

## **Help Contents for the *Humongous Interactive Catalog***

Welcome to the *Humongous Interactive Catalog*. This help file is designed to make it easy for you to install and run the *Catalog*. Select one of the items below for help on that topic.

[Installing the \*Humongous Interactive Catalog\*](#)

[More Information About Humongous Entertainment Games!](#)

[Trouble Shooting Q&A](#)

[Junior Adventurers' Club](#)

## **Installing**

Before running the *Humongous Interactive Catalog* for the first time, you must run the Install program. Since the *Catalog* is a 32-bit Windows application, just like our games, Install copies Win32s to your hard disk. In addition, to obtain the best performance from your display, Install copies WinG to your hard disk. The disk space required for both of these components is modest.

To install, follow these steps:

- 1) Insert the game CD into your CD-ROM drive.
- 2) Select "Run..." from Program Manager's File menu.
- 3) Type D:\INSTALL (substituting 'D' with the letter of your CD-ROM drive), and press Enter.
- 4) Follow the instructions in the Install program.
- 5) Restart Windows to enable Win32s and WinG before running the game.
- 6) Install creates a "Humongous" group in Program Manager, and adds an icon for the catalog and its help file. To run the catalog, insert the CD, then double-click on the Catalog icon.

## **System Requirements**

The *Humongous Interactive Catalog* has the following minimum system requirements:

- 33 MHz 386 PC system (486 recommended)
- 4 megabytes (MB) of RAM (some demos require 8 MB)
- Windows 3.1™
- Super VGA display card (640 X 480, 256 colors)
- Sound card
- Double speed CD-ROM drive

Important note: You must have the latest Windows drivers for your sound and display card! If you have any problems running the catalog, this is a very likely cause! See the [Display Problems](#) section for help in obtaining the latest drivers.

The catalog does not support saved games.

**Insufficient Memory**

You must have at least 4 megabytes (MB) of RAM in order to run the *Humongous Interactive Catalog*. In addition, if you have only 4 MB, you will achieve much better performance if you disable SmartDrive, to give as much memory to the *Catalog* as possible.

See also: [Optimizing the \*Catalog\* System Requirements](#)

### **Ordering Humongous Entertainment Games**

We invite you to look at our interactive catalog featuring fun-filled product demos of other Humongous Entertainment titles. To run the catalog, simply double-click on the icon for the "Humongous Interactive Catalog" in Program Manager's Humongous group. To order any of the products below, call our Sales department between 7:30 AM and 7:30 PM Monday through Friday or Saturday between 8:30 AM and 4:30 PM Pacific time:

**800-499-8386**

#### **Product List (click for a description)**

[\*The Airport\*](#)

[\*The Farm\*](#)

[\*Fatty Bear's Birthday Surprise\*](#)

[\*Freddi Fish and the Case of the Missing Kelp Seeds\*](#)

[\*Putt-Putt Joins the Parade\*](#)

[\*Putt-Putt Goes to the Moon\*](#)

[\*Putt-Putt Saves the Zoo\*](#)

[\*Putt-Putt and Fatty Bear's Activity Pack\*](#)

See also: [Product Support](#)

### **Junior Adventurer's Club**

We invite you to enroll your child in Humongous Entertainment's Junior Adventurer's Club! As a member of the Junior Adventurer's Club, your child will receive a **free** subscription to our quarterly Junior Adventurer's Club newsletter. The newsletter is filled with fun activities for children - and news for parents about educational and child-rearing issues, as well as new product and service announcements.

There is no purchase required to join! To enroll, simply call our Sales department and ask to join the Junior Adventurer's Club. Or send in the registration card from any Humongous Entertainment game.

### **Putt-Putt Joins the Parade**

Grab the car wax and buff the bumpers--it's time for the annual Cartown Pet Parade. Kids help Putt-Putt tackle the local car wash, explore a toy store, rescue a lost puppy, and more, before heading to his front-row spot in the parade.

*Putt-Putt Joins the Parade* is a world full of places to explore, captivating activities to engage young minds, and logic puzzles to develop critical thinking and problem-solving skills. Kids make the decisions to determine the outcome of Putt-Putt's adventures. Hundreds of secret click-points turn Putt-Putt's hometown into an animated playground. Digitized voices bring characters to life, and hosts of wacky sounds bring giggles, even to grown-ups.

### ***How do I move Putt-Putt from place to place?***

Just point and click and you're on your way. When your cursor is over an exit, it changes to a big arrow. Now, just click and Putt-Putt will motor off to the next location.

### ***About those secret Click Points...***

Putt-Putt's world is alive with secret Click Points. Click on Putt-Putt's radio or one of the many other spots in Putt-Putt's world, and watch the fun unfold.

### ***Making use of Useful Objects.***

Some of the things you click on will be useful to Putt-Putt -- he'll put these objects in his glovebox. To use an object from his glovebox, simply click on it. Your cursor will turn into that object. Now, position the cursor over an item in the Play Area and click.

Available for Windows and Macintosh.

See also: [Ordering Humongous Entertainment games](#)



### **Fatty Bear's Birthday Surprise**

Fatty Bear and his friends have a lot to do before Kayla wakes up. Matilda Rabbit is busy with the cake. Gretchen is working on the decorations. The puppy is getting into mischief, and the garage door opener has disappeared!

This educational and entertaining product designed for kids ages 3 to 8, introduces Fatty Bear™, a well loved, stuffed bear who comes to life only for children and never, ever, when grown-ups are watching. This friendly, cuddly cub lives with a delightful young girl named Kayla, who is his best friend.

### ***How do I move Fatty Bear from place to place?***

Just point and click and you're on your way, directing Fatty around the house and yard. When your cursor is over an exit, it changes to a big arrow. Now, just click and Fatty Bear will amble off to the next location.

### ***About those secret Click Points...***

Fatty Bear's world is alive with secret Click Points. Click on the mailbox or one of the many other spots around Fatty Bear's home, and watch the fun unfold.

### ***Making use of Useful Objects.***

Some of the things you click on will be useful to Fatty Bear - he'll put these objects in his pockets. For example, you might want to click on the garage door opener (look in the basement). To use an object from his pocket, simply click on it. Your cursor will turn into that object. Now, position the cursor over an item in the Play Area and click.

Available for Windows and Macintosh.

See also: [Ordering Humongous Entertainment games](#)

### **Putt-Putt Goes to the Moon**

Due to a freak accident at the local fireworks factory, Putt-Putt blasts to the moon. There he meets Rover, a sad and lonely little Lunar Terrain Vehicle, whom the astronauts left behind.

This product stresses the need for teamwork and cooperation, and the lasting value of friendship. By combining their unique abilities Putt-Putt and Rover are able to accomplish a few good deeds for the Moon People, collect all the things they need to build a rocket, and meet the Man in the Moon before returning safely to Earth.

### ***How do I move Putt-Putt from place to place?***

Just point and click and you're on your way, directing Putt-Putt around the moon. When your cursor is over an exit, it changes to a big arrow. Now, just click and Putt-Putt will motor off to the next location.

### ***About those secret Click Points...***

Putt-Putt's world is alive with secret Click Points. Click on all the craters you find on the moon, or one of the many other spots in Putt-Putt's world, and watch the fun unfold.

### ***Making use of Useful Objects.***

Some of the things you click on will be useful to Putt-Putt -- he'll put these objects in his glovebox. To use an object from his glovebox, simply click on it. Your cursor will turn into that object. Now, position the cursor over an item in the Play Area and click.

Available for Windows and Macintosh.

See also: [Ordering Humongous Entertainment games](#)

## **Putt-Putt Saves the Zoo**

Its opening day at the Cartown Zoo. Outback Al the zookeeper, has a lot to do--zoo chow is running low, bridges need to be fixed, and worst of all, six baby animals are missing. Luckily, Putt-Putt and his canine friend, Pep come to the rescue. Together they'll swing over rivers filled with alligators, play ice hockey with a polar bear, make a bridge out of an iceberg, and more. The Zoo is a lively world of fun and learning guaranteed to keep kids entertained and challenged for hours.

Kids will enjoy helping Putt-Putt and Pep travel through this exciting adventure of different zoo lands. The lost baby animals could be in any one of 40 places. Are they in Articland, in one of the many waterfalls in Jungleland, or caught by a mouse in Grassland? To find out, you must locate the clues hidden throughout the scenes. Obstacles are everywhere. Don't worry, throughout the journey there are over 200 items to help. Click on the log, or the tree trunk; maybe there's something in the Paint Shack that will be needed. Don't miss anything--every item you see could be important.

### ***How do I move Putt-Putt and Pep from place to place?***

Just point and click and you're on your way, directing Putt-Putt and Pep around the zoo. Simply move the mouse to move the cursor across the screen. When your cursor is over an exit, it turns into a large arrow. Now, just click and Putt-Putt and Pep will drive off to the next location. Pressing the Escape (Esc) key or pressing the left and right mouse buttons during play will jump you through cut scenes (opening title sequences, conversations between characters, etc.).

### ***Making use of Useful Objects***

Some of the items you come across, like a log, a shovel, or a rope are useful to Putt-Putt and Pep. Just click on the desired object and Putt-Putt will pick it up. Items that you collect are shown in the dashboard at the bottom of the screen. To use an object, simply click on the item in the dashboard. Your cursor will become the object. Now, position the cursor on top of the object in the Play Area you want to use it with and click.

### ***Looking for secret Click Points***

Putt-Putt's world is alive with secret Click Points. When the cursor turns to a solid arrow, you are on top of a clickpoint, so click the mouse button! Most objects react to a click in more than one way, so be sure to try them more than once.

Available for Windows.

See also: [Ordering Humongous Entertainment games](#)

## The Farm

A visit to a farm is a thrilling adventure for any child, and *The Farm* provides lots of first-hand opportunities for discovery. Visit the big red barn and watch a cow being milked. Take a peek inside the chicken coop and find out where eggs come from. Help harvest the corn and feed the pigs. Don't miss the pond--there's a beaver dam to explore. And that's only the beginning.

Children will want to visit *The Farm* again and again. It's a place where understanding and experience grow and fun never ends.

### Using the Control Buttons...

Five control buttons across the bottom of the screen provide you with the means to explore the locations and objects in *The Farm* fully.



**Go back.** This button takes you up one level. For example, if you are in the farmhouse cellar, clicking the button once returns you to the backyard. Clicking the button a second time takes you to the "bird's eye view" of *The Farm*.



**What is this?** Clicking on this button while you are roaming around *The Farm* changes your cursor into a question mark (?). When the cursor is placed over something of interest, the cursor will display its name. After a second or two, Buzzy will read the name of the object out loud. Clicking on the object takes you to the object's Information Page.



**Index.** All of the objects described in the Information Pages are listed here. To go to a particular Information Page, click on the term in the Index.



**Knowledge Bug.** Sharing the experience is twice the fun. This button brings out Buzzy. He may tell a joke, point out an interesting item, or share an interesting fact.



**Stop.** Clicking on this button will exit the game.

### How do I move from place to place?

Once you are in a location, it's easy to move around. Simply move your mouse to move the cursor across the screen. When your cursor is over an exit, it turns into a large arrow. Exits can be found in most directions -- left, right, up, and sometimes down. Just click and you're off to the next location.

### Animated Click Points...

Every location in *The Farm* is alive with secret Click Points. Click on the feedbag in the horse stall, the shovel in the shed, or any of the more than two hundred other points and watch what happens. Learn how to fill a silo with grain or just have fun. Many objects react to a click in more than one way, so be sure to try them more than once.

### **Information Pages**

As you explore *The Farm*, you are likely to find items that you want more information about. The Information Pages provide descriptions of more than 200 items, including animals, insects, plants, types of food and farm tools.

The Information Pages can be reached by using the **What is this?** button as you explore *The Farm*. Or, you can reach them through the Index.

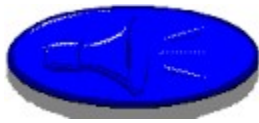
### **Using the Information Pages**

There are a number of ways you can use the Information Pages. When you are viewing an Information Page, you can click on the word at the top of the page. In a second or two, Buzzy will say the word and spell it out loud as the term is highlighted on the screen.

When you are reviewing an Information Page, the five buttons at the bottom of the screen work as follows:



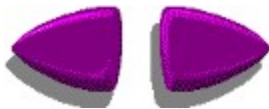
**Go back.** This button takes you back to the room or area you left before entering the Information Page.



**Listen.** Click on this button and the Knowledge Bug will read the text on the Information Page. The text will be highlighted on the screen as Buzzy reads it out loud.



**Index.** Takes you to the Index.\*



**Turn the page.** The two arrows move you forward or backward through the Information Pages in alphabetical order. Click the left arrow once to move back one page. Click the right arrow to move forward one page.

**Clicking on a blue word** on an Information Page takes you to a more detailed description for that word. For example, the Information Page for "Cow" includes the highlighted word "milk." Clicking on "milk" will take you to its Information Page.

**Clicking on the illustration** on the Information Page takes you to the item's location on *The Farm*. You will be back in the Exploration mode of the game, free to explore wherever you wish.

**Clicking on a black word** on an Information Page will cause the word to be read aloud. You can have words read aloud by either clicking on black words or by holding the cursor over any word for one to two seconds.

Available for Windows.

See also: [Ordering Humongous Entertainment games](#)

## The Airport

Children let their curiosity go wild as they explore the virtual environment of *The Airport*<sup>™</sup>. Using Buzzy the Knowledge Bug as their guide, kids fly over the airport and with a click, select any one of 40 places to explore. In and around the airport terminal, children can visit places they rarely see as passengers. Click on the baggage handling area, the control tower or an airplane cockpit, and picturesque scenes open before their eyes. Clicking on any one of more than 200 objects shows illustrated details allowing kids to expand their knowledge on the workings of an airport. *The Airport* is a packed interactive "field trip" designed to educate with every click of the mouse.

### Using the Control Buttons...

Five control buttons across the bottom of the screen provide you with the means to explore the locations and objects in *The Airport* fully.



**Go back.** This button takes you up one level. For example, if you are in the baggage claim area, clicking the button once returns you to the check-in counter. Clicking the button a second time takes you to the "bird's eye view" of *The Airport*.



**What is this?** Clicking on this button while you are roaming around *The Airport* changes your cursor into a question mark (?). When the cursor is placed over something of interest, the cursor will display its name. After a second or two, Buzzy will read the name of the object out loud. Clicking on the object takes you to the object's Information Page.



**Index.** All of the objects described in the Information Pages are listed here. To go to a particular Information Page, click on the term in the Index.



**Knowledge Bug.** Sharing the experience is twice the fun. This button brings out Buzzy. He may tell a joke, point out an interesting item, or share an interesting fact.



**Stop.** Clicking on this button will exit the game.

### How do I move from place to place?

Once you are in a location, it's easy to move around. Simply move your mouse to move the cursor across the screen. When your cursor is over an exit, it turns into a large arrow. Exits can be found in most directions -- left, right, up, and sometimes down. Just click and you're off to the next location.

### Animated Click Points...

Every location in *The Airport* is alive with secret Click Points. Click on the overhead baggage compartment in a plane, check out the security x-ray machine, see how radar works. With more than 200 other points, exploring is fun. Many objects react to a click in more than one way, so be sure to try them more than once.

### **Information Pages**

As you explore *The Airport*, you are likely to find items that you want more information about. The Information Pages provide descriptions of more than 200 items, including models of planes, airplane parts, flight terminology, and more.

The Information Pages can be reached by using the **What is this?** button as you explore *The Airport*. Or, you can reach them through the Index

### **Using the Information Pages**

There are a number of ways you can use the Information Pages. When you are viewing an Information Page, you can click on the word at the top of the page. In a second or two, Buzzy will say the word and spell it out loud as the term is highlighted on the screen.

When you are reviewing an Information Page, the five buttons at the bottom of the screen work as follows:



**Go back.** This button takes you back to the room or area you left before entering the Information Page. You will be back in the Exploration mode of the game, free to explore wherever you wish.



**Listen.** Click on this button and the Knowledge Bug will read the text on the Information Page. The text will be highlighted on the screen as Buzzy reads it out loud.



**Index.** Takes you to the Index.



**Turn the page.** The two arrows move you forward or backward through the Information Pages in alphabetical order. Click the left arrow once to move back one page. Click the right arrow to move forward one page.

**Clicking on a blue word** on an Information Page takes you to a more detailed description for that word. For example, the Information Page for "airplane" includes the highlighted word "propellers." Clicking on "propellers" will take you to a page which describes them.

**Clicking on the illustration** on the Information Page takes you to the item's location on *The Airport*. You will be back in the Exploration mode of the game, free to explore wherever you wish.

**Clicking on a black word** on an Information Page will cause the word to be read aloud. You can have words read aloud by either clicking on black words or by holding the cursor over any word for one to two seconds.

Available for Windows.

See also: [Ordering Humongous Entertainment games](#)





### **Freddi Fish and the Case of the Missing Kelp Seeds**

Grandma Grouper's kelp seeds are missing! Someone has to find them or the fish in the ocean will starve. Freddi Fish and her sidekick, Luther, come to the rescue. Their goal: Find the missing treasure chest filled with the kelp seeds.

Kids will enjoy helping Freddi and Luther travel through this underwater maze of adventures. Grandma's treasure chest could be in any one of 40 places. Is it in the junkyard, the three caves, or could it be in the whale bones? To find out, you must locate the clues hidden in glass bottles. Obstacles are everywhere. Don't worry, throughout the journey there are over 200 items to help. Click on the wooden plank, or the purple sea urchins; maybe the fishing pole will be needed. Don't miss anything--every item you see could be important. But watch out for the sharks. They want Grandma's treasure, too.

### ***How do I move Freddi and Luther from place to place?***

Just point and click and you're on your way, directing Freddi and Luther around the ocean. Simply move the mouse to move the cursor across the screen. When your cursor is over an exit, it turns into a large arrow. Now, just click and Freddi and Luther will swim off to the next location.

Pressing the **Escape (Esc)** key or pressing the left and right mouse buttons during play will jump you through cut scenes (opening title sequences, conversations between characters, etc.).

### ***Making use of Useful Objects***

Some of the items you come across, like a wooden plank or a beautiful shell, are useful to Freddi Fish and Luther. Just click on the desired object and Freddi will pick it up. Items that you collect are shown in the bubbles at the bottom of the screen. To use an object, simply click on the item in the bubble. Your cursor will become the object. Now, position the cursor on top of the object in the Play Area you want to use it with and click.

### ***Looking for secret Click Points***

Freddi Fish's world is alive with secret Click Points. When the cursor turns to a solid arrow, you are on top of a clickpoint, so click the mouse button! Most objects react to a click in more than one way, so be sure to try them more than once.

Available for Windows.

See also: [Ordering Humongous Entertainment games](#)

### **Putt-Putt and Fatty Bear's Activity Pack**

Now, two of your child's favorite friends have come together to offer an enchanting collection of 15 traditional educational and fun-filled activities. Putt-Putt and Fatty Bear invite children to exercise their minds or just have fun! *Putt-Putt and Fatty Bear's Activity Pack* helps kids learn through experimentation, exploration and play. Combining established learning techniques with lovable characters, lively animations, colorful graphics and brilliant sounds, the Activity Pack provides a positive, safe and challenging environment for children and adults.

Available for Windows and Macintosh.

See also: [Ordering Humongous Entertainment games](#)

## Keyboard Commands

There are several keyboard commands to make it easier to play the game. They're easy to use, so try them out!

**Esc** - pressing the Escape key cancels the current cut scene, and moves directly to the next location. A cut scene is the animation you sometimes see when moving from one location to another.

**Spacebar** - pressing the spacebar displays the Pause dialog box. Click the Play button to resume playing the game. Click on the Quit button to exit the game. Click the Options... button to display and change other game options. Click the Help button to display this help.

**Alt-F4** - this keychord **exits the game**. You can also exit the game by pressing the spacebar then clicking the Quit button.

**.** - pressing the period key cancels the current character's talking.

**F1** - this key brings up help for the game.

**F2** - this key brings up the Sound Card Configuration dialog box.

**F5** - This will toggle full-screen mode. The game can be run in a window, or full-screen.

**F7** - This increases the size of the game display, if your screen resolution is twice as large as the game resolution. For example, if your screen resolution is 1280x1024, you can double the resolution of a 640x480 game (e.g., The Airport or The Farm). When the game display cannot be made larger, it will decrease it to the minimum size. The larger the game display, the slower it will run. Very large displays may be too slow to run smoothly on some systems. When you start the game again, it will start with the same game display size you had the last time you played it.

## **Options Dialog Box**

Allows you to view and change various options for the game.

### **General Options**

**Display in Window** - When checked, the game is displayed in a window which can be moved around the screen, minimized, or maximized. F5 is a shortcut key to toggle this as well.

**Expand Screen** - When checked, the game will be displayed at double the size, if your screen resolution is large enough. For example, if your screen resolution is 1280x1024, the game display will be doubled in size from 640x480 to 1280x960. This checkbox will be disabled if your screen resolution is not large enough to support this feature.

**Prevent Exiting** - Checking this box allows you to type a password which must be entered before the game can be exited. This can be used to keep children safely "corraled" in the game. Note that this is not foolproof -- you can still switch to another application using Alt-Tab or Ctrl-Esc.

**No Background Music** - The music is turned off when this box is checked.

### **Sound Card Options**

These options can help prevent stuttering, dropped sounds, or other sound problems. To decide which option is best for your sound card, click on the option, then resume playing the game and see how it sounds. Try all the options to find the one that works best.

### **Print Setup**

This button brings up the Printer Setup dialog box to allow you to configure the printer for printing from the game.

### **Restart**

This button restarts the game after asking for confirmation that you want to do this.

### **Quit**

This button exits the game after asking for confirmation that you want to do this.

### **About**

This button displays an About box that shows copyright information about the game.

### **Help**

This button brings up help for the game (like you're viewing now!).

## Known Problems

There are several known problems with [video drivers](#) and [sound drivers](#).

### 1) **Compaq Operator and TAM Audio Waveform driver**

The Compaq Operator program does not relinquish control of the sound card to other applications, preventing our game from running, and causing the error message "Unable to access sound card/Sound card in use by another application". You can temporarily fix the problem by disabling the Operator program. Remove the Operator program from your Startup group in Program Manager. Also you should accept our Install program's offer to comment out the tamaudio.driv line for you. If you do not comment out this driver, you will get the error message "Windows says, Undefined external error has occurred." You can also contact Compaq at 800-888-5858 to inquire about an update that might fix the problem.

### 2) **Mozart sound card**

This sound card does not allow our games to run. You will probably receive an error message saying "During the DMA buffer size search. The sound card wouldn't unprepare our sound header." See the [Oak Technology](#) topic for information about new drivers that fix this problem.

### 3) **Microsoft Mouse**

The Microsoft Mouse driver version 9.01 causes a "GROWSTUB error" when you start the game. If you encounter this problem, run our [install program](#), which will replace the file pointer.dll with a newer version (9.01b) which fixes the problem. The old file is renamed to pointer.old.

### 4) **Gravis UltraSound Max**

Certain driver versions do not allow the game to run. Please make sure you have the latest [Gravis sound driver](#) before contacting our [Product Support](#) department.

### 5) **Turtle Beach Monte Carlo**

Some drivers for the Monte Carlo sound card do not allow our games to run. Call [Turtle Beach](#) for updated drivers.

### 6) **Sound Blaster**

[Sound Blaster](#) WAVE driver versions less than 3.00 give odd errors or just drop into a DOS prompt. You can get the version information by running the Control Panel, selecting Drivers item, selecting Creative Labs WAVE/MIDI driver, and clicking Setup.

### 7) **AST**

Many AST computers come with a program called StarCom. This program includes an extra sound driver that can conflict with our games. Our Install program will offer to comment out the following drivers to allow our game to run: vodafax.driv, faxmodem.driv, and starcomm.driv. You can reenable these drivers by editing your SYSTEM.INI file, go to the [drivers] section, and remove the semi-colon from the beginning of the line for the driver.

### 7) **PC Speaker driver**

Following is the System.ini section for the PC Speaker Windows driver. If you ever used the PC Speaker sound driver, and you now have a sound card, you should delete this section.

```
[speaker.driv]
CPU Speed=38
Volume=767
Version=774
Enhanced=1
Max seconds=3
Leave interrupts enabled=0
```

## **Welcome to Install**

The Welcome dialog for Install allows you to choose one of the following buttons:

- 1) Quick Install is the easiest way to get the game up and running. It selects C:\HEGAMES as the directory for startup files. Icons are added to the Humongous group, and WinG and Win32s are installed if necessary. Most users should select this option.
- 2) Advanced Options allows you to control the details of installing and uninstalling the game. This option may be selected by advanced users.
- 3) The Exit button exits Install without doing anything.
- 4) The Help button displays help for this dialog.

### **Advanced Options**

The Advanced Options dialog allows you to control the details of installing or uninstalling the game. You can control the following details:

- 1) Install the game icons to the group of your choice.
- 2) Specify the directory where startup files are installed and where saved games are stored (if games can be saved).
- 3) Control the installation of WinG or Win32s.
- 4) Uninstall the game, WinG, and Win32s.

### **Advanced Install Options**

The Advanced Install Options dialog gives you control over the installation of the game startup files, as well as WinG and Win32s. The following options can be chosen:

- 1) Install if needed. This will install if it is not installed, or if the version we have to install is newer than the version that is already installed. This is the default option.
- 2) Always install. This will always install, and will overwrite any previous version that may be installed. Use this option with care, as it could cause existing software dependent on the later version to quit working.
- 3) Never install. This will never install the component, even if it is later than the one already installed. Use this option with care, as it could cause the game not to run correctly if the version installed is older, or there is no version installed.



**Choose Game Directory**

This dialog allows you to select the directory where startup files and saved games (if supported) will be installed. The startup files consist only of the .EXE files for each game installed. These only take up about 30K per file.

You can either type in a drive and directory, or you can use the Browse button to select a drive and directory to install to.

### **Uninstall Options**

This dialog allows you to select the components to uninstall. You can uninstall one or more of the following components:

- 1) The game. This will uninstall this game's startup files and saved games.
- 2) WinG. This will uninstall the WinG Windows system files. Beware that after uninstalling WinG, you will not be able to run any Humongous Entertainment Windows games or any other Windows applications that require WinG.
- 3) Win32s. This will uninstall the Win32s Windows system files. Beware that after uninstalling Win32s, you will not be able to run any Humongous Entertainment Windows games or any other Windows applications that require Win32s.

**Insufficient Disk Space**

Install failed because there was not enough disk space to copy the [Win32s](#) and [WinG](#) files to your Windows directory. You need to free up space on your C drive (or the drive where Windows is installed), then try installing again. How much disk space do you need? [Click here to find out.](#)

See also: [Advanced Install](#)

Install requires up to 2.5 MB of free hard disk space on the drive containing your Windows directory (usually C:), to install Win32s, WinG, and the game startup files. If Win32s and WinG are already installed (e.g., if you have another Windows game from Humongous), only about 60K will be required.

**Low Memory (with SmartDrive)**

Although your computer has enough memory to run the game, you must first disable SmartDrive or other disk caching software to free up memory for the game.

See also: [Optimizing Performance](#)

**Low Memory**

Although your computer has enough memory to run the game, you will probably notice delays in the animations and/or background sounds. Adding memory will improve the performance of all your applications and games.

See also: [Optimizing Performance](#)

**Insufficient Memory**

Your computer does not have enough memory to run the game. After installing more memory, you can reinstall the game.

See also: [Optimizing Performance](#)  
[System Requirements](#)

**No Mouse Detected**

You must have a mouse installed before installing the game. If you have a mouse, check Windows Setup to make sure a mouse driver is installed.



## **Cannot Copy File**

Install could not copy a file. This may be due to one of the following reasons:

- 1) You are currently running a Windows application that has the file open. Try closing all other open applications, then reinstall.
- 2) If you have run any of Humongous' Windows games or demos since starting Windows, part of Win32s remains in memory, and you will get this error message about the file w32sys.dll. Cancel out of Install, then rerun Install as instructed below. If this doesn't make sense to you, or doesn't work, please feel free to call our Product Support department for help!

To force Install to copy all files, even if they appear to be in use, run Install again and perform the following steps:

- 1) Click the Advanced Options button.
- 2) Click the Install button.
- 3) Check the "Ignore out of disk space errors." checkbox, and finish the installation.

See also: [Win32s and WinG Install](#)

**Win32s and WinG Install**

If you have problems installing the game, you should install both Win32s and WinG using the Microsoft install programs which we have included on our CD.

To install Win32s using its Microsoft install program, click the File menu in Program Manager, then select Run..., and type D:\system\setup\win32s.120\disk1\setup (replace D: with the drive letter of your CD-ROM drive), then click the OK button, and follow the instructions that appear.

To install WinG using Microsoft's install program, click the File menu in Program Manager, then select Run..., and type D:\system\setup\wing.100\setup (replace D: with the drive letter of your CD-ROM drive), then click the OK button, and follow the instructions that appear.

Finally, run our Install program again to set up the Program Manager icon to run the game.

**No Sound Card Found**

Install did not find a sound card installed into Windows. The game requires a sound card. If you already have a sound card in your computer, follow the manufacturer's instructions for installing its Windows drivers, then run Install again.

### **Virtual Memory Required**

Install detected that Windows is not set up to use Virtual Memory. Since Win32s requires Virtual Memory, you will need to configure it before installing. Use the 386 Enhanced option in Control Panel, then press the "Virtual Memory..." button. You only need to give a small amount of Virtual Memory, say 2048 KB. If you have trouble setting up Virtual Memory, check the following items:

- 1) Make sure you have enough free hard disk space on the target drive.
- 2) Defragment the disk space on the target drive. If you have DOS 6.x, you can use the DEFrag.EXE that is provided with it.
- 3) Be sure you are running Windows in 386 Enhanced mode. To check this, select the Help About menu item in Program Manager and check the About box for text telling you the current Windows mode.

**True Color Displays**

Humongous Entertainment Windows games will run on a true color display, but they run best on a 256-color display. If the animations seem too sluggish, you should install a 256-color driver before running the game.

See also: [Display Problems](#)

**256-Color Display Required**

Install has detected that your display supports fewer than 256 colors. Your display card may actually be capable of 256 colors, but the right drivers are not installed. You should either install the 256-color driver for your display card, or get a 256-color display card.

See also: [Display Problems](#)

**Confirm Create Directory**

Install needs to create the directory you specified for saved games, and is asking your permission to create the directory. Press OK to create the directory. If you press Cancel the directory will not be created. Saved games will be placed in this directory. How much disk space do saved games take? [Click here to find out.](#)

**Install Completed Successfully**

You have successfully installed the game. Install creates a "Humongous" group in Program Manager, and adds icons for the game and for the help file. You should restart Windows by pressing the "Restart Windows..." button on the final Install dialog box. Once Windows has restarted, you can run the game by double-clicking the game's icon in Program Manager.

Don't forget to send in your registration card! You'll receive a FREE subscription to the Junior Adventurer's Club Newsletter. It's chock full of fun activities and games.



**Cannot Determine Free Disk Space**

Install cannot accurately determine how much free disk space is available on the drive where Windows is installed, for copying Win32s and WinG. These components take a relatively small amount of disk space. If you know you have enough disk space, click the OK button to continue. Otherwise, click the Cancel button and reinstall after freeing up some disk space.

**Install Failed**

Install has failed to copy all the necessary files to your hard disk. Please correct the problems noted in earlier error messages you should have received, then reinstall. If this still does not work, please call our [Product Support](#) department

**Win32s**

Win32s is Microsoft's collection of 32-bit Windows system files that enables a 32-bit Windows application to run under Windows 3.1X. Since Win32s is not shipped with Windows 3.1X, it must be installed. We install version 1.20.

**WinG**

WinG is Microsoft's new component for Windows which greatly speeds up display performance. We install version 1.0.

## **MPC Level 2 Specification**

The Multimedia PC Marketing Council, Inc. has developed two sets of multimedia computer specifications to encourage the adoption of enhanced multimedia capabilities. MPC Level 1 was adopted in 1990, and MPC Level 2 in 1993. Here are the MPC Level 2 specifications:

- 25 MHz 486SX or compatible microprocessor
- 4 megabytes of RAM (8 megabytes recommended)
- Floppy drive, hard drive (160 MB minimum)
- CD-ROM doublespeed with CD-DA outputs, XA ready, multisession capable
- 16-bit DAC, 16-bit ADC, music synthesizer, on-board analog audio mixing
- Display resolution of at least 640x480 with 65,536 (64 K) colors
- 101-key Keyboard (or functional equivalent), two-button mouse
- Serial port, parallel port, MIDI I/O port, joystick port
- Binary compatibility with Windows 3.0 plus Multimedia Extensions or Windows 3.1

## **Display Problems**

Humongous Entertainment's Windows games require a Super VGA (SVGA) display (640x480, 256 colors). If you run at a higher resolution than this, the game will be centered within your screen, and will have a black border. Also, if your display supports more than 256 colors, the game may run more slowly. In this case, you may wish to switch to Super VGA (640x480x256) mode before running the game.

You cannot install or run the game unless you have the correct display driver. The method of selecting the driver that provides the correct video resolution and number of colors varies by video board. Some display cards add an option to the Control Panel. Others require that you run Windows Setup to select the correct video driver. Still others have their own program to switch display modes.

If you experience display problems while using our games, you should first make sure you have the latest Windows drivers for your display card. The Windows drivers are found on the diskette that came with your display card. Updated drivers may be obtained in a variety of places. The dealer who sold you your hardware should have access to the most recent display drivers. Most display card manufacturers maintain a BBS containing the latest display drivers for free downloading. Drivers are available on CompuServe and other popular on-line services. We have provided a list of display card manufacturers, containing phone, fax, and BBS numbers. Please make every effort to install the latest display drivers before calling Humongous Product Support.

## **Display Problems Examples**

A display problem might show up as follows:

- 1) "Unhandled Exception Detected"  
This usually indicates that you need to update your video drivers.
- 2) Any error message or GPF that gives a filename ending in .drv is likely to be a display problem.
- 3) "Your video card may not be fast enough to run this game..."  
This error message indicates that you either have a slow video card, or need to update your drivers with ones that take advantage of your video card's capabilities. For example, if you have a fast local bus video card, and are using the Microsoft Super VGA drivers, you are not getting the best possible performance out of your video, and you should obtain drivers specific to your video card.

## Sound Problems

If you experience sound problems while playing our games, you should make sure you have the latest Windows driver for your sound card. The Windows drivers are found on the diskette that came with your sound card. Updated drivers may be obtained in a variety of places. The dealer who sold you your hardware should have access to the most recent sound drivers. Most sound card manufacturers maintain a BBS containing the latest drivers for free downloading. Drivers are available on CompuServe and other popular on-line services. We have provided a [list of sound card manufacturers](#), containing phone, fax, and BBS numbers. Please make every effort to install the latest sound drivers before calling Humongous [Product Support](#).

If you **do** hear sound while playing the game, but you notice glitches, pauses, or stutters, press the F2 key within the game to bring up a [Sound Card Configuration](#) dialog box. If you are experiencing any of the other problems in the list below, follow the given suggestion to fix the problem.

- 1) When you start the game, you receive an error message saying no sound card is installed.  
You may have disabled the Windows sound driver so you could play one of our DOS games under Windows. If you do have a sound card, be sure its Windows driver is installed. This can be done from the Drivers icon in the Control Panel. If you don't have a sound card, you will need to install one before playing the game.
- 2) When you start the game, you receive an error message saying that another application is using the sound card.  
You may get this if you have a [Compaq Presario](#) and are using the Compaq TAM Waveaudio driver. Otherwise, close all other applications and restart the game. The sound card cannot be used by more than one application at the same time.
- 3) When you start the game, you receive an error message saying "During the DMA buffer size search. The sound card wouldn't unprepare our sound header."  
You may get this if you have a [Mozart sound card](#). You will not be able to run the game. There is currently no workaround for this problem.
- 4) You receive other sound-related error messages.  
Add the following line to the section of your [HEGAMES.INI](#) file corresponding to the game. This line will allow the game to work on some sound cards that may not otherwise be able to run it, although you may notice some slowdown on slower computers. If adding this line does not fix the problem, remove it again.

CreateSamples=1



## **Sound Card Configuration**

While we test our games extensively, because of the large variety of sound cards and computers, you may encounter a combination of sound card and computer that we have not tested. If you notice sound glitches, pauses, or stutters, we have provided an easy method for you to configure the game to your sound card to eliminate or reduce these sound problems. To configure your sound card, perform the following:

- 1) Make sure background music is turned on.
- 2) Press F2 to bring up the Sound Card Configuration dialog.
- 3) Select one of the options, and press the OK button.
- 4) Listen to the results.
- 5) Repeat steps 2-4 until you have found the best option for your system.
- 6) If none of these options fix the problem, please contact our [Product Support](#) department.

See also: [Sound Problems](#)

"The sound card driver refused to accept our sample."

This error message indicates that your sound card driver may be out-of-date. Also, you may receive this error message if you have a Mozart sound card. Please see our list of [Known Problems](#) for more information. You should obtain a new driver from the company where you purchased your sound card. If this does not solve the problem, please contact our [Product Support](#) department.

"The sound card driver would not prepare our sample header for playback."

This error message indicates that your sound card driver may be out-of-date. You should obtain a new driver from the company where you purchased your sound card. If this does not solve the problem, please contact our [Product Support](#) department.

"The sound card driver would not unprepare our sample header."

This error message indicates that your sound card driver may be out-of-date. You should obtain a new driver from the company where you purchased your sound card. If this does not solve the problem, please contact our [Product Support](#) department.

"During the DMA buffer size search, the sound card would not prepare our sound header."

This error message indicates that your sound card driver may be out-of-date. You should obtain a new driver from the company where you purchased your sound card. If this does not solve the problem, please contact our [Product Support](#) department.

"During the DMA buffer size search, the sound card would not accept our sample."

This error message indicates that your sound card driver may be out-of-date. You should obtain a new driver from the company where you purchased your sound card. If this does not solve the problem, please contact our [Product Support](#) department.

"During the DMA buffer size search, the sound card would not play our samples."

This error message indicates that your sound card driver may be out-of-date. You should obtain a new driver from the company where you purchased your sound card. If this does not solve the problem, please contact our [Product Support](#) department.

"During the DMA buffer size search, the sound card would not reset the sound device."

This error message indicates that your sound card driver may be out-of-date. You should obtain a new driver from the company where you purchased your sound card. If this does not solve the problem, please contact our [Product Support](#) department.



"During the DMA buffer size search, the sound card would not unprepare our sound header."

This error message indicates that your sound card driver may be out-of-date. You should obtain a new driver from the company where you purchased your sound card. If this does not solve the problem, please contact our [Product Support](#) department.

**GROWSTUB Problem**

If you are using a Microsoft mouse purchased between late 1993 and late 1994, you may encounter a GP Fault when starting our game. This is because of a problem in the mouse driver's handling of 32-bit Windows applications. When you install the game, we automatically replace the problem mouse driver file, pointer.dll, renaming the old file to pointer.old. You should never encounter this problem if you run our Install program before running the game.

## **Display Card Manufacturers**

This list covers most of the popular display cards. Click on one of the following company names for information about that company's latest Windows drivers. Downloading Windows drivers from a BBS is nearly always free of charge. Some companies may charge you a small fee to cover the cost of the disk and shipping if you request updated Windows drivers on diskette.

[Ahead systems Inc.](#)

[ATI Technologies Inc.](#)

[Boca Research Inc.](#)

[Cirrus Logic](#)

[Diamond Multimedia Systems, Inc.](#)

[Genoa Systems](#)

[Hercules Computer Technology Inc.](#)

[Matrox](#)

[Number Nine Computer Corp.](#)

[Orchid Technology Inc.](#)

[Paradise \(Western Digital\)](#)

[S3 Incorporated](#)

[STB Systems](#)

[Technology Works](#)

[Trident Microsystems Inc.](#)

[Tseng Labs](#)

**Ahead systems Inc.**

BBS: 510-623-0961

Phone: 510-623-0900

See also: [Display Card Manufacturers](#)

**ATI Technologies Inc.**

Mail: 33 Commerce Valley Dr. East  
Thornhill, Ontario  
Canada L3T 7N6  
BBS: 905-764-9404  
Phone: 905-882-2626  
Fax: 905-882-0546  
FaxInfo System: 905-882-2600  
CompuServe: GO ATITECH

See also: [Display Card Manufacturers](#)

**Boca Research Inc.**

BBS: 407-241-1601

Tech Support: 407-241-8088

Phone: 407-997-6227

CompuServe: GO BOCA

See also: [Display Card Manufacturers](#)

**Cirrus Logic**

BBS: 510-440-9080

Phone: 510-226-2133

Internet: ftp.cirrus.com e-mail: ui-support@corp.cirrus.com

Cirrus Logic makes video chipsets, not the video cards themselves. However, Cirrus Logic generic drivers should work with video cards based on Cirrus Logic chipsets. Note that the video card manufacturer may add features to their drivers, and the Cirrus Logic generic drivers may not support all of these features.

See also: [Display Card Manufacturers](#)

**Diamond Multimedia Systems, Inc.**

Products: Viper, Stealth, SpeedStar video cards  
SonicSound LX sound card

Mail: Attn: Technical Support  
2880 Junction Avenue  
San Jose, CA 95134

BBS: 408-325-7175 (14,400 bps, 8 bits, no parity, 1 stop)  
408-325-7080 (2,400 bps, 8 bits, no parity, 1 stop)

Fax: 408-325-7171

Faxback: 408-380-0030

Tech Support: 408-325-7100

Phone: 408-325-7000

CompuServe: Keyword: GO DMNDONLINE E-mail: 75300,3673

America Online: Keyword: **DIAMOND** E-mail: diamondts@aol.com

GEnie: E-mail: ID# **DIAMOND.TECH**

See also:

[Display Card Manufacturers](#)  
[Sound Card Manufacturers](#)



**Genoa Systems**

BBS: 408-943-1231

CompuServe: GO GENOA E-mail: 71333,3543

See also: [Display Card Manufacturers](#)

**Hercules Computer Technology Inc.**

BBS: 510-623-7449 (1200 - 14.4k baud)

Fax: 510-490-6745

Phone: 510-623-6050

CompuServe: GO HERCULES E-mail: 71333,2532

See also: Display Card Manufacturers

**Matrox**

CompuServe: GO MATROX E-mail: 72662,361

See also: Display Card Manufacturers

**Number Nine Computer Corp.**

Products: #9 video cards  
Mail: 18 Hartwell Ave.  
Lexington, MA 02173  
BBS 617-862-7502

See also: [Display Card Manufacturers](#)

**Orchid Technology Inc.**

Products Fahrenheit 1280, Fahrenheit 64, Celsius, Kelvin 64  
BBS: 510-683-0327  
Tech Support: 510-683-0323  
Fax: 510-683-0355  
Internet: E-mail: orchid@netcom.com  
CompuServe: GO ORCHID e-mail: 72667,2672

See also: Display Card Manufacturers  
Orchid Sound Cards

**Paradise (Western Digital)**

Mail: 8105 Irvine Center Drive  
Irvine, CA 92718  
BBS: 714-753-1234  
Tech Support: 800-832-4778 or  
714-932-4900

See also: [Display Card Manufacturers](#)

**S3 Incorporated**

BBS: 408-654-5676

Fax: 408-980-5444

S3 makes video chipsets, not the video cards themselves. However, S3 generic drivers should work with video cards based on S3 chipsets. Note that the video card manufacturer may add features to their drivers, and the S3 generic drivers may not support all of these features.

See also: [Display Card Manufacturers](#)

**STB Systems**

BBS: 214-437-9615

Tech Support: 800-234-4334

CompuServe: GO STBSYS e-mail: 75300,1664

See also: [Display Card Manufacturers](#)



**Technology Works**

Tech Support: 800-933-6113

See also: [Display Card Manufacturers](#)

**Trident Microsystems Inc.**

BBS: 415-691-1016

Phone: 415-691-9211

Tech Support: 415-335-1179

Trident makes video chipsets, not the video cards themselves. However, Trident generic drivers should work with video cards based on Trident chipsets. Note that the video card manufacturer may add features to their drivers, and the Trident generic drivers may not support all of these features.

See also: [Display Card Manufacturers](#)

**Tseng Labs**

BBS: 215-579-7536

Phone: 215-968-0502

CompuServe: GO TSENG e-mail: 71333,430

America OnLine: keyword TSENG e-mail: TsengJoeC

Tseng Labs makes video chipsets, not the video cards themselves. However, Tseng Labs generic drivers should work with video cards based on Tseng Labs chipsets. Note that the video card manufacturer may add features to their drivers, and the Tseng Labs generic drivers may not support all of these features.

See also: [Display Card Manufacturers](#)

## **Sound Card Manufacturers**

This list covers most of the popular sound cards. Click on one of the following company names for information about that company's latest Windows drivers. Downloading Windows drivers from a BBS is nearly always free of charge. Some companies may charge you a small fee to cover the cost of the disk and shipping if you request updated Windows drivers on diskette.

[Advanced Gravis Research](#)

[Aztech Labs, Inc.](#)

[Creative Labs, Inc.](#)

[Diamond Multimedia Systems, Inc.](#)

[Ensoniq Corporation](#)

[Media Vision](#)

[Oak Technology](#)

[Orchid Technology, Inc.](#)

[Turtle Beach](#)

**Advanced Gravis Computer Technology Ltd.**

Products: UltraSound, UltraSound Max  
Mail: 1709 Midway Lane  
Bellingham, WA 98226  
BBS: 604-431-5927  
Tech Support: 604-431-1807  
Phone: 604-431-5020  
CompuServe: GO PCVENB e-mail: 71333,350  
America OnLine: keyword GRAVIS e-mail: Adv Gravis  
Internet: archive.epas.utoronto.ca - pub/pc/ultrasound  
e-mail: tech1@gravis.com

See also: [Sound Card Manufacturers](#)

**Aztech Labs, Inc.**

Products: Sound Galaxy  
Mail: 46707 Fremont Blvd.  
Fremont, CA 94538  
BBS 510-623-8933  
Phone: 800-886-8879 or  
510-623-8988  
Fax: 510-623-0783

See also: [Sound Card Manufacturers](#)

**Creative Labs, Inc.**

Products: Sound Blaster series  
Mail: 1523 Cimarron Plaza  
Stillwater, OK 74075  
BBS: 405-742-6660  
Tech Support: 405-742-6622  
Phone: 408-428-6600  
Fax: 405-742-6633  
Internet: ftp.creaf.com e-mail: ftpadmin@creative.creaf.com (Jennifer Smith)  
WWW: http://creative.creaf.com  
CompuServe: GO BLASTER e-mail: 72662,2714

See also: [Sound Card Manufacturers](#)

**Ensoniq Corporation**

Products: SoundScape  
Mail: 155 Great Valley Parkway  
Malvern, PA 19355  
BBS: 610-647-3195 (28.8k)  
Tech Support: 610-647-3930  
CompuServe: e-mail: 75541,427

See also: [Sound Card Manufacturers](#)



**Media Vision**

Products: Pro Audio Spectrum, Pro Audio Spectrum 16  
Mail: 47300 Bayside Parkway  
Fremont, CA 94538  
BBS: 510-770-0527  
Tech Support: 510-770-9905 or  
800-638-2807  
Internet: E-mail: techsupp@mediavis.com  
WWW: http://www.mediavis.com  
CompuServe: GO MEDIAVISION

See also: [Sound Card Manufacturers](#)

## **Oak Technology**

Products: Mozart sound card  
BBS: 408-774-5307  
Phone: 408-737-0888

If you have a Mozart sound card, and you get the message " During the DMA buffer size search. The sound card wouldn't unprepare our sound header.", then you need to install new drivers. We have included beta version 2.51 drivers from Oak Technology on our CD. The final version should be available from Oak Technology by the end of March 31, 1995. To install these new beta drivers, perform the following steps:

For this example, assume your CD-ROM drive is D: and your floppy drive is A:

1. Put a newly formatted 5.25" or 3.5" floppy disk in your diskette drive (A:).
2. At a DOS prompt, type the following:

```
xcopy d:\drivers\sound\mzt251\*. * a:\ /s
```

and press the Enter key.

3. Type A: then press the Enter key.
4. Type install, then press the Enter key.
5. Follow the instructions on-screen to install the new drivers.

See also: [Sound Card Manufacturers](#)

**Orchid Technology Inc.**

Products: Soundwave series  
BBS: 510-683-0327  
Tech Support: 510-683-0323  
Fax: 510-683-0355  
Internet: E-mail: orchid@netcom.com  
CompuServe: GO ORCHID e-mail: 72667,2672

See also: Sound Card Manufacturers  
Orchid Video Cards

**Turtle Beach**

Products: Daytona PCMCIA, Monte Carlo, Multisound Monterey, Multisound Tahiti,  
Tropez  
BBS: 717-767-5934 (2400 baud)  
717-767-0250 (38.4k baud)  
Tech Support: 717-764-5265  
Internet: E-mail: support@tbeach.com  
CompuServe: GO TURTLE e-mail: 71333,2432  
America OnLine: keyword TURTLE

See also: [Sound Card Manufacturers](#)

To open an account, please contact CompuServe Customer Service at 800-848-8990.

To open an account, please contact America OnLine Customer Service at 703-893-6288.

To open an account, please contact GEnie Customer Service at 800-638-9636.

## **Windows Troubleshooting**

Most problems you encounter can be solved quickly and easily. We test our games thoroughly before they are released. Most of the problems you could encounter are caused by device drivers for display cards, sound boards, and CD-ROM drives. Click on one of the topics below for procedures and tips to resolve any problems you might be having.

[Display problems](#)

[Sound problems](#)

[Known problems](#)

[Optimizing Performance](#)

[Error Messages](#)



## **Error Messages**

You may encounter error and warning messages while running one of our games. This list of error and warning messages should help you to correct the problem. Click on the underlined phrase for help in fixing the error.

"No sound card was detected. Please check your sound card installation."

"Unable to launch program. You need to reinstall the game."

"Win32s has not been correctly installed. Please reinstall the game."

"WinG has not been correctly installed. Please reinstall the game."

"There was not enough free memory to run the game. Please quit any other programs currently running and try again."

"Either free memory is very low or the program's files are corrupted. Please reinstall the game."

"Your display card may not be fast enough to run this game without some loss of animation and/or music quality."

"Your computer may not be fast enough to run this game without slight pauses in the animations and/or background music."

"There was a problem with your display card or driver."

"The following error was detected: '<error message>.'"

"A potential problem was detected: '<warning message>.'"

"Cannot open file 'filename'."

"Error reading file. Trying again?"

"The game was unable to access your sound card. Another program may be using your sound card, or it may not be installed properly."

**Reinstall the Game**

If you have an incorrect Win32s or WinG installation, an error message will be displayed upon starting the game, telling you to reinstall the game. An incorrect Win32s or WinG installation can be caused by the files not all being of the same version, or some files missing. Reinstalling will correct the situation. If you still get this error message after installing again, please contact our Product Support department.

Note: You will also get this error message if you try to run the game before running our Install program. Simply run Install before running the game.

**Launch Error**

An error occurred while launching the game. This can be caused by an extremely low memory situation, or by some of your game program files being corrupted. Please reinstall the game. If you have copied the game to your hard disk, try copying it over again. If neither of these steps correct the problem, please contact our [Product Support](#) department.

**Slow Display Performance**

We quickly test your display every time you run the game. When you run the game for the first time, if we find that your display might be a little slower than we recommend, we will display a message telling you that the game may run a little more slowly on your computer. This is not a serious problem -- you may continue to play the game. However, for optimal game playing enjoyment, you may wish to upgrade your display.

You may check the "Please don't show me this message again." box to suppress this warning in the future.

See also: [Optimizing Performance](#)

**Disk Problems**

If you get the error message "Cannot open file", use Notepad to edit your CONFIG.SYS file, and try increasing the FILES= value by 10. See [Editing your CONFIG.SYS](#) for more information. This message could also be caused if one of the game files cannot be found. The most likely cause of this is ejecting the CD while playing the game. Or if you copied the game to your hard disk, ensure that all files were successfully copied to the same directory.

If you get the error message "Error reading file", or any other disk-related error messages, you may have a bad disk or a hardware problem. Call our [Product Support](#) department for assistance.

### **Editing Your CONFIG.SYS File**

You should check C:\CONFIG.SYS and be sure your FILES= line is at least 40. If you get a "Can't open file" message, and it is already 40, try increasing it by 10. For example, if you have the following line:

```
FILES=35
```

replace it with the following line:

```
FILES=45
```

If you don't have a FILES= line, add the following line:

```
FILES=40
```

Note: You must restart your computer after editing CONFIG.SYS.

### **Computer Not Fast Enough**

We quickly test your computer's speed every time you run the game. When you run the game for the first time, if we find that your computer might run a little slower than we recommend, we will display a message warning you of possible pauses in the animation or background sounds. This is not a serious problem -- you may continue to play the game. However, for optimal game playing enjoyment, there are some simple things you can do that may make your computer run faster. First, close all other applications you may have running. Second, if you are on a network, restart your computer without network drivers before playing the game, as being on a network can slow your computer noticeably. Finally, sometimes your computer will run faster after simply restarting Windows.

You may check the "Please don't show me this message again." box to suppress this warning in the future.

See also: [Optimizing Performance](#)

**WinG Errors**

If WinG finds a problem with your display card or driver, you will receive a message to that effect. The most likely cause of the problem is out-of-date video drivers. See the Display Problems topic for more information about obtaining new drivers.



**System Error Message**

If you receive a system error message, this indicates a serious problem with the game or with the drive you are running from. Do not press the Enter key or click the OK button with the mouse until you have called Product Support or written down the exact wording, as the error message will disappear and the game will quit.

**System Problem Message**

If you receive a System Problem message, this indicates a problem with the game. You can simply press the OK button and continue playing the game.

## Optimizing Performance

Our Windows games take full advantage of your multimedia computer's capabilities, and require that you have at least the minimum required amount of memory for optimum play. Here is a list of ways to boost performance, starting with the most effective way.

**1) More memory.** To increase the amount of memory available to our game, close all other applications before running. You may also need to adjust the size of SmartDrive's cache to give more memory to Windows. Consult your DOS documentation about SmartDrive, or if you have DOS 6.0 or above, you can type HELP SMARTDRV at a DOS prompt for information about configuring SmartDrive. Use the table below to determine the maximum amount of memory to give SmartDrive for your computer. You may also wish to buy additional memory for your computer. This is the best way to improve the performance of all your applications!

<u>Total Memory</u>	<u>SmartDrive</u>
4MB	0K
8MB	1024K
12MB	2048K
16MB	up to 4096K

**2) Faster Display.** A faster display card will also dramatically improve the performance of our games. If you have a 486-based computer which supports local bus, look for a local bus display card, often labeled as "VLB" or "VESA Local Bus". If you have a Pentium-based computer, it probably has a PCI display card, which is also very fast.

**3) Faster Disk.** Our games require a double-speed CD-ROM drive. You may notice a further improvement in performance by using a triple-speed CD-ROM drive (or faster). While we do not prevent you from running the game on a single-speed CD-ROM drive, you will notice pauses in the animations and sounds, so we do not recommend it. If you have sufficient hard disk space, you can copy the CD-ROM to your hard disk and run the game from there. The first time you run the game, the performance of your CD-ROM drive is tested to help achieve the best performance.

### **Running the Game for the First Time**

When you run the game for the very first time, your display and your CD-ROM drive are tested to allow the game to achieve its best performance on your system.

WinG performs the display testing in the following situations when a program using WinG is run:

- 1) After being installed for the first time.
- 2) After the display size is changed, e.g., you switch resolutions from 1024x648 to 640x480.
- 3) After you update your display driver, or install a new display card.

The CD-ROM drive test is performed only once, the first time the game is run after installing, and the result is stored in the DriveXBufferingTestResult (where X is the drive letter the game is running from) line in HEGAMES.INI.

### **Editing the HEGAMES.INI File**

You can configure Humongous Entertainment games by editing the HEGAMES.INI file. If you are playing the game, you must quit first; otherwise your changes will not be saved. To edit HEGAMES.INI, double click the "INI Editor" icon in the HUMONGOUS group in Program Manager. Look for the section that corresponds to your game.

SaveGamePath=C:\HEGAMES\

This entry indicates where saved games are stored. Demo versions and the Junior Field Trips do not have the Save/Load feature. The default directory is C:\HEGAMES\, but you can change it to any directory. If the directory does not exist, it will be created for you. Remember to end the line with a backslash (\). It is all right to tell multiple Humongous Entertainment titles to save games in the same directory, since the saved game filenames are different for each title.

### **[MyComputer]**

This section contains information about your system, which may be needed by Product Support if you should ever need to contact us for assistance.

The section name is placed between square brackets in the INI file, and corresponds to the name of the game's .EXE file. You can use File Manager to look for the EXE files on the CD. Examples:

<u>Game executable</u>	<u>Section name</u>
freddi.exe	[Freddi]
somegame.exe	[SomeGame]

## **Product Support**

Have a question? We're always happy to help. There are three ways to reach us:

### Phone/fax

Call our friendly customer support staff at 206-485-1212, Monday through Friday from 7:30 AM to 7:30 PM, and Saturday from 8:30 AM to 4:30 PM (Pacific time). Or fax us at 206-486-9494.

Important note: Please be in front of your computer when calling with a technical question, so we can resolve it as quickly as possible.

Mail:                   Customer Service  
                          Humongous Entertainment  
                          13110 NE 177th Place, Suite 180  
                          Woodinville, WA 98072-9965

CompuServe:       Game Publisher C Forum  
                          (GO HUMONGOUS)  
                          Leave mail for us at ID# 72662,1360

America OnLine:   E-mail: HumongousE  
Applelink:         Humongous  
GEnie:             XKY08428

See also:            [Ordering Information](#)

