AnnaTommy Release Notes (8/30/94)

General Notes

Customer Technical Support

IVI Publishing wants you to be informed and delighted by our products. We are committed to addressing your concerns in a timely and professional manner. If for any reason you are dissatisfied with our products or service, please call or write us at:

IVI Publishing, Inc.
Customer Service
7500 Flying Cloud Drive
Eden Prairie, MN 55344
1-800-952-4773

This Readme file also contains information about the *most common* problems users have experienced. Please read the Troubleshooting Guide in this file before contacting customer technical support.

If you are unable to resolve your particular situation from reading this file, contact Customer Technical Support at:
1-800-754-1484

Technicians are available for support calls Monday through Friday from 8 AM to 4 PM Central Time. Calls after hours and on weekends are handled by our automated Technical Support answering system. It contains an up-to-date, menu driven, troubleshooting guide that provides more in-depth answers to difficulties you may be experiencing.

Memory
AnnaTommy runs best on machines with more than four megabytes of memory. If your PC only has four megabytes of memory, make sure you have at least two megabytes free not including virtual memory. If you notice that the PC is using the hard disk a lot during the game, that means your PC is low on memory and is using virtual memory. If this is the case, defragment your hard drive by running DEFRAG.EXE in DOS and then in Windows create a permenant swap file. Consult the DOS and Windows manuals for specific information on how to do this. Make sure you quit any other Windows programs before you start the game since they will use up available ram and slow down the game.

If you experience problems with movies not playing or the game locking up, the problem may be caused by a lack of low memory. To increase the amount of low memory, run MEMMAKER from the DOS prompt. Consult your DOS manual for more information on MEMMAKER.

Video for Windows
If movies never play, make sure you have Video for Windows version 1.1 installed. AnnaTommy does not work with older versions of Video for Windows. Video for Windows v1.1 may be installed when AnnaTommy is installed or you can manually install it by running the SETUP.EXE program located in the VFW directory on the CD.

Some computers experience problems if Quicktime for Windows drivers are also installed. To fix this problem, remove Quicktime for Windows and reinstall Video for Windows.

Video

AnnaTommy requires at least 640 by 480 resolution with 256 colors. You can run AnnaTommy in a higher resolution, but the game screen will always be 640 by 480. You may also run AnnaTommy in a video mode with more than 256 colors but the game will only use 256 colors and the game may run slower.

Older versions of some video card drivers may cause problems with AnnaTommy. If you are experiencing graphics glitches, incorrect colors or other graphics problems, make sure you have the latest Windows video driver for your graphics card. Contact the manufacturer of your video card to obtain the latest video drivers.

WinG

WinG is used to dramatically speed up graphics in Windows. AnnaTommy will not run without WinG installed. When WinG is first installed and AnnaTommy is run for the first time, WinG will perform a video test to figure out the fastest way to show graphics on the screen. This test will take a few minutes but it will only be done once unless you change video modes.

Sound

AnnaTommy requires a 16bit sound card in order to hear dialogue and sound effects. AnnaTommy will not work properly with an 8bit sound card or no sound card installed.

If you have a 16bit sound card and experience problems with playing sound, make sure you have the latest sound drivers installed. Contact your sound card manufacturer for the latest drivers.

The midi music in this game was composed with the Sound Blaster 16 in mind. Unfortunately, some instruments that sound good on the Sound Blaster 16 may not sound good on other cards such as the wave table based general midi cards, so some songs may sound a bit strange on other audio cards

We have tried our best to give the best balance between digital audio and midi sound levels. If you find one or the other too loud or soft, most sound cards offer an audio mixer where the digial audio and midi levels can be adjusted seperately. Use this mixer to obtain the sound levels you like best.

Screen Savers

If you only use the joystick to play, Windows will not know that you are using the computer and any active screen saver will start up after its set time limit has been reached. To avoid this, make sure you disable all screen savers before you start playing AnnaTommy.