

**Windows 95,
Windows 3.1,
Power Macintosh
and Macintosh**

TROUBLESHOOTING GUIDE

Index

Windows 95	3
Windows 3.1	7
Macintosh	13
How to Contact Us	15

Windows 95 Troubleshooting Guide

Please read this document if you are having any problems with this Windows 95 product. Brøderbund Windows 95 products are tested thoroughly before they are released. Most of the technical problems we anticipate users having will be rooted in outdated device drivers for video boards, sound boards, or CD-ROM drives. Please make every effort to install the most current device drivers before calling Brøderbund Technical Support.

Outlined below are some procedures and resources available to you to help resolve any problems you might experience. It will be helpful if you have a working knowledge of Windows 95 procedures for changing display and sound drivers.

Accelerators, File Compressors, and Other Peripherals

This product is designed to be used on standard Windows 95 configured PCs. This means that during development and testing, we were unable to prepare our software for every operating environment our products might encounter. Accelerators, file compression applications, networked computers, or any other hardware or non-standard software devices might affect the performance of the program. If you encounter any difficulties using this product, please disable any such devices to be sure that they are not affecting performance.

General Troubleshooting — Exit Other Programs

The first step in troubleshooting any problem, especially General Protection Fault error messages or hanging of the operating system, is to Exit from any other programs that may currently be running. This can be accomplished by using the Windows 95 Close Window procedure, modifying the Startup Folder configuration, and editing the WIN.INI file for programs running in the background.

Close Window

1. Begin at the Windows 95 Desktop. Press and hold down the "CTRL", "ALT", and "Delete" keys on the keyboard all at the same time. When the Close Windows window appears, release all 3 keys. DO NOT PRESS THESE KEYS AGAIN AT THIS TIME.
2. Make sure that Explorer and Systray (Systray will only be present on some systems) are the only items listed here before starting the program. If there are other items listed here, use the up and down arrow keys to highlight the name of the program, then click on the "End Task" button. The Close Window window will then disappear.
3. If necessary, open the Close Window dialog again and continue to Exit programs until only the Explorer and Systray are listed.

* Note: Some programs will not quit in this way. Check the instructions that came with the program for assistance if using the CLOSE WINDOW procedure is not working for you.

Remove Programs from Startup Folder

The Startup Folder allows certain programs to load automatically when you start Windows 95. These applications usually run in the background and might be conflicting with the Brøderbund product. You can stop these programs from loading by doing the following:

1. Select the Windows 95 Start button. Point to "Settings" and click "Taskbar." A Taskbar Properties dialog appears.
2. Click the "Start Menu Programs" tab.
3. Click "Advanced" button in Customize Start Menu Group.

4. Double-click on the "Programs" folder. Select "File," "New," "Folder." Name the folder Startbk and hit *Enter*.
5. Open the Startup folder. Click and hold the right mouse button down on an item in the Startup folder, and drag it to the Startbk folder. When Startbk folder highlights, release the mouse button. When prompted, choose "Move Here." Repeat until there are no more entries in Startup folder.
6. Restart Windows 95 for these changes to take effect. Click Start button, then select "Shutdown". In the Shut Down Windows dialog, choose "Restart the Computer." Click the "Yes" button.

*To reverse this process, do the following:

1. Select the Windows 95 Start button. Select "Settings" and select "Taskbar." A Taskbar Properties dialog appears.
2. Select the "Start Menu Programs" tab.
3. Select "Advanced" button in Customize Start Menu Group.
4. Double-click "Programs" folder. Double-click Startbk folder. Click and hold the right mouse button down on an item in the Startbk folder, and drag it to the Startup folder. When Startup folder highlights, release the mouse button. When prompted, choose "Move Here." Repeat until there are no more entries in the Startbk folder.
5. Restart Windows 95 for these changes to take effect. Click Start button, then select "Shutdown." In the Shut Down Windows dialog, choose "Restart the Computer." Click the "Yes" button.

WIN.INI File

The WIN.INI file allows certain programs to load automatically when you start Windows 95. These applications usually run in the background, and could be using memory needed by the Broderbund program, or conflicting with it. You can stop these programs from loading by doing the following:

1. Begin at the Windows 95 Start button. Click the Start button and click on Run.
2. In the Open box type WIN.INI and click on OK.
3. The WIN.INI file will come up on screen in Notepad. Look for the lines that start with "LOAD=" and "RUN=". Place a semicolon (;) in front of each of these lines so that they now start with ";LOAD=" and ";RUN=".
4. Select "Exit" from the "File" menu, then click on the "Yes" button to save the changes made to this file.
5. Restart Windows 95 for these changes to take effect. Click the Windows 95 Start button, then select "Shut Down." In the Shut Down Windows dialog, choose "Restart the Computer." Click the "Yes" button.

*Note: to restore your WIN.INI file to its original state, follow the instructions again and remove the semicolon (;) from the beginning of the "LOAD=" and "RUN=" lines.

Disable Screen Savers

Before using the product, you may want to disable any screen savers that are enabled. To disable the screen saver that is built into the Windows 95 Desktop Control Panel:

1. Begin at the Windows 95 Start button. Click on this Start button, point to "Settings," and select "Control Panel."
2. Double-click the Display icon. A Display Properties dialog box will appear.
3. Select the Screen Saver tab.
4. Locate the "Name" box in the Screen Saver area. Click on the down arrow to the right of the "Name" box and select "(None)."
5. Click "OK."

To disable screen savers from other software developers, please refer to the manual that came with the screen saver.

Check Memory

Please refer to the manual that was included with your program for the amount of physical and available memory your program requires.

Check Sound Drivers

If you are unable to hear music or sound effects, check to see if you have Windows 95 sound drivers installed and that the sound files are playing properly.

Checking Wave Sounds

1. Begin at the Windows 95 Start button. Click the Start button, point to Settings and click "Control Panel".
2. Double-click the "Sounds" icon to open the Sound Properties dialog.

- If the items listed in the "Events" list box are in black, click an event (i.e. Default Sound), and click on the "Play" button. If you do not hear event sounds, then check to make sure your cables are fastened securely, and that the volume controls on your sound device and speakers are set high enough to be audible. For further assistance, check the manuals that came with your sound device.
- If the items listed in the "Events" or "Files" dialog boxes are grayed out, then Windows 95 drivers for your sound device have not been installed properly. Please refer to the manual that came with your sound device for instructions on how to install Windows 95 sound drivers.

Checking Midi Sounds

1. Begin at the Windows 95 Start button. Click the Start button, point to Find and select Files or Folders.
2. In the Named box type *.MID. In the Look In box, you should have C:\ and there should be a check in the Include Subfolders option. Then, click on Find Now.
3. When the results show up in the bottom of the dialog box, double click on a MIDI file and see if you can hear the sound.

- If you hear the sound, then your MIDI drivers appear to be installed properly.
- If the file plays, but you can't hear it, check the volume level for MIDI files on your system, and make sure the speakers are plugged in and turned on.
- If you receive any type of error, then the sound drivers are either not installed at all, or are not installed properly. Please refer to the manual that came with your sound device for instructions on how to install Windows 95 sound drivers.

In addition, it is highly recommended that you update your Windows 95 sound drivers to the most current version available. Most of the sound problems you might experience can be easily resolved by simply updating your Windows 95 sound drivers. Please refer to the section below titled "Updating Windows 95 Drivers" for instructions on how to acquire Windows 95 drivers.

Check Video Driver

If you are experiencing video display problems, it is highly recommended that you update your Windows 95 video driver to the most current version available. Please refer to the section below titled "Updating Windows 95 Drivers" for instructions on how to acquire Windows 95 drivers.

To change your Windows 95 video drivers you may need any or all of the following: your Microsoft Windows 95 User's Guide, Microsoft Windows 95 CD-ROM, and the manual and/or disk(s) included with your computer or video board.

The normal method for installing Windows 95 video drivers is described in your Windows 95 User's Guide.

1. Begin at the Windows 95 Start button. Click this Start button, point to "Settings," and select "Control Panel."
2. Double-click the Display icon. Click "Settings" tab.
3. Change resolution and colors appropriately.
4. You can also click the Change Display Type button, then click the Change button in Adapter Type group and/or Change button in Monitor Type group.

When selecting a driver, do not guess on which driver to choose. If you are unsure whether you are selecting the proper driver for your board, contact the manufacturer of your computer or video board for assistance.

Some video board manufacturers require that you use their installation procedure to copy and/or decompress their drivers to a directory on your hard drive from disks provided with your video board. If this is the case, follow the instructions for your video board manufacturer's installer, then follow the steps outlined in the Windows 95 User's Guide.

Checking Printer Setup

If you are having troubles printing, please try the following: make sure you are using the proper printer driver, check the setup of that driver, disable any print spoolers or update the printer driver to the current version available from the printer manufacturer.

Use Proper Printer Driver

You need to be using the correct printer driver, or a suitable emulation, when printing from Windows. The printer driver is the software that translates printing information sent from the programs into information the printer can understand.

1. Begin at the Windows 95 Start button. Click the Start button, point to "Settings," and select "Printers."
2. Select your specific printer by single clicking on it in the Printers window to highlight it.
3. Right click on the printer icon and select "Set as Default" from the pop-up menu.

If your printer is not listed in the Printers window, double click on the Add Printer icon and follow the Wizard to install your printer driver. You will either need the Windows 95 CD or the driver disk that came with your printer to install the printer driver.

Check Setup of Printer Driver

Once you have set your specific printer as the default printer, you can also modify the setup of the printer driver. Different printer drivers may address the different options for setup in the printer driver by various names, but the setting itself is the important item.

1. Begin at the Windows 95 Start button. Click the Start button, point to "Settings," and select "Printers."
2. Select your specific printer by single clicking on it in the Printers window.
3. Right click on the printer icon and select "Properties" from the pop-up menu.

- Set the Paper Size to 8 1/2 x 11" and the Paper Type to Letter.
- Set the Orientation to Portrait.
- The Resolution or Print Quality should be set to the highest option available (Best, High Quality, etc.).

*Note: In most cases, the print quality should be set to the highest option available. This will ensure the best quality of the printed output, and can correct various printing inaccuracies. However, on some printers (particularly laser printers), increasing the print quality can result in partial printout

due to printer memory issues. If you increase the print quality and the printout becomes worse, you may actually need to reduce the print quality.

- Enable any color options, so that a color printer will print in color.
- Color control or Color Mode should be set to Match-Screen.
- Graphics Mode for laser printers should be set to Raster and Print TrueType as Graphics should be enabled.
- Adjust settings for Dithering to produce the best output (Fine, Coarse, Diffusion or Scatter).

Disable Print Spoolers

The Print Manager or Print Spooler is a memory resident program that activates when printing is initiated. By disabling the spooler, the time it takes to print, as well as the quality of the printed output, will often improve. To disable the spooler:

1. Begin at the Windows 95 Start button. Click the Start button, point to "Settings," and select "Printers."
2. Select your specific printer by single clicking on it in the Printers window.
3. Right click on the printer icon and select "Properties" from the pop-up menu.
4. Select the Details tab.
5. Click on Spool Settings.
6. Select "Print Directly to Printer", and then click "OK."

To disable print spoolers from other software developers, please refer to the manual that came with the printer spooler software.

Update the Printer Driver

In addition, it is highly recommended that you update your Windows 95 printer drivers to the most current version available. Printer manufacturers are constantly working to improve the drivers they design for their printers. Please refer to the section below titled "Updating Windows 95 Drivers" for instructions on how to acquire Windows 95 drivers.

Updating Windows 95 Drivers

There are many ways to acquire the most recent device drivers. The dealer who sold you your hardware should have access to the most recent drivers. Additionally, most hardware manufacturers have BBS numbers which enable you to download their drivers and other information via modem. Most hardware manufacturers have forums on the on-line services and websites on the world wide web where you can access their technical support or driver libraries via modem. Listed on page 12 are the BBS and technical support numbers for some hardware manufacturers who have offered these numbers so that you will be able to obtain the most recent device driver for your peripheral and any technical support you might need.

Windows 3.1 Troubleshooting Guide

Please read this document if you are having any problems using this product with Windows 3.1. Brøderbund products are tested thoroughly before they are released. Most of the technical problems we anticipate users having will be rooted in outdated device drivers for video boards, sound boards, CD-ROM drives, or your MSCDEX.EXE driver. Please make every effort to install the most current device drivers before calling Brøderbund Technical Support.

Outlined below are some procedures and resources available to you in resolving any problems you might experience. It will be helpful if you have working knowledge of Windows procedures for changing display and sound drivers.

Accelerators, File Compressors, and Other Peripherals

This product is designed to be used on standard MPC configured PCs. This means that during development and testing, we were unable to prepare our software for every operating environment our products might encounter. Accelerators, file compression applications, networked computers, or any other hardware or software device that is non-standard might affect the performance of the program. If you encounter any difficulties using this product, disable any such devices to be sure that they are not affecting performance.

General Troubleshooting-Exit Other Programs

The first step in trouble shooting any problems, especially General Protection Fault error messages, is to Exit from any other programs that may currently be running. This can be accomplished by using the Windows Task List and by editing the WIN.INI file for programs running in the background.

Task List

1. Begin at the Windows Program Manager. Press and hold down the "CTRL" key, then press the "ESC" key. When the Task List window appears, release both keys.
2. Make sure that "Program Manager" is the only item listed here before starting the program. If there is another item listed here, use the up and down arrow keys to highlight the name of the program, then click on the "End Task" button. The Task List window will then disappear.
3. If necessary, open the Task List again and continue to Exit programs until only the Program Manager is listed.

* Note: Some programs will not quit in this way. Check the instructions that came with the program for assistance if using the TASK LIST procedure is not working for you.

WIN.INI File

The WIN.IN file allows certain programs to load automatically when you start Windows. These applications usually run in the background, and could be using memory needed by the Brøderbund program, or conflicting with it. You can stop these programs from loading by doing the following:

1. Begin at the Windows Program Manager. Select "Run..." from the "File" menu.
2. In the line labeled Command Line type WIN.INI and click "OK".
3. The WIN.INI file will come up on screen in Notepad. Look for the lines that start with "LOAD=" and "RUN=". Place a semicolon (;) in front of each of these lines so that they now start with ";LOAD=" and ";RUN=".
4. Select "Exit" from the "File" menu, then click on the "Yes" button to save the changes made to this file.
5. Restart Windows for these changes to take effect. Select "Exit Windows" from the "File" menu, and then click on "OK".
6. When you are returned to a DOS prompt, type WIN and press enter. This will return you to Windows.

*Note: to restore your WIN.INI file to its original state, follow the instructions again and remove the semicolon (;) from the beginning of the "LOAD" AND "RUN" lines.

Disable Screen Savers

Before using the game you may want to disable any screen savers that are enabled. To disable the screen saver that is built into the Windows Desktop Control Panel:

1. Begin at the Windows Program Manager. Double-click on the "Control Panel" icon, located in the "Main" program group.
2. Double-click on the "Desktop" icon. A Desktop dialog box will appear.

3. Locate the "Name" box in the Screen Saver area. Click on the down arrow to the right of the "Name" box and select "(None)."
4. Click "OK."

To disable screen savers from other software developers, please refer to the manual that came with the screen saver.

Check Memory

Please refer to the manual that was included with your program for the amount of physical and available memory your program requires.

To check the amount of free memory currently available to Windows, select "About Program Manager" from the Program Manager "Help" menu. At the bottom of the information box will be a line titled "Memory" which will show the amount of free memory (in KB) available to Windows.

If the total memory available to Windows is less than the required amount try increasing the size of the Windows Swap File (virtual memory). To increase the size of the Windows Swap File:

1. Begin at the Windows Program Manager. Double-click on the "Control Panel" icon, located in the "Main" program group.
2. Double-click on the "386 Enhanced" icon. If you do not see this icon, make sure that Windows is running in "Enhanced" mode, and not "Standard" mode.
3. Click on the "Virtual Memory..." button.
4. Click on the "Change" button. A "New Settings" dialog box will open.
5. Change the swap file "Type" to "Temporary."
6. Increase the size of your swap file in the "New Size" box. A good number to start with would be half the number displayed in the "Recommended (Maximum) Size" box.
7. Click "OK." A dialog box will appear asking if you would like to restart Windows. Click "Restart Windows."

Check Sound Drivers

If you are unable to hear music or sound effects from the program, check to see if you have Windows sound drivers installed and that the sound files are playing properly.

Checking Wave Sounds

1. Begin at the Windows Program Manager. Double-click on the "Control Panel" icon located in the "Main" program group.
2. Double-click on the "Sound" icon to open the Sound Control Panel.

- If the items listed in the "Events" or "Files" dialog boxes are in black, click on the "Test" button. If you do not hear event sounds, then check to make sure your cables are fastened securely, and that the volume controls on your sound device and speakers are set high enough to be audible. If you are still unable to hear sound, check the manuals that came with your sound device for further assistance.
- If the items listed in the "Events" or "Files" dialog boxes are grayed out, then the Windows drivers for your sound device have not been installed properly. Please refer to the manual that came with your sound device for instructions on how to install Windows sound drivers.

Checking Midi Sounds

1. Begin at the Windows Program Manager. Double-click on the "Media Player" icon located in the "Accessories" program group.

2. With the Media Player up on screen, from the "File" menu, select "Open." Under the File Name dialog box, locate the "Canyon.mid" file. Click on the file once to highlight it and click OK.
3. Click the play button located in the lower left corner of Media Player.

- If you hear the sound, then your MIDI drivers appear to be installed properly.
- If the file plays, but you can't hear it, check the volume level for MIDI files on your system, and make sure the speakers are plugged in and turned on.
- If you receive any type of error, then the files are either not installed at all, or are not installed properly. Please refer to the manual that came with your sound device for instructions on how to install Windows sound drivers.

In addition, it is highly recommended that you update your Windows sound drivers to the most current version available. Most of the sound problems you might experience can be easily resolved by simply updating your Windows sound drivers. Please refer to the section below titled "Updating Windows Drivers" for instructions on how to acquire Windows drivers.

Check Video Drivers

If you are experiencing video display problems, it is highly recommended that you update your Windows video driver to the most current version available. Please refer to the section below titled "Updating Windows Drivers" for instructions on how to acquire Windows drivers. In addition, check your product's documentation to see if your Windows video driver needs to be set to display 256 colors. If so, the product will not function with video drivers set to thousands or millions of colors. Users with accelerated, 16-bit, or other special types of video boards should run the game in 640x480x256 mode.

To change your Windows video drivers you may need any or all of the following: your Microsoft Windows User's Guide, Microsoft Windows disks, and the manual and/or disk(s) included with your computer or video board.

The normal method for installing Windows video drivers is described in your Windows User's Guide. Look up "Setup" in the User's Guide index, and look for the section titled "Changing System Settings." Before changing your video driver, write down the name of the currently installed display driver in case you want to switch back to this setting. When selecting a driver, do not guess on which driver to choose. If you are not sure if you are selecting the proper driver for your board, contact the manufacturer of your computer or video board for assistance.

Some video board manufacturers require that you use their installation procedure to copy and/or decompress their drivers to a directory on your hard drive from disks provided with your video board. If this is the case, follow the instructions for your video board manufacturer's installer, then follow the steps outlined in the Windows User's Guide.

Checking Printer Setup

If you are having troubles printing, please try the following: make sure you are using the proper printer driver, check the setup of that driver, disable any print spoolers or update the printer driver to the current version available from the printer manufacturer.

Use Proper Printer Driver

You need to be using the correct printer driver, or a suitable emulation, when printing from Windows. The printer driver is the software that translates printing information sent from the programs into information the printer can understand.

1. Begin at the Windows Program Manager. Double-click on the "Control Panel" icon, located in the "Main" program group.
2. Double-click on the "Printers" icon. A Printers dialog box will appear.
3. Select your specific printer from the list of Installed Printers and click the "Set as Default Printer" button.
4. Click "Close."

If your printer is not listed in the Printers dialog box, click on the Add button. Locate your printer in the list of printers, and choose "Install." You will either need the Windows 3.1 diskettes, or the driver disk that came with your printer to install the printer driver.

Check Setup of Printer Driver

Once you have set your specific printer as the default printer, you can also modify the setup of the printer driver. Different printer drivers may address the different options for setup in the printer driver by various names, but the setting itself is the important item.

1. Begin at the Windows Program Manager. Double-click on the "Control Panel" icon, located in the "Main" program group.
2. Double-click on the "Printers" icon. A Printers dialog box will appear.
3. Make sure your specific printer is listed as the Default Printer, and click "Setup."

- Set the Paper Size to 8 1/2 x 11" and the Paper Type to Letter.
- Set the Orientation to Portrait.
- The Resolution or Print Quality should be set to the highest option available (Best, High Quality, etc.).

*Note: In most cases, the print quality should be set to the highest option available. This will ensure the best quality of the printed output, and can correct various printing inaccuracies. However, on some printers (particularly laser printers), increasing the print quality can result in partial printout due to printer memory issues. If you increase the print quality and the printout becomes worse, you actually may need to reduce the print quality.

- Enable any color options, so that a color printer will print in color.
- Color control or Color Mode should be set to Match-Screen.
- Graphics Mode for laser printers should be set to Raster and Print TrueType as Graphics should be enabled.
- Adjust settings for Dithering to produce the best output (Fine, Coarse, Diffusion or Scatter).

Disable Print Spoolers

The Print Manager or Print Spooler is a memory resident program that activates when printing is initiated. By disabling the spooler, the time it takes to print, as well as the quality of the printed output, will often improve. To disable the spooler:

1. Begin at the Windows Program Manager. Double-click on the "Control Panel" icon, located in the "Main" program group.
2. Double-click on the "Printers" icon. A Printers dialog box will appear.
3. Deselect the "Use Print Manager" option located in the lower left of the Printers dialog box. Thus, make sure there is no X in the box next to this option.
4. Click "Close."

To disable print spoolers from other software developers, please refer to the manual that came with the printer spooler software.

Update the Printer Driver

In addition, it is highly recommended that you update your Windows printer drivers to the most current version available. Printer manufacturers are constantly working to improve the drivers they design for their printers. Please refer to the section below titled "Updating Windows Drivers" for instructions on how to acquire Windows drivers.

Updating Windows Drivers

There are many ways for you to get the most recent device drivers. The dealer who sold you your hardware should have access to the most recent drivers. Additionally, most hardware manufacturers have BBS numbers which enable you to download their drivers and other information via modem. Most hardware manufacturers have forums on the on-line services and web sites on the World Wide Web where you can access their technical support or driver libraries via modem. Listed below are the BBS and technical support numbers for some hardware manufacturers who have offered these numbers so that you will be able to obtain the most recent device driver for your peripheral and any technical support you might need.

Video Boards

Ahead Systems, Inc.
BBS# (510) 623-0961
Main# (510) 623-0900

ATI Technologies, Inc.
BBS# (905) 764-9404
TS# (905) 882-2626
Main# (905) 882-2600

Boca Research, Inc.
BBS# (407) 241-1601
TS# (407) 241-8088
Main# (407) 997-6227

Cirrus Logic
BBS# (510) 440-9080
TS# (510) 623-8300

Diamond Computer Systems, Inc.
BBS# (408) 730-1100
2,400 baud
BBS# (408) 524-9301
9,600 baud
TS# (408) 736-2000
Main# (408) 736-2000

Hercules Computer Technology, Inc.
BBS# (510) 623-7449
TS# (510) 623-6050

Orchid Technology, Inc.
BBS# (510) 683-0555
TS# (510) 683-0323
Main# (510) 683-0300

Technology Works / National Design, Inc.
BBS# (512) 974-9329
TS# (800) 933-6113
Main# (512) 794-8533

Trident Microsystems, Inc.
BBS# (415) 691-1016
TS# (415) 691-9211
Main# (415) 691-9211

Tseng Labs
BBS# (215) 579-7536
TS# (215) 968-0502
Main (215) 968-0502

Sound Boards

Creative Labs
BBS# (405) 742-6660
TS# (405) 742-6622
Main# (405) 742-6600

Media Vision
BBS# (510) 770-0968
BBS# (510) 770-0527
TS# (800) 638-2807
Main# (800) 638-2807

Roland Corp.
Main# (213) 685-5141

Turtle Beach Systems
BBS# (717) 767-5934
TS# (717) 767-0200
Main# (717) 767-0200

CD-ROM Players

Mitsumi
TS# (408) 970-9699
BBS# (408) 970-0761

NEC
TS# (800) 388-8888

Panasonic
TS# (800) 222-0584

Phillips

BBS# (719) 593-4081
Main# (800) 777-5674

Plextor / Texel

BBS# (408) 986-1569
TS# (800) 886-3935

Sony

BBS# (408) 955-5107
TS# (800) 326-9551

Printers

Canon
TS# (800) 423-2366

Citizen
TS# (213) 391-7248

Epson
TS# (800) 922-8911

Hewlett Packard
TS# (208) 323-2551

Panasonic
TS# (800) 222-0584

MACINTOSH TROUBLESHOOTING GUIDE

Make sure that you check the Read Me file for any late breaking news that may not have been included in the manual or this troubleshooting guide. This Read Me file can usually be found in the directory that the program is installed into or on the original distribution disks or CD.

Not Enough Memory

If you are receiving error messages indicating that there is not enough RAM to run this application, you may need to free up some additional memory. To check the amount of available memory, go to the Apple menu and select About This Macintosh, or About this Computer if you are using a Performa.

You can free up additional memory by quitting other applications that may be running, or by disabling System Extensions. Other programs running on your system at the same time might affect its performance. We recommend that you exit all other applications before running this program. For additional information on disabling System Extensions, please refer to the section listed below.

You can also adjust the Disk Cache settings in the Control Panels to free up additional memory. To do this, open the Control Panels in your Apple menu and double click on Memory. Then adjust the disk cache size to the lowest setting possible (32k) to gain additional memory.

Disabling Extensions

Extensions can cause conflicts with programs by interfering with their installation or functionality or causing system lock ups. In order to determine whether an extension or extensions are causing problems, the normal troubleshooting step for each system software is to disable all system extensions. Use the following procedure below:

For system 7.0 and above: Hold down the shift key while you restart the system. Keep your finger down on the shift key until a message appears that says, "Welcome to Macintosh, Extensions Off." Then, release the shift key and wait for the computer to finish booting up.

Some programs require certain extensions such as Quicktime, Sound Manager, and a CD-ROM extension in order to run (check your manual for information on which specific extensions you need to run the program). Use the following procedure for booting the computer with the required extensions:

System 7.0 to 7.1 p6: Open the Macintosh hard disk. Open the System folder. Go to the File menu and select New Folder to create an empty folder in the System folder. Call the "untitled" folder - Extensions Disabled. Now open the extensions folder and drag all "undesired" extensions out of the extensions folder into the disabled extensions folder. Close the system folder and restart the Macintosh.

System 7.5 and higher: Go to the Apple Menu and select the Control Panels folder. Look for the Extensions Manager and click twice to open it. Go to the "Sets" option located at the top of the window. Click on the arrow pointing down to display the menu and select "Save Sets..." Type in the name "Normal" in the save set dialog box and click on OK. Go to the save sets option again and select All Off. Go through the extensions listing and put a check mark next to the desired extensions by clicking on them. Go to the sets option again and select save sets and give this new set a name (i.e. Broderbund). Close the Extensions Manager window and restart the Macintosh. (Note: You can switch your sets back to Normal at any time.)

If the program functions properly, it means that there may be something (either an extension or control panel) in the system folder that is causing a conflict with our product. You will need to find out which extension or control panel is causing the problem and determine if you need to keep it active.

Sound Problems

If you are unable to hear music or sound effects from the program, you should check to see that the volume control in your Sound Control Panel is high enough to be audible. To do this, select Control Panels from your Apple menu, double-click on the Sound icon, and set the volume to a higher level.

Also make sure that the Sound Manager extension is installed. In most cases, our programs require the Sound Manager to play sounds correctly. If this program did not come with the Sound manager extension, please contact Apple to obtain a copy. If you are running with System 7.5 or higher, you do not need to install Sound Manager onto your system, as it is already built into the system software.

Printing Problems

Not Printing/Memory Problems

Below are some recommendations on how to resolve out of memory printing problems:

- Select the Chooser from your Apple menu, and turn off Background Printing.
- Try to increase the application's memory size by single clicking on the program icon and selecting Get Info from the File menu. Increase Preferred/Current memory to a number greater than it is currently set to.
- Next, increase the Print Monitor memory size. The print monitor is located in the System Folder in Extensions. Again, single click on the icon and select Get Info from the File menu. Set the Preferred memory size to 1000k.

Printout is Wrong

If strange characters appear in your printout then there may be a communications problem between the printer and the computer system. If the printout is not as expected, please try the following:

- Make sure the printer cable is no longer than 6 feet.
- Make sure that the printer cable is connected securely to both the printer and the CPU.
- Make sure that the printer is NOT going through a switching device or printing over a network.
- Make sure that the proper printer driver is selected for the emulation in which the printer is running.
- Make sure that there is no information left in the printer from a previous software program. To clear the printer, turn the printer off, wait for about 20 seconds, turn the printer back on and then try printing again.

No Color Output

If you receive no color output when printing to a color-capable printer, please follow these steps:

- Make sure that the correct printer driver is selected.
- Run a color test print directly from the printer (please refer to your printer's manual for instructions on how to do this).
- Make sure that the color option is selected before you print (please refer to your printer's manual for instructions on how to do this).

Prints Too Slow

If the printing process is too slow there may be a few things you can try to speed this up:

- Boot with all extensions off. To do this, hold down the shift key while starting until you see the message, "Welcome to Macintosh, Extensions off".
- Try to increase the application's memory size by single clicking on the program icon and selecting Get Info from the File menu. Increase Preferred/Current Memory in increments of 500k to 1000k.
- Increase the Print Monitor memory size. The print monitor is located in the System Folder in

Extensions. Again, single click on the icon and select Get Info from the File menu. Set the Preferred memory size to at least 1000k.

- In the Chooser, turn off background printing by going to the Apple menu and selecting Chooser. Select your printer icon in the list and select Off for Background printing.
- Within the program, pull down File and Page Setup and make sure that you have selected US Letter and Portrait mode (the little man standing up).
- The program should not be printed through a network or switchbox.
- If printing to a laserjet-compatible printer, lower the printer driver's quality (for dot-matrix printers, lowering the quality to draft will increase the print speed).

Printer Not Responding

If this error message appears immediately after you select "Print," please try correcting the problem with the following:

- Make sure that the printer cable is connected securely to both the printer and the CPU.
- Make sure that the printer is NOT going through a switching device.
- Make sure the proper printer port is selected.
- Make sure the proper print quality of the printer driver is selected.

Prints onto the Second Page

If the printout looks as though it could print successfully to one 8 1/2" x 11" piece of paper, but it prints to a second page:

- Make sure the proper emulation printer driver is selected.
- If the printer isn't capable of printing 66 lines per page, then there is no solution to force the project to print to a printer that is only capable of printing at 61 or 63 lines per page.
- If printing to a laserjet-compatible printer, lower the printer driver's quality.

WHEN ALL ELSE FAILS

If you have worked through these troubleshooting suggestions and still need assistance, you can contact Brøderbund Technical Support by using the options listed below. It will be very helpful if you can tell us your computer make and model. If possible, have the computer both positioned near your phone and turned on. Please also be prepared to give us a detailed description of what happens when you try to run the program.

You can contact us in any of the following ways:

- Internet - Contact our World Wide Web site at <http://www.broderbund.com>
- Phone - Call us at (415) 382-4700 from Monday through Thursday between the hours of 6 a.m. and 4:30 p.m., and Friday from 6 a.m. to 3:45 p.m., Pacific Time.
- CompuServe - Type GO BB at any prompt to access Brøderbund's area in CompuServe, or send your questions to 70007,1636.
- America OnLine - Use the Keyword: BRODERBUND to find our Product Support Boards, or address your questions to BBund Tec1 or BBund Tec2 using AOL's electronic mail.
- Mail - Send your questions to Brøderbund Technical Correspondence, P.O. Box 6125, Novato, CA 94948-6125.



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