

ReadMe

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Use this guide to troubleshoot any problems you have before contacting technical support. In 67% of technical support calls, all problems are fixed by: Cleaning the CD-ROM, and updating your Sound and Video card drivers.

To update your Video and Sound card drivers contact your Computers retailer who will supply the drivers or provide advice on updating. Drivers are small pieces of software that operate your hardware; typically, they install themselves automatically. This service is normally free.

Installation

Ensure you install all components supplied in the installation procedure, especially QuickTime if applicable.

Should you experience errors, disable any programs you may have running in the background, Screen Savers, Anti Virus programmes etc.

Last Minute issues

If you experience a blue screen error that begins "A fatal exception OE has occurred" or the product completely locks up. Please try the following:

Click on start then Run and type: C:\Windows\qtw.ini

Under the [Video] section, change Optimize=Hardware to Optimize=RAW . Ensure you type exactly as shown. It is case sensitive.

Close the qtw.ini file, saving the changes.

Under certain conditions we have seen an Error Message: "The sound drivers have not been installed properly" or "The sound driver is unable to operate the sound hardware correctly". We believe this is due to a Missing sound Codec on your Windows NT or Windows 2000 and is easy to solve, follow these instructions below: (If you are not using Windows NT or 2000 or find that you are unable to follow the instructions please contact Technical Support on 0870 0100 350 or see our website WWW.DK.COM)

1. Save your work and close any applications you may have running.
2. Click on Start then Settings then Control Panel.
3. Double Click "Multimedia"
4. Click the "Devices" Tab
5. Click the plus (+) beside "Audio Compression Codecs"
6. Click the "Add" Button at the bottom
7. Scroll down the list until you reach the entry "Microsoft ADPCM Audio CODEC"
8. Press OK, you will be prompted to restart please do so.
9. Follow steps 2- 5 again (A feature of Windows means that after a restart any CODEC changes have to be re-enabled).
10. At the top of the list you will see "Microsoft ADPCM Audio CODEC" Double Click it.
11. Click the option to "Use this Audio Codec"
12. Click OK to close the Multimedia panel

The title should now run correctly.

Connecting to the Internet

In order for you to use the online section of this title, you will need to have an active connection to the internet. If you have problems with setting up your internet connection, please get in touch with your internet service provider.

Other Errors

Should you experience any other problems not mentioned above you should first try cleaning the disk and obtaining new video and sound card drivers. If this does not solve the problem do contact our technical support teams in your country (See the phone number printed on the back of the CD case), or visit our website: WWW.DK.COM