Virtually There: Caribbean
Release Notes

Welcome to *Virtually There: Caribbean*. This document contains information that was unavailable at the time the manuals were printed. If you need technical support, contact one of the addresses or numbers listed at the end of this document. For your convenience, this file is installed on your hard disk with *Virtually There: Caribbean*. Also, an icon (*Virtually There: Caribbean* Readme) has been added to the travel group for easy access to this file.

1.0 Installation Problems
Most problems with installation result from one or a combination of the following circumstances:

- When installing the program, we check to see if there is enough available memory to successfully run the application once installed. If you have too many programs running while attempting to install this application, Windows may incorrectly report the amount of free memory you actually have and the Setup program will stop. Make sure you are running only the minimum applications required for your Windows installation before installing this software.

- If you have insufficient hard disk space to load the application, the program will abort. Delete the programs you no longer use and try again.

- The system you are using does not have enough physical memory for the Setup program to complete the install process. You must add more physical memory to bring your computer to the minimum 8 meg required.

2.0 Uninstalling the Software
The uninstall process can not detect "saved" files from this application and will leave them behind along with the directory in which the files are located. All other program files will be deleted. These remaining files have the extension ***.vtc** and must be deleted using the File Manager function in Windows, before deleting the program directory.

Uninstall will also leave behind some upgrades added to your Windows installation. These upgrades are:
WinG graphics accelerator software
Video for Windows 1.1e video software playback

3.0 Problems with Memory
Your computer must have at least 8 megs of system memory to successfully run the software. Not having enough memory results in unpredictable media playback problems, especially with background audio files and animation.

When using **Windows 3.1, 3.11**, or **Windows for Workgroups 3.11,** we

recommend a swap file of at least 9MB. During installation, we check your system resources to determine if there is enough memory (both physical and virtual) for you to successfully run the software. If not, the installation process is aborted and a message instructs you to increase your swap file memory. Consult your Windows documentation to find out how this is done.

Windows 95 uses memory more efficiently so problems with memory are less common.

4.0 Known Audio Problems
If there appears to be problems running the background audio, or if the audio playback becomes unpredictable, this may be caused by insufficient memory at the time the program is running. This could be caused by having too many applications open at the same time. Try reducing the number of programs running and run the program again.

On some hardware platforms you may notice a small audio hiss at various points throughout the program. This is a result of the sound card you have installed in your computer and the level settings in your media controller. Most sound cards create some hiss but the newer cards can more easily handle the wide dynamic range of the recorded material on this CD.

Sound cards using some form of hardware based enhanced playback may overly process the already processed wide dynamic range audio in the program. If this is a problem, turn off your enhancing function before running the application.

If you can not hear the audio playback or it appears weak and your speaker volume is turned up, try opening the media controller software included with your sound card and adjusting the WAV playback volume control. This should solve the problem.

The wide dynamic audio on this CD may create problems for inexpensive computer playback speakers but should still play correctly. For the fullest enjoyment of your CD audio, you might consider upgrading to better quality speakers which are currently available. Bass Boost audio systems respond very well to the audio on this CD.

5.0 Problems with the Video Display Resolution
This program was optimized to run at 640X480 256 colors, but will run equally as well at higher display resolutions. However, at higher resolutions, the display text and video may be difficult to see. If this is a problem, change your system video display setting to 640X480, 256 colors and try again.

6.0 Problems using video cards with a greater color depth.
Some video display cards can support color depths to 16.8 million colors in the 640X480 resolution. Running this program at these settings may create some

unpredictable color changes in the graphics on your particular system. The plus side of this problem is that the video will look all that much better! If this is a problem, try setting your system back to a lower color density such as 65K or to the default of 640X480 256 colors, and try again.

7.0 Problems with Video Playback
Computers with less than the recommended hardware will have difficulties running the program even though the install process completed successfully. Animation and video playback will be severely limited. You may notice that the animation and video "skips" and looks very jerky. This is because the computer's processor can not manipulate data fast enough to correctly display the video and animation.

8.0 Technical support
>Technical support for *Virtually There: Caribbean*:
>1-800-899-0439 (for questions other than easySABRE or Prodigy questions)
>
>easySABRE questions: 1-800-972-3330
>
>Prodigy application questions: 1-800-PRODIGY (1-800-776-3449)