

PC Minimum Requirements

Windows 95
PentiumÆ 75MHz
16MB RAM
SVGA monitor 640x480, 256 colors
12MB hard disk space
4x CD-ROM drive
Windows-compatible sound card
Mouse
Printer

Macintosh Minimum Requirements

System 7.1.2 or later
Power Macintosh
16MB RAM
Monitor 640x480, 256 colors
12MB hard disk space
4x CD-ROM drive
Printer

I. INSTALLING IBM BRINGS YOU CRAYOLA PAINT 'N PLAY PONY ON WINDOWSÆ 95/98

1. Quit any open applications.
2. Insert the CD-ROM.
3. a) If your computer has AutoPlay enabled, the setup introduction screen will appear.
b) If your computer doesn't have AutoPlay enabled, click Start | Run. Type **d:\setup** (where **d** represents your CD-ROM drive).
3. Follow the on-screen setup instructions.

II. RUNNING IBM BRINGS YOU CRAYOLA PAINT 'N PLAY PONY ON WINDOWSÆ 95/98

1. Quit any open applications.
2. Insert the CD-ROM.
3. a) If AutoPlay is enabled on your computer, the program will start up automatically.
b) If your computer doesn't have AutoPlay enabled, click Start | Programs | IBM and Crayola | **Paint 'n Play Pony**.

III. TROUBLESHOOTING TIPS

First, always verify that the CD is not smudged or scratched. Even a small smudge can cause your CD to experience problems that may lead to lockups or program errors. If you were previously able to run the program, a smudge or scratch is a likely source of the problem. Clean the CD with a soft dry cloth. After cleaning the CD, try running the program again. If the error occurs after making a change to the configuration of the system (e.g. adding new hardware, updating drivers, installing another program), then the system change is a likely source of the problem. Refer to the manufacturer's instructions to verify that the proper installation procedure was used and note any incompatibility issue or system modifications listed in the documentation.

* Check that your system meets or exceeds the minimum system requirements of the program. If your system does not meet any one of the minimum system requirements, the program will not run properly.

* Check that all external cables and connections are secure and that all power, setting and option controls for your sound card and video card are set appropriately. Refer to your hardware documentation or consult your hardware manufacturer for additional information.

* Check that the latest version of your video card's proprietary driver is properly installed on your system.

* Check that the latest version of your sound card's proprietary driver is properly installed on your system.

* Check that your video display is set to a resolution of 640x480 and a color depth of 256 colors.

* Exit all other programs and applications when installing or running *Paint 'n Play Pony*. Also exit any active screen savers, utility programs, anti-virus programs, or shell programs to assure that the maximum amount of RAM is available for your system to run the program as quickly and smoothly as possible.

For detailed instructions on optimizing your computer's performance, please consult your Windows 95 User's Guide.

Trouble: Sound doesn't play

Check that the volume is set to an audible level. If you still have a sound problem, your sound card may not be configured correctly. Refer to your computer's owner's manual for more information.

Trouble: Message "For best results, please set your display to 256 colors. Click 'OK' to exit program. Click 'Cancel' to continue with current settings. To change your display, please right-click on the desktop, choose Properties, then choose Settings, then choose 256 colors."

Paint 'n Play Pony will perform fastest and use the least memory when the display is set to 256 colors.

Trouble: Printing is slow

To speed up printing, turn background printing off (this is also called turning spooling off). Refer to your computer's owner's manual for more information.

IV. Customer Service: To order products or inquire about a purchase, please call (800) 508-1496.

V. Technical Support

If you have a problem installing or using *Paint 'n Play Pony*, please consult the Troubleshooting Tips of the ReadMe on the CD-ROM.

24-Hour Automated Support by Phone

Toll-free automated support and fax services are available 24 hours a day, 7 days a week. The automated support system contains the answers to our most frequently asked question and can provide printed copies of the solutions via FAX, e-mail or through our web site. To use this system, call (800) 320-8381 and follow the simple instructions.

To receive a catalog of available documents, e-mail: solutions@edmark.com

In the subject or body of the message, type: catalog

To Contact a Technical Support Representative by Phone

Call us at (425) 556-8822, during the following hours (Pacific Time): 8am to 8pm, Monday through Friday (Holiday hours may vary)

Please have your computer turned on and ready to use when you call us.

Technical Support by FAX

FAX us at (425) 556-8940, 24 hours a day, 7 days a week. Specify "Technical Support" in the header.

Automated FAX responses may also be requested via our automated support system. See Automated Support above.

Technical Support by Electronic Mail

You can contact us at the following e-mail addresses:

For PC: pctech@edmark.com

For Macintosh: mactech@edmark.com

Answers to frequently asked questions may be obtained via our automated e-mail response system.

To receive a catalog of available documents, e-mail: solutions@edmark.com. In the subject or body of the message, type: catalog

Technical Support by US Mail

You can also send us mail to the following address:

Edmark Corporation
Attention: Technical Support
P.O. Box 97021
Redmond, WA 98073-9721

Availability and fees of support services are subject to change or discontinuance without notice.

Visit IBM Multimedia Software on the World Wide Web at
<http://www.ibm.com/pc/us/software/>

© 1998 IBM Corporation. All rights reserved. IBM is a registered trademark and Paint 'n Play Pony is a trademark of International Business Machines. Crayola, the serpentine and chevron designs are registered trademarks and the rainbow/swash design is a trademark of Binney & Smith. Used under license. Microsoft and Windows are registered trademarks of Microsoft Corporation. Macintosh and Power Macintosh are registered trademarks of Apple Computer, Inc. Pentium is a registered trademark of Intel Corporation.