

FASHION TRIP(R) FOR WINDOWS 95/WINDOWS 98
Version 1.0
Readme File
September 2, 1998

About This Document:

Thank you for purchasing FASHION TRIP.

This document contains last-minute information about FASHION TRIP and other information about the program not found in the Help Files. This README file includes information that pertains to general problems and questions you may have concerning the game or your computer. Should you experience any problems with FASHION TRIP(R), please refer to this file for additional help on answering questions about the product and solving technical difficulties. We've also included the TechFAQ with even more help. Double-click on the TechFAQ file located on the root of your CD.

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I. MINIMUM REQUIREMENTS

To run FASHION TRIP, the minimum requirements are as follows:

- 133MHz Pentium(R) processor
- 32MB RAM
- 48MB HD space (may require additional HD space)
- Access to the Internet
- Internet Explorer 4.01 (included on CD)
- Mouse
- 28.8Kbps modem
- 4x speed CD-ROM drive

MS Windows 95 or Windows 98

Color graphics adapter with 2MB VRAM capable of 800 x 600 @ 16 bit color.

Recommended Requirements:

We recommend the following components in order to get the best graphics, fastest processing, and optimum sound quality.

- Intel 300MHz Pentium(R) II processor
- 64MB RAM
- 56.6K modem
- 24x CD-ROM drive
- AGP color graphics adapter with 8MB VRAM
- 16-bit sound card with microphone (Required to use online Chat or Phone feature)

Increased system capabilities will improve performance.

II. GENERAL TECHNICAL ISSUES

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NOTE: To install Earthlink type this line in the START - RUN command box.
x:\Setups\Earthlink98\setup.exe [press enter]. x is the letter of your CD-ROM drive. If you experience any problems associated with Earthlink, please call their 1-800 24-hr support line. The number is 1-800-395-8410.

A) System BIOS power management does not work while you are logged into Fashion Trip.

B) Once you are logged in and using FASHION TRIP, you will not be able to launch Microsoft NetMeeting. This is because FASHION TRIP already comes with NetMeeting and automatically launches the program when you start up FASHION TRIP. If you want to launch NetMeeting separately (outside of FASHION TRIP), first exit FASHION TRIP. Then start up NetMeeting as you normally would.

C) Under some setups, Dial-Up Networking will not work if you have both a modem and an Ethernet card installed on your computer. Some modems and network cards conflict with each other under a windows environment. (If you cannot use Dial-Up Networking, you may not be able to use Fashion Trip's phone or chat features.) If you are experiencing problems with using a network card, and a modem in tandem, you may be able to remedy the situation by disabling the network card, follow these steps to disable the network adapter:

1. Click the Windows "Start" button and choose "Settings>Control Panel" from the menus that pop up.
2. Double-click on the "System" icon. A dialog box pops up displaying your computer's current system settings.
3. Click on the "Device Manager" tab.
4. Find the "Network adapters" icon on the list that appears, and click on the plus sign next to it, or double click on it. Locate the Ethernet Network Adapter in the list that appears and double-click on it.
5. In the Device Usage dialog box, select "Disable in this hardware profile" checkbox.
6. Click OK. You should now be able to use Dial-Up Networking.

Warning: When your Ethernet Network Adapter is disabled, you will not have access to your computer network. To access your network again, follow the above steps, but deselect

(uncheck)the "Disable in this hardware profile checkbox" in step 5.

If you continue to have problems launching Fashion Trip or receive errors that Dial-Up Networking is not installed, follow these instructions to re-install Dial-Up Networking:

NOTE: You will need the Windows 95 or 98 CD-ROM in order to install Dial-Up networking:

1. Click on Start, go to Settings, and select Control Panel.
2. Double-click on Add/Remove Programs.
3. In Add/Remove Programs, select the Windows Setup tab.
4. Double-click on the line, which says Communications.
5. In the Communications panel, if there is a check mark in the box next to Dial-Up Networking, remove it. Click OK on the Communications panel, then click OK on the Add/Remove Programs panel.
6. Repeat steps 2, 3 and 4.
7. In the Communications panel, put a check mark back in the box next to Dial-Up Networking. Click OK on the Communications panel, then click OK on the Add/Remove Programs panel.
8. Insert the Windows 95/98 CD-ROM if prompted to reinstall the Dial-Up Networking items.
9. Restart the computer if prompted.
10. Click on Start, go to Settings, and select Control Panel.
11. In the Control Panel, double-click on Network.
12. If Dial-Up Adapter is not listed in the network components:
 - A. Click on Add.
 - B. Select Adapter and click on Add.
 - C. In the Manufacturers list, select Microsoft. Click OK.
13. If TCP/IP is not listed in the network components:
 - A. Click on Add.
 - B. Select Protocol and click on Add.
 - C. In the Manufacturers list, select Microsoft.
 - D. In the Network Protocols list, click on TCP/IP. Click OK.
14. Click OK again to close the Network control panel. If prompted, insert the Windows 95/98 CD-ROM to copy the necessary networking files.
15. Restart the computer if prompted.
16. Once the computer has restarted, try running Fashion Trip again.

D) CD-ROM Troubleshooting

1. When running setup, the CD-ROM drive is not accessible or an error -113 occurs:

The computer may be loading real-mode drivers. Real-mode drivers are 16-bit drivers that are intended for use with DOS and work poorly with Windows 95 and 98, which both require 32-bit drivers. To see if the computer is loading real-mode drivers, right click on the My Computer icon, choose Properties from the menu. Click the Performance tab. The third line under Performance status is FILE SYSTEM and should read "32-BIT." If this line reads "Some drives are using MS-Dos Compatibility mode" or "All drives are using MS-Dos Compatibility mode," 32 bit interface drivers must be added to the computer. First, try detecting the computer hardware again in Windows. Click on Start, then Settings and Control Panel. Go to Add New Hardware and let

Windows detect the hardware. It may ask for the Windows 95 or 98 CD-ROM to load the correct drivers. If Windows 95 or 98 is not able to detect the computer hardware, contact the system manufacturer to reinstall protected mode drivers. The general performance of the entire system will be improved.

2. Additional CD-ROM troubleshooting, when CD-ROM installation is chosen instead of full installation. When running the program, the CD drive will be accessed frequently and errors may occur. Follow these steps to optimize the computer system's CD-ROM.

Check the CD-ROM for scratches or smudges? If it is dirty, clean it with a soft dry cloth. If it is scratched, a replacement CD may be required. If the product was purchased at a retail store, try exchanging the disks for new disks. If they will not replace the disks, Sierra-ON Line will gladly replace the program. CD-ROM replacement is FREE for the first 90 days of product ownership. After 90 days there is a \$10.00 handling fee per program for replacement. For the fastest service, simply mail the CD's to Sierra On-Line along with either a copy of your sales receipt dated within 90 days or the \$10.00 handling fee, and a note detailing the problem that is occurring. In that note, Sierra also requests that you include your name, address, and daytime telephone number so our Customer Service Representatives may contact you should the need arise. Sierra On-Line will then send a complete replacement set of CD-ROMs to you right away. The address is:

CUC Software Fulfillment
4100 W190th Street
Torrance, CA 90504

Note: If you have the Demo version and did not choose to upgrade to the full version, Sierra On-line Does not offer CD-ROM replacement.

In Windows 95 or 98, make sure the CD-ROM is optimized correctly. Go to My Computer and click on the Control Panel. Select to the System icon and open it. Choose the Performance tab, then the File system button. Click on the CD-ROM tab. If the computer has an IDE CD-ROM, set the Supplemental Cache Size directly in between small and large and the Optimize Access Pattern for the speed of the CD-ROM (for example, 4x or higher). If the computer system had a SCSI CD-ROM or a 16X or higher CD-ROM, set the Optimize Access Pattern for No Read Ahead and the Supplemental Cache size to Small. Click on Apply, then Okay. Close the next window and allow the computer to restart.

Make certain that the computer has the most recent interface drivers available from the manufacturer for the CD-ROM drive. The driver is the software that controls the CD-ROM interface. Manufacturers frequently rewrite this software to make the hardware run more efficiently. Contact the system manufacturer to acquire the latest CD-ROM drivers.

E) Video Card Trouble-Shooting

1. When trying to run SETUP.EXE, the following error message occurs: "This application requires a minimum of 65,536 colors and a minimum display area of 600x800 pixels. Please go to Display in your Control panel and Change your settings."

Fashion Trip requires a video card that supports 16-bit high color and 800 x 600 pixels. To change the display settings, go to START, SETTINGS, and CONTROL PANEL. Click on Properties, and then click on the Settings tab at the top of the Properties box. Now click on the drop arrow next to the COLOR PALETTE and select the number or colors to display to High color (16-bit). Adjust the slider in the DESKTOP or DISPLAY AREA to alter the resolution to 800x600. Click on APPLY to accept these changes.

2. Invalid page fault in DDRAW.DLL when launching Fashion Trip.

This program uses DirectX 5.0. If this error message occurs, make sure that your system has DirectX 5.0 certified drivers. To check for certification:

- A. Put the program CD in the CD-ROM drive.
- B. Click on the Start button then select Run...
- C. In the Open box type X:\SETUPS\DIRECTX\DXSETUP and press enter.

NOTE: the X represents the letter of your CD-ROM drive, so if your CD drive letter is 'D', you would type:

D:\SETUPS\DIRECTX\DXSETUP

There will be list a of the DirectX components. The word Certified will be next to any drivers that Microsoft considers compatible. If one of the components is not certified, the program may not function properly. Check with your hardware manufacturer for DirectX certified Drivers. You can usually download updated drivers off the manufacturer's web site or they can send you the drivers on 3.5" diskettes.

Driver software is generally updated about every 3 months, and the updates are usually free if you have download capabilities. Contact your sound, video card, and CD ROM manufacturers, or your computer manufacturer for the latest Windows DirectX 5.0 compatible sound and video drivers. Once you install your new drivers, run the program again.

3. "Unable to start DDRAW.DLL error" occurs when starting Fashion Trip.

DirectX 5.0 did not install correctly. Rerun DirectX setup.

- A. Put the CD for the game in your CD-ROM drive.
- B. Click on the Start button then select Run...
- C. In the Open box type X:\SETUPS\DIRECTX\DXSETUP and press enter.

NOTE: the X represents the letter of your CD-ROM drive, so if your CD drive letter is 'D', you would type:

D:\SETUPS\DIRECTX\DXSETUP

If the error persists, immediately contact your system manufacturer for assistance.

4. Fashion Trip makes frequent calls to the video card. The graphics may be choppy or pixilated, and the computer may even have difficulty refreshing the screen. Try turning down the Hardware Acceleration for the Video Card:

Click on the START button; choose SETTINGS, then CONTROL panels. Double click on the SYSTEM icon. Click on the PERFORMANCE tab, then on the GRAPHICS button at the bottom. Lower the amount of graphics acceleration that the computer is using. For instance, if the Hardware Acceleration is set to FULL, lower it 2 notches to Basic, click OK, then click CLOSE. The computer will be prompted to restart Windows. Try different acceleration settings to see which one works best for your computer system.

5. Fashion Trip has been designed to work with the latest Video Card technology. It is important for the computer to have the latest software updates for all video cards, including 3d Accelerated cards, on the system.

Check to make the video driver is set up properly. To check the video card driver click on the START button, select SETTINGS and then CONTROL PANEL. Double click on the SYSTEM icon, then click on the DEVICE MANAGER tab at the top of the window. Double click on the DISPLAY ADAPTERS, then double click on the name of the video card. Now click on the Driver tab at the top of the screen. There should be a box named Driver Files. Make sure that the proper driver file is selected for the video card. Check with the documentation for the proper driver file. Also, check the drivers for a 3D Accelerated card. Click on SOUND, VIDEO AND GAME CONTROLLERS instead of DISPLAY ADAPTERS to check for proper driver installation for 3D Accelerated cards.

Next, make certain the driver installed is the most current driver for the computer's video hardware. Many manufacturers update their drivers every three months. The driver is the software that controls the Video Card. Updating the drivers can eliminate conflicts and improve performance of the computer. Contact the computer or video card manufacturer for the latest updates.

6. The mouse cursor does not change icon when clicking on buttons.

This problem can occur with video cards that have the InVidea chipset, like Gateway's OEM STB velocity card, or with any video card that does not have hardware support for a software mouse. Contact the system or video card manufacturer for BIOS or driver updates.

7. Installing Fashion Trip causes the computer to reboot in SAFE MODE or the screen is black or has lines running through it.

When installing Fashion Trip, you may have installed DirectX 5.0 and accidentally overwrote your video card drivers. You will need to restore your original drivers. Immediately, contact your system manufacturer for assistance.

F) Sound Card Troubleshooting

1. Fashion Trip does not detect a sound card or No Wave and/or Midi sound was heard during installation.

Fashion Trip requires a sound card if you plan on using the Chat/Phone features. Before installing the program, make certain that the sound card is installed properly. Go to the START button; select SETTINGS and then CONTROL PANEL. Double click on the SYSTEM icon, then click on the DEVICE MANAGER tab at the top of the window. Double click on the SOUND, VIDEO AND GAME CONTROLLERS. Make certain that there are no Yellow Exclamation marks under this Driver section. If there are conflicts, then contact the computer or sound card manufactures to correct these errors.

Next, make certain that the speakers are plugged into the sound card, and the power to the speakers is turned on.

Check the VOLUME CONTROLS, and make sure that all of the Windows sounds are set at a comparable level and none of the sound types are muted. Click on the START button; select PROGRAMS, then ACCESSORIES, then MULTIMEDIA, and then VOLUME CONTROL. There will be a main volume control slider and separate controls for Wave, Midi, and CD Audio and Line-In. First, make sure that none of the MUTE boxes are selected. Then, set the level for each type of sound to be about equal with the level of the other sounds. Now, check the WAVE sounds to ensure that the *.WAV files are playing correctly. Try testing the Windows 95 sound through the Media Player. In MULTIMEDIA select MEDIA PLAYER. Once MEDIA PLAYER opens, go to DEVICE and select SOUND. Select a .WAV file, click OPEN, then click the play button (the

triangle in the bottom left corner of MEDIA PLAYER). Make certain a sound is heard. Next, go back to DEVICE and select MIDI SEQUENCER. Select a .MID file, click OPEN, and click the PLAY button. If one or both of these types of sound files are not heard, the sound is not set up correctly in Windows. Contact the computer or sound card manufacturer for help in setting up Windows sound correctly.

2. Sound is no longer heard in the program.

First check the Customize screen to see if the Disable Sounds box is checked. If it is just uncheck it and you should hear your sounds. Secondly, make certain that the speakers are plugged into the sound card and are turned on.

Then check the VOLUME CONTROLS, and make sure that all of the Windows sounds are set at a comparable level and none of the sound types are muted. Click on the START button, select PROGRAMS, then ACCESSORIES, then MULTIMEDIA, then VOLUME CONTROL. There will be a main volume control slider and separate controls for Wave, Midi, and CD Audio and Line-In. First, make sure that none of the MUTE boxes are selected. Then, set the level for each type of sound to be about equal with the level of the other sounds. Now, check the WAVE sounds to ensure that the *.WAV files are playing correctly. Try testing the Windows 95 sound through the Media Player. In MULTIMEDIA select MEDIA PLAYER. Once MEDIA PLAYER opens, go to DEVICE and select SOUND. Select a .WAV file, click OPEN, and then click the play button (the triangle in the bottom left corner of MEDIA PLAYER). Make a sound is heard. Next, go back to DEVICE and select MIDI SEQUENCER. Select a .MID file, click OPEN, and click the PLAY button. If one or both of these types of sound files are not heard, the sound is not correctly set up in Windows. Contact the computer or sound card manufacturer for help in setting up Windows sound correctly.

Finally make sure there are no conflicts with the sound card. Go to the START button; select SETTINGS and then CONTROL PANEL. Double click on the SYSTEM icon, then click on the DEVICE MANAGER tab at the top of the window. Double click on the SOUND, VIDEO, AND GAME CONTROLLERS. Make certain that there are no Yellow Exclamation Marks or Red Warning Circles under this Driver section. Also, check MULTIMEDIA for conflicts. Go to the START button, select SETTINGS and then CONTROL PANEL. Open MULTIMEDIA and click on ADVANCED. Also, make certain there are no Yellow Exclamation Marks or Red Warning Circles under this tab. If any Yellow Exclamations or red circles appear, then contact the computer or sound card manufactures to correct these conflicts.

3. An "MMSYSTEM" Error Occurs when trying to play a *.WAV (sound) file.

This error can occur if certain components of MULTIMEDIA are not installed or have become corrupt.

To fix this issue, uninstall and reinstalled SOUND RECORDER and AUDIO COMPRESSION. Place the Windows 95 or 98 CD in the disk drive. Exit any windows that appear if AutoPlay is enabled on your CD-ROM. Go to START, SETTINGS, and CONTROL PANEL. Double click on ADD/REMOVE programs. Click on the WINDOWS SETUP tab. Double click on the MULTIMEDIA line. Uncheck both SOUND RECORDER and AUDIO COMPRESSION. Press Okay, then press Okay again. Go back to ADD/REMOVE programs, and the WINDOWS SETUP tab. Double click on the MULTIMEDIA line and replace the check in SOUND RECORDER and AUDIO COMPRESSION. Press Okay and Okay again. This will reinstall these two components to correct issues with playing .WAV files.

4. Error messages like a "Waveout Open" or "Rave" error or system lockup occur before playing a sound. To ensure that the sound card is not being used by any other applications:

A. Hold down the CTRL and ALT keys and press the DEL key. This will bring up a Close Program

Box. The Close Program Box will show the currently running programs.

B. The only programs that should be listed in the task list are Systray and Explorer. If there are other programs in the task list highlight one of them and click on the End Task button.

C. Repeat steps 1 and 2 until the only program listed in the Close Program Box is the Explorer. NOTE: some programs can not be shut down using these steps. You will need to shut down those programs according to the instructions specific to those programs.

D. Once the Explorer and Systray are the only programs in the Close Program Box try to run the program again.

5. Installing Fashion Trip causes the Sound Card to no longer work, causes the computer to reboot in SAFE MODE, or the screen is black or has lines running through it.

When installing Fashion Trip, you may have installed DirectX 5.0 and accidentally overwrote your sound or video card drivers. You will need to restore your original drivers. Immediately, contact your system manufacturer for assistance.

G) Memory Troubleshooting

Fashion Trip runs best with a 300Mhz processor and 64 MB of RAM. If the program runs slowly, locks the computer while running, or will not launch when clicking on the icon, follow these directions to clear any conflicts and to free system resources.

1. Before running Fashion Trip, make certain that the computer has adequate resources free. To check the computer's system resources, click on the START button; choose SETTINGS, then CONTROL panels. Double click on the SYSTEM icon. Click on the PERFORMANCE tab. The second line under PERFORMANCE STATUS, SYSTEM RESOURCES FREE, should be greater than 90 percent. If it is not greater than 90 percent, follow these steps to free resources:

First, restart the computer to purge any information in RAM. This will free resources and clear the Computer RAM.

Next, close any programs running in the background:

A. Hold down the CTRL and ALT keys and press the DEL key. This will bring up a Close Program Box. The Close Program Box will show the currently running programs.

B. The only programs that should be listed in the task list are Systray and Explorer. If there are other programs in the task list highlight one of them and click on the End Task button.

C. Repeat steps 1 and 2 until the only program listed in the Close Program Box is the Explorer. NOTE: some programs can not be shut down using these steps. You will need to shut down those programs according to the instructions specific to those programs.

D. Once the Explorer and Systray are the only programs in the Close Program Box try to check the system resources again. If they are above 90 percent, try running the program again. If they are below 90 percent, run SCANDISK and DEFRAG, which will fix errors on the hard drive.

TO SCANDISK and DEFRAG the hard drive:

First run ScanDisk to look for and correct hard drive errors. Click on the START button; select PROGRAMS, then ACCESSORIES, then SYSTEM TOOLS, and then SCANDISK. Select the C: drive, then click on the START button. Allow Scandisk to fix any errors it encounters. Next run the Disk Defragmenter to unfragment your drive space. Click on the START button, select PROGRAMS, then ACCESSORIES, then SYSTEM TOOLS, then DISK DEFRAGMENTER. Select Drive C: then click on OK to start the process.

2. Fashion Trip frequently accesses the Swap File. Make certain that the computer has adequate hard drive space for Windows Virtual Memory.

First, double click on MY COMPUTER. Right click on the C:\ Drive and select PROPERTIES from the menu. The line FREE SPACE must be 30MB or greater; 90MB is ideal. If the system has less than 30MB free, free more hard drive space and follow the directions for scanning and defragmenting the hard drive, plus resetting the virtual memory. Now click on the TOOLS tab and make sure ERROR CHECKING STATUS and DEFRAGMENTATION STATUS are less than 30 days. If the Windows is unable to determine the last time the hard drive was scanned for errors or defragmented, the directions for scanning and defragmenting the hard drive, plus resetting the virtual memory.

TO SCANDISK and DEFRAG the hard drive, first run Scandisk to look for and correct hard drive errors. Click on the START button, select PROGRAMS, then ACCESSORIES, then SYSTEM TOOLS, then SCANDISK. Select the C: drive, then click on the START button. Allow Scandisk to fix any errors it encounters. Next run the Disk Defragmenter to unfragment your drive space. Click on the START button, select PROGRAMS, then ACCESSORIES, then SYSTEM TOOLS, then DISK DEFRAGMENTER. Select Drive C: then click on OK to start the process.

Now reset the Virtual Memory by checking the swap file settings. Right-click on the My Computer icon and select Properties. Then click on the Performance tab and click on the Virtual Memory button. Place a dot next to the "Let me specify my own virtual memory settings." Change the Minimum to 60 and the maximum to 80. Then click on the Okay button, and choose Yes when Windows asks for confirmation. Then click on Close. Let the system restart in order for the settings to take effect. Once again, right-click on the My Computer icon and select Properties. Then click on the Performance tab and click on the Virtual Memory button. Now, select "Let Windows manage my virtual memory settings." Then click on Close. Let the system restart in order for the settings to take effect. Windows will now seek a new block on continuous hard drive space for the Virtual Memory.

Finally, empty your TEMP directory. Click on My Computer, the C:\ drive, then the WINDOWS directory. Open the TEMP file and go to EDIT choose SELECT ALL. Then go to file and choose DELETE. Now empty your Recycle Bin. This step will clear your TEMP folder, freeing resources and hard drive space.

3. If the program continues to have problems, try a boot disk for the program. NOTE: A boot disk is a useful way to troubleshoot errors on a computer; however, Internet Access may not work correctly when using a boot disk.

To create a boot disk for Windows 95

Place an empty high-density diskette into the A: drive. Then, open My Computer from the desktop and highlight the icon for Drive A:. Right-click on the icon and choose Format. In the resulting dialog box, make sure that checks are in the boxes for "Full" and "Copy System Files". Click on OK to start the process.

Next, while still in My Computer, double-click on the icon for the C: drive to open it. Look for the

file called MSDOS.SYS in the list of files.

If it does not appear in the find box, click on the View menu, choose Options and then the View tab. Make sure that "Show all files" is checked and that "Hide MS DOS file extensions" is NOT checked. Once the file is found, right-click on it and choose Send To 3 ½ Floppy (A). The computer will bring up a replace an existing file prompt- click on OK.

Try the boot disk at this point by going to the Start menu and choosing Shutdown and Restart the Computer with the disk in the A: drive. If the computer has Windows '95 drivers for all of your hardware, it should work fine. Otherwise, download Sierra On-line's WIN95TS.TXT trouble shooting document for further instructions.

WIN95TS.TXT is available from these on-line services:

FTP: ftp.sierra.com

WWW: www.sierra.com

Also make sure there are no other programs running in WIN95.

To make sure there are no other programs running:

1. Hold down the CTRL and ALT keys and press the DEL key. This will bring up a Close Program Box. The Close Program Box will show the currently running programs.
2. The only programs that should be listed in the task list are Systray and Explorer. If there are other programs in the task list highlight one of them and click on the End Task button.
3. Repeat steps 1 and 2 until the only program listed in the Close Program Box is the Explorer. NOTE: some programs can not be shut down using these steps. You will need to shut down those programs according to the instructions specific to those programs.

Once the Explorer and Systray are the only programs in the Close Program box, try the program again.

H) Printing in FASHION TRIP.

1. Fashion Trip does not have a printing option for the dressing room.

This is true, however, you can print a screen shot of your image. Hit the Print Screen (PRINT SCRNL) button on the keyboard. Then Go to START, PROGRAMS, ACCESSORIES, and open PAINT. Go to EDIT and choose PASTE. Adjust the image in Paint and then print the image. If errors occur while printing in PAINT, contact the printer manufacturer for assistance.

However, if you would like to print an outfit either click on the GET INFO sign above the mannequin or double-click on the mannequin and a property page will appear. You will see a print button.

2. Print errors when trying to print from the INFO page.

If an error occurs when trying to print from this page, check the printer setup. Go to START, SETTINGS, and PRINTERS. Right-click on your printer and select Properties. First, check to see if the printer has a GRAPHICS or Document/Quality tab (the HP 4 & 5 laser jet series usually have this option). Click on the Graphics Tab and change VECTOR MODE to RASTER MODE. Also, try lowering your DPI setting in the Resolution box. Now click on OK. Next, click on the Details tab then click on the Spool Settings button. Change SPOOL DATA FORMAT to RAW. Then, put a dot next to Print Directly to Printer. Last Click on the Paper tab. If you have a Print

Quality option make sure it is not on the Normal option. Click on the OK button, go back to the Printers screen in the Control Panel and single click on your printer so it is highlighted. Then click on the File menu and click on Set As Default, close the Printers windows and the Control Panel. Try printing.

If you still have trouble contact your printer manufacturer for the latest printer drivers for your printer. These drivers will often correct errors and may also improve the performance of your printer. Also try printing from MS Paint. MS Paint prints in graphics mode. Many of your other programs will only use text mode. If you have trouble printing in MS Paint you should contact your printer manufacturer for help configuring your printer properly for graphics mode.

Also make sure there are no other programs running in WIN95. To make sure there are no other programs running:

1. Hold down the CTRL and ALT keys and press the DEL key. This will bring up a Close Program Box. The Close Program Box will show the currently running programs.
2. The only programs that should be listed in the task list are Systray and Explorer. If there are other programs in the task list highlight one of them and click on the End Task button.
3. Repeat steps 1 and 2 until the only program listed in the Close Program Box is the Explorer. NOTE: some programs can not be shut down using these steps. You will need to shut down those programs according to the instructions specific to those programs.
4. Once the Explorer and Systray are the only programs in the Close Program box, try printing again.

Additionally, the printer uses the Internet Explorer 4.01 printing engine. Consult the printer manufacturer for any conflicts with Internet Explorer 4.01 and the computer's printer.

I) Internet and REALPLAY

1. Must Internet Explore 4.01 be installed to the computer system?

Fashion Trip requires certain components from Explore 4.01 in order to run. If you do not have an Internet service provider, the program will give you the option to sign-up with Earthlink.Com. You may also install Internet Explorer 4.01 by going to START, RUN, and then opening X:\SETUPS\IE4\IE4SETUP.EXE, where X is the letter of your CD-ROM.

2. Fashion Trip attempts to access a vendor's web page and an "Internet Explorer could not open the Internet site" error appears.

Occasionally, a vendor's server will be busy or down. Try again at a later time. If the problem persists when trying to access all the web pages, contact your Internet Provider for assistance to resolve these connection problems.

3. An error occurs when trying to play a CD Music file on a web site.

Most web sites require REALPLAY to play music on the WEB. Download the latest version of REALPLAY from <http://www.real.com>. If errors occur using REALPLAY, contact REALPLAY for technical support at <http://www.real.com>.

4. Problems viewing pictures on the Internet.

Clear Internet Explorer's cache by deleting all files except for COOKIES from C:\WINDOWS\TEMPORARY INTERNET FILES directory.

4. ShockWave and other Plug-Ins

Many vendors' web sites use various Plug-Ins to enhance their web pages, like the ShockWave plug-in. You may download and install these Plug-ins. If you encounter errors using the plug-ins, contact the plug-in manufacturer for assistance.

J) Uninstalling Fashion Trip

To uninstall Fashion Trip, choose START, then SIERRA UTILITIES. Click on Uninstall and select Fashion Trip. Follow the instructions. If an error occurs down installation, reboot your computer and reinstall Fashion trip, by going to START, RUN and typing X:\SETUP.EXE, where X is the letter of your CD-ROM drive. Immediately, uninstall the program and Fashion Trip should uninstall with out an error message.

K) Setting up your Microphone

Problem: You cannot calibrate your microphone.

Solution: The microphone volume level may be set too low. Right-click on the volume icon next to the clock on your Task Bar, (usually in the lower right corner). Choose Volume Control. This will start the application Volume Control. Click on Options, Properties. Now scroll through the list of volume controls and make sure there is a check next to microphone. Once you have added the microphone to the Volume Controls, use the microphone volume slider to adjust the microphone's volume to an appropriate level.

L) Problem: How can I re-enable Communicator to always check to make sure it is the default browser? I have configured Communicator to never check for default and then I installed Internet Explorer - now it is the default browser. How can I reverse this?

Solution: The answer to this problem is two-fold. First, you need to disable IE from checking that it is the default browser on the system. The steps for doing this are described in Step 1 below. Next you need to enable Communicator to check that it is the default browser. These steps are described in Step 2 below. Follow both sets of steps of course!

Step 1:

1. Click the Start button
2. Click Settings
3. Click Control Panel
4. Double-click the Internet icon
5. Click the Programs tab
6. Uncheck the option "Internet Explorer should check to see if it is the default browser"
7. Click the OK button to save the changes

Step 2:

1. Shut down Communicator
2. Click the Start menu
3. Click Find
4. Click Files or Folders
5. In the Name & Location field, type prefs.js and click Find Now
6. You should see the prefs.js file in the results field. If your machine is configured with more than one Communicator profile, make sure you are

editing the prefs.js file for your profile. Right-click the file, choose Open With and select Notepad from the list.

7.If the following line exists in the file:

```
user_pref("browser.wfe.ignore_def_check", False);
```

then change the line to:

```
user_pref("browser.wfe.ignore_def_check", True);
```

If it does not exist, add the line with the word "True" to the file at the end.

8.Go to the File menu and click Save

9.Launch the browser

10.You will be prompted for an answer to the question "Do you wish Communicator to be your default browser"

11.Answer YES.

III. GENERAL PROGRAM ISSUES

Problem:The Internet phone feature may not operate through a local area network (LAN) firewall

Solution: If you are connecting to the Internet through a LAN, you may not be able to use this feature. We have tested this with LAN to LAN and LAN to ISP connection and have been able to Chat. However, this depends on your server's firewall. We have no control over this.

Problem: The SHOW CASE MALL appears pixilated and slows the program

Solution: In order to run the SHOW CASE MALL, you must have a 350Mhz processor and 64MB of RAM. If your computer does not meet these requirements, you should run the program in STANDARD mode.

Problem:You will notice some clothing may be in the wrong color section

Solution: This will be fixed in future automatic electronic update. You will not need a patch disk. Please do not call tech support.

Problem: You will notice some duplication in clothing, shoes or accessories

Solution: The vendors wished to show a variety of colors. This is not a mistake, please do not call tech support.

Problem: If you get a message stating you can't remove clothes from your buddy's mannequin

Solution: You may need to restart the program. Sometimes when disconnecting from Chat or if you don't accept the call, Fashion Trip thinks that your Buddy is still connected or has accepted your call.

Problem: If your clothing icons in your dressing room change to mannequins

Solution: It may be due to your system going into sleep mode. Disabling sleep mode will stop this from happening. If you do not wish to disable sleep mode then close the program and start it up again. All your items in the dressing room will revert back to normal.

Problem: The mannequin in the dressing room doesn't appear to have the body shape that you chose in Profile

Solution: The Profile Button is used for Expert Advice. The information in Expert Advice is based

on body type and skin care. If you are under 19 years you will see the Seventeen Magazine button. For those of you that are older than 19 years, you will see the Fashion Tips button. The dressing room mannequin will show the proper skintone but we had to use a default mannequin. Otherwise our need for hard drive space would have increased tremendously.

Problem: It takes forever to get back to the Mall under Showcase settings

Solution: This is due to the program having to reload the Mall scene back to memory. On slower systems that do not have accelerated hardware, the Mall may take a couple of minutes, more or less in order to reload. Please be patient.

Problem: In Coolinks when you click on either Almay or Charles David icon they take you to the wrong web site

Solution: Almay was acquired by Revlon back in the 1980's. So clicking on the Almay icon does take you to the Revlon web site. Pretty much the same for Charles David which was acquired by Guess. Clicking on this icon will take you to the Guess web site.

Problem: The flip buttons don't always work in some of the stores

Solution: The stores are changing size and shape as we update the inventory and look. Sometimes we may miss disabling a button. We will try to correct this in future updates. However, don't worry if you think you are missing something. Every item which is in the Mall store is available through Fashion Finder.

The On-line Fashion Trip manual has the latest updates which were added after the printed manual was completed.

For more help with using FASHION TRIP, consult the online manual located on the FASHION TRIP CD. The manual is called "Fashion Trip Manual.pdf". You will need Adobe Acrobat Reader to view this file. We have included a copy of Acrobat Reader from Adobe's web site on the FASHION TRIP CD for your convenience. Change to your CD drive and double-click on the Acrobat folder. Double-click on the ar32e301 file and follow the prompts to install Acrobat. Once installed double-click on the FASHION TRIP MANUAL.pdf icon and the manual will open.

IV.CONTACTING SIERRA

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