

Welcome to IBM Brings You Crayola *Print Factory*

This ReadMe includes up-to-the-minute items that were not available when the Manual was printed. You will also find information that will help this program make the best use of your computer setup.

IBM Brings You Crayola *Print Factory* requires Windows(tm) 95, Windows(tm) 3.1, or Windows(tm) 3.11. If you are new to the Windows operating system, make sure you review the Windows documentation to familiarize yourself with the basic operation of windows, menus, and other parts of the Windows system.

I. SYSTEM REQUIREMENTS

486 / 33 MHz processor or faster
Microsoft Windows(tm) 95, Windows(tm) version 3.1, or Windows(tm) version 3.11
8 MB RAM minimum (16 MB RAM recommended)
Double-speed (2X) CD-ROM drive (or better)
Windows compatible sound card
SVGA video card (capable of 640x480 with 256 colors)
Microsoft-compatible mouse
19 MB of hard disk space

II. INSTALLING IBM BRINGS YOU CRAYOLA *Print Factory*:

Windows(tm) 95

1. Exit all other programs and applications when installing IBM Brings You Crayola *Print Factory*. 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.
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).
4. Follow the on-screen setup instructions.

Windows(tm) 3.1 and 3.11

1. Quit any open applications.
2. Insert the CD-ROM.
3. From the **Program Manager**, click File | Run.
4. Type **d:\setup** (where **d** represents your CD-ROM drive).
5. Follow the on-screen instructions.

III. RUNNING IBM BRINGS YOU CRAYOLA *Print Factory*:

Windows(tm) 95

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 | Print Factory.

Windows(tm) 3.1 and 3.11

1. Quit any open applications.
2. Insert the CD-ROM.
3. From the **Program Manager**, open the **IBM and Crayola** group.
4. Double-click the **Print Factory** icon.

To Quit:

To quit *Print Factory* at any time: Return to the Factory Floor and click on the pole near the sign-in book, or press Alt-F4.

Uninstalling IBM Brings You Crayola *Print Factory*:

Windows(tm) 95:

If AutoPlay is enabled on your computer, the program will start up automatically. Click the **Uninstall** button. Follow the on-screen instructions.

If your computer doesn't have AutoPlay enabled, click Start | Programs | IBM and Crayola | Uninstall Print Factory. Follow the on-screen instructions.

Windows(tm) 3.1 and 3.11:

To uninstall the program, double-click on the *Uninstall Print Factory* icon in the **IBM and Crayola** program group. Follow the on-screen instructions.

IV. FINAL NOTES

Some printers will launch a status window and minimize the *Print Factory* program when you print. In these instances, you must maximize *Print Factory* from the Taskbar (Windows 95 users) or double-click on the *Print Factory* icon from the Program Manager (Windows 3.1 users) to return to the program.

The Growth Chart quick start banner does not allow text to be added. The text on this vertical banner consists of measuring marks next to which your child's name and the date can be written to track growth!

When Start Over is used in the Decorations easel, you must return to the Factory Floor and reselect the decoration to restore the image to the screen.

V. TROUBLESHOOTING TIPS

Memory Issues

IBM Brings You Crayola *Print Factory* requires a **permanent swapfile of 12MB** when the program is run on a system using Windows(tm) 3.1. Please refer to your Windows user manual for complete details. **Warning:** Never create permanent swapfiles on a compressed drive.

Performance Tips

*** Video Displays**

If the program runs slowly or the sound is out of sync, your system might be configured with an incorrect or outdated video driver. Contact your video card manufacturer to obtain current video drivers.

*** Sound Card**

If your sound is not playing properly, your system might be configured with an incorrect or outdated sound driver. Contact your sound card manufacturer to obtain current sound drivers.

Windows Troubleshooting

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.

Q. What can be done to insure that my system will run the program with the best possible performance?

A. 1. Verify that your system meets or exceeds the minimum system requirements of the program. If your system does not meet any one of the minimum requirements, the program will not run properly.

2. Verify 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.

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

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

5. Verify that your video display is set to a resolution of 640x480 pixels and a color depth of 256 colors.

6. Exit all other programs and applications when installing or running **IBM Brings You Crayola Print Factory**. 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.

Q. Why doesn't the program introduction screen come up as soon as I put the CD-ROM in the drive on a Windows 95 system?

A. You might just have AutoPlay turned off. Otherwise, unfortunately, some CD-ROM drives do not yet support the AutoPlay functions of Windows 95. Contact your CD-ROM manufacturer to see if they have an updated driver that would make your CD-ROM drive AutoPlay-compliant. Refer to the previous sections of this document on how to install and uninstall in this situation.

Q. Why do some of the animations seem to move unevenly? Why is this program running slowly?

A. First, make sure that your system meets the minimum requirements. A system with a single-speed CD-ROM or a processor below the minimum requirements may not be able to play all the animation properly. If your system meets the minimum requirements, it may have insufficient RAM. The program performs well with 8 MB of memory but will run better with more. Close any open programs to free up RAM.

If your video display card is an ISA-bus card, the animations may not run properly.

VI. CUSTOMER SERVICE

To order products or inquire about a purchase, please call (800) 426-7235, ext. 5215, Monday - Friday 10am - 8pm, Eastern Time.

VII. TECHNICAL SUPPORT

If you have a problem installing or using *Print Factory*, please consult the Troubleshooting Tips in this ReadMe.

Answers to Frequently Asked Questions, by Web and fax: Answers to frequently asked questions are available in the Support area of our Web site <http://www.us.pc.ibm.com/multimedia/> and through our Automated Support and FAX Back services at (425) 556-3680, 24 hours a day, 7 days a week.

By Phone: (425) 556-3660, Monday - Friday noon - 11pm, Saturday 10am - 4 pm, Eastern Time. (Seasonal and holiday hours may vary.) Please have your computer turned on and ready to use when you call us. You will also need your hardware system information and the exact text of any error message(s) you are receiving as they appear on your screen.

By E-mail: To receive a catalog of tech-support documents via E-mail, send a message to: solutions@edmark.com. In the subject or body of the message, type: catalog. (All other text will be ignored.) This catalog contains a list of tech-support documents available via E-mail.

To contact a support technician, E-mail: CrayolaTech@edmark.com. Include the title of the product, a complete description of the problem, the exact text of any error message(s) you are receiving as they appear on your screen, and your hardware system information (such as Windows version, installed RAM, printer type, hard drive size, etc.).

By Fax: Fax us at (425) 556-8940, 24 hours a day, 7 days a week. Specify "Technical Support" in the header. Include the title of the product, a complete description of the problem, the exact text of any error message(s) you are receiving as they appear on your screen, and your hardware system information (such as Windows version, installed RAM, printer type, hard drive size, etc.).

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<http://www.us.pc.ibm.com/multimedia/>

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