

Technical Support

Q: What are the system requirements for fashion»trip?

A: To run fashion»trip, the minimum requirements are as follows:

- 133MHz Pentium(R) processor
- 16MB RAM
- 14.4K modem
- CD-ROM drive
- MS Windows 95 or Windows 98
- Internet Explorer 4.0
- Color graphics adapter with 2MB VRAM

Recommended Requirements:

In addition to the minimum requirements, we recommend that you also have the following components 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

Increased system capabilities will improve performance.

Q: When I installed the program and rebooted the computer, I now have lines on my monitor or a black screen. How do I fix this problem?

A: When installing fashion»trip, you have the option to install Microsoft's DirectX 5.0. DirectX 5.0 is a utility that allows programs to bypass the Windows operating system and directly access the computer's hardware. This utility is necessary to run fashion»trip. During the DirectX 5.0 setup process, you chose to overwrite your video card drivers and replace them with a DirectX certified driver. The new driver is not compatible with your video card and causes a black or distorted monitor screen. Immediately contact your computer system or video card manufacturer to restore your original drivers. You will also need to obtain an update for your video card to make it certified for DirectX 5.0.

Q: When I installed the program and rebooted the computer, I am now running in Safe Mode. How do I fix this problem?

A: When installing fashion»trip, you have the option to install Microsoft's DirectX 5.0. DirectX 5.0 is a utility that allows programs to bypass the Windows operating system and directly access the computer's hardware. This utility is necessary to run fashion»trip. During the DirectX 5.0 setup process, you chose to overwrite your video card drivers and replace them with a DirectX certified driver. The new driver is not compatible with your video card and causes a black or distorted monitor screen. Immediately contact your computer system or video card manufacturer to restore your original drivers. You will also need to obtain an update for your video card to make it certified for DirectX 5.0.

Q: When I installed the program and rebooted the computer, I no longer have sound on my system. How do I fix this problem?

A: When installing fashion»trip, you have the option to install Microsoft's DirectX 5.0. DirectX 5.0 is a utility that allows programs to bypass the Windows operating system and directly access the computer's hardware. This utility is necessary to run fashion»trip. During the DirectX 5.0 setup process, you chose to overwrite your sound card drivers and replace them with a DirectX certified driver. The new driver is not compatible with your sound card and causes your system to no longer have sound. Immediately contact your computer system or sound card manufacturer to restore your original drivers. You will also need to obtain an update for your sound card to make it certified for DirectX 5.0.

Q: I received an error -113 while installing fashion»trip. How can I fix this problem?

A: The computer system is loading real-mode drivers. Real mode drivers are drivers that are intended for use with DOS. They are 16-bit drivers and work poorly with Windows 95 or 98. To see if you have these, right click on the My Computer icon, choose Properties from the menu. Choose the Performance tab. Under Performance Status, there is a line called FILE SYSTEM that 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," immediately contact your system or CDROM manufacturer to correct this problem on your system. Once your system is loading 32-Bit drivers, the program will install with out errors.

Q: I did not hear any sound when I installed the program. How can I hear sound when I setup fashion»trip?

A: fashion»trip requires a 16-bit stereo sound card. 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 or Red Warning Circles under this Driver section. If there are conflicts, then contact your computer or sound card manufacturer 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.

Now, check the VOLUME CONTROLS to see if 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, 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 you cannot hear either type of sound file, the sound is not set up correctly in Windows. Contact your computer or sound card manufacturer for help in correctly setting up your sound card in Windows.

Q: A "Not enough disk space" error message occurred when installing fashion»trip. How can I clear up enough hard drive space for fashion»trip?

A: fashion»trip requires ample hard drive space for installation. You need at least 70MB of hard drive space for fashion»trip, plus an additional 30MB to 90MB just for WINDOWS. To clear hard drive space, uninstall programs that you no longer use. Then empty both the C:\WINDOWS\TEMP directory and the Recycle Bin to free up space on your system. Now run SCANDISK AND DEFRAG, which will fix errors on the hard drive. First run SCANDISK to look for and correct hard drive errors. Click on the START button, select PROGRAMS, ACCESSORIES, 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 defragment your drive space. Click on the START button, select PROGRAMS, ACCESSORIES, SYSTEM TOOLS, then DISK DEFRAGMENTER. Select Drive C: and click on OK to start the process.

Q: A "RUNTIME" or "cannot find file" error occurred during installation. How can I fix this problem?

A: This error may occur by something interrupting the data flow from the CD. This could be caused by outdated drivers, other programs resident in memory interfering, or a dirty or damaged CD.

1. Make sure there are no smudges or scratches on the CD-ROM. Try cleaning the CD with a soft, dry cloth.
2. Check your CD-ROM caching. Improper cache setup can cause errors in reading CDs and can also reduce speed. To check your caching: In Windows 95, Go to My Computer and click on your Control Panel. Go to the System icon. Choose the Performance tab, then the File system button. Go to the CD-ROM tab. If you have an IDE CD-ROM, you will want to make sure your Supplemental Cache Size is set directly in between small and large. Set the Optimize Access Pattern for the speed of your CD-ROM (for example, 4x or higher). If you have a SCSI or 16x or higher CD-ROM, set the Optimize Access Pattern for No Read Ahead. Click on Apply, then Okay. Close the next window and allow the computer to restart.
3. Try updating your CD-ROM driver. To update drivers and check on the latest version available, contact your computer manufacturer or CD-ROM drive manufacturer.
4. Next, close any programs running in the background
 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.

5. If none of these steps resolve this issue get CD-ROM replacements. If you purchased the program at a retail store, try checking with them to see if you can exchange it for another. If they won't, we will gladly replace your 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 your CD to us in 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. We will then send a replacement CD-ROM to you right away. The address is:

CUC Software Fulfillment
4100 West 190th Street
Torrance, California 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.

Q: When running or installing fashion»trip, I receive an "LANGUAGE.INF" error message? How do I correct this error?

A: An "LANGUAGE.INF" error can occur if your system's Regional Settings are set to another language besides English (United States), or the error can occur from a CD-ROM read error.

To check your regional settings, go to START, SETTINGS, CONTROL PANEL, and REGIONAL SETTINGS. Make sure REGIONAL SETTINGS reads English (United States) and Measurement System under NUMBER reads U.S.

If your settings are correct, this error may occur by something interrupting the data flow from the CD. This could be caused by outdated drivers, other programs resident in memory interfering, or a dirty or damaged CD.

1. Make sure there are no smudges or scratches on the CD-ROM. Try cleaning the CD with a soft, dry cloth.
2. Check your CD-ROM caching. Improper cache setup can cause errors in reading CDs and can also reduce speed. To check your caching: In Windows 95, Go to My Computer and click on your Control Panel. Go to the System icon. Choose the Performance tab, then the File system button. Go to the CD-ROM tab. If you have an IDE CD-ROM, you will want to make sure your Supplemental Cache Size is set directly in between small and large. Set the Optimize Access Pattern for the speed of your CD-ROM (for example, 4x or higher). If you have a SCSI or 16x or higher CD-ROM, set the Optimize Access Pattern for No Read Ahead. Click on Apply, then Okay. Close the next window and allow the computer to restart.
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Q: A "write-protected" error occurred when installing fashion»trip which terminated the setup program. What happened?

A: The fashion»trip setup program is attempting to over-write an older file that is in use. Reboot your computer and immediately reinstall the program. If you receive this error again, search the system for the file and rename it to a *.OLD file. Now reinstall the program.

Q: 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."

A: fashion»trip requires a video card that support 16-bit high color and 800 x 600 pixels. To change the display settings, go to START, SETTINGS, and CONTROL PANEL. Click on Properties, 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.

Q: When I start fashion»trip, an Invalid Page Fault or General Protection Fault occurs in module DDRAW.DLL , a DirectX *.DLL file, or a *.DRV file. How do I fix this error?

A: fashion»trip requires DirectX 5.0 to run, and errors can occur in fashion»trip if you do not have DirectX 5.0 certified drivers for your computer hardware. To check for certification

1. Put the CD for fashion»trip in your CD-ROM drive.
2. Click on the Start button then select Run...
3. 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 of the DirectX components. The word Certified will be next to any drivers that are Microsoft DirectX 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" disk.

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.

Q: When launching the program, I receive the error "Unable to start DDRAW.DLL." How do I fix this error?

A: fashion»trip requires DirectX 5.0 to run and DirectX 5.0 did not install correctly on your system. Rerun DirectX setup.

1. Put the CD in your CD-ROM drive.
2. Click on the Start button then select Run...
3. 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

Now install DirectX 5.0.

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

Q: When I start fashion»trip, the program locks on a black screen and I must reboot my computer. What happened in the program?

A: fashion»trip requires DirectX 5.0 to run, and lock-ups can occur in fashion»trip if you do not have DirectX 5.0 certified drivers for your computer hardware. To check for certification

1. Put the CD for fashion»trip in your CD-ROM drive.
2. Click on the Start button then select Run...
3. 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 of the DirectX components. The word Certified will be next to any drivers that are Microsoft DirectX 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" disk.

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.

If you have DirectX 5.0 certified drivers for all of your hardware components, the lock-up may be caused by a conflict in memory. Close any programs running in the background:

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. Now start fashion»trip.

Q: When I click on the ICON for fashion»trip, nothing happens. How do I start Fashion Trip?

A: fashion»trip runs best with a 300Mhz processor and 64 MB of RAM. If you are low on resources the program will not start.

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.

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's RAM.

Next, close any programs running in the background

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 to check the system resources again. If they are above 90 percent, try running the program again. If the resources 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, 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 defragment 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.

Q: fashion»trip runs exceptionally slow? What can I do to make the program run faster?

A: fashion»trip runs best with a 300Mhz processor and 64 MB of RAM. If you are low on resources or do not meet the recommended requirements, the program will run slowly.

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's RAM.

Next, close any programs running in the background

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.

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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 the resources are below 90 percent, run SCANDISK and DEFRAG, which will fix errors on the hard drive.

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If the program still runs exceptionally slow, it is because you are below the recommended requirements. You may consider upgrading your computer.

Q: When I switch to Show Case Mall, the program appears pixilated and runs slowly. How can improve the picture and make the program run faster?

A: 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 must run the program in STANDARD mode.

Q: The graphics appear choppy and pixilated, and I am running fashion»trip in Standard Mode. How can I improve the picture on the screen

A: 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.

Q: I encounter errors when I try to run fashion»trip with my 3D Accelerated video card. How can I fix these errors?

A: fashion»trip has been designed to work with the latest video card technology like the Voodoo II 3Dfx cards. It is important for the computer to have the latest software updates for all video cards, including 3d Accelerated cards, on the system.

Make certain that you have the most current DirectX 5.0 certified drivers for both your video card and 3D accelerated video card. Check your system or your video card manufacturer's web sites for the most current drivers.

Additionally, video cards that have both 2D and 3D mode built into the chipset like the Voodoo Rush may not work well with Fashion Trip. Check the video card manufacturer for any known issues or updates for your card.

Q: My mouse cursor does not change icon when clicking on buttons. How can I fix this problem?

A: This problem can occur with video cards which have the NVideo 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.

Q: I no longer have sound in my program. How can I get my sound back in fashion»trip?

A: Losing sound in the program can occur for several reasons.

-Your sound card may not have initiated correctly. Shutdown your computer for 20 seconds and then reboot it. Now check to see if you have sound.

- Make certain that the speakers are on and plugged into the sound card.

-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, 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.

Q: I receive an "MMSystem" Error Occurs when trying to play a *.WAV file.

This error can occur if your CD-ROM is not optimized correctly or certain components of MULTIMEDIA are not installed or have become corrupt.

Check your CD-ROM caching. Improper cache setup can cause errors in reading CDs and can also reduce speed. To check your caching: In Windows 95, Go to My Computer and click on your Control Panel. Go to the System icon. Choose the Performance tab, then the File system button. Go to the CD-ROM tab. If you have an IDE CD-ROM, you will want to make sure your Supplemental Cache Size is set directly in between small and large. Set the Optimize Access Pattern for the speed of your CD-ROM (for example, 4x or higher). If you have a SCSI or 16x or higher CD-ROM, set the Optimize Access Pattern for No Read Ahead. Click on Apply, then Okay. Close the next window and allow the computer to restart. Now try the program.

If you still receive the error message reinstall these components of Multimedia: 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, 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.

Q: I receive an error messages like a "Waveout Open" or "Rave" error or my system lockups while playing a sound. How do I fix these errors?

A: Programs running in the background can conflict with fashion»trip. Make sure that the sound card is not being used by any other applications:

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 to run fashion»trip again.

If the problem persists, contact your sound card or computer manufacturer for the latest drivers for your sound card. Many manufacturers update their drivers every three months. Updating your drivers can eliminate conflicts and improve system performance. (Usually driver updates are free and can be obtained from the system vendor or downloaded from the Internet).

Q: I chose to leave part of the program on the CD during installation. Now I receive "Runtime" errors or an error 99, 113, 115, 117, 140, or 141 when I try to run the program. How do I resolve these errors?

A: This error may occur by something interrupting the data flow from the CD. This could be caused by outdated drivers, other programs resident in memory interfering, or a dirty or damaged CD.

1. Make sure there are no smudges or scratches on the CD-ROM. Try cleaning the CD with a soft, dry cloth.
2. Check your CD-ROM caching. Improper cache setup can cause errors in reading CDs and can also reduce speed. To check your caching: In Windows 95, Go to My Computer and click on your Control Panel. Go to the System icon. Choose the Performance tab, then the File system button. Go to the CD-ROM tab. If you have an IDE CD-ROM, you will want to make sure your Supplemental Cache Size is set directly in between small and large. Set the Optimize Access Pattern for the speed of your CD-ROM (for example, 4x or higher). If you have a SCSI or 16x or higher CD-ROM, set the Optimize Access Pattern for No Read Ahead. Click on Apply, then Okay. Close the next window and allow the computer to restart.
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Q: I want to print my outfits in the dressing room. Is there an option for printing?

A: fashion»trip does not have an option to print your outfits. However, you can print a screen shot of your dressing room. Hit the Print Screen (PRINT SCRN) 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, you will need to contact the printer manufacturer for assistance.

Q: I receive error messages when I try to print from the INFO screen. What can I do to print my information?

A: 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 WIN 95 or 98. 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

Q: Must I install Internet Explorer 4.01 on my system?

A: fashion»trip will not install the full Internet Explorer Browser or Dial-up Networking. The program only installs required components to the system. 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.

Q: When I attempt to access a vendor's web page the error "Internet Explorer could not open the Internet site" error appears. How do I correct this error?

A: Before starting fashion»trip, be sure to log on to your Internet service provider. If your connection is open and you receive this error, the vendor's server may be busy or down. Try again at a later time. If the problem persists when trying access all the web pages, contact your Internet Provider for assistance to resolve these connection problems.

Q: How can I play musical sound bytes from the music stores?

A: These web sites require REALPLAY to play music on the Internet. 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>.

Q: I have problems viewing pictures on the Internet. What can I do fix this problem?

A: Try clearing Internet Explorer's cache by deleting all files except for COOKIES from C:\WINDOWS\TEMPORARY INTERNET FILES directory. Now connect to the internet in fashion»trip, and you should be able to see the pictures.

Q: Some of the vendor's require Plug-Ins to view their pages. Must I install these Plug-Ins?

A: Most of the vendors in fashion»trip do not require plug-ins to view their web pages. However, many vendor's web sites now 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, you will contact the plug-in designers for assistance.

Q: How Do Uninstall Fashion Trip?

A: You may uninstall fashion»trip using Sierra Utilities or ADD\REMOVE programs in control panel.

Q: I am on a LAN (local area network) and cannot use the Internet phone feature. How can I fix this problem?

A: The Internet phone feature may not operate through a local area network (LAN) firewall. If you are connecting to the Internet through a LAN, you may not be able to use this feature. The developers are currently working to resolve this issue.

Q: Why does my System BIOS power management not work while I am logged into fashion»trip?

A: fashion»trip does not allow you to use your system BIOS power management when you are logged on.

Q: Why am I not able to launch Microsoft NetMeeting after I log on to fashion»trip?

A: Once you are logged in an 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.

Q: I am unable to use Dial-Up Networking with my modem and Ethernet card. How can I fix this problem?

A: Dial-Up Networking will not work if you have both a modem and an Ethernet card installed on your computer. (If you cannot use Dial-Up Networking, you will not be able to use Fashion Trip's phone and chat features.) To get Dial-Up Networking to work, you must

disable your computer's network adapter. 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. 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.

Q: fashion»trip tries to log on to my server and I do not want to work on-line. How may I work off line?

A: You must have Dial-Up Networking installed on your system to work off-line. To reinstalls Dial-Up Networking, follow these instructions:

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.
- Once the computer has restarted, try running fashion»trip again.

Q: Why can't I talk to my friends?

A: Unless both of you have a 16-bit sound card and a microphone, you will not be able to talk to each other. However, you can "chat" by typing in text while online-which you can obtain by clicking on "Chat." Additionally, you both must be logged on to use the CHAT or PHONE features.

Q: How do I setup my microphone?

A: Plug your microphone into the microphone jack on the sound card. If you cannot find this jack, consult your computer or sound card manual.

Now, go to Start and RUN. By the Open box, type: SNDVOL32 and hit the Enter key. This command will bring up the Volume Control. Under OPTIONS, click on PROPERTIES. Now click on RECORDING under ADJUST VOLUME FOR and click on OK. Make sure that the SELECT box is checked under Microphone.

To check your Microphone, go to START, PROGRAMS, ACCESSORIES, MULTIMEDIA, and SOUND RECORDER. Now go to FILE and select NEW. Click on the RED DOT to start recording. Speak into your Microphone. If the wave line moves, your microphone is setup correctly. Now click on the RED DOT to stop recording. Click on the Play arrow to play back your sounds. If you do not hear anything, your sound card is not setup correctly. Follow the basic steps for troubleshooting your sound card or contact your3 sound card manufacturer.