

Club KidSoft Volume 2, Issue 4 WindowsVersion

What's new?

Club Radio	New in this issue, Club Radio can be heard by clicking on the radio in the ClubRoom!
Club TV	See video clips highlighting some of the coolest software in the catalog. Just click on the TV in the ClubRoom.
Club Art	To see the latest artwork created by KidSoft readers, click on the painting in the ClubRoom to get to the KidSoft Club Art gallery
Club Stories	Stories that KidSoft subscribers have submitted are now being shown in the Club Stories section of the ClubRoom. Just click on the typewriter in the ClubRoom to see the stories.
Contests	From the ClubRoom click on the Contests banner on the wall to find out about the current Club KidSoft contests and to see who won the last issue's contest!
Purchasing	The purchase screen now shows you all the products that you can buy from Club KidSoft.

User's Guide

For information on running the Club KidSoft application, please see the MANUAL.WRI file. To see this file, you can double click on the **User's Guide** icon in the program manager.

Troubleshooting

Compaq Users Running TabWorks

If you are using TabWorks, you should perform the following steps:

- 1) Start by selecting **OPTIONS** on the TabWorks menu bar
- 2) Select **FILE TRACKING...**
- 3) Turn off **Track File Creation** and **Track File Modification**. To do so, remove the X in the box next to each item
- 4) Finally, click **OK**. You're done!

Potential Problems with Video drivers

If you have an older or incompatible video card or video driver in your computer, you may experience problems running the Club KidSoft application. These problems can appear as application crashes, demos that don't operate properly, incorrect colors displayed, error messages referring to *getPixel()* or *floodfill()* function calls not being supported, or garbage on the screen. In most cases these problems can be fixed by updating the video driver to the most recent version. You should contact the manufacturer of your video card to find out if there is a newer version of the video driver.

NOTE: You need to be running at **least** 640x480 in 256 color mode. You can run in higher resolution or number of colors if your video card supports it.

Problems with Network Drivers

If your computer is on a network, you probably have network drivers loaded. Most network drivers load into lower conventional memory. Many of the DOS based demos need lower memory in order to run. If you experience problems running DOS demos, try removing the network drivers from your AUTOEXEC.BAT and CONFIG.SYS.

Problems running demos from Club KidSoft Application

If you experience problems running demos from the Club KidSoft application, you should try to

run the demos from the File Manager directly. All of the demo programs are available on the Club KidSoft CD in a folder called DEMOS at the root of the CD.

NOTE: Conventional (or lower) memory should be above 580K for demo programs to run properly. If you are running MS-DOS 6.2 or higher, you can run MEMMAKER at the DOS prompt to increase your available conventional memory.

Problems using your mouse in demos

Some of the demo programs on the CD are DOS programs. In order to use your mouse in these demos, you have to have a DOS mouse driver loaded. Normally this will be done in your CONFIG.SYS file. You should consult your DOS User's Guide or the manual that came with your computer (or mouse, if purchased separately).

Problems with QuickTime

If QuickTime fails to initialize, you will get a dialog box when starting the Club KidSoft application. You should copy the 13 files located in the QTW directory on the Club KidSoft CD to the directory where the Club KidSoft application exists (for example, C:\KIDSOFT\V2ISSUE4).

SoundBlaster errors when loading demos

If you receive an error saying "SoundBlaster is in use" when launching a demo, you should exit Windows, reboot your computer and try again. This may happen when a demo crashes or doesn't properly release the sound card when exiting.

Problems with compression

If you are running with a compression utility (such as DoubleSpace or Staker) you may experience problems during KidSoft installation, execution and/or product unlocking/installation. If you experience problems, you should use a non-compressed drive.

Problems with Virus protection

If you receive messages from virus protection utilities such as "Access denied" during installation, running the Club KidSoft program, running demos, or product unlocking you should disable the virus protection while using the Club KidSoft CD.

Errors during unlocking

If you receive an error when unlocking a product, you should check the amount of free disk space available on your hard drive and refer to **Problems with Compression** above.

Memory Usage

Club KidSoft uses approximately 2 MB of RAM to run. If you don't have enough memory available, Club KidSoft will warn you. If you haven't already done so, you should turn on Virtual Memory (in the Control Panels Program Group). Please see your Windows User's Guide for information on turning on Virtual Memory.

We recommend that you have at least 585K of lower conventional memory in order to get the best results from the Club KidSoft application. Many of the DOS demo programs on the CD require at least 565K of lower memory in order to run. Additionally, the QuickTime movies in the Club KidSoft application may appear choppy or sound may drop out if you do not have enough free memory.

QuickTime Installation

Club KidSoft requires QuickTime for Windows 1.1. All of the necessary files are included on the Club KidSoft CD and are installed automatically for you. If you have an older version of

QuickTime for Windows (which should be located in either the Windows System directory, the Windows directory or in one of the directories listed in your PATH environment variable), you will be asked if you want to update your existing copy to Version 1.1. If you don't upgrade your existing version or don't have QuickTime for Windows, Club KidSoft will install the run-time files in the same directory as the Club KidSoft executable.

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