

Electronic Arts® 3D Atlas

Reference Card for Macintosh CD Users

GETTING STARTED

3D Atlas runs faster if you copy the main program (not the data files, just the program) to your hard disk. You must have 2.6 MB of free hard disk space to install it on the hard disk. Even when you run 3D Atlas from your hard disk, you must have the CD in the CD drive. For best performance, quit all open applications before you start 3D Atlas.

To start:

1. Insert the CD into the CD drive. The 3D Atlas icon appears on the desktop.
2. Double-click the disc icon to open the disc directory.
3. Double-click the 3D Atlas program icon (if you have copied the program to your hard drive, double-click that program icon). 3D Atlas begins.

A new version of QuickTime is offered if needed. If you have an old version of QuickTime on your machine, the program will place it in your trash can, then install the new version.

TROUBLE SHOOTING

If you are having trouble running 3D Atlas on your Macintosh, the information in this section may help you get going again. First, make certain your system meets these System Requirements:

System Requirements:

- System software: System 7.0 or greater
- Memory: 3 MB of free RAM on 68000 machines; 2919K on Power Macintoshes.
- Hard disk space: 3 MB. If you choose to copy the program to your hard disk, you'll need another 2.7 MB (4.5 MB total). 2 MB are required for QuickTime™ if it is not already installed.
- A CD-ROM drive (double-speed 300Kb/sec is recommended)
- A monitor that can display at least 256 colors (Display in thousands of colors is recommended)
- QuickTime 2.0 (included on your 3D Atlas disc)

GETTING HELP

There are several different ways to get answers to questions as you move through 3D Atlas. For more help, consult the User's Guide that came in your package or the online User's Guide on your disc.

- To access 3D Atlas Help, open the Balloon Help menu (in the right corner of the menu bar) and choose 3D ATLAS HELP.
- Balloon Help is a Macintosh feature that works with 3D Atlas. Turn on balloon help to get immediate information about what you see on the screen.
- Consult the online User's Guide.

To open the online User's Guide:

1. Click the Online User's Guide icon in the 3D Atlas disc directory.
2. To turn the pages of the User's Guide, open the Page menu and choose a page selection option.

Problems with the Program?

Some CDEVS and/or INITs may cause problems with the program. CDEVS (control panel devices) and INITs (initializing programs) are memory-resident programs on the Macintosh that can cause problems due to memory conflicts. These programs load into RAM when you start your computer. The most popular types of memory-resident software on the Macintosh are virus-checkers and screen-savers.

These programs will be found in your system folder. Any files that you have added into your system folder may be loading memory-resident, and could potentially cause a memory conflict. To determine if you are having a memory conflict, create a temporary folder, place any unnecessary CDEVS, INITs, and Extensions in the temporary folder, and then restart your Macintosh. You can avoid loading these extensions by holding down the SHIFT key while restarting your computer.

How to free up memory

Quit all open applications and control panels.

Open the "Memory" control panel and reduce the size of the disk cache.

If you have a RAM disk, open the "Memory" control panel and turn it off.

After making these adjustments, you should restart your Macintosh.

How to make the program run more smoothly

Quit all open applications and control panels.

Turn off file sharing, using the "Sharing Setup" control panel.

Turn off virtual memory, using the "Memory" control panel.

Make sure the "Views" control panel does not have "Calculate folder sizes" checked.

Make sure you have copied the "EA 3D Atlas 1.1" application to your hard disc, and are not running the copy on the CD.

How to fix system conflicts

Control panels and system extensions are items that live in the “Extensions” and “Control Panels” folders, which are inside your System folder. While this program has shown no conflicts with any of these items in testing, it is possible that a new control panel or system extension may interfere with the correct operation of the program.

MACINTOSH TROUBLESHOOTING

If you are having trouble, the Problem/Answer information in this section may help you get going again. First, make certain your system meets the requirements listed under System Requirements in this user's guide.

Color looks strange or screen appears in black and white.

Quit other active applications and close windows to free memory.

Set monitor to 256 or Thousands of colors in the Monitors Control Panel.

QuickTime movies are jerky.

Turn off all control panels.

Use the Super Play bar.

Quit all other open applications.

Copy the 3D Atlas application to your hard disk. Increase the memory requirements listed in the Info box for the application.

Move items from the Extensions folder in your System folder to a temporary folder (Do not remove the QuickTime or Apple CD extensions because 3D Atlas requires them). Restart your computer.

Sound is jerky or choppy.

Turn off virtual memory.

Lower the amount of memory in your cache (or turn it off completely) and restart your Macintosh.

Quit any open applications. Make sure the Control Panel called “Views” has the Calculate folder sizes option turned off.

Sound is too quiet.

Open the Sound menu and make sure sound is turned on and adjusted properly.

Program is slow.

Turn off sound and/or music.

Copy the program (just the program, not the data files) to your hard drive for faster access.

I'm getting strange QuickTime-related error messages.

Install the latest version of QuickTime which is included on your Atlas disc.

To Install:

1. Open the Extensions folder in your System folder.
2. If you have any files called QUICKTIME, QUICKTIME MUSICAL INSTRUMENTS, or QUICKTIME POWERPLUG, drag them to the trash (you may have an incomplete set).
3. Open the folder on the CD called For Your System Folder.
4. Drag the files QUICKTIME, QUICKTIME MUSICAL INSTRUMENTS, or QUICKTIME POWERPLUG, to your Extensions folder.
5. Restart.

My machine is giving me strange error messages.

Insert the CD into the CD drive. The CD must ALWAYS be in its drive for 3D Atlas to work properly.

Make sure the CD drive is still connected to the computer.

If you have an external CD drive, make sure it is switched on and connected to the computer.

My program is acting strange.

Turn off filesharing.

If you have an external CD drive, make sure it is switched on and connected to the computer.

Pictures draw strangely, or not at all.

See *How to free up memory*, above.

QuickTime movies are jerky.

Click the Super Play bar.

See *How to make the program run more smoothly*, above.

Sound is breaking up.

See *How to make the program run more smoothly*, above.

Program is slow.

See *How to make the program run more smoothly* above.

On PowerMacintosh, I get the error "QuickTimeLib not found".

PowerMacs come with QuickTime™ installed. If some parts of QuickTime™ have been removed, you will be unable to run Atlas at all. This is a feature of the PowerMac operating system. Follow the instructions below to install QuickTime™.

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Technical Support

If you have questions about the program, our Technical Support Department can help. If your question isn't urgent, please write to us at:

Electronic Arts Technical Support, P.O. Box 7578, San Mateo, CA 94403-7578

Please be sure to include the following information in your letter:

- Product name
- Model, memory, and configuration of your computer
- Any additional system information (like type and make of monitor, video card, printer, etc.)
- System version number and type
- Description of the problem you're having

If you need to talk to someone immediately, call us at (415) 572-ARTS, (415) 572-2787 Monday through Friday between 8:30 am and 4:30 pm, Pacific Time. Please have the above information ready when you call. This will help us answer your question in the shortest possible time.

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