

## 1997 Grolier Multimedia Encyclopedia™ Version 9.00 Readme File for Windows 3.1, 3.11 and Windows 95

If this file and the help file (reached via the Help menu in The 1997 Grolier Multimedia Encyclopedia) fail to resolve any problems you are having, you can contact our technical support team at:

800-356-5590 (voice - toll free)  
203-796-2536 (voice- toll)  
203-797-6872 (BBS - see below for more info.)  
203-797-3835 (FAX)

Via the Internet:  
Grolier Home Page: <http://www.grolier.com>  
email: [techsup@grolier.com](mailto:techsup@grolier.com)

By Mail:  
Grolier Interactive  
Attn: Technical Support  
Sherman Turnpike  
Danbury, CT 06816

This file contains the following sections:

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### System Requirements

To use the 1997 Grolier Multimedia Encyclopedia™, you need:

A multimedia PC or compatible with a 486 DX/33 MHz or higher microprocessor; 8 MB of RAM, "double-speed" CD-ROM drive (300 KB/sec or higher transfer rate); sound card, and SVGA 256-color monitor.

Hard-disk space: 10 MB for Windows 95, or 10 MB for Windows 3.1 (Minimal Installation)

Windows 95 operating system, or MS-DOS operating system version 5.0 or later with Microsoft Windows 3.1 or later

For Windows 3.1 only, Microsoft CD Extensions version 2.2 or later. Microsoft Extensions normally are supplied with your CD-ROM device drivers, so if you have a working CD-ROM drive you probably meet this requirement.

Apple QuickTime for Windows version 2.1.1 or later (supplied with product)

Microsoft Mouse or compatible pointing device

Wave-table sound card (optional, but recommended for best MIDI audio)

Headphones or speakers

Printer (optional)

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### Installation for Windows 95 Users

If the Autoplay feature of Windows 95 is enabled on your computer, once you insert the 1997 GME CD-ROM into your drive the installation program will automatically launch. Follow the on-screen instructions to continue the installation. If the Autoplay feature is disabled, you can begin the installation by going to Start, Run, and typing D:\SETUP.EXE (Enter).

To actually run the GME97 after installation, do the following: Select Programs from the Start menu on the Taskbar. Then, choose Grolier Interactive followed by 1997 Grolier Multimedia Encyclopedia. Once the Grolier Multimedia Encyclopedia menu appears, click the Start button to launch the program.

### Installation for Windows 3.1 or 3.11 Users

1. Select Run from the File menu.
2. Type D:\SETUP (where D is the CD-ROM drive letter) and press Enter.
3. Follow the on-screen instructions.
4. Double-click the 1997 Grolier Multimedia Encyclopedia icon to run the 1997 GME.

It is unlikely, but in the event that the SETUP.EXE program fails to complete the installation, please see the MANINST.WRI file for instructions on how to setup the 1997 GME without running the Setup program. If you would like to direct the installation specifically to your 16-bit system, go to File, Run, and type D:\GME\SETUP16.EXE (Enter).

Please note: The setup program for QuickTime for Windows installs QuickTime files into your WINDOWS and WINDOWS\SYSTEM directories. Please see the MANINST.WRI file for instructions on running just the QuickTime installation.

## Troubleshooting

### QuickTime for Windows

The installation program for the 1997 GME will install a 32-bit version of QuickTime for Windows for Windows 95; 16-bit for Windows 3.1. You should choose to install QuickTime and also Delete other versions of QuickTime if prompted to during the installation. Other applications you install after the 1997 GME (such as Grolier Interactive's How Would You Survive?) may install a 16-bit version of QuickTime for Windows which is designed for Windows 3.1 or 3.11. It is recommended that, if you have How Would You Survive? or another program that uses a 16-bit version of QuickTime, you install this program before installing the GME97, which uses a later version of QuickTime. Installing an earlier (16-bit version) of QuickTime can cause a degradation of multimedia performance on your system. To correct this condition, simply re-install the 32-bit version of QuickTime for Windows 2.1.1. The steps are as follows:

1. Put the 1997 GME CD-ROM in your CD-ROM drive.
2. If Autoplay is enabled on your computer, a window will appear asking you to "Run" or "Cancel". Select "Cancel". (If this window does not appear, simply skip to step #3.)
3. Run the file QTW32.EXE, located in the \WIN95\QTW32 directory of the CD-ROM drive. (Hint: Use the Windows Explorer to locate this file, and double-click on it).

### QuickTime Control Panel

Windows 3.1, 3.11 and Windows 95 users:

If you have installed the 16-bit version of QuickTime for Windows, you will see an icon in your Control Panel called QuickTime. If you have installed the 32-bit version of QuickTime for Windows, you will see an icon in your Control Panel called QuickTime 32. Modifying the QuickTime Control Panel settings has corrected a wide variety of errors including the following:

- \* Invalid Page Fault Errors during Video playback
- \* Lockups while playing Videos
- \* Video and Sound Playback Problems

You can access the QuickTime Control Panel in Windows 3.1 or 3.11 by going to the Main Program Group and opening Control Panels. In Windows 95, the QuickTime

Control Panel can be accessed by clicking Start, Settings, and opening Control Panels.

Once you have double-clicked the QuickTime Control Panel icon and it opens, click the More button, located at the bottom of the QuickTime Control Panel. Click the Video tab at the top of this window and try modifying the Draw Method which is listed under Optimization. The most commonly used setting in Draw Method is Video Driver. If you own a Trident video card, we recommend using the BMP or Windows Bitmap. After selecting any Draw Method, click the Apply button and say Yes to the changes you made. You do not need to restart Windows after adjusting the QuickTime Control Panel.

#### Multimedia Playback Problems:

In some cases with GME97, the QuickTime Calibration does not seem to work correctly on some systems. In these cases, the result has sometimes been extremely fast, distorted sound playback, particularly toward the end of QuickTime movies. Try modifying the QuickTime Control Panel settings as outlined in the QuickTime Control Panel section of this README.WRI file to correct this problem with the sound playback.

#### Viewing Pictures and Movies

When opening pictures and viewing some movies, an Enlarge button may appear below the viewing box. The Enlarge button should be clicked to increase the size and the clarity of the image you are attempting to view.

#### Cannot Read From Drive D Errors and Lockups

Cannot Read from Drive messages or unexplained lockups can often be corrected by cleaning the bottom (unprinted side of the CD-ROM) with a soft, dry cloth from the center to the outside edge in a straight line. Fingerprints or smudges often cause these types of errors. If you have a CD with visible scratches, you may need to contact us at Technical Support at (800) 356-5590 about obtaining a replacement CD.

Older versions of video and/or CD-ROM device drivers have also been known to cause these types of error messages. If you have not updated either your video or CD-ROM device drivers, and experience problems such as this, you may need to contact the manufacturer of your video card or CD-ROM drive to obtain these drivers.

#### Known Issues:

##### Font Sizes and Menu Tabs

Large Fonts at screen resolutions of 800 x 600 and above: If you are running the 1997 GME on a system set to display Large Fonts, the text of tabs atop the content region of the application may appear truncated. To resolve this condition, change your display to a Small Font version of your video driver. This condition applies to both Windows 3.1, 3.11 and Windows 95.

## Installation/Uninstallation of the GME97

The 16-bit installation places an uninstall icon in the GME97 program group which can be double-clicked to begin uninstalling the program. Windows 95 users should use the Add/Remove feature in the Control Panel. Navigate here: Start Menu / Settings / Control Panels / Add/Remove Programs icon. Then, select 1997 Grolier Multimedia Encyclopedia and click the Add/Remove button.

In some cases, running the uninstallation has not removed all files associated with the GME97, even if it appears to run successfully. This may occur because of unrelated changes to your system that have occurred since you installed the GME. The uninstallation procedure will not remove entries from the Windows 95 Start menu and may leave behind some of the following files: col\_file.map, computdir.gid, gme97g\$Q, gme0.col, gme1.col, pfar.bmp, and tinyansi.fon within the GME97 directory structure. The files that are left behind after uninstallation can vary, but these should be deleted manually if the uninstall routine does not remove them.

## CD-ROM Device Drivers

These instructions apply to Windows 95 users:

Some CD-ROM drives may require that Microsoft CD-ROM Extensions (MSCDEX) be loaded in their CD-ROM device driver line because their drivers are 16-bit versions instead of the 32-bit versions normally used in Windows 95. Workarounds for problems with 16-bit versions of CD-ROM drivers include the following options: 1) installing the 16-bit version of the GME97 by going to Start, Run, and typing D:\GME\SETUP16.EXE (Enter), 2) doing an Optimal installation of the 32-bit version of the GME97. The 32-bit version can be installed by going to Start, Run, and typing D:\WIN95\SETUP32.EXE (Enter). It is also recommended that the user update the CD-ROM drivers to the 32-bit versions of the drivers to be more compatible in the Windows 95 environment.

## Video Driver Issues

### a) ATI Mach 64 Video Card

Users of this video card may encounter problems with QuickTime. This can often be resolved by adding a line to the [MACX] section of your SYSTEM.INI file. The line you add to the [MACX] section should read:

```
DeviceBitmap=OFF
```

If this line is already there, please be sure there is no "s" at the end of Bitmap.

### b) Trident and Headland Technology video cards

Modify the QuickTime Control Panel and select the draw method listed as BMP or

Windows Bitmap. Please see above for instructions on how to do this.

### c) Diamond Stealth 64 Card

Modify the [STLTH64] section of your SYSTEM.INI file. The line you add to the [STLTH64] section should read:

```
DeviceBitmaps=0
```

## General Issues

If errors occur when running the 1997 GME, you should try the following things:

1. Make sure the correct CD-ROM is in the CD-ROM drive and that the drive is turned on. You cannot use the 1997 GME unless the CD-ROM is in the CD-ROM drive.
2. Verify that your equipment meets or exceeds the System Requirements (above).
3. Ensure that you are not running any other applications in the background.
4. Try restarting your computer.
5. Reinstall the product after first uninstalling the program from the system. (Note: in Windows 95, uninstall the program using the Add/Remove feature in the Control Panel. The 16-bit version of the GME97 places an uninstall icon within the GME97 program group in Windows 3.1 or 3.11).
6. Try using a different video display resolution. For example, if you are running Windows in 800x600, try 640x480. If your video card allows a choice of "large font" or "small font", choose "small font".
7. Try using a lower number of colors for your video display. For example, if you are running Windows in millions or thousands of colors, try 256 colors. 256 colors is the minimum number of colors required for the 1997 GME.
8. Try to obtain the most recent drivers for your video card, sound card and CD-ROM drive. Newer drivers can have a profound effect on playback. At the end of this file, there is a list of contacts for video drivers.

## Minimizing the GME97 Window

If the 1997 Grolier Encyclopedia program group window is maximized every time you start Windows (version 3.1 or 3.11), but you would like the program group to open minimized as an icon, follow the steps below:

1. Minimize the 1997 Grolier Encyclopedia Window group:
  - a. Click the "down arrow" in the upper right hand corner of the window.
  - or
  - b. Click on the "minus" sign in the upper left hand corner of the window then click Minimize or Close.
2. Choose Save Settings on Exit from the Options menu in Program Manager.
3. Exit Windows.
4. When you re-start Windows, the 1997 Grolier Encyclopedia group will be

minimized.

## Sound Playback

The 1997 Grolier Multimedia Encyclopedia contains both digital audio .wav and MIDI (Musical Instrument Digital Interface) format audio files. MIDI sound files are labeled as such in the caption. If your sound card does not have full wave-table MIDI capability, you *will* be able to play MIDI files, but the quality of sound will not be as high as it would be with full wave-table MIDI capability.

If you are not getting any sound in the 1997 GME, please check to be sure that your sound card is set up properly in Windows. Check to make sure your speakers are plugged in and all connections are proper as well. To check your Windows 3.1 or 3.11 sound setup do the following:

1. Open the Main program group from Program Manager.
2. Double-click the Control Panel icon.
3. Double-click the Sound icon.
4. On the right side of the Sound window, you will see a list of files with the extension .WAV.
5. To test your sound card, click on any one of these files and then click Test.

\*Windows 95 users, please see instructions below.

If you don't hear any sound or if these files are "grayed out", then your sound card is not working properly in Windows. Consult the sound card manual or manufacturer for information on how to set up the sound card properly in Windows.

\*Windows 95 users

1. Go to Start then to Settings then to Control Panel.
2. Double-click on the Sounds icon.
3. Click on any of the events listed that have a speaker next to them.
4. To test your sound card, click on the play button (arrow pointing to right) under Preview.

If you don't hear any sound then your sound card is not working properly in Windows. Consult the sound card manual or manufacturer for information on how to set up the sound card properly in Windows.

## The Grolier BBS

General Information about the Grolier BBS

Contact Grolier by modem 24 hours a day! Grolier Interactive is offering a Bulletin Board Service (BBS) to better meet your technical support needs.

You can use the BBS to send our Technical Support team messages concerning any problems you encounter. In most cases, you will receive a response to your question within one working day. To read our response to you, simply call the BBS the next day. If we have responded, you will automatically be notified at the time you connect.

Please remember the ID and PASSWORD you use when you leave us your message. In order to receive your reply, you will have to log-on using the same ID and PASSWORD.

#### What You Need To Know to Connect

Our BBS number is 203-797-6872. You will need a 2400bps or higher speed modem to access the board. Set your communications software to DATA BITS=8, PARITY=N, STOP BITS=1.

Don't forget that Windows 3.1 comes with a communications program called Terminal that you can use to log on to the Grolier BBS. The Windows 95 communications program is called HyperTerminal and is located in the Accessories group.

### Grolier on the Internet

Grolier's World Wide Web site offers visitors in-depth information about Grolier products. The Internet address is <http://www.grolier.com>.

To send a question to Technical Support, the email address is [techsup@grolier.com](mailto:techsup@grolier.com)

### Contact List for Video Driver Manufacturers (Updated 07/22/96)

ATI Technologies  
voice: 905-882-2626

Cirrus Logic  
voice: 800-764-7200  
bbs: 510-440-9080  
internet: [ftp.cirrus.com](ftp:cirrus.com)

Compaq Computer Corp.  
voice: 800-652-6672  
bbs: 713-378-1418  
internet: [www.compaq.com](http://www.compaq.com)

Diamond Multimedia  
voice: 408-325-7100  
bbs: 408-325-7175  
internet: [www.diamondmm.com](http://www.diamondmm.com)



Hercules Computer Technology

voice: 510-623-6050

bbs: 510-623-7449

internet: [www.hercules.com](http://www.hercules.com)

Number Nine Corp.

voice: 617-674-8595

bbs: 617-862-7502

internet: [www.nine.com](http://www.nine.com)

Packard Bell

voice: 801-579-0161

bbs: 801-250-1600

internet: [www.packardbell.com](http://www.packardbell.com)

Trident

voice: 415-691-9211

bbs: 415-691-1016

TSeng Labs

voice: 215-968-0502

bbs: 215-579-7536