

## Contents

**Important Note:** The inclusion of references to any particular operating system does not guarantee full compatibility with such systems. Please refer to the outer package of this software to confirm the suitable systems.

The following Help Topics are available:

[General Windows 3.1 Trouble Shooting](#)

[General Windows 95/98 Trouble Shooting](#)

[Other Useful Information](#)

[Contacting Technical Support](#)

## General Windows 95/98 Trouble Shooting

This topic presents some steps you can take before you contact Technical Support. Please open the **File** menu and click **Print Topic**. A hard copy of this topic is useful, since you will be working with your system and restarting your computer.

Before starting this guide please ensure that your machine meets the minimum system requirements stated on the Learning Company software package.

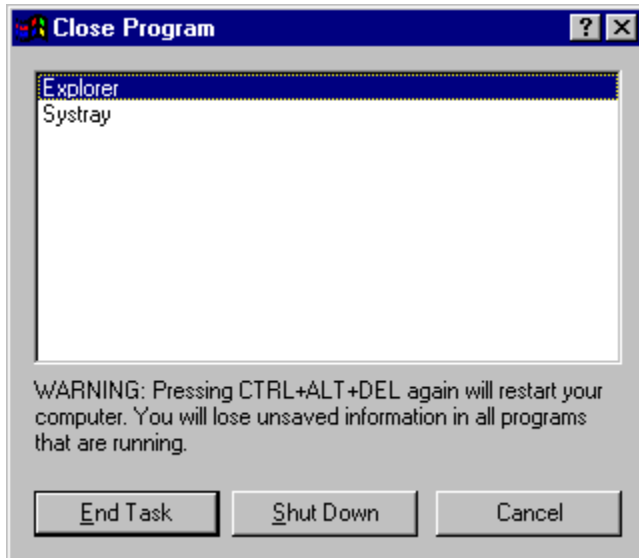
\*\*\*\*\* CAUTION - DISCLAIMER \*\*\*\*\*

NOTICE: The Learning Company, Inc. will not be responsible for any damage or other consequences resulting from changes made to system configuration files. You make any changes at your own risk. Even if you are familiar with modifying your system and/or files, we recommend you make backup copies of any files you intend to modify.

\*\*\*\*\* CAUTION - DISCLAIMER \*\*\*\*\*

### 1. CLOSE PROGRAM BOX

Check for other programs running in the background. This is the most common cause of problems you may encounter. To open the Close Program Box press **Ctrl+Alt+Del** (just once).



If the Close Program Box lists anything other than **Explorer** and **Systray**, highlight the item and click the **End Task** button. This temporarily unloads the program from memory, until you restart Windows. Repeat this procedure as necessary, until only **Explorer** and **Systray** are left. At this point, it is advisable to uninstall and reinstall the program as per section 7 of this guide.

**This should fix the majority of problems although if you still have problems then follow through the rest of this guide.**

### 2. CHECKING THE HARD DRIVE FOR PROBLEMS

- A. Run the program Scandisk on the **C:** drive (and the drive where this program is installed, if it is not drive **C:**). To run Scandisk, click from the **Start** menu, to **Programs**, to **Accessories**, to **System Tools**, to **Scandisk**. Fix any problems Scandisk detects.

- B. Run the program Disk Defragmenter on the **C:** drive (and the drive where this program is installed, if it is not drive **C:**). To run Disk Defragmenter, click from the **Start** menu, to **Programs**, to **Accessories**, to **System Tools**, to **Disk Defragmenter**. If your hard drive is fragmented by even 1% it is important to run this program. Click **Start** to proceed.

*Note: If Scandisk or Disk Defragmenter is not a option from your Start menu, then this utility may not be installed in your machine. Consult your Windows documentation for installation instructions.*

### 3. CHECKING THE SYSTEM FILES

*Caution: The following steps walk you through editing some of your computer's configuration files. Caution should be used.*

From the **Start** menu, select **Run**. In the **Open** command line, type **SYSEDIT** and press **Enter**.

SYSEDIT displays the contents of your AUTOEXEC.BAT, CONFIG.SYS, WIN.INI, SYSTEM.INI, and other miscellaneous .INI files.



- A. In the AUTOEXEC.BAT, see if you have a SET TEMP= statement. Some examples are below:

```
SET TEMP=C:\WINDOWS\TEMP
SET TEMP=C:\DOS\TEMP
SET TEMP=C:\TEMP
```

If this line is listed in your AUTOEXEC.BAT, make sure that it refers to a temporary directory name like "TEMP" and not an application directory like SET TEMP=C:\DOS.

**\*\* If the SET TEMP= statement is not in your AUTOEXEC.BAT, Windows 95/98 default this setting to SET TEMP=C:\WINDOWS\TEMP. If this is the case, please proceed to section B \*\***

Also make sure this "unique" directory name exist on the hard drive. For the SET TEMP= line to work, the directory must exist. Verify the directory exists, by doing the following:

Go into Windows Explorer (click on START, go to Programs, and double click on Windows Explorer). The directories on drive C: should appear on the left side of the screen. Look for a directory with the same name / path as the one which follows SET TEMP=.

Example: If SET TEMP=C:\WINDOWS\TEMP is in your AUTOEXEC.BAT: In Explorer, double-click the Windows folder and look for another folder called TEMP. If this does not exist then click on the FILE pulldown menu (in the Windows Explorer Window), go to NEW and choose FOLDER. Now type in the name of the "unique" directory as listed in the SET TEMP= line.

**B.** If the SET TEMP does not exist or after verifying the SET TEMP parameter is set to a unique directory name that exists on the hard drive, make certain this directory does not contain any files. To do this, double-click on the folder specified by SET TEMP=, or open Windows Explorer and open the Windows\Temp folder if the SET TEMP line did not exist, then drag any files listed in it to the Windows 95/98 Recycle Bin with the exception of any files you have personally stored there; remove these files to another directory.

If you made changes to the AUTOEXEC.BAT file, then Click on the FILE pulldown menu (in the SYSEDIT Window) and choose SAVE.

**C.** In the CONFIG.SYS, see if you have FILES= & BUFFERS= lines. In Windows 95/98 these lines are NOT necessary as they are pre-loaded through the IO.SYS, but if they are listed, make sure there values are not below Microsoft's defaults of FILES=60 & BUFFERS=30. These values can be higher, but lower values could cause memory problems.

If you made changes, then Click on the FILE pulldown menu (in the SYSEDIT Window) and choose SAVE.

**D.** In the WIN.INI, under the [WINDOWS] section, look for the LOAD= & RUN= lines. When Windows 95/98 loads up, these lines MAY load up extra drivers / programs into Windows that might not show up in the Close Program Box.

If these lines are not empty, then temporarily REMark them out. At the beginning of the line place a ';':

Example:      LOAD=C:\MSINPUT\POINTER.EXE   NAVTSR    becomes  
                  ;LOAD=C:\MSINPUT\POINTER.EXE   NAVTSR

If changes were made, then Click on the FILE pulldown menu (in the SYSEDIT Window) and choose SAVE, then click FILE again, and choose EXIT. If no changes were made, click FILE then choose EXIT.

#### **4.      RESTART MACHINE (SHIFT KEY OPTION)**

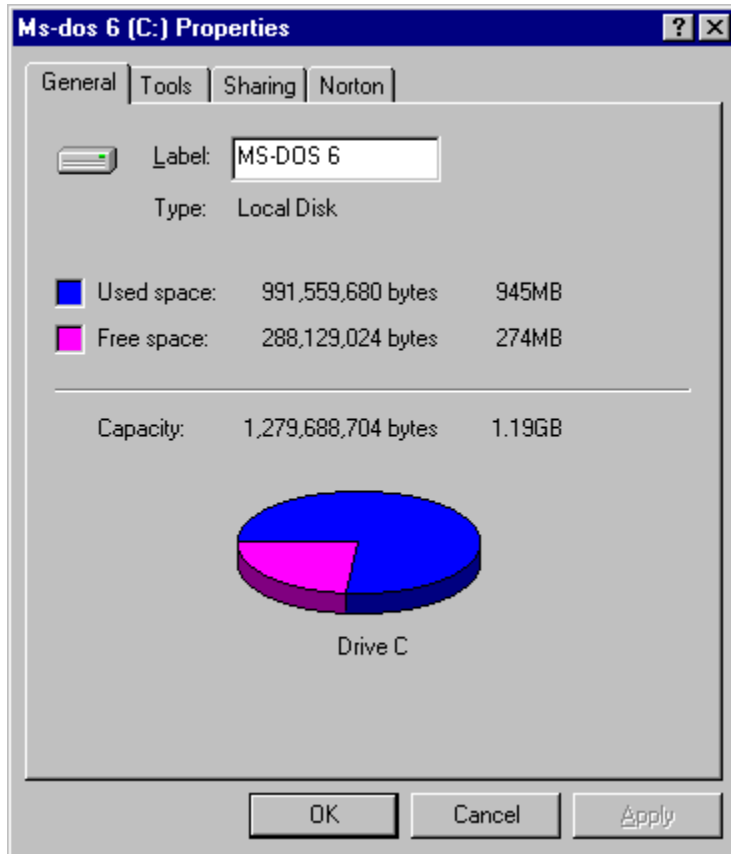
Even if you didn't make any changes, restart your machine now. From the **Start** menu, click **Shut Down**, then choose the **Restart The Computer?** option. When you see the Windows logo appear, hold down the **left Shift** key, until Windows fully loads. This helps prevent some memory resident programs from loading into Windows.

*Note: This is not the same as booting into Safe Mode.*

#### **5.      CHECKING FREE HARD DRIVE SPACE**

Open **My Computer** and right-click the hard drive icon (usually the **C:** drive or the drive where Windows

is installed). Click **Properties**. The Properties window appears.

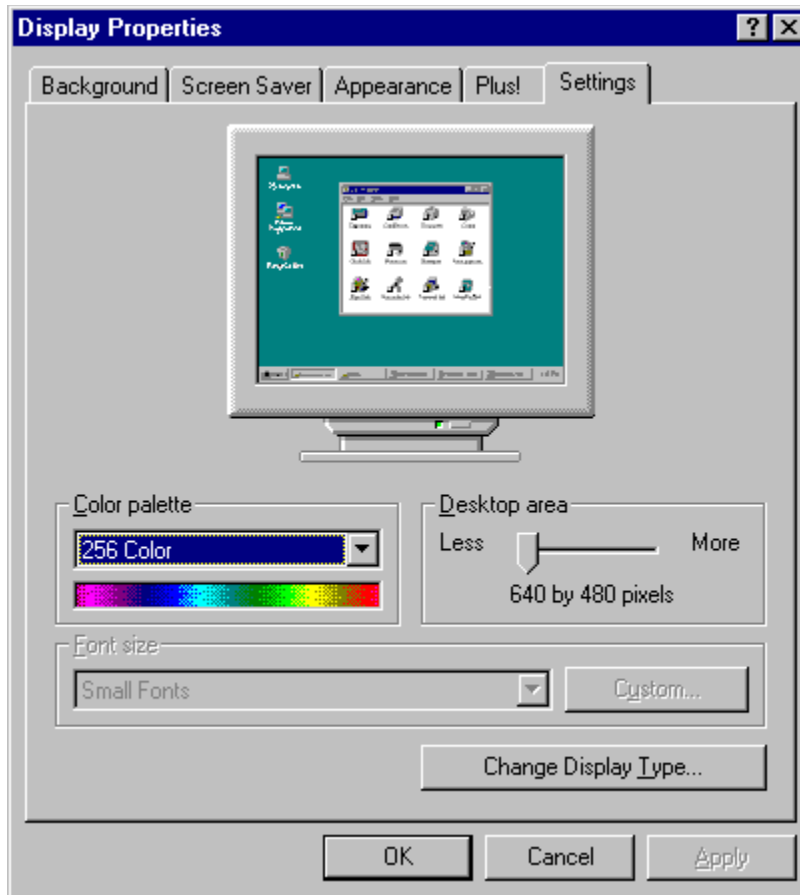


Make sure there is about 30 MB of free uncompressed hard drive space. Windows uses this free hard drive space to create "Virtual Memory" for the program to run.

## 6. CHECKING VIDEO DISPLAY DRIVER

Click from the **Start** menu, to **Settings**, to **Control Panel**. In the Control Panel window, double click the **Display** icon. In the Display Properties window, click the **Settings** tab. The Display Properties window refreshes as shown below.

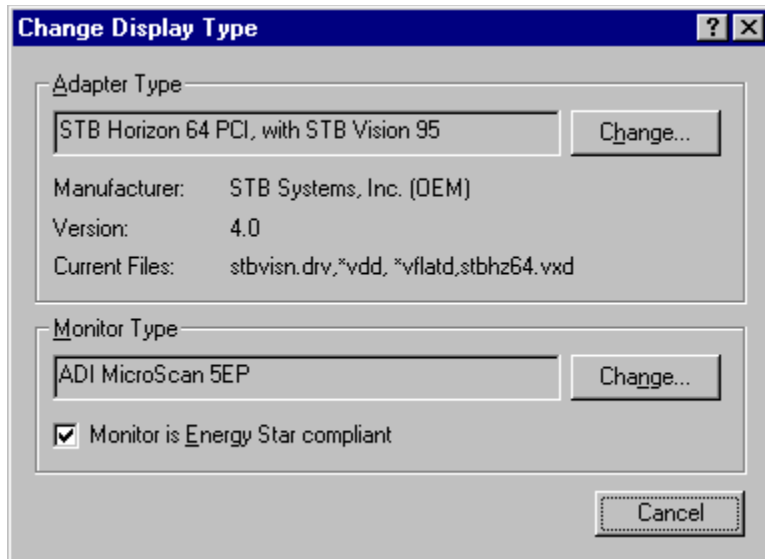
*Note: Take extreme caution in making any changes to your video card drivers. Unless you are familiar with changing your display driver, The Learning Company strongly recommends following the instructions as outlined in your video card manual or contacting the video card manufacturer or computer company for assistance. If you choose a incorrect video card driver, you may find your Windows screen corrupted.*



Please take steps A, B, and C below.

A. Verify you are running in the correct resolution/colours. Most Windows programs run in either 800x600 256 colours or 640x480 256 colours). Check the system requirements for the The Learning Company program you are running and make sure your video resolution is set accordingly.

B. Click **Change Display Type**. On the following screen, check the Adapter Type, Manufacturer, and Version.



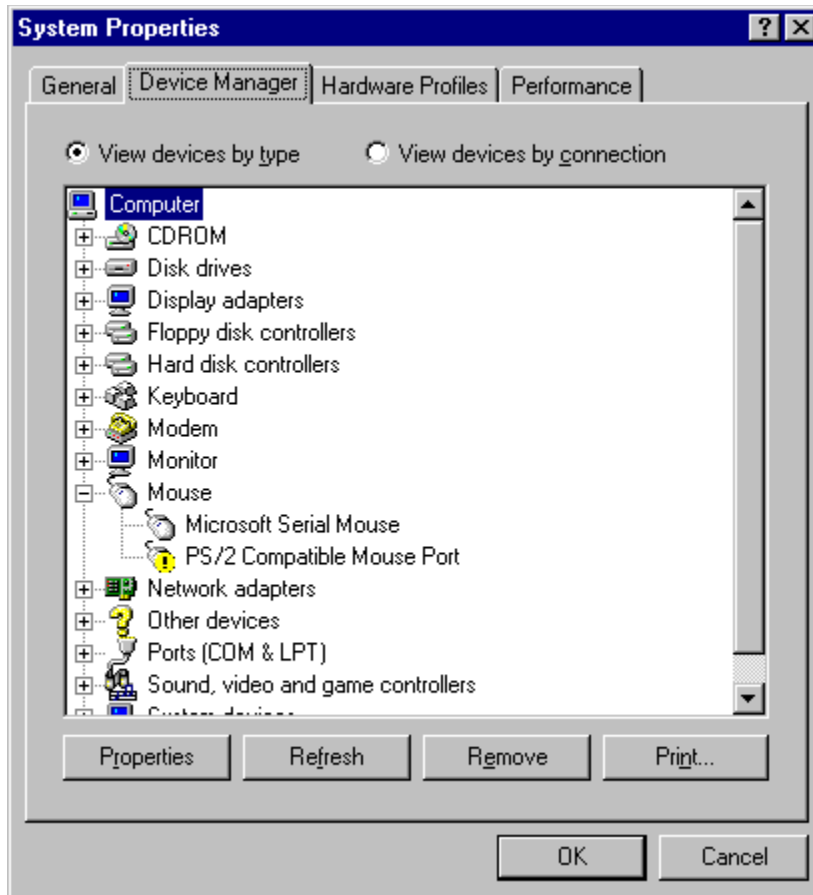
**Do you have the current version of the video drivers?** As most companies update their drivers several times a year, The Learning Company recommends checking with the video card manufacturer or computer company regularly. **Earlier software drivers for your video card can cause conflicts (GPF's, Lockups, and so on) with the software you are running.**

*Note: Windows95 video drivers start with version 4.00.*

Does the Adapter Type listed match the name of your video card? Does the Manufacturer match the name of your video card manufacturer? Most video card drivers are named after the name brand of the card. If the driver listed is not the name of your video card and/or the manufacturer of the driver is not the manufacturer of your video card, you may be using the wrong driver. Contact your video card manufacturer or computer company for verification. [Hardware Manufacturers](#)

## 7. DEVICE MANAGER CONFLICTS

On your Windows screen, *right-click* the **My Computer** icon. Now click **Properties**. The System Properties window appears. Click the **Device Manager** tab.

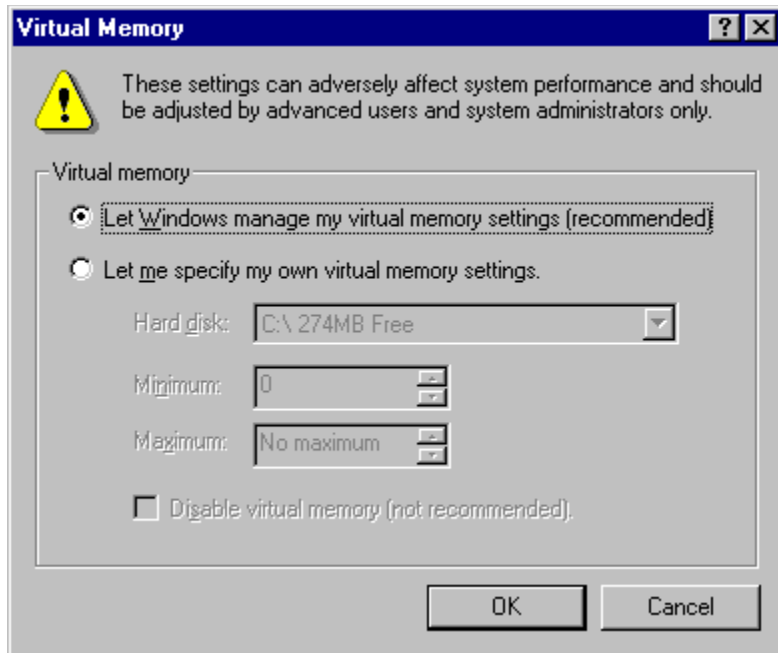


The Device Manager shows all hardware in your machine that is recognised by Windows. Look for a yellow exclamation point next to one or more of the hardware components listed here. A yellow exclamation mark essentially indicates that the device is not working properly; either because it was setup incorrectly or because of a conflict with something else on the system. In such a case, you should contact your computer retailer or manufacturer of the device in question for further assistance.

## 8. CHECKING THE SWAP FILE

Step 7 took you to the System Properties window (right-click **My Computer**, then click **Properties**). Now click the **Performance** tab. Click the **Virtual Memory** button. Make sure the following option is checked: **[X] Let Windows manage my virtual memory settings (recommended)**.





## 9. DELETE AND REINSTALL

After everything has been checked, verified, and changed if necessary, it's time to delete and reinstall the program. If the program installed incorrectly or became unstable after it was installed, reinstalling on top of the program keeps that instability. Therefore it's important to uninstall or delete the program from the hard drive before reinstalling.

### TO REMOVE A WINDOWS 95/98 NATIVE PROGRAM

Insert the CD and select Uninstall from the program's splash screen.

Alternatively the following options may be available:

Click from the **Start** menu, to **Programs**, to the program title folder. Once the program's icons appear, click the **Uninstall** icon. Follow the onscreen directions.

Click from the **Start** menu, to **Settings**, to **Control Panel** and double-click on the **Add/Remove Programs** icon. Then double-click on the relevant title.

### TO REMOVE A WINDOWS 3.x PROGRAM

Open **My Computer**, double-click the hard drive icon, and drag the The Learning Company program title folder to the Windows **Recycle Bin**.

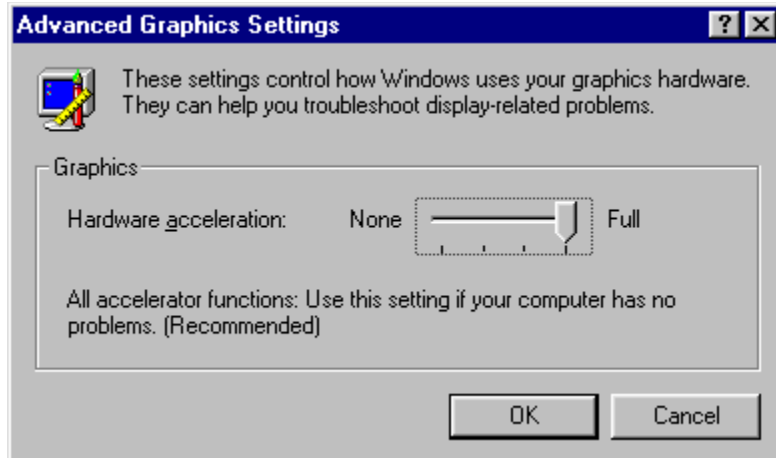
*Note: The program files will not be fully erased until you empty the Recycle Bin. To empty the Recycle Bin, right-click it and choose Empty Recycle Bin.*

If you are still encountering problems please try:

[Other Useful Information](#)

If your problem is related to graphical corruption please also try the following:  
**HARDWARE ACCELERATION**

On your Windows screen, *right-click* the **My Computer** icon. Now click **Properties**. The System Properties window appears. Click the **Performance** tab, followed by **Graphics**.



Try each of the four options in turn as this can sometimes prevent graphical errors.

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## General Windows 3.1 Trouble Shooting

This topic presents some steps you can take before you contact Technical Support. Please open the **File** menu and click **Print Topic**. A hard copy of this topic is useful, since you will be working with your system and restarting your computer.

Before starting this guide please ensure that your machine meets the minimum system requirements stated on the Learning Company software package.

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\*\*\*\*\* CAUTION - DISCLAIMER \*\*\*\*\*

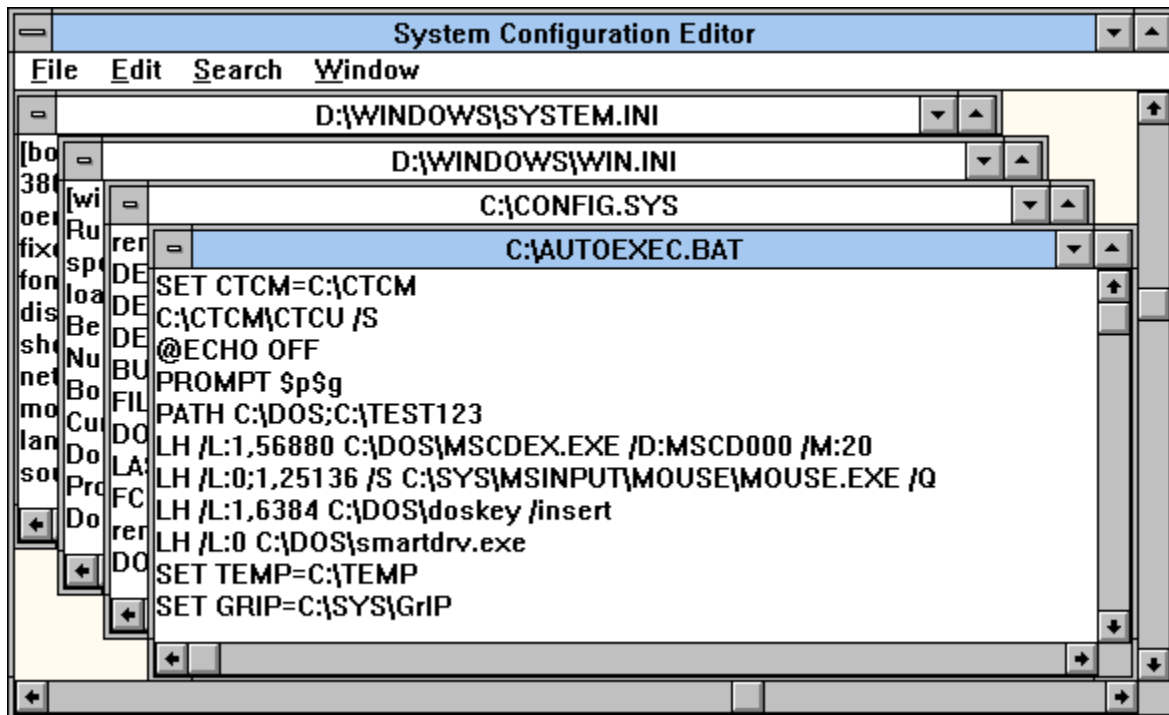
Please Note: The following system files listed in this troubleshooting guide are examples only and may differ from the actual files in your machine.

### STEP 1. CHECKING THE SYSTEM FILES

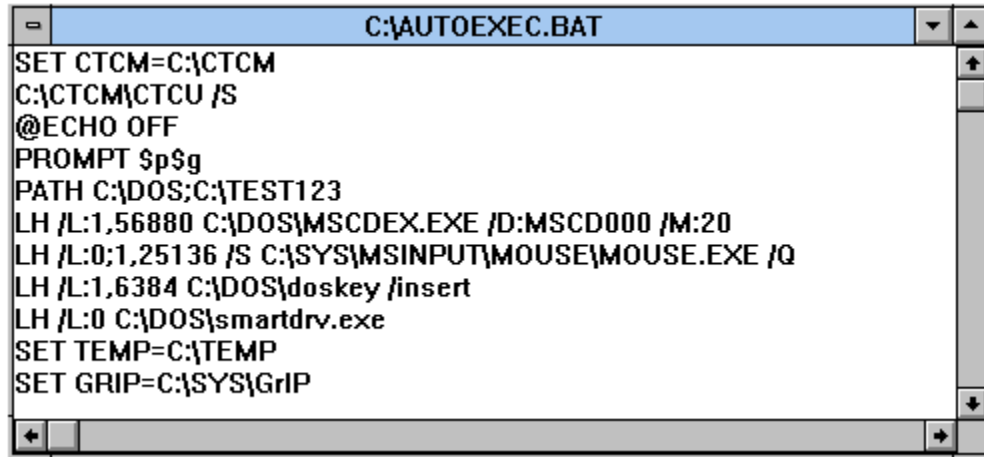
CAUTION: The following steps will walk you through the editing of some of your computer's configuration files. When modifying your system files, caution should be used.

From the **File** menu, select **Run**. In the command line, type **C:\WINDOWS\SYSTEM\SYSEDIT** and press **Enter**.

SYSEDIT displays the contents of your AUTOEXEC.BAT, CONFIG.SYS, WIN.INI, and SYSTEM.INI.



A. Checking the AUTOEXEC.BAT file.



```
C:\AUTOEXEC.BAT
SET CTCM=C:\CTCM
C:\CTCM\CTCU /S
@ECHO OFF
PROMPT $p$g
PATH C:\DOS;C:\TEST123
LH /L:1,56880 C:\DOS\MSCDEX.EXE /D:MSCD000 /M:20
LH /L:0;1,25136 /S C:\SYS\MSINPUT\MOUSE\MOUSE.EXE /Q
LH /L:1,6384 C:\DOS\doskey /insert
LH /L:0 C:\DOS\smartdrv.exe
SET TEMP=C:\TEMP
SET GRIP=C:\SYS\GRIP
```

In the AUTOEXEC.BAT, see if you have a SET TEMP= statement. Some examples of what they might look like are:

```
SET TEMP=C:\WINDOWS\TEMP
SET TEMP=C:\DOS\TEMP
SET TEMP=C:\TEMP
```

If the SET TEMP= line is listed in your AUTOEXEC.BAT, make sure that it points to a "unique" directory name like "TEMP" and not an application directory like C:\DOS or C:\WINDOWS. If the SET TEMP= statement is not in your AUTOEXEC.BAT, then one will need to be created. Add the line

```
SET TEMP=C:\TEMP
```

to your AUTOEXEC.BAT. It can appear anywhere in your AUTOEXEC.BAT, but if your machine automatically boots into Windows when you turn it on, be sure this line appears before the WIN command.

Also make sure this "unique" directory name exists on the hard drive. For the SET TEMP= line to work, the directory must also exist. Verify the directory exists by doing the following:

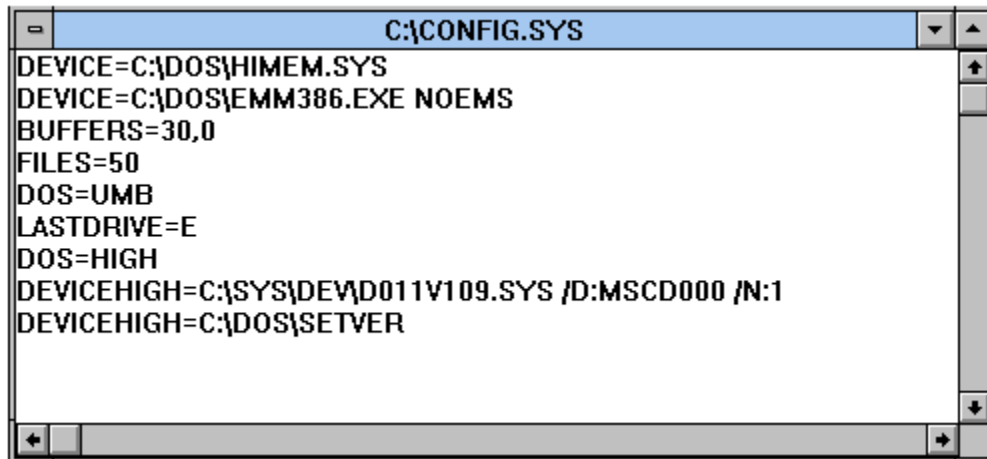
1. Go into File Manager:
  - A. Go into the **Main** group from Program Manager.
  - B. Double-click on **File Manager**.The directories of drive C: should appear on the left side of the screen.

2. Look for a directory with the same path and name as the one which follows SET TEMP=.

Example: If SET TEMP=C:\TEMP is in your AUTOEXEC.BAT:

- A. In the File Manager, look for the folder called TEMP.
- B. If this does not exist, then click on the **File** pulldown menu and select **Create Directory**.
- C. Now type in the name of the "unique" directory as listed in the SET TEMP= line. For the example above, you would type in TEMP.
- D. Save changes, using the System Configuration Editor **File** menu, **Save** command.

B. Checking the CONFIG.SYS file.

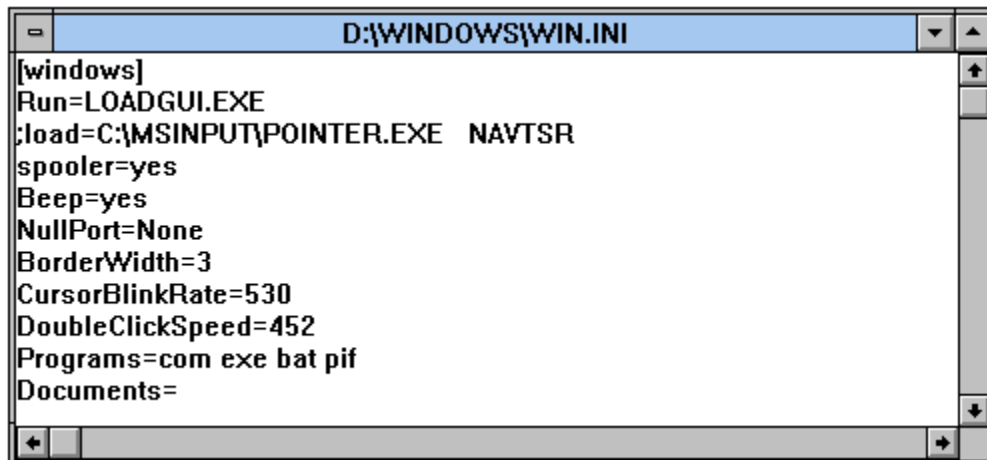


```
C:\CONFIG.SYS
DEVICE=C:\DOS\HIMEM.SYS
DEVICE=C:\DOS\EMM386.EXE NOEMS
BUFFERS=30,0
FILES=50
DOS=UMB
LASTDRIVE=E
DOS=HIGH
DEVICEHIGH=C:\SYS\DEV\011V109.SYS /D:MSCD000 /N:1
DEVICEHIGH=C:\DOS\SETVER
```

In the CONFIG.SYS, look for the FILES= and BUFFERS= lines. They should be set to FILES=30 and BUFFERS=30,0. These values can be higher, but lower values could cause memory problems.

Save changes, using the System Configuration Editor **File** menu, **Save** command.

C. Checking the WIN.INI file.



```
D:\WINDOWS\WIN.INI
[windows]
Run=LOADGUI.EXE
;load=C:\MSINPUT\POINTER.EXE NAVTSR
spooler=yes
Beep=yes
NullPort=None
BorderWidth=3
CursorBlinkRate=530
DoubleClickSpeed=452
Programs=com exe bat pif
Documents=
```

In the WIN.INI, under the [WINDOWS] section, look for the LOAD= and RUN= lines. When Windows loads up, these lines may load up extra drivers or programs into Windows that might not show up in the Task List (Task List is addressed in Step 6).

If these lines are not empty, then temporarily REMark them out. At the beginning of the line place a semicolon (;)

Example:

**LOAD=C:\MSINPUT\POINTER.EXE NAVTSR**

becomes

**;**LOAD=C:\MSINPUT\POINTER.EXE NAVTSR****

*NOTE: The same procedure applies to the RUN= line.*

Save changes, using the System Configuration Editor **File** menu, **Save** command.

## STEP 2. GETTING INTO DOS

The next troubleshooting step is performed outside of Windows. To exit Windows: from the **File** menu, select **Exit Windows**.

*NOTE: Do not use the DOS Prompt icon from the Main group.*

<u>F</u> ile	<u>O</u> ptions	<u>W</u> indow	<u>H</u> elp
<b>N</b> ew...			
<b>O</b> pen		Enter	
<b>M</b> ove...		F7	
<b>C</b> opy...		F8	
<b>D</b> elete		Del	
<b>P</b> roperties...		Alt+Enter	
<b>R</b> un...			
<b>E</b> xit Windows...			

Once out of Windows, you should be in DOS with a DOS prompt (C:\>) on your screen.

## STEP 3. CHECKING THE HARD DRIVE FOR PROBLEMS

Run SCANDISK or CHKDSK on the **C:** drive (and the drive where this program is installed to if it is not drive **C:**). Scandisk requires Microsoft DOS version 6 or higher. If you do not have MS DOS version 6 or higher, run CHKDSK. To find out what version of DOS you are using, type **VER** and press **Enter**.

To run Scandisk, type **SCANDISK** and press **Enter**.

To run CHKDSK, type **CHKDSK /F** and press **Enter**.

Fix any problems detected.

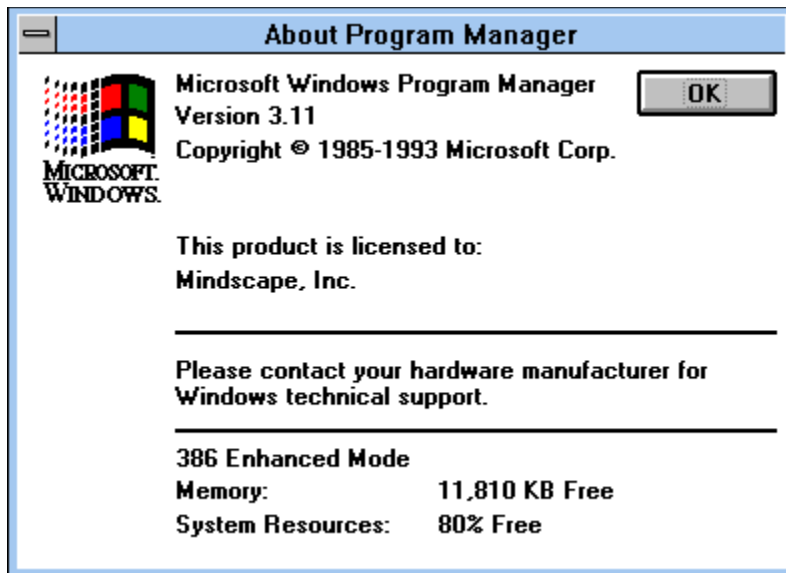
[Check your DOS manual for more information on these DOS commands.]

## STEP 4. RESTART MACHINE

Even if you didn't make any changes, restart your machine now. Use **Ctrl+Alt+Del** or the reset switch on your computer, and go back into Windows. Once Windows starts to load, hold down the *left* **Shift** key, until Windows fully loads. This helps prevent some memory resident programs from loading into Windows.

## STEP 5. CHECKING MEMORY AND RESOURCES

From Program Manager, click the **Help** menu, select **About Program Manager**.



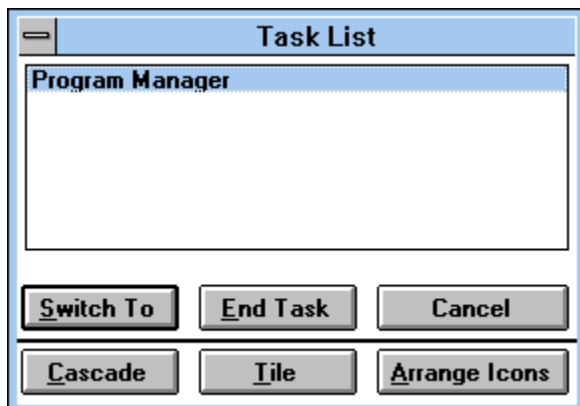
Verify the Following:

- A. You are running in 386 Enhanced Mode. This is automatic for Windows for Workgroup users.
- B. Memory is at least 8,000 KB free.
- C. System Resources should be 78% or higher.

Click **OK** on the screen to close the **About Program Manager**.

#### STEP 6. CHECKING THE TASK LIST

This step will check for other programs running in the background. This is the most common cause of problems you may encounter. To open the Task List, press **Ctrl+Esc**.



If the Task List lists anything other than **Program Manager**, highlight the item and click the **End Task** button. This temporarily unloads the program from memory, until you restart Windows. Repeat this procedure as necessary, until only **Program Manager** is left.

#### STEP 7. CHECKING THE VIDEO DISPLAY DRIVER

From the **Main** group, double-click **Windows Setup**. Look at the line entitled **Display**.

Windows Setup	
Options	Help
Display:	STB Horizon 64 640x480x256 SC15064
Keyboard:	Enhanced 101 or 102 key US and Non US
Mouse:	Microsoft, or IBM PS/2
Network:	No Network Installed

*NOTE: Take extreme caution in making any changes to your video card drivers. Unless you are familiar with changing your display driver, The Learning Company strongly recommends following the instructions as outlined in your video card manual or contacting the video card manufacturer or computer company for assistance. If you choose a incorrect video card driver, you may find your Windows screen corrupted.*

- A. Is the resolution / colours set correctly to run the program? Most Learning Company programs run in either 640x480 256 colours or 800x600 256 colours. Check the system requirements for the Learning Company program you are running and make sure your video resolution is set accordingly.

*NOTE: Some video card drivers do not display the resolution / colours, refer to your video card documentation for more information.*

- B. Does the driver name listed match the name of your video card? Most video card drivers are named after the name brand of the card. If the driver listed is not the name of your video card, you may be using the wrong driver. Contact your video card manufacturer or computer company for verification.
- C. **Do you have the current version of the video drivers?** As most companies update their drivers several times a year, The Learning Company recommends checking with the video card manufacturer or computer company regularly. [Hardware Manufacturers](#) **Earlier software drivers for your video card can cause problems (GPF's Lockups, and so on) with the software you are running.**

## STEP 8. CHECKING VIRTUAL MEMORY

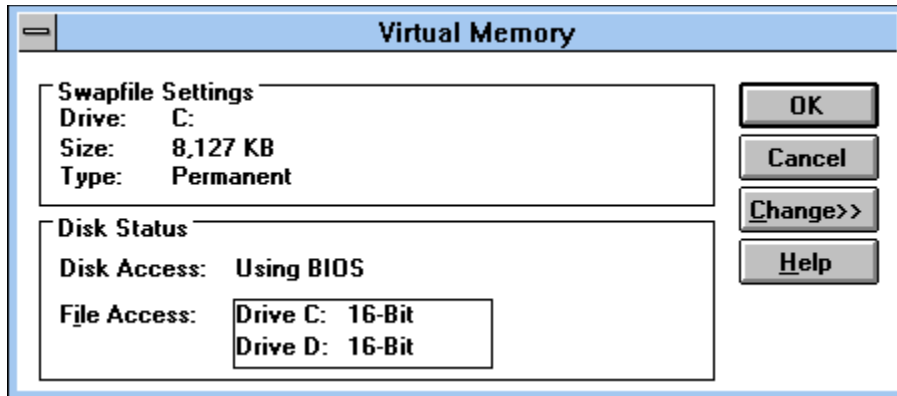
The following instructions require MS DOS version 6 or higher. If you do not have MS DOS 6 in your machine, skip this step.

From Program Manager, click from the **Main** group, to **Control Panel**, to **386 Enhanced**, to the **Virtual Memory** button. Write down the Swapfile Settings **Drive**, **Size** and **Type**.

Example:

**Drive: C:, Size: 8,127 KB, Type: Permanent.**





1. Click the **Change>>** button and on the following screen, reduce the Swap File Size to 0 (zero).
2. Exit Windows as before in Step #2. At the DOS prompt (C:\>) type **Defrag** and press **Enter**. (Defrag is a MS DOS 6 utility program that will unfragment the information stored on the hard drive. Once Defrag is completed, go back into Windows.)
3. Return to the Virtual Memory screen (Click from the **Main** group, to **Control Panel**, to **386 Enhanced**, to the **Virtual Memory** button). Click **Change>>** and restore your Swapfile Settings.

*NOTE: A Permanent Swapfile will provide better performance over a Temporary Swapfile. For optimal performance, The Learning Company recommends setting a Permanent Swapfile to no less than 8 MB. (19mb Swapfile should be used for '8mb RAM' PCs)*

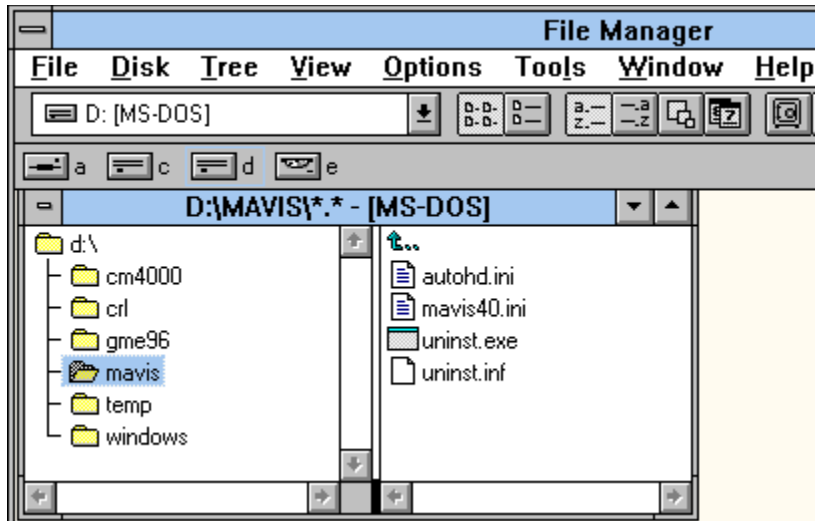
## **STEP 9. DELETE AND REINSTALL**

Before doing the following, repeat Step 6 (Checking the Task List).

After everything has been checked, verified, and changed if necessary, it's time to delete and reinstall the program. If the program installed incorrectly or became unstable after it was installed, installing on top of the program will keep that instability. Therefore it's important to delete the program from the hard drive before reinstalling. This includes all icons.

*NOTE: Newer Learning Company titles come with Uninstall programs that automatically perform the procedure outlined below. Check your Learning Company Program Group for an Uninstall icon, or. read your program documentation for more information.*

1. From Program Manager, open the **Main** group, double-click the **File Manager**.
2. Find the Learning Company program title folder and click it one time to highlight it.
3. From the **File** menu, select **Delete**.



If you are unsure of the directory name the program was installed to, check the Learning Company manual, Online help or QuickStart card.

4. From the **File** menu, select **Exit**.
5. Open the Learning Company program title icon group from the Windows desktop.
6. Click the Learning Company program icon one time to highlight it.
7. From the **File** menu, select **Delete**.
8. Repeat this procedure as necessary, until all Learning Company program icons are deleted.
9. Reinstall the program.

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## Hardware Manufacturers

Contact details for some hardware manufacturers, if your manufacturer is not listed please contact your PC's supplier for advice.

**Acer:**

<http://www.acer.com>

**ATI:**

<http://support.atitech.ca>

Telephone: 00353 1 807 7826 (Ireland)

**Aztech Labs:**

<http://www.aztechca.com/>

Telephone: +44 (0)1189 814121(UK)

**Cirrus Logic:**

<http://www.cirrus.com/>

**Compaq:**

<http://www.compaq.com>

**Creative Labs:**

<http://www.creativelabs.com>

**Dell:**

<http://www.dell.com>

**Diamond:**

<http://www.diamondmm.com>

Telephone: +44 (0)1189 444 444 (UK)

**Ensoniq:**

<http://www.ensoniq.com>

**Gateway:**

<http://www.gw2k.com>

**Gravis:**

<http://www.gravis.com>

**Hercules:**

<http://www.hercules.com/>

**HP:**

<http://www.hp.com>

**IBM:**

<http://www.ibm.com>

**Matrox:**

<http://www.matrox.com/>

**Miro:**

<http://www.miro.com/>

Telephone: +44 (0)1895 442003 (UK)

**Oak Technologies:**

<http://www.oaktech.com>

**Orchid:**

<http://www.orchid.com>

**Packard Bell:**

<http://www.packardbell.com>

**S3:**

<http://www.s3.com/>

**STB:**

<http://www.stb.com>

Telephone: +44 (0)181 897 0662 (UK)

**Toshiba:**

<http://www.toshiba.com>

**Trident:**

<http://www.tridentmicro.com>

**Tseng:**

<http://www.tseng.com>

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## Other Useful Information

Please also refer to any *'readme'* files that may be located on the CD.

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### **Text is Illegible:**

Certain Lotus or IBM products, such as Lotus Wordpro, install a font that interferes with the fonts used by Windows 95/98. This problem can be resolved by removing the Monotype Sorts Font version 2.0 from your system.

To remove the font, click on the Windows 95/98 "Start" menu, select "Settings", then select "Control Panel". In the resulting window, double-click on the "Fonts" icon. In the resulting list of fonts, find "Monotype Sorts Font" (sometimes listed as "Mtsorts\_.ttf") and remove it by dragging it into the Windows 95/98 recycle bin on your desktop.

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### **Video/Movies do not play: Cannot find "vids.IV32" decompression:**

To address this problem, click on the Windows 95/98 "Start" menu, select "Settings", then select "Control Panel". In the resulting window, double-click on the "Add/Remove Programs" icon, then click on the "Windows Setup" tab. Scroll down in the list to "Multimedia" and double-click on it. In the new list that appears, scroll to "Video Compression" and make sure that the box next to it is checked. Click on the "OK" button, then click on "OK" again.

When you change these settings, you may have to re-start Windows 95/98 in order for the changes to take effect. ***Click on "Yes" if offered this option.***

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### **Inaccurate planetarium:**

If you find that the planetarium changes the latitude and longitude of the viewing location when the program is closed down and restarted. This will be evident by the program reporting different information to that which is actually seen in the sky.

The solution is to bring up the location dialog and click on some location other than the one you require, then click back on the location that you wish to view from. This will set the viewing position correctly until the program is closed.

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## Contacting Technical Support

*Have you completed all the steps detailed?*

**Many issues can be solved by referring to the help within this guide.**

[General Windows 3.1 Trouble Shooting](#)

[General Windows 95/98 Trouble Shooting](#)

[Other Useful Information.](#)

If you have any further questions, please contact us at the office nearest you:

[USA](#)

[United Kingdom](#)

[France](#)

[Germany](#)

[The Netherlands](#)

[Australia](#)

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## United Kingdom

Tech Support e-mail: [uksupport@learningco.com](mailto:uksupport@learningco.com)

Phone: 09062165432 (Calls cost 25p/min & may be monitored/recorded. Correct at Apr 1999)

Facsimile: 09062165433 (All calls cost 25p/min. Correct at Apr 1999)

Mail: The Learning Company  
PO Box 121  
Crawley  
RH11 9YP  
ENGLAND  
Attn: <product name>

*We regret that we cannot offer game hints and tips, as the service is provided for technical difficulties only.*

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## USA

Online Support Request Form: [www.learningco.com](http://www.learningco.com)

Technical Support Email: [help@tlcsupport.com](mailto:help@tlcsupport.com)

Online Technical Library: [www.learningco.com/support](http://www.learningco.com/support)

Automated 24-hour  
Technical Support Service: 800-409-1497

24 Hour Fax: 319-395-9600

Technical Support Call Center: 319-247-3333  
Business Hours: 9:00 AM - 9:00 PM

Mailing Address  
The Learning Company  
1700 Progress Drive  
PO Box 100  
Hiawatha, IA 52233-0100 USA  
Attn: <product name>

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## **Germany**

Keltenring 12  
82041 Oberhaching  
Germany

Tel ++49 89/613 092 35  
Fax ++49 89/14827-411

email [hotline@learningco.com](mailto:hotline@learningco.com)

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## **The Netherlands**

PO Box 94791  
1090 GT Amsterdam  
The Netherlands

Tel 0900 8524357

email [nsupport@learningco.com](mailto:nsupport@learningco.com)

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## France

132 bvd Camelinat  
92247 Malakoff Cedex  
France

Tel: +33 1 46 73 08 00  
e-mail: [supportfr@learningco.com](mailto:supportfr@learningco.com)  
Web : <http://tlc-edusoft.fr>

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## **Australia**

Phone: 61-2-9899-2277  
Facsimile: 61-2-9899-2348  
Mail: Unit 6  
372 Eastern Valley Way  
Chatswood  
Sydney  
NSW 2067  
Australia

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