

# TROUBLESHOOTING GUIDE

If you experience problems running the enclosed program, please read the information below. Many technical problems are hardware related and can be easily solved by contacting the manufacturer directly. Below you'll find a list of manufacturers' phone numbers and a few suggested remedies that may help you solve the problem on your own. If you still have difficulty after calling your hardware manufacturer and trying these remedies, call Compton's NewMedia technical support at (619) 929-2626, Monday through Friday, 8:30 A.M. to 5:00 P.M., Pacific time.

## COMMON PROBLEMS

### ➤ *The program won't install or run properly*

Make sure your system configuration meets the minimum system requirements for the program. The minimum requirements are:

#### **IBM PC**

486 SX 33MHZ or better  
4MB RAM (8MB recommended)  
MS-DOS™ 5.0 or later  
Microsoft® Windows™ 3.1.1  
SVGA monitor  
1MB video card  
SoundBlaster™ compatible sound card  
Double-speed CD-ROM drive

#### **Macintosh®**

Macintosh LCIII or later  
4MB RAM or more  
System 7.0 or later  
Double-speed CD-ROM drive

### ➤ *The animations, artwork, and videos look discolored OR*

### ➤ *The images are indiscernible OR*

### ➤ *Animations or videos don't load or play OR*

### ➤ *There is a system failure*

*On the PC*, make sure your video card resolution is set to 640 x 480, 256 colors. To confirm or change this setting while Windows is running, follow these steps:

1. Double-click on the **Main** program group, then double-click on **Windows Setup**.
2. Select **Options**, then click on **Change System Settings**.
3. In the "Display" list, select **Super VGA (640 x 480, 256 colors)** and click **OK**.
4. Click the button to restart Windows.

If you still experience the same problem, follow the instructions above, and set the "Display" (step 3) to **800 x 600, 256 colors**.

*On the Macintosh*, select **Control Panels** from the Apple menu. Double-click on the **Monitors** control panel, and select **256 colors** from the list that appears.

### ➤ *Sound breaks up during video playback*

*On the PC*, contact your sound card manufacturer and request the most recent Windows sound drivers for your system.

## If You Need to Contact Compton's NewMedia Technical Support

*Please try to be at your computer when you call and be ready to supply the following information:*

- The name and version number of the program.
- The error message you see (if any), and when and where it occurs.
- The resolution of your monitor—for instance, 640x480, 256 colors.
- How much memory your system has.
- The type of computer system you have—for example, a 486SX running at 33Mhz, with 4MB RAM and a double-speed CD-ROM drive.

## How to Contact Compton's NewMedia Technical Support

**Phone:** 619/929-2626

**Fax:** 619/929-2600

**CompuServe:** Compton's is located in the CD-ROM Vendors Forum.

If you choose to communicate by fax, please provide as much information as possible about the problem you are experiencing and the configuration of your computer system. We will try to return your call within 24 hours.

<b>Manufacturer</b>	<b>Technical/Customer Support Number</b>
Ad-Lib Multimedia	418/656-8742
Advanced Gravis	604/431-1807
ATI Technologies	905/882-2600
Aztech Labs, Inc.	800/886-8879
Boca Research	407/997-6227
Cardinal Technologies	717/293-3124
Creative Labs	405/742-6622
Diamond Computer Systems, Inc.	408/736-2000
Genoa Systems Corp	408/432-8324
Hercules Computer Technology, Inc.	510/623-6050
Logitech, Inc.	510/795-8100
Media Vision	800/638-2807
Number Nine Computer Corp.	800/438-6463
Orchid Technology	510/683-0323
Roland	213/685-5141
Sigma Designs	510/770-0100
Trident Microsystems	415/335-1179
Turtle Beach Systems	717/767-0280
Western Digital	800/832-4778