

## **Welcome to *The Walt Disney World Explorer – Second Edition!***

This Read Me File contains information that can be used to help your system run *The Walt Disney World Explorer – Second Edition* with the best possible performance.

For the most complete information on operating your computer system and making system changes, please refer to your hardware documentation or contact your hardware manufacturer. 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.

If you need more information on the procedures mentioned below, detailed information is available from the Customer Support section of Disney Interactive's web page and the Fax-on-Demand Service. These support options provide simple, step by step instructions designed to guide even the most inexperienced computer user through a variety of procedures that will improve program performance. Refer to the Customer Support section of this Help File for more information.

Please be aware of the following issues when running *The Walt Disney World Explorer – Second Edition* on your Windows computer system:

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## **A. Minimum and Recommended System Requirements**

### **Minimum Configuration:**

If your system does not meet any one of the following minimum system requirements, *The Walt Disney World Explorer – Second Edition* will not run properly.

80486 processor or better, 66MHz or faster  
Microsoft Windows 95, Windows 3.1x or later  
8MB RAM  
33MB free disk space for normal installation/20MB for minimum installation (Windows 95)  
38MB free disk space for normal installation/30MB for minimum installation (Windows 3.1x)  
Microsoft compatible mouse  
256 color VESA, PCI or other local bus video  
Windows compatible 8-bit sound card  
Double-speed (2x) CD ROM drive (or better) – minimum 300 KB transfer rate

### **Recommended Configuration:**

Disney Interactive Customer Support recommends the following system specifications for your computer to run, *The Walt Disney World Explorer – Second Edition* with the best possible performance.

Intel Pentium processor, 75 MHz or better  
Microsoft Windows 95  
16 MB of RAM  
66 MB free hard drive space  
Microsoft-compatible mouse  
256-color VESA, PCI or other local bus video  
Windows compatible 16-bit sound card  
Quad-speed (4x) CD-ROM drive

## **B. Uninstalling The Walt Disney World Explorer – Previous versions**

If you have *The Walt Disney World Explorer* (original version) installed on your system, uninstall it **before** installing *The Walt Disney World Explorer - Second Edition*.

### **Windows 3.1x:**

To uninstall the program, place *The Walt Disney World Explorer* CD in to your computer's CD-ROM drive. Use a disc caddy if your CD-ROM drive requires one. From **Program Manager**, double-click on the **Disney Interactive** program group (or your customized program group where *The Walt Disney World Explorer* program is located) to open it. In the Disney Interactive program group, double-click on the *Uninstall The Walt Disney World Explorer* icon. Follow the on-screen instructions.

### **Windows 95:**

To uninstall the program, from the Taskbar click on **Start** and point to **Programs**; from the Programs submenu, point to **Disney Interactive**, and click on *Uninstall The Walt Disney World Explorer*. Follow the on-screen instructions.

### C. Installing The Walt Disney World Explorer – Second Edition

Exit all other programs and applications when installing *The Walt Disney World Explorer - Second Edition*. Also exit any active screen savers, utility programs, anti-virus programs, or shell programs to ensure that these programs will not interfere with installation. When all other programs have been closed, verify that the CD-ROM is not smudged or scratched, then insert the CD in the CD-ROM drive.

To install *The Walt Disney World Explorer - Second Edition* in **Windows 95**

If your CD-ROM drive is AutoPlay-compliant, the introduction screen will automatically appear when the CD-ROM is inserted in the CD-ROM drive. Follow the on-screen prompts to complete the installation. If the introduction screen does not appear, proceed as follows:

1. From the Taskbar, click on **Start** and point to **Settings**; from the Settings sub-menu, click on **Control Panel** to open the Control Panel window.
2. In the Control Panel window, double-click on the **Add/Remove Programs** icon.
3. From the Install/Uninstall tab, click on **Install** to begin the installation.
4. Follow the on-screen prompts and instructions to complete the installation.

To install *The Walt Disney World Explorer - Second Edition* in **Windows 3.1x**

1. From Program Manager, click on the **File** menu and select **Run**.
2. In the command line box that appears, type: **d:\setup** (if your CD-ROM drive is not designated by the letter "d", substitute the appropriate drive letter). Click on **OK** to begin the installation.
3. Follow the on-screen prompts and instructions to complete the installation.

#### Additional Windows 3.1 installation notes:

##### Win32 S

*The Walt Disney World Explorer - Second Edition* uses a software extension to Windows called **Win32s**. In order for this extension to work properly, you will need to run with virtual memory turned on. If you receive a message during installation that says to turn on virtual memory, follow the steps below.

**Warning:** If you have not created a **Swapfile** before or if you have a compressed drive, please refer to your Windows user's manual.

1. From the Windows Program Manager, open the **Main** program group and double-click the **Control Panel** icon.
2. In the Control Panel window, double-click the **Enhanced** icon.
3. In the Enhanced window, click the **Virtual Memory** button. This will display your current virtual memory settings.
4. In the Virtual Memory window, click the **Change** button to open the Virtual Memory window. The defaults that appear in the expanded dialog are most likely fine as is.
5. In the Virtual Memory window, click **OK**. Then choose **Yes** to restart Windows. Your virtual memory is now turned on.

If Win32s is not installed correctly, check the following:

- \* If you are having video problems, check to see if you have a Video card with an S3 chipset.
- \* Some S3 based video cards are not compatible with Win32s. Certain cards may work properly if an updated driver is used when available. The generic drivers that ship with windows may work with certain video cards.
- \* Make sure that the following line appears in your **system.ini** file, under the [386Enh] section: **device=vmcpd**
- \* If you are running **SHARE.EXE**, make sure it is enabled in **AUTOEXEC.BAT**. If you are using the **VSHARE.386** on your windows system, make sure the following line appears in your system.ini file, under the [386Enh] heading:

**Device=VSHARE.386**

**NOTE:** Version 3.11.0.402 of VSHARE.386 is the one that is compatible with all versions of Windows 3.1X (3.1, 3.11, WFW 3.1 and WFW 3.11).

##### Video Drivers and WinG

Microsoft has determined that certain versions of some video drivers contain flaws that do not allow WinG, Microsoft's high performance video library, to be used. If your machine has one of these drivers, **The Walt Disney World Explorer – Second Edition** can still run, but its performance will not be optimal. Check the list below to see if your video driver is affected. In general, more recent versions of these drivers correct the problems mentioned. In addition, you may be able to sidestep the problem by using the standard SVGA driver (svga256.drv) supplied with Windows, though possibly with a decrease in performance.

**Note:** Some of these video driver problems will show up during setup when the setup program attempts to profile the video display. If this occurs, the setup process will still complete successfully.

- \* Early drivers for Diamond Viper cards included a **Power Palette** option that is no longer supported by Diamond. Diamond recommends that you upgrade your drivers if you have this option. WinG may be slower when Power Palette is enabled.
- \* IBM no longer supports the IBM ThinkPad 720c. There are some problems using WinG with the ThinkPad 720c display drivers.
- \* Cirrus drivers before version 1.43 have many known bugs that have been fixed in the more recent drivers. Be sure to upgrade your driver if you are still running with a version earlier than 1.43.
- \* Some ATI drivers offer a **Crystal Fonts** option. Turning Crystal Fonts on in 8-bit mode sets up a nonpalletized driver that can slow WinG significantly. Turning Crystal Fonts off may alleviate this problem.
- \* The ATI mach8 Radical drivers cause a number of problems in both WinG and in Windows with some versions of the ATI chipset. Contact ATI, or try running the svga256.drv driver that is shipped with Windows.
- \* The ATI VGA Wonder drivers (W31-\*.drv) will crash in the profiler. To avoid this problem, run the svga256.drv driver that is shipped with Windows.
- \* Many Miro Crystal drivers have problems crashing during profiling. To try and avoid this problem, run the svga256.drv driver that is shipped with Windows.
- \* Early ATI Mach 32 PCI cards have a hardware timing problem and will hang while performing certain graphic operations. Contact ATI for additional information.
- \* WinG is incompatible with the #9GXE **TurboCopy** mode. Use the #9 control panel to disable TurboCopy. (It is off by default.)
- \* The Orchid mmtllo.drv driver for the Prodesigner IIs have a problem that greatly reduces WinG's speed. Use the standard Tseng ET4000 drivers instead of the mmtllo drivers.

#### D. Memory Issues

*The Walt Disney World Explorer - Second Edition* requires a permanent swapfile of at least 12MB when the program is run on a system using Windows 3.1x. Please refer to your Windows user manual for complete details. **Warning:** Never create a permanent swapfile on a compressed drive.

## E. CD-ROM Performance in Windows 95

If you are running Windows 95 with a double-speed CD-ROM drive and the program animations or sound are choppy, verify that your CD-ROM settings are configured for the best possible performance.

1. From the Taskbar, click on **Start** and point to **Settings**. In the cascading submenu, select **Control Panel**. In the Control Panel window, double-click the **System** icon to open the **System Properties** sheet.
2. From the System Properties sheet, click on the **Performance** tab to bring it to the forefront. From the Performance tab, click on the **File System** button to open the **File System Properties** sheet.
3. From the File System Properties sheet, click the **CD-ROM** tab to bring it to the forefront. From the CD-ROM tab, verify that the field titled **Optimize access pattern for** is listed as **Double-speed drives**. If not, click the down-arrow at the end of the field and select this option from the drop-down menu.
4. From the CD-ROM tab, verify that the **Supplemental cache size** is set to one notch below **Large**. If not, drag the slider to this setting to improve your CD-ROM drive performance.
5. Once changes are finished, click on **OK** on the **CD-ROM** tab, and then **OK** on the **System Properties** sheet.

## **F. Updating Drivers**

Installing the latest available driver for your video card, sound card, and CD-ROM drive can result in a variety of benefits, including increased system performance, new component features, or the elimination of a technical problem. If your computer locks up, the video appears choppy, or the screen goes black, an updated video driver may solve the problem. An updated sound driver may result in crisper, clearer sound. A new CD-ROM driver can add new features while eliminating lockups and error messages.

Computer system and component manufacturers are constantly updating their drivers so that their hardware can play the latest software programs with the best possible performance. Documents with procedures for determining the version of the drivers currently installed on your system are available from Disney Interactive's Fax-on-Demand Service. If you determine that your system is not using the latest driver, or your current driver is dated earlier than one year prior to today's date, you should consider obtaining an updated driver.

If your video card, sound card, and CD-ROM drive were included with your system at the time of purchase, contact the manufacturer of your computer system about obtaining the latest version of a driver. If you have purchased a system component separately from your computer system, contact the component manufacturer to obtain the latest version of the driver. Updated drivers are frequently available from the Internet and manufacturer BBS services. Refer to your hardware documentation for contact information. Please be aware that charges may be incurred.



### **G. Display Resolution and Color Depth**

To obtain the best possible performance, verify that your video display is set to a resolution of 640x480 pixels and a color palette of 256 colors. Refer to your system documentation for information on changing display settings.

## H. Uninstalling The Walt Disney World Explorer – Second Edition

To uninstall *The Walt Disney World Explorer - Second Edition* in **Windows 3.1x**

From Program Manager, double-click on the **Disney Interactive** program group to open it, then double-click on the **Uninstall The Walt Disney World Explorer** icon to remove the program from your hard drive. Follow the on-screen instructions to complete the uninstallation.

To uninstall *The Walt Disney World Explorer - Second Edition* in **Windows 95**

To remove the program from your hard drive, click on **Start** and point to **Programs**; from the **Programs** sub-menu, point to **Disney Interactive** and click on **Uninstall The Walt Disney World Explorer**. Follow the on-screen instructions to complete the uninstallation.

## **I. Program Handbook Errata**

Some file names in *The Walt Disney World Explorer - Second Edition* Program Handbook are incorrect. These are the incorrect file names followed by the correct ones:

### INCORRECT

The WDW Explorer – Second Ed.  
Uninstall The WDW Explorer – Second Ed.  
The WDW Explorer – Second Ed. Help File

### CORRECT

The Walt Disney World Explorer  
Uninstall The Walt Disney World Explorer  
The Walt Disney Explorer Read Me

## **J. Troubleshooting**

There are several things you can do to make sure that your computer system realizes the full potential of the program.

1. Determine if any changes have been made to the system. A frequent source of conflict between hardware and software is a system configuration change. If an error occurs after making a change to the configuration of your system (e.g., adding new hardware, updating drivers, installing another program), then that 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. Please mention all recent system changes when contacting Disney Interactive Customer Support.
2. Isolate the source of the problem. Errors that occur when running a software program are not necessarily caused by the program itself. These errors may be caused by the operating system, a conflict between hardware settings, another program running in the background, or an obsolete driver which has not been updated to work with the system's newer components. Determine exactly when and where the problem occurs, and whether or not the problem also occurs with other software programs. Also determine what other system activities are taking place when the problem occurs. Determining the exact circumstances under which a problem occurs often points to a solution.
3. Determine if the error can be reproduced. Restart the program and test for the error. If the same error occurs in the same location, uninstall the program, reinstall the program, restart the system, and then run the program again. If the error recurs, determine if a similar error occurs with other software programs. If it does, the source of the problem may be one of the system's hardware components. Refer to your hardware documentation or contact the manufacturer to determine if an updated driver or system modification will resolve the issue.
4. 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.
5. 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.
6. Verify that all external cables and connections are secure, and that power, setting, and option controls for all system components are set appropriately. Refer to your hardware documentation or consult your hardware manufacturer for additional information.
7. Exit all other programs and applications when installing or running the program. Exit any active screen savers, utility programs, anti-virus programs, or shell programs to ensure that the maximum amount of RAM is available for your system to run the program as quickly and smoothly as possible. Also exit any automatic power saving utilities or other timing programs like an anti-virus program that scans your hard disk every hour or a power management utility that shuts down all non-essential system functions during idle periods. If a timing program or screen saver activates during installation or during play, the program may crash or experience other technical difficulties.

### **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?**

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 the program running slowly?**

First, make sure that your system meets the minimum system requirements of the program. 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. Close any open programs to free up RAM.

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

### **Q. Why do the graphics display slowly on the screen?**

*The Walt Disney World Explorer - Second Edition* was optimized for a video display resolution of 640x480 and 256 colors. If you are experiencing video difficulties and you find that your card is not configured for displaying 256 colors, check your

Windows and video card documentation to determine how to change your display to 256 colors.

**Q. What can be done to ensure that my sound card will play the program's audio files with the best possible performance?**

1. Verify that the latest version of your sound card's proprietary driver is properly installed on your system. Sound card and computer system manufacturers are constantly updating their sound card drivers so that their hardware can play the latest software programs with the best possible performance. If you have not updated your sound card driver recently, you may want to consider this option to ensure that your system runs all programs with optimum performance.
2. Verify that your sound card is configured properly. Sound problems are often the result of conflicting DMA or IRQ settings. Many sound cards use an audio utility program, with options to adjust various settings and controls. Other sound cards require manual changes to the card itself. If your system is not playing the program's audio files properly, refer to your hardware documentation or contact your hardware manufacturer to assure that your sound card is configured properly and that the correct driver is installed.

If there is no sound in the program, make sure that any external speakers or headphones are properly connected and that the volume control is set appropriately. If sound issues continue, try playing other programs. If other audio files do not play on your system, update your sound driver or select alternate IRQ or DMA settings. Make only one change at a time, so that the source of the problem can be isolated. After making a change, restart the program and test for the error. If the error recurs, continue selecting alternate settings until the conflict is resolved. If the error can not be eliminated, restore your original settings and contact your hardware manufacturer.

**Refer to your hardware documentation for the most complete information on making system modifications to your particular computer.**

**Q. I'm having trouble finding the Hidden Mickeys. What should I look for?**

You should be looking for small graphic overlays in the shape of Mickey's silhouette that are hidden on the last photo of the opening slide show within twenty-five different slides.

## **K. Customer Support**

### **How To Contact Customer Support**

If you could not find the solution to a problem in the previous troubleshooting section, please contact Disney Interactive Customer Support. To help us solve the problem quickly, efficiently, and accurately, please have the following information ready before you call:

Name and version of the program  
Computer brand and model name  
Sound card brand and model name  
Video card brand and model name  
Information on other peripherals you are using (printers, modems, joysticks)  
The length of time since the system's drivers were last updated  
A detailed description of the problem  
Please remember to tell us about any recent changes

If you need additional information, Disney Interactive offers you a variety of support options. Refer to the Program Handbook for all phone numbers.

### **Internet Support**

The Disney Interactive Customer Support Web Site contains a variety of information that can be used to help your system run Disney Interactive program with the best possible performance. To access information about Disney Interactive programs on the World Wide Web, point your browser to [www.disneyinteractive.com](http://www.disneyinteractive.com) and click on **Customer Support**.

### **Disney Interactive Fax-on-Demand Service**

Disney Interactive's Fax-on-Demand Service is available 24 hours a day, 7 days a week. Using a touch tone phone, you can request information from an easy to use menu and have it faxed back to you during the same call or if you are not at your fax machine, the system will fax the document later. Simply select the number of the document you wish to have sent to you. Select document **1** to obtain a complete list of available documents.

### **Mailing Address**

If you want to write to us, our address is: Disney Interactive Customer Support, 500 South Buena Vista Street, Burbank, CA 91521-7704.

### **Fax Support**

Our fax machine is available 24-hours-a-day.

### **Disney Interactive Bulletin Board Service (BBS)**

Disney Interactive maintains an 8 line BBS, 24-hours-a-day. To connect to the BBS properly, your modem should be set to 8 data bits, No Parity and 1 stop bit using ANSI terminal emulation. The BBS supports modem speeds from 300 BPS to 28.8K BPS. Download ALLFILES.ZIP for a complete listing of available files and instructions on using the BBS.

### **Automated Telephone Support**

This service is available 24 hours a day. Using a touch tone phone, you can obtain answers to some of the most frequently asked questions regarding Disney Interactive programs. If you need additional information, our Customer Support staff is available Monday through Friday from 7:00 a.m. to 7:00 p.m. (Pacific Time).

### **TDD Support**

Our Customer Support for the hearing impaired is available by telephone Monday through Friday from 7:00 a.m. to 7:00 p.m. (Pacific Time).

### **Replacing A Defective CD Or Missing/Damaged/Lost Items**

**Important!** If, within 90 days from the date of purchase you need to replace a defective CD-ROM or missing/damaged/lost item, please be sure to include the following information when sending the defective CD-ROM or requesting the replacement of a missing/damaged/lost item: full name; daytime telephone number with area code; complete street address, apartment number (if applicable), city, state, and zip code. There is a \$10.00 fee to replace lost or damaged items.

If you need an item other than a defective CD-ROM replaced, include a description of that item. Do not mail the packaging or other materials; send only the CD-ROM or damaged item along with a note describing the reason for replacement to our mailing address listed under "Customer Support." Please add "Attn: Replacement" to the mailing address. Please allow four to six weeks for processing.

**Satisfaction Guaranteed!**

We are committed to bringing you the best software possible. If for any reason you are not satisfied with the product within 90 days from the date of purchase, just return to us the CD-ROM, Program Handbook, and the original sales receipt along with a note describing the problem and how we can better serve you, and we will send you a check for the purchase price, plus any applicable sales tax. Please be sure to include in the note your full name, daytime telephone number with area code, complete street address, apartment number (if applicable), city, state, and zip code.

Do not mail the packaging or other materials; send only the CD-ROM, Program Handbook, and your receipt along with the note to the mailing address listed under "Customer Support." Please add "Attn: Refunds" to the mailing address and allow four to six weeks for processing. This offer is good in the US and Canada only.

## **Uninstalling The Walt Disney World Explorer Second Edition**

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