Read Me for *My First Math Adventure*, version 1.0

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. To improve the format of this file, select 'word wrap' from the 'File' menu.

Please note that the troubleshooting information in this file also applies to the non-interactive Sampler included on the *My First Math Adventure* CD-ROM. However, please note that the Sampler is not designed to be printed from.

Table of Contents

This file contains information on the following topics:

1. Introduction

1.1 About Dorling Kindersley

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

1.2 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 *My First Math Adventure*, 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,
• any error messages that were produced,
• the full specification of your computer.

If possible, you should be beside your machine when you telephone.

The numbers in New York, USA are:

Telephone: 1-800 DKMM 575
Fax: 212 213 5240
E-mail: DKMM@phantom.com

The numbers in London, United Kingdom are:

Telephone: 0171 753 3488
Fax: 0171 753 7575
E-mail: DKMM@DKMM.CO.UK

More help on making the best use of all the features within
My First Math Adventure is available once you have started the
product. Click on the 'Parents' icon. For technical troubleshooting
information click on the '?' icon (you will also find a reminder of some
of the main points in this document).

2. CD-ROM problems

2.1 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 an increasing problem.

The surface of the disc can quickly gather dirt and is very easily scratched. To
protect the data from scratches, finger-prints, 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 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, anti-static 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: 10ºC to 50ºC (50ºF to 122ºF)
- Humidity: 10 percent to 80 percent

2.2 Problems with CD-ROM drives

If *My First Math Adventure* has problems finding the data files it needs from its CD-ROM, you will see an error message saying that the file, animation (ani) or wav can't be found. Alternatively, you simply find that the screen goes blue, with white text and you will get an error message saying that there is an error reading drive D. To find what has caused the problem, do the following:

1. Check that the *My First Math Adventure* CD has been correctly inserted into the CD-ROM drive.

2. Check that *My First Math Adventure* 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 *My First Math Adventure* will fail to find its 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.

If you have problems with the *My First Math Adventure* CD vibrating, or making a strange noise in the drive then you should contact DK Technical Support using the telephone number given at the beginning of this file.

If you get an error message saying that there is a problem reading the disc, then you should try cleaning the disc and try again. Make sure that you restart the product.

3. Setup and Uninstall notes

3.1 Minimum system requirements

In order to run *My First Math Adventure* you will require a multimedia computer with the following minimum requirements:

A multimedia PC, with 486DX/33MHz or higher microprocessor, 8Mb, MPC-compatible double-speed CD-ROM drive and sound card, mouse, SVGA 256 color display, loudspeakers or headphones, and Microsoft® Windows® version 3.1x or Windows® 95.

3.2 How to get started

1. Insert the disc in the CD-ROM drive.
2. **Windows 95 users**: the Setup program should start automatically. If it does, skip to step 5. If it does not, press **Ctrl** + **Esc**, then **R**, and skip to step 4.
3. **Other users**: open the Windows Program Manager, and choose **Run** from the File menu.
4. In the Command Line box, type `d:\setup` (where **d** is the letter of your CD-ROM drive), then click **OK** or press **Enter**.
5. Follow the instructions that appear on your screen.
6. The Setup program creates a program icon in a DK Multimedia program group.
7. Double-click the icon to start the program.

3.3 If *My First Math Adventure* will not run…

My First Math Adventure requires a sound card to be installed, as all the animations in the product are synchronized to run frame-by-frame with their accompanying soundtrack. If a sound card is not installed *My First Math Adventure* will not run. You should check that your computer has a sound card and drivers installed.

You should also check for the presence of WinG drivers in both the `Windows` and the `Windows\system` directories. They should only exist in the `Windows\system` directory. If you find any in the Windows directory you should delete them. The files to look for are:

```
wing.dll        wing32.dll        wingde.dll
wingdib.drv     wingpal.wnd
```

Restart your computer before trying to run *My First Math Adventure* again.

3.4 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 *My First Math Adventure*. You can check this by pressing 'Ctrl + Esc' in Windows 3.1/3.11 or by pressing 'Alt + Tab' in Windows 95.

3.5 Running *My First Math Adventure* with Windows 95

3.5.1 Using AutoPlay

If you are running Windows® 95, *My First Math Adventure* can take advantage of AutoPlay, which should automatically start the installation procedure when you insert the disc into your CD-ROM drive. *My First Math Adventure* 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 start automatically, or the *My First Math Adventure* program does not automatically run when the disc is inserted in the CD-ROM drive, then you can check whether AutoPlay 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 the '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 *My First Math Adventure* CD 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 *My First Math Adventure* program can also be run from the 'Start' menu by selecting 'Programs,' then 'DK Multimedia,' and then by clicking on *My First Math Adventure.* You should also contact your CD-ROM manufacturer, or system supplier for the latest Windows 95 compatible drivers.

3.6 Uninstall

The *My First Math Adventure* CD-ROM contains an Uninstall program which is automatically installed in the DK Multimedia program group on your computer. If you decide that you no longer wish to have *My First Math Adventure* on your computer, you can use Uninstall to remove it. Simply double-click on the '*My First Math Adventure Uninstall*' icon then click the 'YES' button. Uninstall does the rest for you.

If you cannot locate the Uninstall icon and are using Windows 95,

then you can use the 'Add/Remove Programs' wizard. To do this click on the 'Start' menu on the 'Task Bar,' then select 'Control Panels.' Double-click on the 'Add/Remove Programs' icon, then select the program you wish to remove from the list. Click on the 'Add/Remove' button and then the 'Yes' button.

4. Screen display notes

4.1 Screen resolution and color settings

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 pixels) will result in a smaller image of *My First Math Adventure* being displayed. (It is NOT possible to maximize the product to fill screens with a resolution higher than 640 x 480 pixels.)

My First Math Adventure is designed to look its best in high color modes, therefore we recommend that you do not set your display driver to use less than 256 colors. You can 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 your display adapter is not optimized for high color modes. If this is the case, then we suggest you revert to 256 colors. Instructions explaining how to change to more than 256 colors are given below for Windows 95 users, and also for Windows 3.1/3.11 users with Cirrus Logic and Diamond Stealth display adapter cards. All other users should refer to their display adapter documentation for instructions how to do this.

Note: *Please write down your display adapter card's settings before you make any changes. That way you will be able to revert to your original settings should you need to.*

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. Under 'Color Palette,' choose 'High Color (16-bit).' If your display adapter card supports 24-bit color, then you could select 'True Color (24-bit)' instead. This should allow better quality images to

be displayed. However, should performance be adversely affected, we suggest you revert to 256 colors.

Windows 3.1/3.11 users with Cirrus Logic cards

1. In Windows '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.

Windows 3.1/3.11 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. Alternatively, you could select a higher color mode if this is available.

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

Windows 3.1/3.11 users

1. Go to the system prompt and change directory to your Windows directory by typing 'C:,' then press 'ENTER.'
2. Now type 'CD C:\WINDOWS.' Press 'ENTER' again, then type 'SETUP.'
3. You can now reinstall your original driver.
4. If you did not make a note of your display adapter, and are not sure what it was, select the VGA driver (not VGA version 3.0.)
5. Contact your machine supplier (or display adapter supplier) to obtain updated drivers that will allow you to use more than 256 colors.

Windows 95 users

1. Start Windows in 'Safe mode.' Do this by holding down the 'F8' key when the 'Starting Windows 95' message appears on the

screen.
2. Choose '`Safe mode`' from the menu.
3. You can now reinstall your original driver.

4.2 Images appear in monochrome

Some color display adapters may display *My First Math Adventure* images in black and white. If this happens, you should upgrade your display driver. Contact the supplier or manufacturer of your display adapter to check that you have the latest display drivers.

4.3 Images are truncated

Some display drivers are designed to use large fonts. If your system is using one of these, any image in the main window will appear slightly truncated. Windows 3.1x users can run the 'Windows Setup' program to change the default display driver to one that does not default to large fonts. Windows 95 users can do this by selecting 'Settings' from the 'Start' menu, then by double-clicking on the 'Display' icon. Click on the 'Settings' tab, then select a different font size from the 'Font Size' drop-down list.

5. Problems with the display: animations and WinG

5.1 General problems

If you are a Windows 3.1x user, and animations play jerkily, your system may have too little memory available to run animations smoothly – on machines with only 8MB of memory, restrict the SMARTDRV setting that controls the size of the disk cache for use inside Windows to 512K or less. If you are running Windows 3.1x 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. You should also try consulting Section 7, Running Out Of Memory Or Running Slowly, for further advice. You should also check that the CD-ROM is free from dust and dirt, see section 2.1, Care of compact discs, for more information.

5.2 Solving problems with animation and for Windows 95 users

If you are running *My First Math Adventure* under Windows 95 and have problems with animations (for example, jumpy animations, 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:

5.2.1   Ensuring your display is using 256 colors or more,
5.2.2   Checking your display adapter's acceleration settings,
5.2.3   Changing your display adapter driver.

5.2.1 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 less 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 settings over 256 colors to see if they solve your problem.

5.2.2   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 solve 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' slide-control 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,' and try the next step.

5.2.3   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 mean time, or if you already had the correct driver installed, you can try installing the generic 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. From 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 other non-Super VGA compatible 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. However, the Standard (VGA) display

adapter does not allow more than 16 colors to be displayed. Since *My First Math Adventure* 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, and checking to see if they solve your problem – contact your computer manufacturer or supplier for these.

5.3 Solving problems with animation and WinG for Windows 3.1/3.11 users

5.3.1 WinG (Windows Games Interface) error message
This product uses the WinG Windows Games drivers which are installed during Setup. The first time you run *My First Math Adventure*, WinG 'profiles' your display for optimum performance. This may take a couple of minutes and is only performed once. Certain older display adapter drivers are not compatible with WinG, in which case you may 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*."

For best results, we recommend that you obtain and install the most recent driver for your display adapter card, although installing the standard Windows Super VGA 640 x 480 x 256 color driver works on many display adapters. 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. You may also find that the profiling display may crash your system. If you discover this, it is normally due to incompatible display drivers. You should try to obtain the latest display drivers from your display adapter manufacturer or computer supplier, or you could also try installing the generic Windows Super VGA driver as described above.

Note*: Not all display adapter cards are compatible with the SVGA driver. We recommend that you make a note of your original driver and settings before installing the SVGA driver. Should Windows then fail to restart you will be able to use Setup in the Windows directory to reinstall your original driver.*

5.3.2 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.

Note: Before installing the SVGA driver, please make sure that you have a back-up copy of your original display drivers, in case you need to reinstall them later.

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 640x480 256 colors' and click 'OK.'

6. Exit Windows and then restart your computer, before trying to run *My First Math Adventure* again.

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

5.3.3 Problems with animations
If you are running *My First Math Adventure* under Windows 3.1 or 3.11 and have display problems (for example, jumpy animations, or distorted colors) there are two main steps you can try in order to solve your problems. Try the steps in the order given and stop when your problem is solved:

5.3.4 Ensuring your display is using 256 colors or more,
5.3.5 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 sub-section 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 Windows '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. You should note this down before changing anything.

5.3.4 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 less than 256 colors, change it 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.

5.3.5 Changing your display adapter driver
If you have tried all the available 'Color Palette' settings of 256 colors or more, and none solve your problem, then you should try changing your display adapter driver.

First check that the correct display adapter driver is installed, as described in section 5.3.3. The name of the driver should match the name of your display adapter card. If the driver is not the correct one, then you should ask your computer manufacturer or supplier to send you the correct driver.

In the mean time, you can try installing the generic SVGA driver provided on the *My First Math Adventure* disc to see if this solves your problem. Instructions describing how to do this are provided in section 5.3.2.

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 installing the Standard display adapter (VGA):

1. From Windows '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 either the VGA or SVGA driver solves your problem, this shows that it was the original display adapter driver that was causing the problem. The standard VGA display adapter does not allow more than 16 colors to be displayed. Since *My First Math Adventure* 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.

5.3.6 Diamond Stealth 64 display adapter cards
Windows 3.1/3.11 users who have Diamond Stealth 64 display adapter cards and experience any of the following problems…

• Animation 'shearing' type effect
• Animation displaying offset from the correct position on the screen
• 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 *My First Math Adventure* CD, 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 'Current.'

5. Make sure you exit and restart Windows.

6. In 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). Follow the instructions that appear on your screen.

Diamond have built in preference for older programs in their drivers. To bypass this, in order for animations to work properly in many of our programs, you should change the following line in the 'SYSTEM.INI' file:

Please note: Editing the system.ini can cause system problems if not done properly. We suggest that you take a backup copy of your system.ini before making any changes, and only proceed with making changes if you are sure of what to do.

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. Select 'SYSTEM.INI' as the file to edit from the 'Window' drop-down menu. Select 'Find' from the 'Search' menu, then type:

   `[STLTH64.DRV]`

   then press `Enter`. If the `[STLTH64.DRV]` line is highlighted in the system.ini file, then change the line:

   `DEVICEBITMAPS=0`

   to

   `DEVICEBITMAPS=1`

   If you get the message "cannot find [STLTH64.DRV]", you should edit the system.ini file by adding the following lines:

(Hold down CTRL + End, this will take you to the end of 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.

(NB: changing your display adapter driver and restarting Windows AFTER you've installed *My First Math Adventure* will result in the WinG 'Profiling' display running the first time you restart *My First Math Adventure*. Don't be alarmed – this only happens once and should not cause any problems.)

5.3.7 Cirrus Logic 542X display adapter cards

Windows 3.1/3.11 users who have Cirrus Logic 542X display adapter cards, and who experience problems with animations should follow the instructions below to install the most up-to-date driver. This is provided on the *My First Math Adventure* 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 '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).

5.3.8 Cirrus Logic 543X display adapter cards

Windows 3.1/3.11 users who have Cirrus Logic 543X display

adapters and who experience the following problems:

- Animations play with a distorted color pallet
- Animations display blurred images or looks like a photographic negative.

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

5.3.9 Obtain the latest drivers
The ideal solution to these problems is to obtain the latest drivers from your computer manufacturer/supplier.

5.3.10 Change the color setting to 64K
1. In 'Program Manager,' double-click on the 'VGAUtil' program group icon.

2. Next double-click on the 'WinMode' 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.

6. Audio problems

6.1 No sound output, but the product otherwise runs fine

There are many possible causes of audio problems. For example, your computer can only play one sound at a time, so when another application is playing a sound, *My First Math Adventure* cannot do so; you will get an error message in these circumstances. Most applications only prevent other programs from playing a sound 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 *My First Math Adventure*.

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 afterwards to make this software work. If you haven't already done so, restart Windows now.

If you cannot hear sound in *My First Math Adventure*, 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, there is some other problem with *My First Math Adventure.* If you can't hear sound, you may not have the correct sound drivers installed. Check with your sound card manufacturer to see if you have the correct drivers and that there are no hardware conflicts. If your sound card came with your computer, call your computer supplier.

Some Compaq users running Windows 95 may find that their wave volume control is set to zero. This is a known problem for some users with Creative Labs, or Ensonic sound drivers and for Compaq users with ESS sound drivers. You can check for this problem by looking in your volume control panel to see if your wave volume setting is grayed out. The solution to this problem is to get the latest Windows 95 compatible audio driver for your sound card from your computer or sound card supplier. Users with Ensonic sound cards can try using the Ensonic driver supplied on the *My First Math Adventure* CD-ROM in the SUPPORT directory.

6.2 Sound decompression drivers

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

"*The sound decompression 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.*"

You should first try restarting your computer, and then try to run *My*

First Math Adventure again. If this does not solve the problem you should try following the instructions given below. 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 *My First Math Adventure* then restart your computer before attempting to run *My First Math Adventure* 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 *My First Math Adventure* and restart your computer before attempting to run *My First Math Adventure* again.

The following problems may result from running *My First Math Adventure* 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 *My First Math Adventure*.
• Speeded up sound in some parts of *My First Math Adventure* (but not in animations).

6.2.1 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 *My First Math Adventure* again. Setup will enable the sound decompression drivers to be copied from the CD. Once Setup is completed, Windows must be restarted to complete the installation procedure. The application should now run correctly.

6.2.2   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 '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', then click 'Apply'. If the drivers are present on your computer then an update occurs. If the drivers are not present you will be asked for your Windows 95 disc. 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', then click 'Apply'. 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 doesn't just 'think' they are.

If this does not work, you should follow a) below in you are in possession of a DK Sampler disc, or b) below if you are not:

a)
1. Insert the Sampler disc into your CD-ROM drive.
2. Double click on the 'My Computer' icon.
3. Browse the Sampler CD to try and locate the `\support\msacm` folder

    4. If you can locate the `\support\msacm` folder, double-click on the `FIXMSACM.BAT`. If you cannot locate the folder, follow b) below.

b) Please note, you must have your Windows 95 CD-ROM or disc available to complete the steps below:

    1) Restart Windows – (MS-DOS Mode)
    2) From the DOS prompt, change to the `Windows\system` directory
    3) Delete `MSACM.*` and `MSADPCM.ACM` from the DOS prompt, change to the `windows\sysbckup` directory
    4) Delete `MSACM.*` and `MSADPCM.ACM` (If it exists)
    5) Type `Exit` then press the 'Enter' key. This will take you back into Windows.
    6) Insert the windows 95 CD-ROM (Close the auto-run Windows 95 program)
    7) Run an MSDOS prompt and type:

```
cd c:\windows\system
```

and then (where d is the letter of your CD-ROM drive):

```
extract d:\win95\win95_08.cab msacm.*
```

Next type:

```
cd c:\Windows\sysbckup
```

then press the enter key. Type:

```
extract d:\win95\win95_08.cab msacm.*
```

Restart your computer, then try to run *My First Math Adventure* again.

6.3 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. If sound is interrupted, this may be caused by low memory – refer to section 7.

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 at 50 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 drive is not MPC-compatible, then the sound may play badly or be interrupted when playing. Check your CD-ROM drive's documentation to ensure that it is a double-speed, or faster, CD-ROM drive. If you do have a double-speed CD-ROM drive, and if you are also a Windows 3.1x user, or a Windows 95 user with no 'CDROM' icon in Device Manager (you can check this by selecting 'Control Panels' from the 'Start' menu, and by double-clicking on the 'System' icon. Select the 'Device Manager' tab and check to see if a 'CDROM' icon appears in the list), then you should follow the advice in about 'smrtdrv' in sections 7.1 and 7.2 of this Read Me.

6.4 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 could try new speakers or headphones to see if they solve the problem.

7. Running out of memory or running slowly

My First Math Adventure uses your computer's system memory to display pictures. If you find that *My First Math Adventure* 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. Windows 3.1x users who have machines with only 8MB of memory, and Windows 95 users with no 'CDROM' icon in Device Manager (you can check this by selecting 'Control Panels' from the 'Start' menu, and by double-clicking on the 'System' icon. Select the 'Device Manager' tab and check to see if a 'CDROM' icon appears in the list), should restrict the SMARTDRV setting that controls the size of the disk cache for use inside Windows to 512K or less. If you are running Windows 3.1x, 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. DOS 5.0 does not cache the CD at all – users with DOS 5.0 should try upgrading either DOS or SMARTDRV for a later version. You can check whether your CD-ROM drive is cached by going to the DOS prompt and typing 'SMARTDRV.' This will show you a list of drives that are cached.

2. Windows 3.1x users should 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 in 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.

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

4. Check that your computer has at least 8MB 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 8192Kb or more, then you have at least 8MB of memory. If you have less than 8MB (minimum 8192Kb) of memory, then you need to install some more.

5. **Windows 3.1/3.11 users** should check that Windows has sufficient memory available for *My First Math Adventure*. Do this by selecting 'About Program Manager' from the 'Help' menu in

'Program Manager.' The memory available should be a least double the amount of your installed RAM. The extra memory here indicates the presence of a Windows swap file. You may find more memory becomes available if you restart Windows. If you still have less than double the amount of your installed RAM 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 6 below. **Windows 95 users** should ensure that there is plenty of available hard disk space to allow the swap file to grow if necessary; at least 20MB is recommended.

6. Windows 3.1x users who are running Windows in Enhanced mode, set up a permanent Windows swap file on your hard disk of a least double the amount of your installed RAM. You can do this by following the instructions in your Windows documentation.

7. If you are running in color modes higher than 256 colors (8-bit), you should set your display to use 256 colors. Refer to 'Screen resolutions and color settings' in section 4, 'Screen Display Notes,' for instructions on changing the color mode, but select 256 colors.

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.

8. Printing

The copyright for all images in *My First Math Adventure* is owned by Dorling Kindersley. All screens and print-outs are licensed to you for personal, home, school, or college use. The screens and print-outs must not be used in any products for commercial sale or for distribution by any commercial organization in any form.

Printing screens from *My First Math Adventure* 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 *My First Math Adventure* by clicking on the 'Print' icon at the bottom of the screen. Click on 'Printer Settings' 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. On these printers change the quality setting in the 'Printer Settings...' dialog box to 'High / Slower.' Users of dot-matrix printers may also find that their print-outs have strange proportions. If this is the case, you should ensure that the dpi option is the same for both horizontal and vertical settings.

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 7 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

When any of these occur the following steps should be taken, in the order given. Stop when your problem is solved.

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

2. Try different modes of printing, for example, different print quality such as draft, fine, 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).

Windows 3.1 users

1. Ensure that `TEMP` is set in the 'AUTOEXEC.BAT' file to a valid directory, for example, a line in the '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.

2. Check your hard disk with the 'Scandisk' program, provided with DOS, and choose to repair all errors it flags. Then re-install the printer driver.

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

4. Try another compatible printer driver.

5. Change the color depth used by the screen driver to any setting to see if this makes a difference. If this works, then you should contact your computer manufacturer/supplier for updated print/display drivers. Instructions for some driver types are given in section 4, Screen Display Notes.

Windows 95 users
Use the Printer Wizard to reinstall your printer. Do this by going to the 'Start' menu and selecting 'Settings,' then 'Printers.' Follow the instructions that appear on your screen.

9. Connecting to the Internet and registering your disc

Please note: If you would normally pay telephone charges to connect to your Internet Service Provider, or for the time that you use the Internet, these charges will continue to apply while you are using the Online feature on this disc. You should always ask permission from the person who will pay the bill before you use the Online feature described below.

If you are able to connect to the Internet from your computer, and if you have a Web browser installed, then you can take advantage of a feature of *My First Math Adventure* that lets you register your disc via the Internet and visit DK's Web site. If you do not have a functioning Internet connection or Web browser, then you will NOT be able to make use of this feature.

Warning: If you already have one Web browser window open, and

try to open more browser windows, this may cause your computer to run out of memory and may result in your computer crashing. Therefore, we recommend that you run only one browser window at a time.

The first time that you connect to the Internet from your disc you will be shown dialog boxes that will allow you to configure your Web browser. If you need to reconfigure your browser in the future you can do this by clicking on the 'Online Setup' button on the menu page.

If your Internet connection is not successful check the following:

- That you can connect to the Internet and use your browser in the normal way. If you cannot do this, then there is a problem with your Internet connection. For example, make sure that your modem is correctly connected and switched on.
- Try starting your Internet connection and Web browser first, and then start up *My First Math Adventure*.

12. Game play in *My First Math Adventure*

User and game information is stored on the hard disk of the computer you are using. If you use *My First Math Adventure* on a different computer you will not have access to previously saved user and game information unless you copy the appropriate files to the *My First Math Adventure* installation directory of the computer you are currently using.

There are two files which you will need to move: game.dbf, and user.dbf. These are located in C:\DKMM\FMA2\ (where C:\ is the letter of your hard disk, and assuming you used the default path when installing *My First Math Adventure*).

Please note that deleting these database files result in all previously saved user and game information being lost. This means that you will have to log on and start the games again from scratch.

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