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We encourage you to send in your registration card, not just for support and product updates, but also because we are constantly coming out with new cutting edge titles on which we give our registered customers big discounts. We keep all of our customer names confidential and we never share our registered users list with anyone.

To download the latest version of QuickTime, log on to <http://quicktime.apple.com>.

For our Windows NT users, we have included a 32-bit version of the Player, named Asia32.EXE.

To get optimal performance from your PC using this product read the following body of text and the README that comes with this disc.

Windows 3.1 users will likely experience substantial speed increase in camera switching by upgrading to Windows95 or later.

MOST ASKED TECHNICAL PROBLEMS :

Sound Fix for SoundBlaster 16 bit audio cards

Contact Creative Labs and ask for the SB16UP.EXE updated driver.

You can download the file by calling the Creative Labs BBS (405) 742 - 6660

ATI Video Cards

You will get a General Protection Fault (GPF) error. To fix this, please contact ATI tech support at (905) 882 - 2600 and ask for the proper settings for your video card model to enable play back of the QuickTime for Windows movie file format.

IBM Aptiva and PS1

1. Control - F1 during boot up - This will launch configuration utility.
2. Go to third page.
3. Disable APM Bios.

Note: The APM Bios will conflict with this Digital Playground product if left enabled.

TRIDENT Video Cards

The latest driver versions for the 9400CXi, 9200CXr, 8900C, 8900CL, 8900D, 9000i and 9000C Trident Chipsets all work with this Digital Playground product. The latest software versions are:

UL6.1 for 9400CXi

UC5.1 for 9200CXr, 8900C, 8900CL, and 8900D

UD5.5 for 9000I and 9000C

To receive these upgraded drivers, contact Trident at:

TEL: 415 691 9211

FAX: 415 691 9260

BBS: 415 691 1016

Packard Bell Users:

Problem : distorted and broken video display

Solution : Packard Bell technicians strongly recommend at least 1 meg of video memory in addition to an SVGA monitor for this Digital Playground product to function properly.

Windows 95 also ships with a patch to improve QuickTime performance. However, the patch is not automatically installed so you will need to install it manually.

The necessary files can be found on the Win95 CD-ROM in the directory

\drivers\other\qtwfix.

The improvement seen after installing this patch will depend on your particular system configuration. In some cases it is quite dramatic; in others it is not even noticeable.

When I try to play a movie, Windows generates a GPF. What is the problem?

GPF's and crashes when running QuickTime for Windows, are almost always caused by bugs in your system's video driver. The first thing to do is contact your video card manufacturer to get the very latest video drivers. These change frequently, so you rarely get the correct version when you buy a card, even if you bought it yesterday.

I've tried updating my video driver, but I'm still getting GPF's. What other suggestions do you have?

Some other causes have been identified under Windows 95. If the MediaPlayer is not set up correctly, it can cause problems, including GPF's.

To correct this, do Start/Accessories/Media Player. A message will appear if Media Player is not set up correctly. Choose yes to fix the problem. Some people have reported that having the swap file set too small (under 5 MB) can cause GPF's. To correct this, expand the swap file, although doing so under Win95 is a risky operation.

When I try to play a movie, I get an error message complaining about the version of "qtmovie.vbx" that is on my system. Now what?

This message comes from Visual Basic, which indicates that you are using a movie player like the GO EDRIIVE Movie Viewer. The first thing to check is that you can play a movie using Apple's Movie Player application, which comes with QuickTime for Windows. If the movie plays correctly with Movie Player, then you know QuickTime is working and that the problem lies with the other application. Next, use the Find command to locate all versions of qtmovie.vbx on your system. Determine which is the newest, and place that version into your \windows\system directory. Restart Windows and see if the problem persists. If it does, then remove any copy of qtmovie.vbx from \windows\system, and instead place the version that each application wants in the same directory as the application. This will allow each application to load its own private copy.

After I installed QuickTime for Windows 2.0, when I go to use previously installed software I get an "invalid dynalink" error. How do I fix it?

The "dynalink" error is caused by having mixed versions of QuickTime on your system. The software gets confused, and when trying to transfer control from one module to another--which end up being different versions--it gets a "dynalink" error. (The "dynalink" error message is a standard Windows error message--you just won't find it in any common manuals!) QuickTime 2.0 is upwardly compatible, but you can't have mixed versions without getting these errors. If you continue to get "dynalink" errors after installing the 2.1, you probably deleted some QuickTime files which your CD-ROM needs when you were trying to fix the problem. Reinstall the CD-ROM and the "dynalinks" should go away. In the future, when you install a new CD-ROM which contains QuickTime 2.0 or later, do not let it delete the older versions of QuickTime found in the other directories, or the "dynalinks" will return.

I have the latest version of QTW, and I don't have mixed versions. What other causes of "invalid dynalink" errors are there?

Under Win95, there are conflicts with some versions of the Ziff-Davis Benchmarks. You will need to remove those benchmark programs, or check to see if newer versions have been released which correct the

problem. Under Win95, dynalink errors can occur if the Media Player is not set up correctly. To correct this, do Start/Accessories/Media Player. A message will appear if Media Player is not set up correctly. Choose yes to fix the problem. Also under Win95, dynalink errors can be caused by having an old MCI driver on the system. Yes, the QuickTime installer is supposed to take care of this, but apparently it doesn't always do it right. To correct this problem, go to Start/Settings/Control Panel/Multimedia. Click on the Advanced tab, then on Media Control Devices. Click on the [MCI] QuickTime for Windows, select properties button. Choose Remove or "Do not use this media...". Restart Windows and re-install QuickTime.

Prior to installing this disc, you should confirm that your system meets the following requirements:

1. Minimum Hardware Requirements:

- _ A personal computer with an 486 or faster CPU.
- _ A CPU speed of 25 MHz or higher.
- _ 8 megabytes of conventional and extended memory. (may work on some systems with only 4MB of RAM)
- _ A CD-ROM drive supported by Microsoft Windows (access time less than 350ms, and sustained transfer rate of at least 150K per second)
- _ A hard disk with at least 4 megabytes free for the basic QuickTime for Windows software.
- _ Mouse (or other pointing device) supported by Microsoft Windows.
- _ A ".WAV" compatible sound card supported by Microsoft Windows.
- _ Additional free disk space if you want to keep movies and pictures on your hard disk.

Troubleshooting

Symptom:

Program locks up during game play.

Possible causes:

Screen saver, disable screen saver and restart.

Alternative Desktop (Norton Desktop, etc.), disable and use Program Manager.

Background Process, disable all other programs.

If you have an IBM Aptiva or PS!, you may experience this. To remedy this, refer to the top of this document.

Symptom:

"Parity Error" Message

Possible causes:

Memory problem. Check with your computer owner's manual for proper machine speed/memory wait-state setting.

Symptom:

"General Protection Fault Error..." message box

Possible causes:

Video or Audio driver conflict. Check with the manufacturer for the latest driver.

ATI video card owners will experience this. Call ATI at (905) 882 - 2600 and ask for the proper settings for your card model.

Symptom:

Scrambled Video Display

Possible causes:

Conflict with you Video Display Card. Edit the file QTW.INI in your WINDOWS direstory on your hard drive, change the line:

```
[Video]
```

```
Optimize=Hardware
```

to

```
[Video]
```

```
Optimize=driver
```

Note: if you are a Packard Bell user, refer to the 'Most Asked Technical Questions' portion of this document.

We also recommend some type of CD-ROM caching program such as SMARTDRIVE from DOS 6.2 for better performance during playback. (SMARTDRIVE form DOS 6 and earlier does not support CD-ROM caching).

To view the movie you should have a 386 or better CPU with 8-bit (256 color) or better graphics, a sound card, Microsoft Windows 3.1 and DOS 5.0, and a mouse. Your PC should have at least 4MB of RAM, and a CD-ROM drive.

Systems with only 4MB RAM probably require a permanent swap file of at least 9996K to obtain satisfactory response time. This can be accomplished with Control Panel|386|Virtual Memory. The virtual memory manager may claim that Windows will not use any swap file space beyond what is recommended. This is not always true. As a general rule, you can experiment with swap files from twice to three times the amount of real RAM. If you start to experience obviously extended periods of hard disk access bogging down the system ("thrashing"), the swap file should be made smaller. 32-bit disk access speeds things up a little.

For viewing digital video a 16-bit (32,000) color video adapter is recommended. An 8-bit display also looks good. These QuickTime for Windows movies have been optimized for 8- and 16-bit video. An accelerated graphics card will significantly boost video performance. **QuickTime movies are optimized for 16-bit color so a High Color, 32K, 65K, or 16 million color graphics card is highly recommended.**

A "Dynamic Data Link" error is caused by older version of QuickTime conflicting with the new version. To remedy this problem delete all QuickTime files from your hard drive and reinstall the software.

If you encounter the error "NOT A VALID MOVIE" or you don't see movie playback just a blank screen (caused by weird configurations) try the following.

- Using the file manager run PLAYER.EXE in the Windows directory folder on your main drive.

- With PLAYER.EXE open in the background switch back to your desk-top and try running the program again.

Some high-resolution video cards require updated driver software for operation of QuickTime for Windows. If you experience color display problems or General Protection Fault errors, Please contact your video board manufacturer to see if newer driver software is available.

If the video display is slow, you may not have enough memory. You can also try adjusting the colors to

64K colors rather than truecolor (16.7 million). This results in faster video display and doesn't affect picture quality.

MODIFYING QTW.INI FOR COMPATIBILITY

NOTE: Modification of the QTW.INI file should be done at your own risk. Typically one does not need to make any modifications to this file. For some compatibility issues, modifying the file will make video or audio cards work properly, but with reduced performance. Be sure to make a backup of the QTW.INI file before modifying it.

The most common modification to the QTW.INI is to change the [Video] setting to Optimize = Driver. This may resolve severe compatibility problems with a specific video card but will also reduce the performance of Movie playback.

Once, again modify at your own risk.

[Video] (in order of priority)

Optimize = **Hardware (best video performance)**
 Driver (default more compatible)
 BMP
 RAW
 DIB

VIDEO PROBLEMS:

Some high-resolution video cards require updated driver software for operation of QuickTime for Windows. If you experience color display problems, Please contact your video board manufacturer to see if newer driver software is available.

If the video display is slow, you may not have enough memory. You can also try adjusting the colors to **64K or 32K** colors rather than truecolor (16.7 million). This results in faster video display and doesn't affect picture quality.

TIPS

Be sure Windows is using a display driver that will provide 256 colors (or higher). This product is not designed for 16-color displays (e.g., the standard Windows VGA driver). If your colors look like kindergarten, run Windows Setup to install the display driver provided by your video card manufacturer that supports 256 colors.

Certain high-resolution video cards may require updated driver software for correct operation of QuickTime for Windows. Please contact your video board manufacturer to see if newer driver software is available.

Operation will be a little faster, the video window will be physically largest, and best results are expected, if you use 640x480 resolution rather than anything higher. If you operate Digital Playground's program in 1024x768 resolution, you may find that the "small fonts" driver works better than the "large fonts" driver (or, less frequently, vice versa, depending who wrote the drivers).

If you have problems reading any of your CD-ROMs check the CD-ROM for any scratches or finger prints. Use a soft cloth to wipe from the center to the edge. CD-ROMs are more vulnerable to damage than audio CDs, so always place them in the jewel box or CD caddies whenever possible.

Video play is improved by caching from the CD-ROM drive. The **DOS 6.2** version of Smart Drive

includes a CD cache which works well. To use it, start smartdrv.exe from your autoexec.bat *and* include the following line in your config.sys file:

```
device=c:\dos\smartdrv.exe /double_buffer
```

Consult your DOS manual for more information.

The program uses a lot of Windows memory and resources. As it is with almost any Windows application, not all of these are completely restorable to the system during and following execution. Performance is best when this ZIG product is the first and only program running after starting Windows.

Color conflicts can be caused by your wallpaper. If the program loads up in the wrong colors, simply quit, set the wallpaper to [none] in Windows|Control-Panel|Desktop and run again.

HARDWARE NOTES

ATI's "Crystal Fonts" mode is not supported. Change the Video driver to a lower resolution.

Should you have a problem with a Sony CD-ROM drive (such as the CDU-31A which ships with many Gateway multimedia systems) which uses the SLCD.SYS driver, you should get an update from them if you have any version prior to 1.71A. Our photo discs (non-video products) work fine with the old drivers.

If memory managers such as QEMM or 386 MAX are used and the program does not work, sometimes the creation of a system boot disk which loads only the necessary devices, all loaded low, will fix the problem.

If you have a **Packard Bell** System with a Headland Technology Video Card, your system's video may look displaced or elongated. This is because the Headland Technology drivers are incompatible with QuickTime. One of two things can be done:

- 1) Call Microsoft and get the Microsoft 640X480 256 color driver and hope you have the 1MB video card on your system. If you have the 512k card then this option will not help you.
- 2) Get a new video card. The Headland Technology card, while compatible with some video, is not compatible with all. Cards proven compatible such as the Trident, Diamond or Cirrus video cards are rather affordable, and provide compatible drivers on included diskettes.

Video Cards

The video program requires video software drivers and hardware that fully support Windows 3.1 standards. The lists below show video systems that have been tested and found to be compatible with this program. Installing the latest available video ROM and software is generally recommended. Contact the video card manufacturer for information.

| <u>Video card</u> | Bus | DRIVER | | Notes |
|-----------------------------|-----|-------------|--------------|-------------|
| | | <u>Type</u> | <u>Date</u> | |
| ATI Graphics Wonder | VLB | 3/19/93 | 2.3 | |
| ATI Graphics Xpression | VLB | 6/13/94 | 1.1 | Note 1 |
| Compaq QVision 1024/I | ISA | 1/18/94 | 7.40 | |
| Diamond Viper | PCI | 9/27/93 | 3.01 | Recommended |
| Diamond Viper | VLB | 9/17/93 | 2.01 | |
| Genoa Windows VGA 24 | VLB | 8/8/93 | 1.7 | |
| Headland Video 7 RAM II VGA | ISA | 5/15/92 | 3.10 | |
| Hercules Graphite Pro | VLB | 12/29/93 | 2.21 | Note 2 |
| IBM XGA-2 | MCA | 11/12/93 | 2.11 | Note 3 |
| Number Nine 9GXE64 | PCI | 6/22/94 | 1.19.04 | Recommended |
| Orchid Fahrenheit 1280 | ISA | 8/10/92 | 3.0 | |
| RasterOps PaintBoard PC | ISA | 3/25/93 | 3.10 | Note 2 |
| Spider Black Widow | VLB | 1/20/94 | | Recommended |
| Trident 8900C | ISA | 9/23/92 | 3.10 | |
| Trident 9000C | ISA | 7/8/93 | VC4.5(WC1.6) | Note 2 |

Note 1: Set DeviceBitmaps=OFF in the Windows SYSTEM.INI file [MACH] section after card software installation if using this driver version.

Note 2: Use in 256 color mode only.

Note 3: This card does not draw extremely wide arcs properly.

| <u>Video card</u> | Bus | DRIVER | | | Notes |
|-------------------------------|-----|-------------|-------------|------------|-------------|
| | | <u>Type</u> | <u>Date</u> | <u>Rev</u> | |
| Actix ProStar VL | VLB | 8/18/93 | 1.42 | | Note 1 |
| ATI Graphics Ultra | ISA | 3/19/93 | | 2.3 | |
| ATI Graphics Ultra Plus | ISA | 4/25/94 | | 2.3 | |
| ATI Graphics Ultra Pro | VLB | 4/25/94 | | 2.3 | |
| ATI Graphics Ultra Pro | ISA | 4/25/94 | | 2.3 | |
| Blackship Color DesignerA3 | VLB | 7/8/93 | | 1.32 | |
| Diamond Speed Star Pro | ISA | 2/17/94 | 1.08 | | |
| Diamond Speed Star VGA | ISA | 4/14/92 | | | |
| Diamond Stealth 24 | VLB | 6/3/94 | | 3.00 | |
| Diamond Stealth Pro | VLB | 10/6/93 | | | |
| ELSA Winner2000 Pro | PCI | 6/23/94 | | 1.22 | |
| Hercules Dynamite Pro | ISA | 12/1/93 | | 2.10 | Note 2 |
| Hercules Dynamite Pro | VLB | 12/1/93 | | 3.00 | |
| Hercules Graphite Power | ISA | 4/6/94 | 2.10 | | |
| IBM XGA Display | MCA | 11/12/93 | 2.11 | | Note 3 |
| Matrox MGA Power Graphics | PCI | 3/28/93 | | 1.42 | |
| Media Vision ProGraphics 1280 | VLB | 9/15/93 | | 1.01 | |
| Media Vision ProGraphics 1024 | VLB | 4/15/94 | | 1.5 | |
| Mitac MVA-CL5428-1MB | VLB | 3/15/94 | V1.43 | | |
| Number Nine 9GXE Level 10 | ISA | 2/9/94 | | V3.11 | Note 4 |
| Number Nine 9GXE Level 11 | VLB | 2/9/94 | | 3.10.061 | Notes 4, 5 |
| Number Nine 9GXE Level 14 | VLB | 4/7/94 | | 3.15 | Note 4 |
| Number Nine 9GXE64 | VLB | 6/22/94 | | 1.19.04 | Recommended |
| Orchid Celsius | VLB | 10/1/93 | | 1.32 | Recommended |
| Orchid Fahrenheit 1280 Plus | VLB | 3/1/94 | | rel 7 | Note 6 |
| Orchid Fahrenheit VA | VLB | 4/29/93 | | 5.01 | |
| Orchid Kelvin 64 | PCI | 3/14/94 | 1.1 | | |
| Orchid Kelvin 64 | VLB | 2/23/94 | 1.21 | | |
| Orchid ProDesigner IIS | ISA | 3/1/92 | | 2.0 | |
| Paradise WD90c33 | VLB | 6/28/93 | | 1.2 | |
| Standard 1Mb-24X | ISA | 3/19/93 | | 1.30 | |
| STB Horizon VL Pro | VLB | 6/29/93 | | 1.3 | |
| STB Lightspeed | PCI | 12/1/93 | | 1.1 | |
| STB Pegasus | VLB | 11/29/93 | 1.3 | | |
| TrueVision Bravado 8 | ISA | 1/15/92 | | | |

Note 1: Driver version 1.53 sometimes hangs when playing certain Director transitions. Driver version 1.42 is recommended.

Note 2: Does not always properly display QuickTime digital video in 16 bit (thousands) and 24 bit (millions) color modes

Note 3: Does not draw extremely wide arcs properly.

Note 4: There is sometimes sound break-up or distortion during complex transitions using most sound cards.

Note 5: The cursor sometimes disappears when using a large virtual desktop.

Note 6: Video snow appears during some palette transitions

Sound Cards

| <u>Sound Card</u> | <u>Notes and comments</u> |
|--------------------------------------|-----------------------------|
| Compaq Business Audio | |
| Creative Labs SoundBlaster | |
| Creative Labs SoundBlaster Pro | |
| Creative Labs SoundBlaster 16 | |
| Creative Labs SoundBlaster AWE32 | |
| Gateway 2000 | |
| IBM M-Audio | Driver version 1.3 - Note 1 |
| MediaVision ProAudio Spectrum | |
| MediaVision ProAudio Spectrum 16 | |
| MediaVision ProAudio Spectrum 16 Pro | |
| MicroSoft SoundSystem Version 1 | |
| MicroSoft SoundSystem Version 2 | |
| Orchid SoundWave 32 | |
| Reveal Forte 16 | |
| Roland Rap-10 | |

Note 1: IBM computers that have the M-Audio sound card should use driver version 1.3 or higher for best results. Older versions of this driver don't play some sounds in Director or AVI movies. The version 1.3 driver does not pass the 16-bit sounds test for Director. Testing revealed that 8 bit sounds are corrupted when played after a 16-bit sound. At the time these release notes were written, version 1.3 (dated 1/10/94) was the most recent driver available from IBM.

PC AUDIO CARD COMPATIBILITY

The following chart summarizes the audio hardware products that were tested with QuickTime for Windows 1.1.1. Most compatibility issues are based on driver versions. With some boards, more than 1 driver was tested. In most cases, the latest available driver was tested. THE DRIVER TESTED MAY NOT BE THE SAME VERSION AS THAT WHICH CAME WITH THE AUDIO CARD. Contact the vendor for the latest driver version. Known bugs are included.

| Adapter | Driver | Depth | Resolution | Optimized? |
|--|-------------|-------|------------|------------|
| ----- | | | | |
| - | | | | |
| Standard VGA | Windows VGA | 4 | 640x350 | No |
| Standard EGA | Windows EGA | 4 | 640x480 | No |
| IBM 8514 | Windows | 8 | 1024x768 | No |
| IBM XGA | 07/27/92 | 4 | 640x480 | No |
| IBM XGA | 07/27/92 | 16 | 1024x768 | No |
| Only XGA20 supports 16-bit color. Do NOT use the drivers supplied with Windows 3.1. Instead, use the drivers supplied by IBM | | | | |
| ATI VGA XL | 04/09/92 | 4 | 800x600 | Yes |
| ATI VGA XL | 04/10/92 | 8 | 1024x768 | Yes |

| | | | | | |
|------------------------|----------|----|----------|-----|-----|
| ATI VGA XL | 04/20/92 | 16 | 800x600 | Yes | |
| ATI ULTRA | 04/22/92 | 8 | 1024x768 | No | |
| ATI ULTRA | OEM | 16 | 640x480 | | No |
| ATI Mach 32 | 01/05/93 | 8 | 640x480 | Yes | |
| ATI Mach 32 | 01/05/93 | 16 | 1024x768 | | Yes |
| Orchid IIs | 03/01/92 | 8 | 800x600 | Yes | |
| Orchid IIs | 03/01/92 | 16 | 800x600 | Yes | |
| Video 7 VRAM2 ERGO | 03/10/92 | 8 | 800x600 | Yes | |
| Orchid Fahrenheit VA | 02/19/93 | 8 | 640x480 | Yes | |
| Orchid Fahrenheit 1280 | 08/10/92 | 8 | 640x480 | Yes | |
| Orchid Fahrenheit 1280 | 08/10/92 | 16 | 800x600 | Yes | |
| Diamond Stealth | 09/25/92 | 8 | 640x480 | Yes | |
| Diamond Stealth | 09/25/92 | 16 | 640x480 | Yes | |
| Diamond SpeedStar 24x | 04/28/92 | 8 | 1024x768 | Yes | |
| Diamond SpeedStar 24x | 04/28/92 | 16 | 800x600 | Yes | |
| Diamond SpeedStar 24x | 04/28/92 | 24 | 640x480 | Yes | |

Supported Audio

| Adapter | Driver | date |
|---|--------------|--------------|
| Creative Labs SoundBlaster Pro | SBPSND.DRV | 05/15/92 |
| This driver has a know bug that effects all Windows applications that use sound where at times a portion of the sound will be repeated several times. | | |
| Creative Labs SoundBlaster Pro | SBPSND.DRV | 02/05/92 |
| This driver some times 'sticks' on a sound. | | |
| Creative Labs SoundBlaster Pro 16 | SB16SND.DRV | 04/14/93 |
| Creative Labs ThunderBoard | SNDBLST2.DRV | 03/10/92 |
| Creative Labs ThunderBoard | SNDBLST2.DRV | 05/13/92 |
| Media Vision ProAudio Spectrum | MVPROAUD.DRV | 02/03/93 1.3 |
| Media Vision ProAudio Spectrum Plus | MVPROAUD.DRV | 02/03/93 1.3 |
| Make the following modifications to the QTW.INI file. [Sound] RequestedRate=22095 ActualRate=22536 | | |
| Media Vision ProAudio Spectrum 16 | MVPROAUD.DRV | 02/03/92 |
| Media Vision Audio Port | MVAPORT.DRV | 04/14/92 |
| Does not support sound sampled at above 11khz. Make the following modifications to the QTW.INI file. [Sound] RequestedRate=11025 ActualRate=11025 | | |
| Microsoft Sound System | SNDSYS.DRV | 09/21/92 1.0 |
| Cardinal Technologies Sound Studio | TAPIGSS1.DRV | 12/28/92 |
| Orchid Sound Producer Pro. | PRODUCER.DRV | 01/13/93 |
| Orchid Sound Producer Pro. | PRODUCER.DRV | 10/01/92 |
| Turtle Beach MultiSound | MULTISND.DRV | 08/27/92 1.1 |
| ATI Stereo F/X | SFX.DRV | 05/04/92 |

Compatible Video

| Adapter | Driver | Depth | Resolution | Optimized? |
|---------|--------|-------|------------|------------|
|---------|--------|-------|------------|------------|

| | | | | | | |
|----------------------------------|---------------|------|-----------|-----------|---------|-----|
| ----- | | | | | | |
| --- | | | | | | |
| Actix Graphics Engine Ultra Plus | 03/25/93 | | 16 | 1024x768 | No | |
| Actix Graphics Engine Ultra Plus | 03/25/93 | | 8 | 1024x768 | No | |
| Actix Graphics Engine Ultra Plus | 03/25/93 | | 16 | 800x600 | No | |
| Actix Graphics Engine Ultra Plus | 03/25/93 | | 8 | 800x600 | No | |
| Actix Graphics Engine Ultra Plus | 03/26/93 | | 24 | 640x480 | No | |
| Actix Graphics Engine Ultra Plus | 03/25/93 | | 16 | 640x480 | No | |
| Actix Graphics Engine Ultra Plus | 03/25/93 | | 8 | 640x480 | No | |
| ATI VGA XL | 08/14/92 | 1.42 | | 16 | 640x480 | No |
| ATI VGA XL | 04/20/92 | | 8 | 800x600 | Yes | |
| ATI VGA XL | 04/10/92 | | 16 | 640x480 | Yes | |
| ATI VGA XL | 04/20/92 | | 8 | 640x480 | Yes | |
| ATI VGA XL | 06/25/92 | | 8 | 1024x768 | Yes | |
| ATI VGA XL | 06/25/92 | 8 | 800x600 | Yes | | |
| ATI VGA XL | 07/28/92 | | 16 | 640x480 | Yes | |
| ATI VGA XL | 06/25/92 | | 8 | 640x480 | Yes | |
| ATI VGAWONDER XL24 | 06/25/92 | | 8 | 1024x768 | Yes | |
| ATI VGAWONDER XL24 | 07/28/92 | | 16 | 800x600 | Yes | |
| ATI VGAWONDER XL24 | 06/25/92 | | 8 | 800x600 | Yes | |
| ATI VGAWONDER XL24 | 07/28/92 | | 16 | 640x480 | Yes | |
| ATI VGAWONDER XL24 | 06/25/92 | | 8 | 640x480 | Yes | |
| ATI Graphics Ultra | 08/14/92 | | 4 | 800x600 | No | |
| ATI Graphics Ultra | 08/14/92 | | 4 | 640x480 | No | |
| ATI Graphics Ultra | 06/25/92 | | 8 | 640x480 | No | |
| ATI Graphics Ultra Pro | 03/10/92 | 8 | 8514/a | | No | |
| ATI Graphics Ultra Pro | 03/13/93 | 8 | 1280x1024 | | Yes | |
| ATI Graphics Ultra Pro | 03/13/93 | 16 | 1024x768 | | Yes | |
| ATI Graphics Ultra Pro | 03/13/93 | 8 | 1024x768 | | Yes | |
| ATI Graphics Ultra Pro | 03/13/93 | 24 | 800x600 | | No | |
| ATI Graphics Ultra Pro | 03/13/93 | 16 | 800x600 | | No | |
| ATI Graphics Ultra Pro | 03/13/93 | 8 | 800x600 | | Yes | |
| ATI Graphics Ultra Pro | 03/13/93 | 16 | 640x480 | | No | |
| ATI Graphics Ultra Pro | 03/19/93 | 24 | 640x480 | | No | |
| ATI Graphics Ultra Pro | 03/19/93 | 16 | 640x480 | | No | |
| ATI Graphics Ultra Pro | 03/19/93 | 8 | 640x480 | | Yes | |
| ATI Graphics/Pro | 11/27/92 | 8 | 1024x768 | | No | |
| ATI Graphics/Pro | 11/27/92 | 16 | 640x480 | | No | |
| Dell 466/M S3 | 09/04/92(1.2) | | 4 | 1280x1024 | | Yes |
| Dell 466/M S3 | 09/04/92(1.2) | | 8 | 1024x768 | | Yes |
| Dell 466/M S3 | 09/04/92(1.2) | | 8 | 800x600 | | Yes |
| Dell 466/M S3 | 09/04/92(1.2) | | 4 | 800x600 | | Yes |
| Dell 466/M S3 | 09/04/92(1.2) | | 15 | 640x480 | | Yes |
| Dell 466/M S3 | 09/04/92(1.2) | | 8 | 640x480 | | Yes |
| Diamond Stealth Pro | 12/07/92 | | 8 | 1280x968 | | No |

| | | | | |
|--|-----------------|----|-------------|-----|
| Diamond Stealth Pro | 12/07/92 | 8 | 1280x1024 | No |
| Diamond Stealth Pro | 12/16/92 | 16 | 1024x768 | No |
| Diamond Stealth Pro | 01/06/93 | 8 | 1024x768 | No |
| Diamond Stealth Pro | 12/18/92 | 16 | 800x600 | No |
| Diamond Stealth Pro | 01/06/93 | 8 | 800x600 | No |
| Diamond Stealth Pro | 02/23/93 | 24 | 640x480 | No |
| Diamond Stealth Pro | 01/06/93 | 16 | 640x480 | No |
| Diamond Stealth Pro | 01/06/93 | 8 | 640x480 | No |
| | | | | |
| Diamond SpeedStar 24 | 04/14/92 | 8 | 1024x768 | Yes |
| Diamond SpeedStar 24 | 04/14/92 | 15 | 800x600 | No |
| Diamond SpeedStar 24 | 04/14/92 | 8 | 800x600 | Yes |
| Diamond SpeedStar 24 | 04/14/92 | 15 | 640x480 | No |
| Diamond SpeedStar 24 | 04/14/92 | 8 | 640x480 | Yes |
| | | | | |
| Diamond Viper VLB | 04/27/93 | 8 | 1152x900 | Yes |
| Diamond Viper VLB | 04/27/93 | 16 | 1024x768 | Yes |
| Diamond Viper VLB | 04/27/93 | 8 | 1024x768 | Yes |
| Diamond Viper VLB | 04/27/93 | 24 | 800x600 | No |
| Diamond Viper VLB | 04/27/93 | 16 | 800x600 | Yes |
| Diamond Viper VLB | 04/27/93 | 8 | 800x600 | Yes |
| Diamond Viper VLB | 04/27/93 | 24 | 640x480 | No |
| Diamond Viper VLB | 04/27/93 | 16 | 640x480 | Yes |
| Diamond Viper VLB | 04/27/93 | 8 | 640x480 | Yes |
| Support for the P9000 was added in QTW 1.1.1. | | | | |
| | | | | |
| Genoa Windows VGA 8500 | 02/16/93 | 8 | 1024x768 | Yes |
| Genoa Windows VGA 8500 | 10/23/92(turbo) | 16 | 800x600 | Yes |
| Genoa Windows VGA 8500 | 08/24/92 | | 16 800x600 | Yes |
| Genoa Windows VGA 8500 | 10/28/92 | | 8 800x600 | Yes |
| Genoa Windows VGA 8500 | 12/01/92(turbo) | 24 | 640x480 | No |
| Genoa Windows VGA 8500 | 10/14/92 | | 24 640x480 | No |
| Genoa Windows VGA 8500 | 11/11/92(turbo) | 16 | 640x480 | Yes |
| Genoa Windows VGA 8500 | 08/24/92 | | 16 640x480 | Yes |
| Genoa Windows VGA 8500 | 10/28/92 | | 8 640x480 | Yes |
| Support for thge Cirus Logic CL-GD5426 GUI was added in QTW 1.1.1. | | | | |
| | | | | |
| IBM XGA2 | 07/27/92 | 8 | 640x480 | No |
| IBM XGA2 | 07/27/92 | 16 | 640x480 | No |
| IBM XGA2 | 07/27/92 | 8 | 800x600 | No |
| IBM XGA2 | 07/27/92 | 16 | 800x600 | No |
| QTW supports IBM XGA2 starting with version 1.1. | | | | |
| | | | | |
| Orchid Fahrenheit VA | 02/19/93 10:00 | | 16 1024x768 | Yes |
| Orchid Fahrenheit VA | 02/19/93 10:00 | | 24 640x480 | Yes |
| | | | | |
| Orchird VLB (Local Bus) | 02/19/93 | 16 | 800x600 | Yes |
| Orchird VLB (Local Bus) | 02/19/93 | 15 | 800x600 | Yes |
| Orchird VLB (Local Bus) | 02/19/93 | 8 | 800x600 | Yes |
| Orchird VLB (Local Bus) | 02/19/93 | 24 | 640x480 | No |
| Movies shifted to the left, a few pixels in 24 bit mode . Rebooting fixes the problem. | | | | |
| Orchird VLB (Local Bus) | 02/19/93 | 16 | 640x480 | Yes |
| Orchird VLB (Local Bus) | 02/19/93 | 15 | 640x480 | Yes |
| Orchird VLB (Local Bus) | 02/19/93 | 8 | 640x480 | Yes |
| | | | | |
| Orchid Fahrenheit 1280 | 08/10/92 10:00 | | 15 800x600 | No |

| | | | | |
|-------------------------------|----------------|----|------------|-----|
| Orchid Fahrenheit 1280 | 08/10/92 10:00 | 8 | 800x600 | Yes |
| Orchid Fahrenheit 1280 | 08/10/92 10:00 | 16 | 640x480 | No |
| Orchid Fahrenheit 1280 | 08/10/92 10:00 | 15 | 640x480 | No |
| Orchid Pro designer IIs/D 1.1 | 04/7/92 | 15 | 800x600 | No |
| Orchid Pro designer IIs/D 1.1 | 04/7/92 | 8 | 800x600 | Yes |
| Orchid Pro designer IIs/D 1.1 | 04/7/92 | 8 | 640x480 | Yes |
| Orchid Pro II | 03/01/92 | 8 | 1024x768 | Yes |
| Orchid Pro II | 03/01/92 | 15 | 800x600 | No |
| Orchid Pro II | 03/01/92 | 8 | 800x600 | Yes |
| Orchid Pro II | 03/01/92 | 15 | 640x480 | No |
| Orchid Pro II | 03/01/92 | 8 | 1024x768 | Yes |
| Sigma Legend GX | 04/01/92(1.13) | 8 | 1024/768 | No |
| Sigma Legend GX | 04/01/92(1.13) | 8 | 800x600 | No |
| Sigma Legend GX | 03/31/92(1.13) | 8 | 640x480 | No |
| Sigma Legend GX | 04/01/92(1.13) | 8 | 640x480 | No |
| Sigma Legend 24X | 11/13/92 | 8 | 1024x768 | No |
| Sigma Legend 24X | 11/13/92 | 16 | 800x600 | No |
| Sigma Legend 24X | 11/13/92 | 8 | 800x600 | No |
| Sigma Legend 24X | 11/14/92 | 24 | 640x480 | No |
| Sigma Legend 24X | 11/13/92 | 16 | 640x480 | No |
| Sigma Legend 24X | 11/13/92 | 8 | 640x480 | No |
| Matrox 1024 | 08/21/92 2.07 | 24 | 1024 x 768 | No |
| MiroCrystal 8S | 04/13/93 | 8 | 1024x768 | No |
| MiroCrystal 8S | 04/13/93 | 16 | 800x600 | No |
| MiroCrystal 8S | 04/13/93 | 8 | 800x600 | Yes |
| MiroCrystal 8S | 04/15/93 | 16 | 640x480 | No |
| MiroCrystal 8S | 04/13/93 | 8 | 640x480 | Yes |

Compatible Audio

| Adapter | Driver | date |
|--|--------------|----------------|
| Creative Labs ThunderBoard | SNDBLST2.DRV | 03/10/92 |
| Creative Labs ThunderBoard | SNDBLST2.DRV | 05/13/92 |
| Creative Labs Sound Blaster 2.0 Sound 'Sticks' with this driver. | | 02/16/93 |
| Digisppeech PortAble Sound Plus | PRTSND.DRV | 04/14/93 |
| IBM M/Audio | ACPA.DRV | 10/29/92 11:38 |
| Adjusting the volume from the Movie Controller may cause the volume to be muted. To restore the volume, stop and restart the movie. Sound may skip when resizing window. Sound is played at 44khz by doubling the samples. | | |
| IBM M/Audio | ACPA.DRV | 8/28/92 |

Limited volume control from keyboard.

MediaVision Thunder and Lightning TLWAVE.DRV
Make the following modifications to the QTW.INI file.

08/25/92

[Sound]

RequestedRate=22222

In-Compatible Video

ATI VGAWONDER XL24 07/29/92 24 640x480 Yes
In the 24 bit mode (16 Million Colors) Reds and Blues seem to be reversed .

ATG CatsEye/X
Field reports of systems hanging when movies are played with is board.

Compaq Q-Vision
We have field reports that QTW does not work with is card.

Diamond SpeedStar 24 * 04/14/92 24 640x480 Yes
Movies render as a thin line at the top of the screen in 24 bit mode. All other functions are normal.

MediaVision
We have a field report that QTW does not work with the original MediaVision video display adapter. The report indicates that the movies sound is played but the movie can not be seen. Problem persists when Optimize is set to driver

OmiCorp Texan
We have field reports of sound but no movie (video) with this card.

PackardBell
We have several field reports dealing with a PackardBell. Reports of a "shutters" type effect on local bus systems have been noted. The shutters effect is where a few lines of movie can be seen, then a few lines of background, then a few lines of movie, and so on. The reports also state that the image is also shifted down and to the right about 10 pels.

Further reports tell of a lack of Movie image when running on Local Bus Packard Bell Machines.

| | | | | |
|-----------------|----------|----|----------|----|
| Sigma WindStorm | 08/21/92 | 8 | 1024x768 | No |
| Sigma WindStorm | 08/21/92 | 16 | 800x600 | No |
| Sigma WindStorm | 08/21/92 | 8 | 800x600 | No |
| Sigma WindStorm | 08/21/92 | 24 | 640x480 | No |
| Sigma WindStorm | 08/21/92 | 16 | 640x480 | No |
| Sigma WindStorm | 08/21/92 | 8 | 640x480 | No |

QTW has very poor performance with is adapter.

Video 7 SPEA 7 OEM
We have field reports that the Optimize = Driver must added to the QTW.INI before the movie will appear in the movie window frame. Audio and all other actions seems to be OK with out the change

In-Compatible Audio

Media Vision Thunder and Lighting *
QTW has very poor through-put with this card.

Media Vision CDPC *
QTW does not work well with is system with movies over 10 seconds in length.

Media Vision CDPC II
QTW does not work well with is system with movies over 10 seconds in length.

Sigma Design WinStorm 8/21/92
Very poor QTW performance when running audio and video together.

Tandy 'Gold Card'
Only one unconfirmed report on this line of cards. A developer states that he has a Tandy "Gold Card" and QTW crashed when ever he trys to play a movie. Removing the card seems to fix the problem.

MODIFYING QTW.INI FOR COMPATIBILITY

NOTE: Modification of the QTW.INI file should be done at your own risk. Typically one does not need to make any modifications to this file. For some compatibility issues, modifying the file will make video or audio cards work properly, but with reduced performance. Be sure to make a backup of the QTW.INI file before modifying it.

The most common modification to the QTW.INI is to change the [Video] setting to Optimize = Driver. This may resolve severe compatibility problems with a specific video card but will also reduce the performance of Movie playback.

Once, again modify at your own risk.

[Video] (in order of priority)
Optimize = Hardware (default)
 Driver
 BMP
 RAW
 DIB

[Video Optimize]
This is not used

[Override] // group
DREF = no or yes {NO forces QTW to use the file as self referencing, useful for QT 1.0 files}

[Data Handler]
CDROM Xfer Rate* = [integer] ranges from 100 to 600, where number is in K, default is 328.
CDROM Seek TIme* [integer from 0 to X] where x is 100 to 350 in ms for average seek, default is 200.
CDROM Block Size = [integer, expressed in K] default is 8, range is 1 to 64.

Max Open Files =[integer] default is 64.
Max Consumers = [integer] usually same as Max Open Files. You can have multiple consumers per file.
Max Cache Size = [integer] expressed in K, default is 128, ranges from 64 to 512.

Disk Xfer Rate = [integer] same as CDROM Xfer Rate, default is 300.
Disk Seek Time [integer] expressed in milliseconds per average seek, default is 35.
Disk Block Size = [integer, expressed in K] default is 16, range is 1 to 64.

Network Xfer Rate = [integer] same as CDROM Xfer Rate, default is 250
Network Seek Time [integer] expressed in milliseconds per average seek, default is 40.
Network Block Size = [integer, expressed in K] default is 16, range is 1 to 64.

Floppy Xfer Rate = [integer] same as CDROM Xfer Rate, default is 18.
Floppy Seek Time [integer] expressed in milliseconds per average seek, default is 100.
Floppy Block Size = [integer, expressed in K] default is 2, range is 1 to 64.

[Sound]

Requested Rate = [integer] ranging from 5000 to 44000 (has to be exact rate for MPC cards)
Actual Rate = same possible rates as requested

* Set dynamically by QuickTime for Windows, based on what it senses as the CD-ROM speed.

Hardware Optimization:

An accelerated graphics card will significantly boost video performance. QuickTime movies are optimized for 16-bit color so a High Color, 32K, 65K, or 16 million color graphics card is highly recommended.

Make sure your CD-ROM drive is configured properly. If your CD-ROM controller/host adapter is capable of DMA transfer, always use the DMA option. Sample "CONFIG.SYS" for Mitsumi CD-ROM drive:

```
device = mtmcd.sys /d:mscd001 /m:32 /i:10 /t:5
```

Software configuration:

"SETUP.EXE" should have changed your "AUTOEXEC.BAT" to show a path declaration to include the new QuickTime driver software. (Sample)

```
SET PATH=C:\DOS;C:\WINDOWS;[path]\qtw\bin
```

To optimize playback on your machine, read the QTW.INI file inside your \WINDOWS directory for more instructions.

For optimal performance, use Microsoft CD-ROM driver 2.0 or higher. Edit your "AUTOEXEC.BAT" file to allocate at least 30K drive buffer. Example :

```
MSCDEX /d:mscd001 /m:30
```

If you use Windows For Workgroup, the installation process will append a "/s" switch to MSCDEX.EXE. This will cause problem with the viewer program. Please remove the switch with a text editor and restart the computer.

For more detailed instructions on CD-ROM driver software, please consult your CD-ROM owner's manuals.

Make sure you are using the most recent versions of HIMEM.SYS, EMM386.EXE, and SMARTDRV.EXE. The copies that came with DOS 6.0 are the most recent, and Windows 3.1 files are better than DOS 5.0 files. Your config.sys should

have something like the following:

```
DOS=HIGH,UMB  
DEVICE=C:\WINDOWS\HIMEM.SYS  
DEVICE=C:\WINDOWS\EMM386.EXE RAM NOEMS
```

Your autoexec.bat should have something like:

```
C:\WINDOWS\SMARTDRV.EXE 1024 1024      (if you have 8 MB or more memory)  
C:\WINDOWS\SMARTDRV.EXE 1024 512(if you have less memory)
```

MEMORY PROBLEMS:

QuickTime for Windows and Windows 3.1 is very memory hungry. The best way to speed-up video quality and display is to have at least 8 MB RAM. If you have less, make sure you do not have EMM386 allocating any expanded memory. Also, you should have SMARTDRV using as little memory as possible (512K cache). The biggest performance improvement other than upgrading to a 486 is to have more memory.

You can also use the 386 enhanced Virtual Memory settings to create a permanent swap file. This seems to improve performance slightly, but more RAM is better.

VIDEO PROBLEMS:

Some high-resolution video cards require updated driver software for operation of QuickTime for Windows. If you experience color display problems, Please contact your video board manufacturer to see if newer driver software is available.

If the video display is slow, you may not have enough memory. You can also try adjusting the colors to 64K colors rather than truecolor (16.7 million). This results in faster video display and doesn't affect picture quality.

ADDITIONAL INFORMATION

As with any product, you may need to tweak your system to get optimal performance. The most important considerations are improper configuration of EMM386 giving too much Expanded memory (Windows doesn't need any, but DOS apps do), and simply not enough memory. If you are running Windows with 4 MB RAM, you will see a REAL performance boost by upgrading.

EVEN MORE ADDITIONAL INFORMATION

If you don't see movie playback just a blank screen (caused by weird configurations) try the following.

- Run PLAYER.EXE in the Digital Playground Program Group.
- With PLAYER.EXE open in the background switch back to your desk-top and try running the program again.

If you have more questions regarding this product, you may contact us at:

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