READ ME for *Eyewitness Encyclopedia of Space and the Universe*, version 1.0

Introduction

About DK Multimedia

DK Multimedia titles are available wherever CD-ROMs are sold. New titles will be available on a regular basis. For more information, contact us at DK Multimedia, 9 Henrietta Street, London, WC2E 8PS.

You may also visit us on the World Wide Web at:

http://www.dk.com

About this Read Me file

The information in this file is designed to address most of the problems you may encounter when using any multimedia title. If you are having problems with *Eyewitness Encyclopedia of Space and the Universe (Eyewitness Space)*, please take a look at the items listed in the table of contents to see if your particular problem is addressed. If you are still having problems, please call our technical support number with details of the problem, including any error messages that were produced and the full specification of your computer.

The numbers in London, United Kingdom are:

Telephone: 0171 753 3488
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To move around this file, press Page Up and Page Down, or click

in the vertical scroll bar. You can print this file by selecting the Print command from the File menu.

More help on making the best use of all the features within *Eyewitness Space* is available once you have started the product. Click on the Help icon (query icon) on the left-hand pillar of the Console. Click on Having Problems to access more information (you will also find a reminder of some of the main points in this document).

Table of contents

This file contains information on the following topics:

1. Setup and Uninstall notes

1.1 Minimum system requirements

In order to run *Eyewitness Space,* you will require a multimedia computer with the following minimum requirements:

A multimedia PC, with 486DX/33 MHz or higher microprocessor, 4 Mb RAM (8 Mb recommended), MPC-compatible double-speed CD-ROM drive and sound card, mouse, SVGA 256-color display, loudspeakers or headphones, and Microsoft® Windows® version 3.1 or later.

1.2 If Setup fails with an error message

If the Setup program fails with an error message you should ensure that no other programs are running while you try to install *Eyewitness Space*. You can check this by pressing CTRL + ESC in Windows 3.1/3.11 or by pressing ALT + TAB in Windows 95.

If Setup fails with an error message indicating a "*General Protection Fault*" or "*Cannot change properties of*" then you should check whether Norton AntiVirus software, or any other virus-checking software, is installed on your machine. It is recognized that the presence of Norton AntiVirus and certain other virus-checking software causes problems with the *Eyewitness Space* Setup program. To overcome problems with Norton AntiVirus, type the letters REM (followed by a space) at the beginning of any lines that have the text NAV in them in the AUTOEXEC.BAT and the CONFIG.SYS files. Also, type a semicolon ";" at the beginning of the

line containing the LOAD = entry in the WIN.INI file. (The letters REM at the beginning of a line in the AUTOEXEC.BAT and CONFIG.SYS files and the semicolon at the beginning of a line in the WIN.INI file cause the line to be ignored.) You can edit these files by choosing File then Run from the Program Manager in Windows 3.1/3.11 or by choosing Run from the Start menu in Windows 95. Once you have selected Run you should type SYSEDIT in the text box and press return. You can choose the file you wish to edit from the Window drop-down menu. Once you have edited the files and saved your changes you should exit Windows® and restart your computer, then try to run Setup again. Similar steps can be taken to overcome problems with other virus-checking software.

Put these changes back once the Setup program is complete and *Eyewitness Space* is successfully installed on your computer.

If Setup fails, and you are a Windows 3.1 user who has tried all of the above, then try the following as a last resort:

Exit Windows, and, at the DOS prompt, type the following (where D represents the letter of your CD-ROM drive).

D: [Return]
\SUPPORT\DOSSETUP\DOSSETUP [Return]

Then follow the instructions that appear on your screen. If Setup still fails, then you should telephone the technical support helpline, using the number shown at the beginning of this file.

1.3 Setup for Windows® 95 users

If you are running Windows® 95, *Eyewitness Space* can take advantage of Autorun, which should automatically start the installation procedure when you insert the disc into your CD-ROM drive. *Eyewitness Space* should also run automatically when the CD is placed in the CD-ROM drive subsequent to the initial Setup. If the installation procedure does not automatically start, or the *Eyewitness Space* program does not automatically run when the disc is inserted in the CD-ROM drive, then you should first check that Autorun is enabled. To do this:

1. Go to the Start menu and choose Settings, then Control Panel.

2. Choose System from the Control Panel to bring up a System Properties window.

3. Choose the Devices Manager tab, and select your particular CD-ROM drive from the CD-ROM device list.

4. Click the Settings tab in this window, and ensure that Auto Insert Notification is checked.

If Auto Insert Notification is checked, and Setup does not start automatically the first time you insert the *Eyewitness Space* CD-ROM in the drive, then you can start the Setup program manually. To do this, go to the Task Bar and click on Start, then Run. Type D:\ SETUP in the text box (where D is the letter of your CD-ROM drive). Click OK and then follow the instructions that appear on your screen. On subsequent occasions the *Eyewitness Space* program can also be run from the Start Menu by selecting Programs, then DK Multimedia, then by selecting *Eyewitness Encyclopedia of Space and the Universe.* You should also contact your CD-ROM manufacturer for the latest drivers.

1.4 Uninstall

The *Eyewitness Space* CD-ROM contains an Uninstall program that is automatically installed in the DK Multimedia program group on your computer. If you decide that you no longer wish to have *Eyewitness Space* on your computer, you can use Uninstall to remove it. Simply double-click on the Uninstall icon to display a list of titles on your computer that can be uninstalled. Highlight the titles you wish to uninstall, then click the Delete button. Uninstall does the rest for you!

1.5 Running *Eyewitness Space* with Windows 95

1.5.1 The Task Bar

The Task Bar at the bottom of the screen in Windows 95 forces *Eyewitness Space* off the top of the screen, meaning that not all of the *Eyewitness Space* screen is visible. This happens because Windows 95 tells all programs the screen is actually smaller than it is, so that they do not cover the Task Bar. The full *Eyewitness Space* screen may be viewed by selecting the top edge of the Task Bar with the left-hand mouse button and dragging it down and out of sight before running *Eyewitness Space*. Alternatively, right click on an empty area of the Task Bar, then click on Properties using the left-hand mouse button and turn on the Auto Hide option.

Changing to a higher screen resolution will also solve this problem.

1.5.2 Media Player errors

Eyewitness Space will work with Windows 95. However, the Setup program will try to update the Registration database for Media Player (MPLAYER.EXE) and its help file (MPLAYER.HLP). This causes Windows 95 to report the following error when you run Media Player:

"*Media Player settings have been changed by another program. As a result, Media Player will not work correctly. To fix this problem, click Yes. To exit without fixing this problem, click No.*"

You should simply click YES to solve this problem.

2. Screen-display notes

2.1 Screen resolution

DK Multimedia products have been designed to
look their best with a screen resolution of 640 x 480 pixels. All screen images are created in this size, and will completely fill the screen at this resolution. This means that running your screen at a higher resolution (such as 1024 x 768) will result in a smaller image of *Eyewitness Space* being displayed. (It is NOT possible to maximize the product to fill screens with a resolution higher than 640 x 480.)

2.2 256 colors

Eyewitness Space uses 256 color images and we recommend that you set your display driver to 256-color mode or more. Windows 3.1 and 3.11 users can run the Windows Setup program from the Main program group to identify the current driver display setting, and, if necessary, to change the display driver. Windows 95 users can do this by choosing Settings from the Start menu, and then choosing Control Panel. Double-click on the Display icon, then click on the Settings tab. Check the number of colors your display is using in the Color Palette scroll bar.

If, for any reason, you select an incorrect or unsupported driver:

Windows 3.1/3.11 users

Go to the system prompt and change directory to your Windows directory by typing C:. Then press ENTER. Now type CD C:\ WINDOWS. Press ENTER again, and then type SETUP. You can now reinstall your original driver.

Windows 95 users

Start Windows in Safe Mode. Do this by holding down the F8 key when the Starting Windows 95 message appears on the screen. Choose Safe Mode from the menu. You can now reinstall your original driver.

2.3 Using more than 256 colors to improve video quality

You can improve the quality of videos in *Eyewitness Space* by setting your display to use more than 256 colors (if this is supported by your computer). However, this uses more memory and may result in a performance penalty. If this is the case, then we suggest you revert to 256-color mode. Instructions are given below for Windows 95 users and for Windows 3.1 and 3.11 users with Cirrus Logic and Diamond Stealth video cards, explaining how to change to more than 256 colors. All other users should refer to their video-card documentation to do this.

2.3.1 Windows 95 users

1. From the Start menu, choose Settings and then Control Panel.
2. Double-click on the Display icon. A Display Properties dialog box will appear.
3. Click on the Settings tab.
4. Make sure that under Desktop Area, the figures below the slider control say "640 x 480 pixels." If this is not the case, move the slider until "640 x 480 pixels" is displayed.
5. Under Color Palette, choose High Color (16 bit), or 256 colors. If your video card and display support 24-bit color, you could select True Color (24 bit) instead. However, this may result in an even greater performance penalty.

2.3.2 Windows 3.1 and 3.11 users with Cirrus Logic cards

1. In Program Manager, double-click on the VGA Utilities icon.

2. A VGA Utilities program group should appear. It will contain either a SetRes icon or a WinMode Utility icon, depending on the type of Cirrus Logic card you have. Double-click on this icon. If you do not have a VGA Utilities icon, then you should look for either a SetRes or WinMode icon.

3. Select 640 x 480 from the list of available screen resolutions.

4. Select 65536 (16 bit) or 64K/65K, depending on what is displayed, from the list of colors available. Alternatively, you could select 16 Million (24 bit) if this option is available. However, this may result in a greater performance penalty.

2.3.3 Windows 3.1 and 3.11 users with Diamond Stealth cards

1. In Windows Program Manager, double click Windows Control Panel in the Main program group.

2. Double click the InControl Tools Diamond icon.

3. Select the Display button to see options for color depth, and select 65K high-color mode.

2.4 16 Colors

If your computer is running in 16-color mode, and your display card supports 256 colors, you should change to 256 colors or more. This will enhance the image quality of *Eyewitness Space*. Instructions on how to do this are given in section **2.3 Using more than 256 colors to improve video quality**.

2.5 Images appear in monochrome

Some color-display cards may display *Eyewitness Space* images in black and white. If this happens, you should upgrade your color-display driver. Contact the supplier or manufacturer of your display card to check that you have the latest display drivers.

2.6 Images are truncated

Some display drivers are designed to provide large fonts. If your system is using one of these, any image in the main window will appear slightly truncated. You can run the Windows Setup program to change the default display driver to one that does not default to large fonts.

2.7 ATI cards

Some of the advanced features of ATI cards may be incompatible with *Eyewitness Space*. In particular, for the more powerful ATI cards, you may find that the 256-color palette of the ATI Control Panel must be set to ON. For more information, see your display-card documentation.

3. Problems with the display: animations, video, and WinG

3.1 General problems

If you get an error message when you try to play video, you may not have the correct motion video drivers installed. During Setup, this special system software should have been installed, and Windows should be restarted afterward to make this software work. If you did not restart Windows, do so before attempting to run *Eyewitness Space* again.

If video plays jerkily, your system may have too little memory available to run video smoothly – consult **Section 6. Running Out Of Memory Or Running Slowly**, for further advice.

3.2 Solving problems with animation and video for Windows 95 users

If you are running *Eyewitness Space* under Windows 95 and have problems with animation or video, for example jumpy video or distorted colors, there are three main steps you can try to solve your problems. Try the steps in the order given and stop when your problem is solved:

3.2.1   Ensuring your display is using 256 colors or more,

3.2.2   Checking your display adapter's acceleration settings,
3.2.3   Changing your display adapter driver.

3.2.1   Ensuring your display is using 256 colors or more

1. From the Start menu, select Settings, then Control Panel.

2. Double-click on the Display icon, then click on the Settings tab.

3. Check the Color Palette setting to make sure that it is set to 256 colors or more.

4. If the setting is for fewer than 256 colors, change it to 256 colors or more.

5. Click the Apply button, then click OK.

If this does not solve your problem, or if the setting is already 256 colors or more, then you should try any other available setting over 256 colors to see if that solves your problem.

3.2.2   Checking your display adapter's acceleration settings

1. If you have tried all the available Color Palette settings of 256 colors or more and none solves your problem, then you should click on the My Computer icon using the right-hand mouse button, then select Properties.

2. In the System Properties box, you should click on the Performance tab.

3. In the Advanced settings box, click the Graphics button.

4. In the Advanced Graphics Settings box you should move the Hardware acceleration slide control down to None, then click OK.

5. If this solves your problem you should try slowly increasing the Hardware acceleration slider until you find the point nearest to Full at which your problem still remains solved.

6. If this does not solve your problem you should put the slider back to Full. You will need to try step 3.

3.2.3   Changing your display-adapter driver

1. From the Start menu, select Settings, then Control Panel.

2. Double-click on the Display icon, then click on the Settings tab.

3. Click on the Change Display Type button, then on the Change button under Adapter Type.

4. Click on Show compatible devices.

5. From the list shown, ensure that the driver highlighted is the one to match your display adapter. You can check this with your computer manufacturer or supplier.

6. If the driver is not the correct one, then you should ask your computer
manufacturer/supplier to send you one.

In the meantime, or if you already had the correct driver installed, you can try installing the generic SVGA driver. Users with S3 adapter cards should not do this as many of them are not compatible with the SVGA driver.

1. From the Start menu, select Settings, then Control Panel.

2. Double-click on the Display icon, then click on the Settings tab.

3. Click on the Change Display Type button, then on the Change button
under Adapter Type.

4. Click on Show all devices.

5. In the list of manufacturers, choose (Standard display types).

6. In the Models list box, select Super VGA, then click OK.

If this does not solve your problem, if you have an S3 card, or if Super VGA was already the selected driver, then you should try the Standard display adapter (VGA). To select this, use the same procedure as the Super VGA adapter, but select Standard display adapter (VGA) from the Models list box.

If either the VGA or SVGA driver solves your problem, this shows that it was the original display adapter driver that you had installed that was causing the problem. The Standard (VGA) display adapter can not allow more than 16 colors to be displayed. Since *Eyewitness Space* is designed to look its best in 256 colors or more, the long-

term solution to your problem would be to obtain the most up-to-date version of the drivers for your display adapter to see if they solve your problem – contact your computer manufacturer or supplier for these.

3.3 Solving problems with animation, video, and WinG for Windows 3.1 or 3.11 Users

3.3.1 WinG (Windows Games Interface) error message

This product uses the WinG Windows Games Drivers. These are installed during Setup. The first time you run *Eyewitness Space*, WinG "profiles" your display for optimum performance. This takes a couple of minutes and is performed only once. Certain older video display drivers are not compatible with WinG, in which case you get the following message when you start the product:

"*WinG has encountered a problem with your video display driver. Contact the manufacturer of your video card to obtain the most recent driver. Your WinG applications will run, but at reduced speed*."

We recommend that you obtain and install the most recent driver for your video card for best results, although installing the standard Windows Super VGA 640 x 480 x 256 color driver works well on the machine configurations tested at DK Multimedia. We have included the generic Windows Super VGA driver, in the SUPPORT directory on the CD-ROM. This may be helpful but we should point out that it is not produced by DK Multimedia and is unsupported by us. If you have an S3 card, DO NOT install this driver as it is not compatible with S3 cards.

3.3.2 Installing the Microsoft® Super VGA driver

These instructions assume that you have version 3.1 or 3.11 of Windows and a Super VGA compatible display adapter. If you are not sure, please refer to your display-adapter documentation or ask your computer supplier or manufacturer.

Please make sure that you have a back-up copy of your original display drivers before installing the SVGA driver in case you need to reinstall them later.

This is how you install the SVGA driver:

1. In Windows Program Manager, double click on Windows Setup in the Main program group.

2. Select "Change System Settings" from the Options menu.

3. Select "Other display (Requires disk from OEM)" at the bottom of the   Display drop-down list.

4. Type over the "A:\" and replace it with "D:\SUPPORT\MSSVGA" (where D is the letter of your CD-ROM drive).

5. Select "Super VGA 640 x 480 256 colors" and click on OK.

6. Make sure you exit Windows and restart.

For more information, check your Windows documentation or your display-adapter manual, or contact your supplier.

3.3.3 Problems with video or animations

If you are running *Eyewitness Space* under Windows 3.1 or 3.11 and have display problems, for example, jumpy video or distorted colors, there are two main steps you can try to solve your problems. Try the steps in the order given and stop when your problem is solved:

A) Ensuring your display is using 256 colors or more,
B) Changing your display-adapter driver.

However, if you have either a Diamond Stealth 64, Cirrus Logic 542X, or Cirrus Logic 543X display-adapter card, then you should go to the subsection for that particular card and follow the instructions that appear there first. If these do not solve your problem, you should return to this section and follow the instructions given here. If you do not know what type of display-adapter card you have, you can find out by doing the following:

1. In Program Manager, double-click on the Main program group icon.

2. Double-click on the Windows Setup icon.

3. The text next to Display in the window tells you the type of display adapter you have.

A) Ensuring your display is using 256 colors or more

1. Check to see if your display is using 256 colors or more. Since the method for doing this varies between display adapters, you should refer to your display-adapter documentation to do this.

2. If the setting is for fewer than 256 colors, change it to 256 colors or more. Again, you should refer to your display-adapter documentation to do this.

3. If this does not solve your problem, or if the setting is already 256 colors or more, then you should try any other available settings over 256 colors to see if they solve the problem.

B) Changing your display-adapter driver

If you have tried all the available color palette settings of 256 colors or more, and none solves your problem, then you should try changing your display-adapter driver.

First check that the correct display-adapter driver is installed. The name of the driver should match the name of your display-adapter card. To do this:

1. In Program Manager, double-click on the Main program group icon.

2. Double-click on the Windows Setup icon.

3. The text next to Display in the window tells you the name of the display adapter that is currently installed.

If the driver is not the correct one, then you should ask your computer manufacturer/supplier to send you the correct driver.

In the meantime you can try installing the generic SVGA driver provided on the *Eyewitness Space* disc to see if this solves your problem. Users with S3 display-adapter cards should not do this, as many of these are not compatible with the SVGA driver. To install the SVGA driver, follow the instructions that appear toward the beginning of section **3.3 Solving problems with animation, video and WinG for Windows 3.1 and 3.11 users** entitled *Installing the Microsoft® Super VGA Driver*.

If this does not solve your problem, if you have an S3 card, or if Super VGA was already the installed driver, then you should try the Standard display adapter (VGA):

1. From the Program Manager double-click on the Main program group icon, then double-click on the Windows Setup icon. Click on the Options drop-down menu, then click Change System Settings.

2. From the Display list, select VGA, then click OK.

3. You should get a Change System Settings dialog box with the message: "*The driver for this display is already on the system. Do you want to use the currently installed driver or install a new driver?*" You should click the Current button.

4. In the Exit Windows Setup dialog box you should click the Restart Windows button.

If the standard VGA driver solves your problem, then try running Windows in Standard Mode by exiting and restarting it by typing "WIN /S" at the system prompt. If *Eyewitness Space* works, then try running enhanced mode by exiting Windows and restarting it by typing "WIN /D:XV" at the system prompt. If this also solves the problems, then edit your SYSTEM.INI file's "[386Enh]" section so that these entries read:

    EMMEXCLUDE=A000-EFFF
    VIRTUALHDIRQ=OFF

If either the VGA or SVGA driver solves your problem, this shows that it was the original display-adapter driver that you had installed that was causing the problem. The standard VGA display adapter can not allow more than 16 colors to be displayed. Since *Eyewitness Space* is designed to look its best in 256 colors or more, the long-term solution to your problem would be to obtain the most up-to-date version of the drivers for your display adapter to see if they solve your problem – contact your computer manufacturer or supplier for these.

3.3.4 Diamond Stealth 64 display-adapter cards

Windows 3.1 or 3.11 users who have Diamond Stealth 64 display-adapter cards and experience any of the following problems:

1. Animation "shearing"-type effect,

2. Video not playing correctly when enlarged,

3. Video profiling crashing altogether,

4. Animation displaying offset from the correct position on the screen,

5. Monitor powers down and will not resume,

should follow the instructions below. Try the steps in the order given and stop when your problem is solved:

The ideal solution to these problems would be to obtain the latest drivers from your computer manufacturer/supplier. For users of Diamond Stealth 64 DRAM cards, we have included the latest drivers on the *Eyewitness Space* CD-ROM, and you should try installing these:

1. In Windows Program Manager, double click on Windows Setup in the Main program group.

2. Select Change System Settings from the Options menu.

3. Select VGA in the Display section, then click OK.

4. A message will appear on the screen: "*A driver for this display is already on the system. Do you want to use the currently installed driver or install a new driver?*" You should click on Current.

5. Make sure you exit and restart Windows.

6. In the Windows Program Manager, select Run from the File menu.

7. Type in "D:SUPPORT\DIAMOND\INSTALL" (where D is the letter of your CD-ROM drive).

Diamond have built in preference for older programs in their drivers. To bypass this, in order for animations and video to work properly in many of our programs, the following line in the SYSTEM.INI file: for DEVICEBITMAPS=0 (in the [STLTH64.DRV] section) needs to be changed so that DEVICEBITMAPS=1. If this section is missing altogether, it should be added.

To edit the SYSTEM.INI file:

1. Select File in Program Manager, then Run.

2. Type "SYSEDIT" in the text box, then press return. Sysedit should

load and you can select SYSTEM.INI as the file to edit from the
Window drop-down menu. Now edit the file:

(press enter)
[STLTH64.DRV] (now press enter)
DEVICEBITMAPS = 1 (now press enter)
(press enter again)

3. When you have finished editing the file, select File then Save to
   save your changes.

For users with Diamond Stealth 64 VRAM and Diamond Stealth 64
Video VRAM cards, a temporary solution may be the use of 65 K
color mode or the disabling of the video-acceleration option. These
can often help solve problems with video clips. To change the color
mode:

1. In Windows Program Manager, double click Windows
   Control Panel in the Main program group.

2. Double click the InControl Tools Diamond icon.

3. Select the display button to see options for color depth, and
   select 65 K high-color mode.

4. Click OK when you have finished.

To disable the video-acceleration option:

1. In Windows Program Manager, double click Windows Control
Panel in the Main program group.

2. Double click the InControl Tools Diamond icon.

3. Make sure the box to the right of Disable Video Acceleration is
   checked.

4. Click OK when you have finished.

(NB: changing your video-card driver and restarting Windows
AFTER you have installed *Eyewitness Space* will result in the WinG
Profiling display running the first time you restart *Eyewitness Space*.
Do not be alarmed – this happens only once and should not cause
any problems.)

3.3.5 Cirrus Logic 542X display-adapter cards

Windows 3.1 or 3.11 users who have Cirrus Logic 542X and experience problems with animations or video should follow the instructions below to install the most up-to-date driver. This is provided on the *Eyewitness Space* CD-ROM. To install the driver:

1. In Windows Program Manager, double click Windows Setup in the Main program group.

2. Select Change System Settings from the Options menu.

3. Select VGA in the Display section, then click OK.

4. A message will appear on the screen "*A driver for this display is already on the system. Do you want to use the currently installed driver or install a new driver?*" You should click on Current.

5. Make sure you exit and restart Windows.

6. In the Windows Program Manager, select Run from the File menu.

7. Type in "D:\SUPPORT\CIRRUS\INSTALL" (where D is the letter of your CD-ROM drive).

3.3.6 Cirrus Logic 543X display-adapter cards

Windows 3.1 or 3.11 users who have Cirrus Logic 543X display adapters and experience the following problems:

– Animations and/or videos play with a distorted color pallette,
– Animations and/or videos display blurred images or look like a photographic negative,

should follow the instructions below. There are two steps to try:

A) Obtain the latest drivers,
B) Change the color setting to 64 K.

Try the steps in the order given and stop when your problem is solved.

A) Obtain the latest drivers

The ideal solution to these problems would be to obtain the latest

drivers from your computer manufacturer/supplier.

B) Change the color setting to 64 K

1. In Program Manager, double-click on the VGAUtil program group icon.

2. Next double-click on the WindMode icon and follow the instructions that appear on your screen.

3. Select 640 x 480 from the list of available screen resolutions.

4. Select 65536 (16 bit) from the list of colors available. Alternatively, you could select 16 Million (24 bit) if this option is available. However, this may result in a greater performance penalty.

4. Audio problems

4.1 No sound output

There are many possible causes of audio problems. Remember, for example, that your computer can play only one sound at a time, so, when another application is playing a sound, *Eyewitness Space* cannot do so. Most applications prevent other programs from playing a sound only when they themselves are doing so. However, some applications, such as certain screen savers, remove audio capability from all other Windows applications. If you have such an application, you should turn it off when you are running *Eyewitness Space*.

Also, *Eyewitness Space* requires a sound card to be present as all the animations in the product are synchronized to run frame-by-frame with their accompanying soundtrack. Therefore, *Eyewitness Space* will not run without a sound card.

You should check that the speaker is hooked up to the jack on your sound card, and not hooked directly to the CD-ROM-drive headphone socket.

During Setup, special system software should be installed, and Windows should be restarted afterward to make this software works. If you did not restart Windows, do so before attempting to run *Eyewitness Space* again. However, if you are a Windows 95 user, and you get a message during Setup saying that audio or ADPCM drivers are already installed, and asking you if you wish to replace them, you should choose not to replace them.

If you cannot hear sound in *Eyewitness Space*, you can test sound in the following way:

Windows 95 users

1. From the Start menu, select Settings, then Control Panel.
2. Double-click on the Sounds icon.
3. Click on any item with a speaker next to it, then click the preview button.

Windows 3.1/3.11 users

1. In Program Manager, choose File, then Run.
2. Type "chimes.wav" in the text box, then click OK.

If you can hear sound, then there is some other problem with *Eyewitness Space.* If you were not able to hear sound, you may not have the correct sound drivers installed. Check with your sound-board manufacturer to see if you have the correct drivers and that there are no hardware conflicts. If your sound board came with your computer, call your computer supplier.

4.2 Sound-decompression drivers

If you encounter the following error message regarding your sound software, do not worry.

"*The sound software is not installed properly or has been disabled. For more information see the README file installed with this program. This title will now terminate.*"

The instructions that follow will help you to resolve this problem. Separate instructions are given for Windows 95 and Windows 3.1/3.11 users.

Windows 95 users:

1. From the Start menu, select Settings, and then Control Panel.

2. From the Control Panel, double-click on the Multimedia icon. The Multimedia Properties dialog box should appear.

3. Click on the Advanced tab, then click on the + sign to the right of

Audio Compression Codecs.

4. Double-click on the first Codec in the list. The Properties dialog box for that Codec should appear.

5. Make sure that "Use this audio codec" is selected. If it is not, then you should click on the words "Use this audio codec" to select it. You MUST now click the Apply button.

6. Follow the above instructions for each audio codec in the list.

7. Now reinstall *Eyewitness Space*.

8. Make sure you restart your computer before attempting to run *Eyewitness Space* again.

Windows 3.1/3.11 users:

1. From the Main program group in Program Manager, double-click on the Control Panel icon.

2. Now double-click on the Sound Mapper icon. The Sound Mapper Configuration dialog box should appear.

3. Click on the first Sound Mapper driver in the list. Now click the Priority button.

4. If the box to the left of the words Disable Driver has a cross in it, you should click it to remove the cross. Then click OK, and then click OK again.

5. Follow the above instructions for each Sound Mapper driver in the list.

6. Now reinstall *Eyewitness Space*.

7. Make sure you restart your computer before attempting to run *Eyewitness Space* again.

The following problems may result from running *Eyewitness Space* without the correct sound-decompression drivers:

– An error message concerning the sound-decompression drivers (ADPCM) when you try to run the program,
– Unintelligible sound output from *Eyewitness Space*,

– Speeded-up sound in some parts of *Eyewitness Space* (but not in animations).

4.2.1   Solutions for Windows 3.1/3.11 users

If you are running Windows 3.1 or 3.11, to overcome any of these problems you should:

1. Exit Windows, and, in the Windows system directory, you should rename the following files: "MSACM.DRV" and "MSADPCM.DRV."

2. Now restart Windows and run the Setup program for *Eyewitness Space* again. Setup will enable the sound decompression drivers to be copied from the CD-ROM. Once Setup is complete, Windows must be restarted to complete the installation procedure. The application should now run correctly.

4.2.2   Solutions for Windows 95 users

If you are running Windows 95, to overcome any of these problems, you should:

1. From the Start menu, choose Settings, then choose Control Panel.

2. Click the Add/Remove Programs icon. The Add/Remove Programs Properties dialog box will appear.

3. Select the Windows Setup tab.

4. Highlight the Multimedia option in the list, then select the Details button. The Multimedia dialog box will appear.

5. If the Audio Compression box is not checked, you should do this now. Click OK and then follow the instructions that appear on the screen.

6. If the Audio Compression box is checked, you should click to deselect it first. Select OK, and then follow the instructions that appear on the screen. Finally, repeat the whole operation to re-check the Audio Compression box. This ensures that the up-to-date drivers are actually installed by Windows 95, and it does not just "think" they are.

If the above steps do not help, you should ensure that the Microsoft ADPCM driver is enabled. To do this:

1. From the Start menu, choose Settings, then choose Control Panel.

2. Click the Multimedia icon. The Multimedia Properties dialog will now appear.

3. Select the Advanced tab.

4. Click the + symbol next to Audio compression codecs.

5. Click on the Microsoft ADPCM codec, then click the properties button.

6. In the dialog box that appears, make sure that "Use this audio codec" is selected.

If the above procedure does not solve your problem you may also try the following steps to disable all CODECs listed that contain the text "ADPCM" (apart from the Microsoft ADPCM CODEC):

1. From the Start menu, choose Settings, then choose Control Panel.

2. Click the Multimedia icon. The Multimedia Properties dialog box will now appear.

3. Select the Advanced tab.

4. Select the CODEC you wish to disable from the list.

5. Select the Properties tab to display the dialog above to the right.

6. Select Do not use this audio codec.

7. Select OK. Repeat the procedure for all other relevant CODECs.

If this does not work, you should remove all MSACM.* files under DOS from the following directories:

WINDOWS\SYSTEM\MSACM.*
WINDOWS\SYSBCKUP\MSACM.*

You should then re-install Windows 95.

4.3 Audio is fuzzy or distorted

There are a number of possible causes of fuzzy or distorted sounds. Problems are often caused by low-quality speakers, speakers set to

high or maximum volume, or speakers powered by batteries that are failing. You should also be aware that some speakers are not capable of playing low-frequency sounds properly.

Some sound cards have software that allows you to adjust the volume AND tone of the sound. If this is the case with your sound card, start with these tone controls set in the mid position and your volume level set between 80 and 100 percent. This should give a clear signal with no distortion. Check your sound-card manual for the optimum settings.

Powered speakers are best and, if possible, should be placed either side of the screen. You may need to adjust the position of these speakers slightly if the magnets in the speakers are unshielded and cause discoloration and distortion of the image.

If your CD-ROM is not MPC-compatible, then the sound may play badly or be interrupted when playing. Check your CD-ROM's documentation to ensure that it is a double-speed or faster CD-ROM.

4.4 Sound plays too quietly

Make sure the volume is set to an audible level. Check the sound card itself, the speakers or headphones if they have a volume control, and any software that may have been supplied with your sound card that can change the volume level. If there is a mute button in the audio software or on the speaker, check that this is not activated.

If the sound controls are set to an audible level, then you may have a problem with the way your sound-card drivers are set up. Check they are set up correctly (from the Drivers section of the Control Panel) and, if necessary, reinstall them. Consult your sound-card documentation for more detailed information.

If you do not have a sound card installed on your PC and you are using the internal PC speaker driver, *Eyewitness Space* will not work. You will need to install a sound card and sound-card drivers to run the program.

4.5 EISA machines

If you are running *Eyewitness Space* on an EISA machine, and the sound appears scratchy, change the DMA channel on the sound card

to DMA 7. Consult your sound-card documentation for more detailed information.

4.6 Media Vision sound cards

Please make sure that you have the latest drivers for your Media Vision sound card. Some earlier drivers cause problems for *Eyewitness Space*. Contact Media Vision for current driver information.

5. CD-ROM problems

5.1 Care of compact discs

Contrary to early reports, compact discs (CDs) are very easily damaged if treated carelessly. Such damage has a much greater effect on the digital data of a CD-ROM than on the information of a music CD. A dirty or damaged CD-ROM is quite likely to malfunction. With CD-ROM drives becoming ever faster and more disc-sensitive, this is becoming an increasing problem.

The surface of the disc can quickly gather dirt and is very easily scratched. To protect the data from scratches, fingerprints, dust particles, and smears, do not touch the readout side (unlabeled side) of the disc or place it face down on a hard surface.

Should the CD-ROM become dirty, clean it with a soft cloth lightly moistened with CD-cleaning fluid or ethyl alcohol, working from the center to the edge. Do not use any type of solvent, such as benzine, lacquer thinner, antistatic agents, or LP-record cleaners as they may damage the surface.

Never leave the disc in a place subject to direct sunlight, high temperature, or high humidity. Recommended storage conditions are:

• Temperature: 10 ¡C to 50 ¡C (50 ¡F to 122 ¡F)
• Humidity: 10 percent to 80 percent

5.2 Problems with CD-ROM drives

If *Eyewitness Space* has problems finding the data files it needs from its CD-ROM, you will see a message asking you to select the drive that contains the files. To find what has caused the problem, do the

following:

1. Check that the *Eyewitness Space* CD-ROM has been correctly inserted into the CD-ROM drive.

2. Check that *Eyewitness Space* is looking in the right place for the CD-ROM drive. If, for example, the drive letter has changed as a result of a system change, such as adding or removing a RAM disk or another device, then *Eyewitness Space* will fail to find its CD-ROM drive. You can check that the drive letter is correct by using Windows File Manager to see which letter is assigned to the CD-ROM drive.

3. If you have an external CD-ROM drive, ensure that it is plugged in, turned on, and connected to your computer. You may need to check the   documentation that came with the drive.

4. Verify that your CD-ROM drive is MPC-compatible and double-speed or faster.

6. Running out of memory or running slowly

Eyewitness Space uses your computer's system memory to display pictures. If you find that *Eyewitness Space* runs slowly or if you come across out-of-memory errors, the program probably does not have enough memory. Consider doing the following to improve your computer's performance:

1. Close any unnecessary applications, including any DOS Terminate and Stay Resident programs (TSRs) you may have installed.

2. If the program is still running slowly, you can improve its performance by selecting the Options screen from within *Eyewitness Space* and turning off Space Music.

3. Check that your computer has at least 4 Mb of memory. You can do this by leaving Windows, and typing MEM at the system prompt. Look for total memory in the Total column. If the figure reads 4096 Kb or more, then you have at least 4 Mb of memory. If you have less than 4 Mb (minimum 4096 Kb) of memory, then you need to install some more.

4. Check that Windows has sufficient memory available for *Eyewitness Space*. Windows 3.1 and 3.11 users can do this by selecting About Program Manager from the Help menu in Program

Manager. If you are running *Eyewitness Space* under Windows 95 you can do this by double clicking on the My Computer icon, then selecting Help, and then selecting About Windows 95. The memory available should be a least 8,192 Kb (do not be confused by looking for more memory in this step than you did in step 3 above. The extra memory here indicates the presence of a Windows swap file). You may find more memory becomes available if you restart Windows. If the figure is less than 8,192 Kb, this indicates that either you have no Windows swap file or that the swap file is too small. If this is the case, you should follow step 5 below.

5. If you are running Windows in Enhanced mode, set up a permanent Windows swap file on your hard disk of a least 4,000 Kb. You can do this by following the instructions in your Windows documentation.

6. If you are running in color modes higher than 256 colors (8 bit), you should set your color mode to 256 colors. Refer to section **2.3 Using more than 256 colors** for instructions on changing the color mode.

7. On machines with only 4 Mb of memory, restrict the SMARTDRV setting that controls the size of the disk cache for use inside Windows   to 512 K or less. If you are running Windows for Workgroups 3.11 and using 32-bit disk access, make sure that the SMARTDRV settings in your AUTOEXEC.BAT file enable SMARTDRV to cache your CD-ROM drive efficiently. Consult your Windows documentation for further information on how to check and adjust these settings.

8. If you are running DOS 6.0 or higher, then you can run the MEMMAKER utility to optimize the memory in your computer. (For example, if you answer "No" to the question "Do you use any programs that need Expanded Memory?", MEMMAKER will free further conventional memory by inserting the switch NOEMS in the   appropriate line in your PC's CONFIG.SYS file.) Consult your Windows documentation for further information on using MEMMAKER.

9. Speed up your hard disk by defragmenting it. There are a number of tools available to carry out this task, including the DEFRAG command   found in MS-DOS version 6.0 and later.

10. Check that MSCDEX, which appears in the AUTOEXEC.BAT file is version 2.23 or later, and appears before the SMARTDRV entry.

You can do this by typing "MSCDEX" at the system prompt in MS-DOS. If no version number is given, then you can be sure that your version of MSCDEX is older than version 2.23. Versions of MSCDEX older than 2.23 should be upgraded.

7. Printing

Printing screens from *Eyewitness Space* may take several minutes, depending on the type of printer you use. Since screen resolution and printer resolution are often different, the printout may not match the quality you see on the screen.

If you are not happy with the position on the page or the size of your print out, try using the copy function to copy and paste the picture into another application, such as a word processor or paint package, before printing.

You can change the settings of your printer from within *Eyewitness Space* by clicking on the dial icon on the left-hand pillar of the Console. An Options screen will appear. Click on Print Setup to display the Print Setup dialog box. (Please note: an explanation of the Print Setup dialog box is available in your Windows documentation.)

Some dot-matrix printers may not print pictures properly with the Low/Faster quality setting in the Print Setup dialog box. For these printers, change the quality setting in the Printer Settings dialog box to High/Slower.

Because the pictures can be quite large, you may have difficulty copying or printing in low-memory conditions. In this case, follow the advice in section **6.** of this file, and try again.

If any of the following printing problems occur:

– Nothing happens after the Printing message,
– Corrupt output,
– Blank paper output,

the following steps should be taken, in the order given. Stop when your problem is solved.

1. Try printing from a different application to see if all printing is affected. Also make sure that you have the correct driver – you should contact your printer manufacturer or vendor to check this.

2. Try different modes of printing, for example, different print qualities, such as draft, fine, or line art. The options available will vary depending on the type of printer (check your printer Setup documentation for information on how to do this).

3. Change the color depth used by the screen driver to 256 colors or more. Instructions for some driver types are given in section **2.**

4. Ensure that TEMP is set in the AUTOEXEC.BAT file to a valid directory; for example, a line in AUTOEXEC.BAT could say "SET TEMP=C:\WINDOWS\TEMP." This directory must exist and there must be room on your hard disk for this "temp" file to be created.

5. Check your hard disk with the Scandisk program, provided with DOS, and choose to repair all errors it flags. Then reinstall the printer driver.

6. Obtain the most up-to-date printer driver available. Contact your printer supplier/manufacturer to do this.

7. Try another compatible printer driver.