFs) when attempting to view various areas of the *PC World Multimedia Edition LIVE!* magazine can usually be attributed to your video card drivers.

Information:
The problem you are experiencing is caused by a conflict between ToolBook, Windows, and the video card drivers.   If an application performs correctly with one driver but doesn't with another, it is highly likely that the problem is with the driver. Have you updated the drivers recently?

We have learned that ToolBook makes more demands on a display driver than most typical Windows programs.   You should contact your video card manufacturer for updated drivers.

If your video card has a Turbo Palette, try running *PC World Multimedia Edition LIVE!* with it turned off.

<u>Other Possible Reasons for a GPF</u>
- low conventional memory
- TSRs (Terminate and Stay Resident Programs) such as screen savers
- video drivers set to VGA (16 color) instead of SVGA (256 colors)
- using high color mode or high resolutions (for some drivers) - try lowering color mode to 256 color and resolution back to 640x480 or 800x600

Memory Errors

Summary:
Memory errors appear when attempting to run the *PC World Multimedia Edition LIVE!* magazine.

Information:
If you receive memory errors when running the *PC World Multimedia Edition LIVE!* magazine, you should check the System Resources.   To see how much of your free System Resources are available, select About Program Manager from the Program Manager Help menu.   If the System Resources are running low, be sure to close all other applications.   Also, instead of opening the Tools Palette, you can access all tools from the Tools menu bar to conserve memory.

It may also be necessary to temporarily disable unnecessary TSR programs such as screen savers and third party desktop applications so that conventional memory will increase.   Conventional memory is the first 640KB of RAM, and TSR (Terminate and Stay Resident) programs run in the background and use conventional memory.

If all else fails, try running the DOS utility MemMaker to see if you can increase the conventional memory.   See your DOS book for complete information.

MSVIDEO.DLL Errors

Summary:
An MSVIDEO.DLL error appears whenever you try to access *PC World Multimedia Edition LIVE!* files.

Information:
You may have an old version of this .dll file hiding in a directory of multiple versions of it on your hard drive.   Make sure that the only copy of MSVIDEO.DLL on the system is in your C:\Windows\System directory.   If you find a copy of this file in the C:\Windows directory, delete it.   The only copy of it should be in your Windows\ System directory.   A new version of this file can be obtained by updating the video card drivers.   Please contact the video card driver manufacturer for video card driver updates.

Or, another program that is loading as a TSR could be using the MSVIDEO.DLL file making it unavailable when *PC World Multimedia Edition LIVE!* tries to access it. Programs which produce sounds and animate icons and task bars such as Wired for Sound Pro by Symantec, specifically the FX Module in that program, run in the background as a TSR, thus monopolizing the MSVIDEO.DLL file.   To solve the problem, uninstall or disable the program while using *PC World Multimedia Edition LIVE!*

Multitasking with CD Audio

Summary:
It is not possible to use *PC World Multimedia Edition LIVE!* and listen to the CD audio tracks simultaneously.

Information:
CD-ROM drives can read two types of data: standard computer data or yellow book, and compact disc audio or red book.   Since these two types of data use different standards, the drive can read only one mode at a time, making it impossible for you to listen to the CD audio on *PC World Multimedia Edition LIVE!* while moving around the disc.

Network Problems

Summary:
A "Failed to Initialize Network Book Manager" error appears whenever I try to run *PC World Multimedia edition LIVE!*

Information:
Your computer is probably attached to a network or server.   The Book Manager error indicates memory problems.   The solution is to detach from the network, if possible.   Although we don't have a problem with your running the application on a network, the program was written and tested to be used on a stand-alone system.

Magazine Doesn't Run Under OS/2 or Windows NT

Summary:
The PC World Multimedia Edition LIVE! magazine doesn't run correctly under OS/2 or Windows NT.

Information:
We have many subscribers that use the magazine quite successfully while running OS/2 or Windows NT.   However, the magazine was designed to run in a Windows 3.x in a DOS environment and Windows 95.

It also appears that there may be a conflict with the CD-ROM, audio and video drivers.   As we are not experienced with the multimedia aspects of OS/2 and Windows NT, we recommend that you contact their technical support staff directly. They will be able to answer your technical questions more efficiently.

Stack Fault Errors

Summary:
A Stack Fault Error is received whenever the *PC World Multimedia Edition LIVE!* icon is accessed.

Information:
It sounds like you're using Windows 3.1 or 3.11.   If so, you should check the CONFIG.SYS file for the following   statement:

        Stacks=9,256

If the statement doesn't appear in the CONFIG.SYS file, then you need to add it.

Note: If you're also getting a General Protection Fault and/or GDI/USER.EXE error, then an incompatibility problem with the video card drivers could exist.   In that case, check with your video card driver manufacturer to see if you are using the latest drivers.

Static Sound Card

Summary:
The sound card makes static sounds on some of the .WAV files.

Information:
Check the DMA setting of your sound card.   It could be set incorrectly.   For instance, if you have a Media Vision Pro Audio Spectrum 16 sound card and the current DMA setting is 3, change it to 5 and see how that works for you.   See your sound card manual or manufacturer for further suggestions.

Text and Graphics are Cut Off

Summary:
The text and graphics do not display correctly on the magazine pages.

Information:
If you are having problems with text or graphics being cut off, then you may be using a large font video driver.   At this time, it is necessary to use a small font video driver with the magazine interface.

Undefined Dynalink Errors

Summary:
An "Undefined Dynalink Error" appears when the magazine tries to access the QuickTime for Windows driver.

Information:
This is usually caused by having two or more different versions of QuickTime for Windows or an older version of the driver on your system.   The solution is to upgrade to QuickTime for Windows driver   version 2.01 or later or to choose the "remove older versions of QuickTime" option during its driver installation.

Currently,   *PC World Multimedia Edition LIVE!* uses version 2.1.1 of QuickTime for Windows.   A copy of the latest version of QuickTimefor Windows is available on every *PC World Multimedia Edition LIVE!* disc.   To reinstall this driver, just rerun the *PC World Multimedia Edition LIVE!* installation,   or you can install QuickTime manually.

Video for Windows Driver Will Not Install

Summary:
The MCI Microsoft Video for Windows driver will not completely install during the *PC World Multimedia Edition LIVE!* disc installation routine.

Information:
Follow the directions to rerun the magazine installation, or you can install Video for Windows manually.   When installing this driver, it may be necessary to temporarily disable TSR programs such as screen savers or third party desktops. You will need to restart Windows after installing this driver.

If you are using a high color mode for the video driver (65K colors or above), then try lowering the colors to 256 and then reinstall the driver again.   It may also be helpful to temporarily lower your resolution to 640x480.   Again, you will need to restart Windows if you have changed the video card drive color mode or resolution settings.

Lastly, you should make sure that you are using the latest video card drivers that are available for your video card.   Please contact your video card manufacturer for driver software updates.

Vids: Cvid Decompressor Errors

Summary:
When trying to access video from *PC World Multimedia Edition LIVE!* an error message appears that says "video not available...cannot find 'vids: cvid decompressor."

Information:
It's possible that the QuickTime for Windows and/or the MCI Microsoft Video for Windows drivers are corrupted or did not install correctly during installation of the *PC World Multimedia Edition LIVE!* disc.   So, you may need to reinstall these drivers.

To reinstall the drivers, rerun the *PC World Multimedia Edition LIVE!* disc installation routine, or you can install Video for Windows and QuickTime for Windows manually. You will need to restart Windows after installation.

Note: If you are using Windows 95 for your operating system and the above suggestion does not work for you, try the following:

- Go to your Control Panel and select Add/Remove programs.
- Next, click on the Windows "Setup" tab.
- Scroll down until you see "Multimedia," select it, and click on the "Details" button.
- Make sure that you have "Video Compression" selected.
- If it is not selected, you will be prompted for the proper Windows 95 installation diskette.
   Follow the on-screen instructions.

Vendor Telephone Numbers

If you are looking for updated video or sound drivers, the following vendor telephone numbers will assist you.

Sound Card Manufacturers:

Creative Labs

     405/742-6622 (Tech)
     405/742-6660 (BBS)
     405/742-6633 (Fax)
     FTP Site: ftp.creaf.com

MediaVision

     510/770-9905 (Tech)
     510/770-0527 (BBS)
     CompuServe: GO MediaVision

Turtle Beach

     717/764-5265 (Main)
     717/767-5934 (BBS - 2400 baud)
     717/767-0250 (BBS - 9600 baud)

Video Card Manufacturers:

ATI Technologies

     416/882-2626 (Tech)
     416/764-9404 (BBS)
     416/882-0546(Fax)
     CompuServe: GO Atitech
     FTP Site: ftp.atitech.ca

Boca Research

     407/241-8088 (Tech)
     407/241-1601 (BBS)
     CompuServe: GO Boca

Diamond Computer

     408/325-7100 (Tech)
     408/325-7175 (BBS - 9600 baud & up)

408/325-7080 (BBS - 2400 baud)

Matrox
514/685-2630 (Tech)
514/685-2853 (Fax)
514/685-6008 (BBS)

Oak Technology
510/683-0323 (Tech)
510/683-0327 (BBS - 9600 & 14.4 baud)

Orchid Technology

510/683-0323 (Tech)
510/683-0327 (BBS - 9600 & 14.4 baud)

Tseng Labs

215/968-0502 (Main)
215/579-7539 (BBS)
CompuServe: GO Tseng

Western Digital

714/932-4900 (Main)
714/932-6498 (Fax)
714/753-1234 (BBS up to 14.4 baud)
FTP Site: ftp.wdc.com
WWW: www.wdc.com

Video Playback / Synchronization

Summary:
Videos are not synchronized or do not play smoothly.

Information:
Video playback difficulties may result from a combination of the following: CD-ROM drive access and/or throughput, system clock speed, sound card drivers and video card drivers.

You can improve playback of QuickTime (.MOV) and Video for Windows (.AVI) movies by copying the files to your hard disk.   You can then use the Media Player (MPLAYER.EXE) to play the Video for Windows (.AVI) and QuickTime (.MOV) movies. If you still experience playback difficulties from the hard disk, defragmenting the disk may improve performance.

Windows 95 Installation

Summary:
Installing the *PC World Multimedia Edition LIVE!* magazine in a Windows 95 environment causes video problems.

Information:
PC World Multimedia Edition LIVE! has been designed and tested for use with Windows 95 as well as a Windows 3.x environment.   If video problems persist, please check to make sure that you are using video drivers that are compatible with Windows 95.   While most video card drivers are included on the Windows 95 installation disc,   in some cases it may be necessary to contact the video card manufacturer directly for the latest drivers.

Additionally, please make sure that the Video Compression option is selected during the Windows 95 installation.