

Welcome to The D Show!

This Parents' Help File contains information that can be used to help your system run **The D Show** 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 Disney Interactive Customer Support web page and 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 D Show** on your Windows 95 computer system:

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A. Minimum and Recommended System Configurations

Minimum System Configuration:

If your system does not meet any one of the following minimum system requirements, **The D Show** will not run properly.

Pentium-class processor, 90 MHz or faster
Microsoft Windows 95
16 MB RAM
40 MB free Hard Disk space
Microsoft-compatible mouse
1 MB video card supporting 16-bit or 32-bit color
Windows 95-compatible 16-bit sound card
Quad-speed (4x) CD-ROM Drive (min. 600 KB transfer rate)

Recommended System Configuration:

Disney Interactive Customer Support recommends the following system specifications for your computer to run **The D Show** with the best possible performance.

Intel Pentium processor, 133 MHz or faster
32 MB of RAM
50 MB free disk space
2 MB video card

B. Installing The D Show

Exit all other programs and applications when installing **The D Show**. 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, insert **The D Show - Disk One** in the CD-ROM drive.

If your CD-ROM drive is AutoPlay-compliant, an 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.

NOTE: During the installation process, the hard disk space requirement for the Standard installation is listed as 40000K (approximately 39 MB) and the Space Saver requirement is listed as 31000K (approximately 30 MB). The actual amount of free hard disk space required for each installation is approximately 7 MB higher than the requirement listed. As a result, the correct hard disk space requirement for the Standard installation is approximately 46 MB and the requirement for the Space Saver installation is approximately 37 MB.

C. Starting The D Show

Make sure you have successfully installed **The D Show**. See the previous section for [installation instructions](#). When you are sure that the program has been successfully installed, exit all other programs and screen savers and insert **The D Show - Disk One** in the CD-ROM drive.

If your CD-ROM drive is AutoPlay-compliant, a prompt will automatically appear when **Disk One** of **The D Show** is inserted in the CD-ROM drive. Click on **Play** to start the game. Please note that AutoPlay will not function when **The D Show - Disk Two** is inserted into the CD-ROM drive.

If the AutoPlay prompt does not appear, click on **Start** and point to **Programs**. From the Programs sub-menu, select **Disney Interactive**, point to the folder called **The D Show** and click on **Play The D Show**.

D. Options in The D Show

Before the show begins, the announcer will ask how many players or teams will be playing the show. Select one, two or three. Once you have designated the number of players or teams for the show, you will be prompted to enter a name (or nickname) for each player or team. Each player or team is then assigned a color and a button to press to “buzz in” with an answer during the show. Please take note of this information because it will not be repeated during the show.

E. Playing The D Show

Each D Show consists of a series of questions in particular categories. Players take turns choosing categories and then everyone is given a chance to "buzz in" with an answer to the questions. There are two rounds of play. During the second round, the D bucks for all questions are doubled.

During each D Show, two Bonus Rounds will randomly appear. The Bonus Rounds give players a chance to win additional D bucks by playing visually exciting games like Character Mix-Up, Casting Call and Picture Perfect. Some of the Bonus Rounds require players to make use of the mouse after buzzing in.

At the end of each show, players try their hands at the D-Fibulator. This fast-paced final round throws a bunch of statements about all things Disney at the players, who must quickly decide if the comment is true or false for a last chance to earn D bucks. Players press their "buzz in" key if they think the statement is true or press the button to the right of their "buzz in" key if they think the statement is false.

F. Uninstalling The D Show

To uninstall the program, click on **Start** and point to **Programs**. From the Programs sub-menu, select **Disney Interactive**, point to the folder called **The D Show** and click on **Uninstall The D Show**. Follow the on-screen instructions to complete the uninstallation.

G. 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 website at www.disneyinteractive.com or 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.

H. Display Resolution and Color Depth

In order to run **The D Show** properly, verify that your video display is set to a color depth of either 16-bit or 32-bit color. Please note that the program will not run in 24-bit color. For instructions on changing your color depth, click the Display Properties Icon below.



[Changing Color Depth](#)

NOTE: There is no need to adjust your Display Resolution to run **The D Show**. When the program begins, your Display Resolution will be adjusted, if necessary. Once you are done playing **The D Show**, your original Display Resolution setting will be restored.

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. When using the "ALT-TAB", "ALT-ESCAPE" or "CTRL-ESC" keyboard combinations or pressing the Windows 95 key to switch to another program or open the Start Menu, The D Show experiences a lockup, freeze or does not refresh properly. How can this be corrected?

The "ALT-TAB", "ALT-ESCAPE" or "CTRL-ESC" keyboard combinations and the Windows 95 key should not be used while playing **The D Show**. You will need to exit **The D Show** completely before switching to another program or opening the Start Menu. To exit the program, press the Escape (ESC) key or the "ALT-F4" keyboard combination.

Q. Why does a black window with the words "The D Show: C:\DISNEY\DSHOW\BOOTFILE.BOOT" appear before the program starts?

This window opens as part of the startup process for **The D Show**. Avoid clicking any of the menu options in this window because making a selection from a menu could lead to various program errors. The screen should only appear momentarily before the sign-in screen opens and prompts you to enter the number of contestants that are going to play **The D Show**.

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

1. For the best possible performance, ensure that you selected the **Normal** installation option when installing **The D Show**. This option will copy more of the program files to your hard drive, which allows the program to access files more efficiently. Choosing the **Normal** installation option will noticeably improve performance in the Bonus Rounds.

2. Verify that Windows 95 is managing Virtual Memory. To check your Virtual Memory setting, click on the Start button and point to Settings then select Control Panel. In the Control Panel window, double-click on System then click on the Performance tab. In the Performance tab, click on the Virtual Memory button to view the current settings.

3. Verify that the configuration of each system component does not conflict with another system component. Click on the Start button and point to Settings, then select Control Panel. In the Control Panel window, double-click on System then click on the Device Manager tab to display a list of system components. If there is a conflict, a warning icon will appear next to the component with the conflicting setting. Select the component and then click on the Properties button for more information. If there are no conflicts, make sure that Windows 95 is running with optimum performance by clicking on the Performance tab and reading the system evaluation. If there are conflicts or your system is not running with optimum performance, refer to your hardware documentation or contact your computer's manufacturer.

4. Verify that there is plenty of free disk space on your hard drive. In addition to the hard drive space needed to install program and support files, Windows and other programs need enough free hard drive space to use for virtual memory, temporary files, and other system activities. Delete any files or programs that are no longer used and archive any files or programs that are used less frequently to another hard drive or floppy disk. You should also delete any orphaned temporary files to maximize free hard disk space and ensure that your system is operating smoothly and efficiently. Orphaned temporary files are usually created when the computer's power switch is turned off, without first exiting Windows.

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

Q. What can be done to ensure that my video card will display the program's video, animations, and graphics with the best possible performance?

1. Verify that the latest version of your video card's proprietary driver is properly installed on your system. Video card and computer system manufacturers are constantly updating their video card drivers so that their hardware can play the latest software programs with the best possible performance. If you have not updated your video card driver recently, you may want to consider doing so to ensure that your system runs all programs with optimum performance.

2. If the animations in **The D Show** do not play smoothly, the screen is blank or locked, or performance is slow, make sure that the CD is clean and that your system and its components are updated and configured for optimum performance, as detailed above. If this issue recurs, maximize the available free memory by exiting all programs that appear in the Close Program window (except Explorer and Systray) and disabling any utilities that load at startup. Programs that run in the background, like anti-virus programs, screen savers, energy savers, or other programs that may not appear to be open, can activate when you are installing or running the program and lock up the system or take away system resources.

If the issue continues, lower the Hardware Acceleration setting from the Advanced Graphics Settings window in the Performance tab of System Properties. To avoid program degradation, adjust this setting one notch at a time. Do not set your Hardware Acceleration to the lowest notch ("None") because this setting will often generate system errors. After making a change, restart the program and test for the issue. If the issue recurs, continue selecting alternate settings until the issue is resolved. If the issue can not be resolved, restore your original setting before performing any further troubleshooting. Contact your hardware manufacturer for additional information.

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

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 adjustments 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 ensure 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. What can be done to ensure that my CD-ROM drive will play the program CD with the best possible performance?

1. Verify that the CD is not smudged or scratched. During normal usage, the CD surface may become smudged with fingerprints, dust, or other particles that prevent your computer from reading the information on the CD. 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.

2. Verify that the latest version of your CD-ROM drive's proprietary driver is properly installed on your system. CD-ROM and computer system manufacturers are constantly updating drivers so that their hardware can play the latest software programs with the best possible performance. If you have not updated your CD-ROM driver recently, you may want to consider doing so to ensure that your system runs all programs with optimum performance.

3. Verify that the CD-ROM drive appears in the list of components in Device Manager. If your CD-ROM does not appear in the list, the drive may be using DOS mode drivers instead of the drivers specifically designed for use with Windows 95. Contact your hardware manufacturer to determine if new drivers are available. Please be aware that costs may be incurred when contacting manufacturers.

If the program locks up or other performance issues occur in Windows 95, adjust the "Supplemental cache size" or the "Optimize access pattern for" settings from the File System Properties CD-ROM tab in the Performance window of System Properties. 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. Why will AutoPlay not work with Windows 95?

Unfortunately, there are some CD-ROM drives that do not support the AutoPlay functions of Windows 95. Contact your CD-ROM manufacturer to see if they have updated drivers that would make your CD-ROM drive AutoPlay compliant.

K. Customer Support

How To Contact Customer Support

If you could not find the solution to a problem in the previous troubleshooting section, Disney Interactive Customer Support offers a variety of support options. To help solve the problem quickly, efficiently, and accurately, please have the following information available:

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

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 programs with the best possible performance. To access information about Disney Interactive programs on the world wide web, point your browser to 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 91521-8139.

Fax Support

Our fax machine is available 24 hours a day.

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).

Refer to the Program Handbook for all phone numbers.

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 the missing/damaged/lost item: full name, daytime phone 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 disc replaced, include a description of that item. Do not mail us 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 "How To Contact Customer Support." Please add "Attn: Replacement" to the mailing address. Please allow four to six weeks for delivery.

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 us the packaging or other materials; send only the CD-ROM, Program Handbook, and your receipt along with the note to our mailing address listed under "How To Contact Customer Support." Please add "Attn: Refunds" to the mailing address. Please allow four to six weeks for delivery. This offer is good in the US and Canada only.

Changing Color Depth

1. Click here  to open **Display Properties**.
2. Select the **Settings** tab.
3. Change the **Color Palette** or **Colors** to **High Color (16 Bit)** or **True Color (32 Bit)**.

NOTE: The D Show does not support **24 Bit Color**.

5. Click **Apply** to accept the changes.

NOTE: On some systems, if the **Color Palette** or **Colors** setting is changed, you will be prompted to restart the computer for the change to take effect. If prompted, follow the on-screen instructions to restart your computer.

6. If you were not prompted to restart or did not need to make any changes, click **OK** to close the **Display Properties** Control Panel.

I. DirectX

The D Show uses Microsoft's DirectX 5 technology, which provides components and drivers to enhance every aspect of high performance applications. If DirectX is either not installed on your system or if the version of DirectX currently installed is not Version 5, **The D Show** will install DirectX 5 during the program setup. Please note that DirectX 5 cannot be installed properly if the Sound Recorder and Volume Controller Windows components are not installed.

In order to run **The D Show** with the best possible performance, your video card and sound card should be DirectX compatible with certified DirectX drivers properly installed. If you experience sound or display difficulties, a likely source of the issue is an outdated or incompatible driver.

To verify that you have DirectX certified drivers installed on your system, run the DXSETUP.EXE program that is copied to your hard drive when **The D Show** is installed. This program displays version and status information for your sound and display drivers, as well as all other DirectX components installed on your system. To run DXSETUP.EXE, proceed as follows:

1. From the Taskbar, click on **Start** and from the Start menu, point to **Find**; from the Find submenu, click on **Files and Folders** to open the **Find: All Files** window.
2. From the Find: All Files window, in the **Named:** field, type: **DXSETUP.EXE** and then click the down-arrow at the end of the **Look in:** field to display a list of drives connected to your system. From the list, select your hard drive (usually designated by the letter "C"). When the proper drive letter has been selected, click the **Find Now** button to locate the DXSETUP.EXE file.
3. When the DXSETUP.EXE file appears in the listing at the bottom of the Find: All Files window, double-click on DXSETUP.EXE to open the DirectX Setup window, which lists the status of various drivers currently installed on your system.

Verify that your display and sound drivers are listed as **Certified**. If your sound and display drivers are not listed as Certified, contact your computer manufacturer to verify that the drivers currently installed on your system are the latest available and that they are compatible with DirectX. If Certified drivers are not available, drivers that are compatible, but not certified, should run the program with an acceptable level of performance. If your sound and video card drivers are not compatible with DirectX, the program may not run properly.

