MYST®

The Surrealistic Adventure That Will Become Your World

Windows 3.1® Trouble Shooting Guide

Please read this document before calling our technical support number if you are having any problems with Myst. Myst was tested thoroughly before its release, and most of the technical problems we anticipate users having will be rooted in device drivers for video boards, sound boards, or CD-ROM drives. Outlined below are some procedures and resources available to you in resolving any problems you might be having. It will be helpful if you have working knowledge of Windows 3.1 procedures for changing display and sound drivers and creating new program item icons.

Sound Cards

Myst takes full advantage of the software volume control features available on MPC sound cards. Consequently, it is essential that you review the following information to see if your sound device is affected:

Sound Blaster 16 Owners
Myst utilizes sound features in the most recent drivers available from Creative Labs for the Sound Blaster 16. FOR MYST TO FUNCTION PROPERLY IT IS ESSENTIAL THAT YOU HAVE THE UPDATED DRIVERS FROM CREATIVE LABS. If you are experiencing audio problems while playing the game please obtain the latest drivers from Creative labs. You can contact Creative Labs at 405-742-6622.

All sound cards with software volume control
If volume output is set very low in your AUTOEXEC.BAT file or in your mixer application, Myst might be quite loud in comparison to other applications. This is because Myst takes advantage of software volume control within the game. You may want to adjust your speaker output to accommodate this increased volume.

Accelerators, File Compressors, and Other Peripherals

Myst is designed to use the full capabilities of your computer. It is highly recommended that you do not use other programs (or keep other program windows open) while playing Myst. In addition, the performance of Myst may vary according to the capabilities of your CD-ROM drive (as well as your other hardware).

Myst is designed to be used on standard Windows 3.1 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 Myst. If you encounter any difficulties using Myst, disable any such devices to be sure that they are not affecting your performance.

Memory

For Myst to function properly we recommend that Windows have a total of 10,000KB of free memory. This amount may be a combination of physical and virtual memory. To check the amount of free memory currently available to Windows, begin at the Windows Program Manager. Select "About Program Manager" from the "Help" menu. Near 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 10,000 KB try increasing the size of the Windows swap file (virtual memory.) To increase the size of the Windows swap file, follow these steps:

1. Begin at the Windows Program Manager. Open the "Control Panel" icon, located in the "Main" program group.
2. Double click on the icon named "386 Enhanced."
3. Click on the button labeled "Virtual Memory. . ."
4. Click on the button labeled "Change." A "New Settings" dialog box will open.
5. Increase the size of your swap file in the "New Size" dialog box. Click "OK."
6. Set the "Type" to "Permanent." If "Permanent" is unavailable then set the "Type" to "Temporary."
7. A dialog box will appear asking if you would like to restart Windows. Click "Restart Windows."

Miscellaneous

Screen Savers

If you are running a screen saver you may want to disable it before playing Myst. Certain screen savers may affect the performance of QuickTime for Windows.™

Video Cards and Display Drivers

If you are experiencing video problems while playing Myst, try updating to a more recent version of your display drivers.

Changing Display Drivers

Myst users with accelerated, 16-bit, or other special types of video cards should run Myst in 640x480 mode with 256 colors. To switch to this mode you must first have the proper video driver installed. Most video boards are sold with a wide variety of drivers to use.

To Change Video Drivers

1. Have your Windows disks or the disks provided with your video board available.
2. In Windows locate the "Windows Setup" icon and start the setup by double clicking on the icon.
3. Select "Change System Settings" from the "Options" menu on the left of the Change System Settings dialog box that appears on your screen.
4. Scroll down the Display pop-up menu, by clicking on the arrow to the right, to the "640x480x256" driver. At this point you might be asked to insert a specific Windows floppy disk if the driver is not in your Windows directory.
5. If the "640x480x256" driver is not one of the options choose the "Other Drivers" option.
6. Locate the driver on the proper floppy disk, in your Windows directory, or in another directory on your hard drive.
7. Click on "Install", then, when prompted, choose "Restart Windows" to complete the process.
8. Once Windows has restarted you will then be able to enjoy Myst.
9. If you need to return to 640x480 resolution in 16 colors, or another resolution and palette, for other applications, simply run through the above procedure. Select your original video driver, or another if appropriate, from the pop-up menu and restart Windows.

- 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 step 4 and/or 5 above to locate the proper driver on your hard drive.
- Once you've installed the proper video driver in Windows you might have to switch back to another driver for some other applications you have, although many will work with the 640x480x256 driver.

HeadLand/Video 7 SVGA card

If you are using the HeadLand/Video 7 (manufactured by AHEAD!) video card and are experiencing problems (e.g., split video, animation occurring halfway off the screen) with QuickTime movies not being placed correctly on the screen try updating to the most recent version of your display driver. Please see the documentation that came with your video card for more information on contacting HeadLand.

If updating to the most recent version of display drivers does not help then try making the following modifications to the QTW.INI file (the QTW.INI file should be located in your WINDOWS directory.)

1. Open the QTW.INI file using Notepad or another plain text editor.
2. If there is a line that reads: optimize=hardware then change it to read:
   optimize=driver
   If neither of these lines exist then add the following two lines:
   [Video]
   optimize=driver

These adjustments may degrade the performance of QuickTime for Windows so only attempt them if you are experiencing problems with the placement of movies on the screen.

Matrox and ATI Accelerated Video Cards

Some users of accelerated graphics cards have also experienced problems running QuickTime for Windows within Myst. As a first step try making the modifications to the QTW.INI file described in the section above.

If adding OPTIMIZE=DRIVER line did not help, you can correct problems with these cards by creating a QTW.INI file that contains the following lines only:
[QUICKTIME FOR WINDOWS]
[VIDEO]

Obtaining Device Drivers

There are many ways for you to get the most recent display drivers. The dealer who sold you your hardware should have access to the most recent device drivers. Additionally, most hardware manufacturers have forums on the on-line services where you can access their technical support or driver libraries via modem. Please make every effort to install the most current device drivers before calling Brøderbund Technical Support. 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.

Microsoft has made available the Windows Driver Library (WDL). The WDL offers support for many displays, sound cards, and printers not provided with Windows 3.1. If you have a modem, the drivers are available at no charge on CompuServe,

GEnie, Microsoft OnLine, and the Microsoft Download Service (MSDL). Note, however, that standard connect-time fees and long-distance telephone charges, if any, will still apply during downloading. When you connect to any of these services, please read the WDL.TXT file for downloading instructions and list of devices supported in the WDL. The phone number for the MSDL is (206) 936-MSDL (6735). There is no connect-time charge for using this service.

On CompuServe, the WDL is in the Microsoft Software Library, which can be reached by typing "go msl" (without quotation marks) at any system prompt. (To find WDL.TXT, search on S13345.) On GEnie and Microsoft OnLine systems the WDL is in the Microsoft Software Library. The WDL is also available via the Internet at ftp.microsoft.com.

Video Boards

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

ATI Technologies, Inc.
BBS#   (416) 756-4591
TS#   (416) 756-0711

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

COREL Corporation
BBS#   (613) 728-4752
                            (613) 761-7798
Voice   (613) 728-1010
Fax   (613) 761-8051

Diamond Computer Systems, Inc.
BBS#   (408) 730-1100
TS#   (408) 736-2000
Main#   (408) 736-2000

Hercules Computer Technology, Inc.
TS#   (510) 623-6050
BBS#   V.32 bis or be   (510) 623-7440
BBS#   9,600 baud   (510) 623-7034
BBS#   2,400 baud   (510) 623-7142

National Design, Inc.
BBS#   (512) 329-6327
TS#   (800) 253-8831
Main#   (512) 329-5055

Orchid Technology, Inc.
BBS#   (510) 683-0327
TS#   (510) 683-0323

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

TrueVision, Inc.
BBS#   discontinued
TS#   (317) 576-8788
Main#   (317) 831-0332

Tseng Labs
BBS#   none
TS#   none
Main   (215) 968-0502

Sound Boards

Media Vision
BBS#   2400 baud   (510) 770-1661
BBS#   9600 baud   (510) 770-0527
TS#   (510) 770-9905
Main#   (800) 638-2807

Roland Corp.
Main#   (213) 685-5141

Turtle Beach Systems
BBS#   (717) 845-4835
Main#   (717) 843-6916

*Important Note
For more information regarding specific sound and video card configurations and error message troubleshooting, please see the "Readme.txt" file located on the root directory of the Myst CD. This file contains the latest information on hardware configurations, compatibility, and workarounds.

Brøderbund Technical Support
To contact Brøderbund Technical Support call (415) 382-4700 between the hours of 7 a.m. and 5 p.m. (Pacific Time), Monday through Friday.