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3D Sensations Troubleshooting Tips —

If you are experiencing a problem, and you don't see your problem listed here, or if the advice given below doesn't solve your problem, we would suggest that you check the latest troubleshooting tips listed on our Web site. If you have an Internet connection, just click on the "Online Technical Support" command under 3D Sensations' Help menu for the latest troubleshooting tips. (Inside PowerPoint, go to the Slide Show menu, then click on "Add 3D Transition" command, then on the Help button.) If you don't have an active browser on your PC, but you do have access to the Internet (through AOL or some other way), connect to the Internet and enter http://www.crystalgraphics.com/weblink.3D_Sensations.techfaq.html.

Installation and Start-Up Problems

If the Install program does not install 3D Sensations into PowerPoint —

Make sure you are using PowerPoint 97 when installing 3D Sensations (the earlier versions of PowerPoint do not support plug-ins). Also, make sure there is adequate disk space available on your local hard. If you have enough disk space, check to see if the installer loaded the files onto your hard drive. If they were loaded, but the "View Show with 3D" and "Add 3D Transition" commands were not added into your PowerPoint's Slide Show menu, then try running the Setup.exe program in your 3D Sensations folder.

If 3D Sensations appears to install correctly, but the commands "Add 3D Transition" and "View Show with 3D" do nothing —

Do you have a presentation loaded? If you do, and you still don't get anything to happen when you click on Add 3D Transition and View Show With 3D, you may have accidentally installed the 3D Sensations software incorrectly. For example, the Installer defaults to C:\Program Files\3D Sensations. If you changed that path to simply D:, then all the folders will end up in the D drive root directory and Windows will not deal with that correctly. If this happened to you, then simply uninstall the software and reinstall it, being careful to use a good path for the software to be installed into.

If 3D Sensations crashes after attempting to install and use it with an international language version of PowerPoint 97 —

Make sure you are running the same language versions of PowerPoint 97 and 3D Sensations. For example, if you attempt to install and run the English version of 3D Sensations with a French version of PowerPoint, this will not work. In this example, you could either install an English version of PowerPoint to use with the English version of 3D Sensations, or, install the French version of 3D Sensations to run with the French version of PowerPoint. 3D Sensations is available in English, French, German, and Japanese languages. So, be sure you have the corresponding international language version of PowerPoint 97 to use with the international language equivalent of 3D Sensations.

General Application Problems

If the 'Options' button within the "Add 3D Transitions" dialog is disabled (grayed out) —

The 'Options' button in the "Add 3D Transitions dialog box is not enabled in the current version of 3D Sensations (v1.x). However, this feature will be available in a future version of 3D Sensations.

If the software crashes or gives you an error message when you try to "View Show with 3D" —

The amount of video RAM with your 3D graphics accelerator may be inadequate for the resolution and/or color bit depth settings at which you are playing back your 3D enhanced presentation. Try setting your display to a lower resolution. Also, try reducing the color depth setting. With 4 MB of video RAM in your graphics board, a resolution of 800x600 is the highest possible, with a 16-bit color depth. With 8 MB or more of video RAM, a

resolution of 1024x768 may be possible. But even if you have enough RAM, these resolutions may not work well with your graphics board. If you are experiencing stability or quality problems, you should try using a resolution of 640x480x16 bits. You can lower your settings by going to the Start button in Windows, then click on the Settings command, then the Control Panel option, then the Display icon, then the Settings tab, then change the “Desktop area” settings and the “Color palette” settings.

It is also possible that there may be a problem with a specific slide in your presentation to which a 3D transition effect has been applied. If you notice that the “Preparing 3D presentation” dialog of the View Show with 3D command hangs, or the playback of your 3D presentation halts at a particular slide, try removing the 3D transition effect applied to that slide.

Another consideration is that you may be using 3D Sensations For Presentations on a system that has an incompatible 3D product that could also be competing for the 3D graphics accelerator’s limited resources. We are working to do compatibility testing with other new 3D products as they are released. When we find compatibility problems and fix them, we will put new versions of 3D Sensations For Presentations on our Web site (www.crystalgraphics.com), which you may download for free.

If the 3D transitions do not play back in your presentation —

Be sure you have the appropriate hardware (i.e. a 3D graphics accelerator) installed on your system. (Refer to the “Minimum System Configuration” section of 3D Sensations online Help.) Once you have confirmed that the appropriate hardware is present, you should also check to make sure that DirectX 5.0 or above and/or OpenGL, and the software driver for your hardware is installed (see the documentation that came with your 3D graphics accelerator card for more information).

If you have verified that you have a working 3D graphics accelerator card, and if the problem persists, try reducing the resolution of your graphics screen display because there might not be enough video RAM available to support the play back. (See “If the software crashes...” above, for more info.)

If it seems to take “too long” for a 3D transition effect to play —

Under Windows 95 there is usually about a 3-second setup time required by 3D Sensations version 1.1 to load the necessary data into your graphics board for each slide in your presentation. This setup process for that “next” 3D transition effect begins automatically as soon as the transition before it is completed. Once it is loaded, the 3D transition should be ready to start as soon as you click the mouse, or press the right arrow key or the spacebar.

Under Windows NT, the setup time may take two or three seconds longer. In addition, Windows NT is slower at starting the 3D transition once the setup time is completed, and the mouse is clicked, or the arrow key or spacebar is pressed. Our experience is that Windows NT may introduce a delay of up to 7 seconds to start the 3D transition. This delay can be reduced by making sure you have enough system RAM (at least 48 MB), and by making sure you have a fast PC, with no other applications running concurrently. Optimizing your hard drive may also help. Although undesirable, any delay can be anticipated, taken into account, and compensated for during your presentations.

If, after using “Pack3D Effects,” your 3D presentation will not play on another computer —

In order to see the 3D effects of a 3D presentation on another computer (destination computer), the destination computer must have the following software applications installed: PowerPoint 97 and the 3D Sensations player program - 3DSPlay.exe (or a licensed copy of 3D Sensations installed). In addition to the presence of these software applications, make sure your 3D-enhanced PowerPoint presentation file (.ppt), as well as the packed 3D effects file (.3dp), are present. (Although it is not required that these files be copied onto the destination computer’s hard drive, we do recommend it.)

Also, 3D acceleration hardware must be present. (Refer to the “Minimum System Configuration” section of 3D Sensations online Help.) Once you have confirmed that the appropriate hardware is present, you should also check to make sure that DirectX 5.0 or above and/or OpenGL, and the software driver for your hardware is installed (see the documentation that came with your 3D graphics accelerator card for more information).

If you have verified that the destination computer has a working 3D graphics accelerator card, and if the problem persists, try reducing the resolution of your graphics screen display because there might not be enough video RAM available to support the play back. (See “If the software crashes...” above, for more info.)

If, after using “Pack3D Effects,” and upon play back, your 3D presentation is missing objects, images, or other elements that were inserted in the slides of your PowerPoint presentation —

Pack 3D Effects only packs up 3D Sensations-related items. So, if your presentation includes AVI files, images, Excel charts, Truetype fonts or other similar external files, make sure to transport these files to the destination computer (for your convenience, PowerPoint’s “Pack and Go” command located in the PowerPoint File menu, will compress these files plus your PowerPoint presentation file into one transportable file, giving a file extension name of “.ppz.”).

If using 3D Sensations automatically shifts the display resolution on your 3D-enabled notebook PC to a display resolution that is smaller than full screen dimensions —

The display resolution of your 3D-enabled notebook PC may be set higher than the amount of video RAM can accommodate for the playback of your 3D presentation. For example, if your 3D-enabled notebook PC includes 4 MB of video RAM and is configured at 1024x768 resolution and 24-bit color depth, there is an inadequate amount of video RAM to play back your 3D Sensations presentation. So, 3D Sensations will automatically set the next highest resolution possible. In this example (i.e. having 4 MB video RAM), 800x600 is the highest possible display resolution, with a 16-bit color depth, and thus, 3D Sensations will automatically readjust the screen display to that resolution for the playback of your 3D presentation. If there is less than 4MB video RAM included with your 3D-enabled notebook PC, 3D Sensations may reduce the display resolution to 640x480x16 bits for the playback of your 3D presentation.

If your 3D-enabled notebook PC includes an ATI RagePro 3D accelerator chip, you can easily configure the LCD display on your notebook so that it automatically resizes an image to full screen display. In other words, even though 3D Sensations may automatically reduce the playback resolution of your presentation to 800x600, this LCD setting, when enabled, will resize the 3D Sensations presentation so that it displays at full screen! To enable this setting, go to the Start / Settings menu and select Control Panel. Double click on the Display icon. Within the Display Properties dialog box, select the “Adjustment” tab and in the “LCD Panel Option” click on the box for “Scale image to resize the screen.” Then click “Okay” and close the Control Panel menu.

Also, if you want to establish the “LCD Panel / Scale image” option as a permanent default setting (again, using a notebook PC that has an ATI RagePro 3D accelerator chip), you can do so by editing the display expansion settings within the BIOS set up menu of your notebook PC. It’s really easy to do this. Here’s how (note: these instructions assume that your notebook PCs use Phoenix BIOS):

1. Reboot your notebook PC.
2. Before the Windows menu displays, press “F2” to access the BIOS set up program.
3. Select “Advanced / Video Features.”
4. Enable the feature called “Compensation.”
5. Save your changes and exit the BIOS setting program.
6. Reboot your notebook PC again, this time allowing Windows and your desktop to display.

CrystalGraphics Technical Support Policies

3D Sensations For Presentations users have unlimited access to Online Technical Support which lists the typical technical support problems that users encounter, along with our best information regarding their solutions. This service is available free of charge.

If you should need additional technical support service, CrystalGraphics provides three technical support purchase options:

Option #1: You can buy technical support on a per incident basis. With the per incident option, you buy telephone-based technical support in 15 minute increments or per individual problem or incident when communicating electronically (i.e. fax and/or e-mail support) .

Option #2: You can buy a block of technical support time (or number of incidences). The minimum block of time you can purchase is two hours (or the equivalent of 8 incidences if communicating via electronic

mechanisms, i.e. fax or e-mail). Technical support purchased in time blocks costs less than technical support purchased on a per incident basis. However, the block of time purchased must be used within a 12 month period.

Option #3: You can buy a 12-month technical support contract. The technical support contract provides you with unlimited telephone-based technical support or electronic incidences, and free software updates if any updates ship while your contract is active.

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