

Read Me for *Chronicle Encyclopedia of History*, version 1.0

To move around this file press Page Up and Page Down, or click in the vertical scroll bar. You can print this file by selecting the Print command from the File menu.

Important: To improve video quality in this product we recommend that you set your display to use more than 256 colors. Refer to section 4.2 of this Read Me for more information.

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1. Introduction

1.1 About Dorling Kindersley

DK Multimedia titles are available wherever CD-ROMs are sold. New titles will be available on a regular basis. For more information, contact us at DK Multimedia, 9 Henrietta Street, London, WC2E 8PS.

You may also visit us on the World Wide Web at:

<http://www.dk.com>

1.2 About this Read Me file

The information in this file is designed to address most of the problems you may encounter when using any multimedia title. If you are having problems with *Chronicle Encyclopedia of History*, please take a look at the items listed in the table of contents to see if your particular problem is addressed. If you are still having problems, please call our Technical Support number with:

- details of the problem,
- any error messages that were produced,
- the full specification of your computer.

If possible, you should be beside your machine when you telephone.

The numbers in New York, USA are:

Telephone: 1-800 DKMM 575

Fax: 212 213 5240

E-mail: DKMM@phantom.com

The numbers in London, United Kingdom are:

Telephone: 0171 753 3488

Fax: 0171 753 7575

E-mail: DKMM@DKMM.CO.UK

More help on making the best use of all the features within *Chronicle Encyclopedia of History* is available once you have started the product. Click on the help icon on the Navigation bar. Click on 'Having Problems?' to access more information (you will also find a reminder of some of the main points in this document).

2. CD-ROM problems

2.1 Care of compact discs

Contrary to early reports, compact discs (CDs) are very easily damaged if treated carelessly. Such damage has a much greater effect on the digital data of a CD-ROM than on the information of a music CD. A dirty or damaged CD-ROM is quite likely to malfunction. With CD-ROM drives becoming ever faster and more disc-sensitive, this is an increasing problem.

The surface of the disc can quickly gather dirt and is very easily scratched. To protect the data from scratches, finger-prints, dust particles, and smears, do not touch the readout side (unlabeled side) of the disc or place it face down on a hard surface.

Should the CD become dirty, clean it with a soft cloth lightly moistened with CD cleaning fluid or ethyl alcohol, working from the center to the edge. Do not use any type of solvent, such as benzine, lacquer thinner, anti-static agents or LP record cleaners as they may damage the surface.

Never leave the disc in a place subject to direct sunlight, high temperature or high humidity. Recommended storage conditions are:

- Temperature: 10°C to 50°C (50°F to 122°F)
- Humidity: 10 percent to 80 percent

2.2 Problems with CD-ROM drives

If *Chronicle Encyclopedia of History* has problems finding the data files it needs from its CD-ROM, you will see an error message saying that the file, animation (ani) or wav can't be found. Alternatively, you simply find that the screen goes blue, with white text and you will get

an error message saying that there is an error reading drive D. To find what has caused the problem, do the following:

1. Check that the *Chronicle Encyclopedia of History* CD has been correctly inserted into the CD-ROM drive.
2. Check that *Chronicle Encyclopedia of History* is looking in the right place for the CD-ROM Drive. If, for example, the drive letter has changed as a result of a system change, such as adding or removing a RAM disk or another device, then *Chronicle Encyclopedia of History* will fail to find its CD-ROM drive.
3. If you have an external CD-ROM drive, ensure that it is plugged in, turned on, and connected to your computer. You may need to check the documentation that came with the drive.
4. Verify that your CD-ROM drive is MPC-compatible and double-speed or faster.

If you have problems with the *Chronicle Encyclopedia of History* CD vibrating, or making a strange noise in the drive, then you should contact DK Technical Support using the telephone number given at the beginning of this file.

If you get an error message saying that there is a problem reading the disc, then you should try cleaning the disc and try again. Make sure that you restart the product.

3. Setup and Uninstall notes

3.1 Minimum system requirements

In order to run *Chronicle Encyclopedia of History* you will require a multimedia computer with the following minimum requirements:

A multimedia PC, with 486DX/33MHz or higher microprocessor, 12Mb, MPC-compatible double-speed CD-ROM drive and sound card, mouse, SVGA 256 color display, loudspeakers or headphones, and Microsoft® Windows® 95.

3.2 How to get started

1. Insert the disc in the CD-ROM drive.
2. The Setup program should start automatically. If it does, skip to step 4. If it does not, press **Ctrl + Esc**, then **R**, and skip to step 3.
3. In the Command Line box, type `d:\setup` (where **d** is the letter of your CD-ROM drive), then click **OK** or press **Enter**.

4. Follow the instructions that appear on your screen.
5. The Setup program creates a program icon in a DK Multimedia program group.
6. Double-click the icon to start the program.

3.3 If *Chronicle Encyclopedia of History* will not run...

Chronicle Encyclopedia of History requires a sound card to be installed, as all the animations in the product are synchronized to run frame-by-frame with their accompanying soundtrack. If a sound card is not installed *Chronicle Encyclopedia of History* will not run. You should check that your computer has a sound card and drivers installed.

You should also check for the presence of WinG drivers in both the `Windows` and the `Windows\system` directories. They should only exist in the `Windows\system` directory. If you find any in the `Windows` directory you should delete them. The files to look for are:

```
wing.dll          wing32.dll       wingde.dll
wingdib.drv      wingpal.wnd
```

Restart your computer before trying to run *Chronicle Encyclopedia of History* again.

3.4 If Setup fails with an error message

If the Setup program fails with an error message you should ensure that no other programs are running while you try to install *Chronicle Encyclopedia of History*. You can check this by pressing 'Alt + Tab.'

3.5 Running *Chronicle Encyclopedia of History* with Windows 95

3.5.1 Using AutoPlay

Chronicle Encyclopedia of History can take advantage of AutoPlay, which should automatically start the installation procedure when you insert the disc into your CD-ROM drive. *Chronicle Encyclopedia of History* should also run automatically when the CD is placed in the CD-ROM drive subsequent to the initial Setup. If the installation procedure does not start automatically, or the *Chronicle Encyclopedia of History* program does not automatically run when the disc is inserted in the CD-ROM drive, then you can check whether AutoPlay is enabled. To do this:

1. Go to the 'Start' menu and choose 'Settings,' then 'Control Panel.'
2. Choose 'System' from the 'Control Panel' to bring up the 'System Properties' window.
3. Choose the 'Devices Manager' tab, and select your particular CD-ROM drive from the CD-ROM device list.
4. Click the 'Settings' tab in this window, and ensure that 'Auto Insert Notification' is checked.

If Auto Insert Notification is checked, and Setup does not start automatically the first time you insert the *Chronicle Encyclopedia of History* CD in the drive, then you can start the Setup program manually. To do this, go to the 'Task Bar' and click on 'Start,' then 'Run.' Type 'D:\SETUP' in the text box (where 'D' is the letter of your CD-ROM drive). Click 'OK' and then follow the instructions that appear on your screen. On subsequent occasions the *Chronicle Encyclopedia of History* program can also be run from the 'Start' menu by selecting 'Programs,' then 'DK Multimedia,' and then by clicking on *Chronicle Encyclopedia of History*. You should also contact your CD-ROM manufacturer, or system supplier for the latest Windows 95 compatible drivers.

3.6 Uninstall

The *Chronicle Encyclopedia of History* CD-ROM contains an Uninstall program which is automatically installed in the DK Multimedia program group on your computer. If you decide that you no longer wish to have *Chronicle Encyclopedia of History* on your computer, you can use Uninstall to remove it. Simply double-click on the '*Chronicle Encyclopedia of History Uninstall*' icon then click the 'YES' button. Uninstall does the rest for you.

If you cannot locate the Uninstall icon, then you can use the 'Add/Remove Programs' wizard. To do this click on the 'Start' menu on the 'Task Bar,' then select 'Control Panels.' Double-click on the 'Add/Remove Programs' icon, then select the program you wish to remove from the list. Click on the 'Add/Remove' button and then the 'Yes' button.

4. Screen display notes

4.1 Screen resolution

DK Multimedia products have been designed to look their best with a

screen resolution of 640 x 480 pixels. All screen images are created in this size, and will completely fill the screen at this resolution. This means that running your screen at a higher resolution (such as 1024 x 768 pixels) will result in a smaller image of *Chronicle Encyclopedia of History* being displayed. (It is NOT possible to maximize the product to fill screens with a resolution higher than 640 x 480 pixels.)

4.2 Using more than 256 colors to improve video quality

Chronicle Encyclopedia of History is designed to look its best in high color modes, therefore we recommend that you do not set your display driver to use less than 256 colors. You can improve the quality of videos in *Chronicle Encyclopedia of History* by setting your display to use more than 256 colors (if this is supported by your computer). However, this uses more memory and may result in a performance penalty if your display adapter is not optimized for high color modes. If this is the case, then we suggest you revert to 256 colors. Instructions explaining how to change to more than 256 colors are given below:

Note: *Please write down your display adapter card's settings before you make any changes. That way you will be able to revert to your original settings should you need to.*

1. From the 'Start' menu, choose 'Settings' and then 'Control Panel.'
2. Double-click on the 'Display' icon. A 'Display Properties' dialog box will appear.
3. Click on the 'Settings' tab.
4. Under 'Color Palette,' choose 'High Color (16-bit).' If your video card supports 24-bit color, then you could select 'True Color (24-bit)' instead. This should allow better quality images to be displayed. However, should performance be adversely affected, we suggest you revert to 256 colors.

If, for any reason, you select an incorrect or unsupported driver:

1. Start Windows in 'Safe mode.' Do this by holding down the 'F8' key when the 'Starting Windows 95' message appears on the screen.
2. Choose 'Safe mode' from the menu.
3. You can now reinstall your original driver.

4.3 Images appear in monochrome

Some color display adapters may display *Chronicle Encyclopedia of*

History images in black and white. If this happens, you should upgrade your display driver. Contact the supplier or manufacturer of your display adapter to check that you have the latest display drivers.

4.4 Images are truncated

Some display drivers are designed to use large fonts. If your system is using one of these, any image in the main window will appear slightly truncated. You can run the 'Windows Setup' program to change the default display driver to one that does not default to large fonts by selecting 'Settings' from the 'Start' menu, then by double-clicking on the 'Display' icon. Click on the 'Settings' tab, then select a different font size from the 'Font Size' drop-down list.

5. Problems with the display: animations, video and WinG

5.1 General problems

If you get an error message when you try to play animations, you may not have the correct motion video drivers installed. During Setup, this special system software should have been installed, and Windows should be restarted afterwards to make this software work. If you did not restart Windows, do so before attempting to run *Chronicle Encyclopedia of History* again.

If videos play jerkily, your system may have too little memory available to run video smoothly – on machines with only 12MB of memory, restrict the SMARTDRV setting that controls the size of the disk cache for use inside Windows to 512K or less. You should also try consulting Section 7, Running Out Of Memory Or Running Slowly, for further advice. You should also check that the CD-ROM is free from dust and dirt, see section 2.1, Care of compact discs, for more information.

5.2 Solving problems with animation and video for Windows 95 users

If you are running *Chronicle Encyclopedia of History* under Windows 95 and have problems with animation or video (for example, jumpy video, or distorted colors), there are three main steps you can try to solve your problems. Try the steps in the order given and stop when your problem is solved:

- 5.2.1 Ensuring your display is using 256 colors or more,
- 5.2.2 Checking your display adapter's acceleration settings,
- 5.2.3 Changing your display adapter driver.

5.2.1 Ensuring your display is using 256 colors or more

1. From the 'Start' menu, select 'Settings,' then 'Control Panel.'
2. Double-click on the 'Display' icon, then click on the 'Settings' tab.
3. Check the 'Color Palette' setting to make sure that it is set to 256 colors or more.
4. If the setting is less than 256 colors, change it to 256 colors or more.
5. Click the 'Apply' button, then click 'OK.'

If this does not solve your problem, or if the setting is already 256 colors or more, then you should try any other available settings over 256 colors to see if they solve your problem.

5.2.2 Checking your display adapter's acceleration settings

1. If you have tried all the available 'Color Palette' settings of 256 colors or more, and none solve your problem, then you should click on the 'My Computer' icon using the right-hand mouse button, then select 'Properties.'
2. In the 'System Properties' box you should click on the 'Performance' tab.
3. In the 'Advanced Settings' box, click the 'Graphics' button.
4. In the 'Advanced Graphics Settings' box you should move the 'Hardware Acceleration' slide-control down to 'None,' then click 'OK.'
5. If this solves your problem you should try slowly increasing the 'Hardware Acceleration' slide-control until you find the point nearest to 'Full' at which your problem still remains solved.
6. If this does not solve your problem you should put the slider back to 'Full,' and try the next step.

5.2.3 Changing your display adapter driver

1. From the 'Start' menu, select 'Settings,' then 'Control Panel.'
2. Double-click on the 'Display' icon, then click on the 'Settings' tab.
3. Click on the 'Change Display Type' button, then on the 'Change...' button under 'Adapter Type.'
4. Click on 'Show Compatible Devices.'
5. From the list shown, ensure that the driver highlighted is the one to match your display adapter. You can check this with your computer manufacturer or supplier.
6. If the driver is not the correct one, then you should ask your computer manufacturer/supplier to send you one.

In the mean time, or if you already had the correct driver installed, you can try installing the generic SVGA driver.

1. From the 'Start' menu, select 'Settings,' then 'Control Panel.'
2. Double-click on the 'Display' icon, then click on the 'Settings' tab.
3. Click on the 'Change Display Type' button, then on the 'Change...' button under 'Adapter Type.'
4. Click on 'Show All Devices.'
5. From the list of manufacturers, choose 'Standard display types.'
6. In the 'Models' list-box, select 'Super VGA,' then click 'OK.'

If this does not solve your problem, if you have an S3 card, or other non-Super VGA compatible card, or if Super VGA was already the selected driver, then you should try the Standard display adapter (VGA). To select this, use the same procedure as the Super VGA adapter, but select 'Standard display adapter (VGA)' from the 'Models' list-box.

If either the VGA or SVGA driver solves your problem, this shows that it was the original display adapter driver that you had installed that was causing the problem. However, the Standard (VGA) display adapter does not allow more than 16 colors to be displayed. Since *Chronicle Encyclopedia of History* is designed to look its best in 256 colors or more, the long term solution to your problem would be to obtain the most up-to-date version of the drivers for your display adapter, and checking to see if they solve your problem – contact your computer manufacturer or supplier for these.

6. Audio problems

6.1 No sound output, but the product otherwise runs fine

There are many possible causes of audio problems. For example, your computer can only play one sound at a time, so when another application is playing a sound, *Chronicle Encyclopedia of History* cannot do so; you will get an error message in these circumstances. Most applications only prevent other programs from playing a sound when they themselves are doing so, however, some applications, such as certain Screen Savers, remove audio capability from all other Windows applications. If you have such an application, you should turn it off when you are running *Chronicle Encyclopedia of History*.

You should check that the speaker is hooked up to the jack on your sound card, and not hooked directly to the CD-ROM drive headphone socket.

During Setup, special system software should be installed, and Windows should be restarted afterwards to make this software work. If you haven't already done so, restart Windows now.

If you cannot hear sound in *Chronicle Encyclopedia of History*, you can test sound in the following way:

1. From the 'Start' menu, select 'Settings,' then 'Control Panel.'
2. Double-click on the 'Sounds' icon.
3. Click on any item with a speaker next to it, then click the 'Preview' button.

If you can hear sound, there is some other problem with *Chronicle Encyclopedia of History*. If you can't hear sound, you may not have the correct sound drivers installed. Check with your sound card manufacturer to see if you have the correct drivers and that there are no hardware conflicts. If your sound card came with your computer, call your computer supplier.

Some Compaq users may find that their wave volume control is set to zero. This is a known problem for some users with Creative Labs, or Ensonic sound drivers and for Compaq users with ESS sound drivers. You can check for this problem by looking in your volume control panel to see if your wave volume setting is grayed out. The solution to this problem is to get the latest Windows 95 compatible audio driver for your sound card from your computer or sound card supplier. Users with Ensonic sound cards can try using the Ensonic driver supplied on the *Chronicle Encyclopedia of History* CD-ROM in the SUPPORT directory. You can also try turning off Transition Sounds and Autoplay Sounds, from Options, located on the Navigation bar.

6.2 Sound decompression drivers

If you encounter the following error message regarding your sound software, do not worry.

"The sound decompression software is not installed properly or has been disabled. For more information see the README file installed with this program. This title will now terminate."

You should first try restarting your computer, and then try to run

Chronicle Encyclopedia of History again. If this does not solve the problem you should try following the instructions given below:

1. From the 'Start' menu, select 'Settings,' and then 'Control Panel.'
2. From the 'Control Panel,' double-click on the 'Multimedia' icon. The 'Multimedia Properties' dialog box should appear.
3. Click on the 'Advanced' tab, then click on the '+' sign to the right of 'Audio Compression Codecs.'
4. Double-click on the first Codec in the list. The 'Properties' dialog box for that Codec should appear.
5. Make sure that 'Use this audio codec' is selected. If it is not, then you should click on the words 'Use this audio codec' to select it. You MUST now click the 'Apply' button.
6. Follow the above instructions for each audio codec in the list.
7. Now reinstall *Chronicle Encyclopedia of History* then restart your computer before attempting to run *Chronicle Encyclopedia of History* again.

The following problems may result from running *Chronicle Encyclopedia of History* without the correct sound decompression drivers:

- An error message concerning the sound decompression drivers (ADPCM) when you try to run the program.
- Unintelligible sound output from *Chronicle Encyclopedia of History*.
- Speeded up sound in some parts of *Chronicle Encyclopedia of History* (but not in animations).

To overcome any of these problems, you should:

1. From the 'Start' menu, choose 'Settings,' then 'Control Panel.'
2. Click the 'Add/Remove Programs' icon. The 'Add/Remove Programs Properties' dialog box will appear.
3. Select the 'Windows Setup' tab.
4. Highlight the 'Multimedia' option in the list, then select the 'Details' button. The 'Multimedia' dialog box will appear.
5. If the 'Audio Compression' box is not checked, you should do this now. Click 'OK', then click 'Apply'. If the drivers are present on your computer then an update occurs. If the drivers are not present you will be asked for your Windows 95 disc. Follow the instructions that appear on the screen.
6. If the 'Audio Compression' box is checked, you should click to

deselect it first. Select 'OK', then click 'Apply'. Finally, repeat the whole operation to re-check the 'Audio Compression' box. This ensures that the up-to-date drivers are actually installed by Windows 95, and it doesn't just 'think' they are.

If this does not work, you should follow a) below if you are in possession of a DK Sampler disc, or b) below if you are not:

a)

1. Insert the Sampler disc into your CD-ROM drive.
2. Double click on the 'My Computer' icon.
3. Browse the Sampler CD to try and locate the `\support\msacm` folder
4. If you can locate the `\support\msacm` folder, double-click on the `FIXMSACM.BAT`. If you cannot locate the folder, follow b) below.

b) Please note, you must have your Windows 95 CD-ROM or disc available to complete the steps below:

1. Restart Windows – (MS-DOS Mode).
2. From the DOS prompt, change to the `Windows\system` directory.
3. Delete `MSACM.*` and `MSADPCM.ACM` from the DOS prompt, change to the `windows\sysbckup` directory.
4. Delete `MSACM.*` and `MSADPCM.ACM` (If it exists).
5. Type `Exit` then press the 'Enter' key. This will take you back into Windows.
6. Insert the windows 95 CD-ROM (Close the auto-run Windows 95 program)
7. Run an MSDOS prompt and type:

```
cd c:\windows\system
```

and then (where d is the letter of your CD-ROM drive):

```
extract d:\win95\win95_08.cab msacm.*
```

Next type:

```
cd c:\Windows\sysbckup
```

then press the enter key. Next, type:

```
extract d:\win95\win95_08.cab msacm.*
```

Restart your computer, then try to run *Chronicle*

Encyclopedia of History again.

6.3 Audio is fuzzy or distorted

There are a number of possible causes of fuzzy or distorted sounds. Problems are often caused by low quality speakers, speakers set to high or maximum volume, or speakers powered by batteries that are failing. You should also be aware that some speakers are not capable of playing low frequency sounds properly. If sound is interrupted, this may be caused by low memory – refer to section 7.

Some sound cards have software that allows you to adjust the volume AND tone of the sound. If this is the case with your sound card, start with these tone controls set in the mid position and your volume level set at 50 percent. This should give a clear signal with no distortion. Check your sound card manual for the optimum settings.

Powered speakers are best and, if possible, should be placed either side of the screen. You may need to adjust the position of these speakers slightly if the magnets in the speakers are unshielded and cause discoloration and distortion of the image.

If your CD-ROM drive is not MPC-compatible, then the sound may play badly or be interrupted when playing. Check your CD-ROM drive's documentation to ensure that it is a double-speed, or faster, CD-ROM drive. If you do have a double-speed CD-ROM drive, and if you are also have no 'CDROM' icon in Device Manager (you can check this by selecting 'Control Panels' from the 'Start' menu, and by double-clicking on the 'System' icon. Select the 'Device Manager' tab and check to see if a 'CDROM' icon appears in the list), then you should follow the advice in about 'smrtdrv' in sections 7.1 and 7.2 of this Read Me.

6.4 Sound plays too quietly

Make sure the volume is set to an audible level. Check the sound card itself, the speakers or headphones if they have a volume control, and any software that may have been supplied with your sound card that can change the volume level. If there is a mute button in the audio software or on the speaker, check that this is not activated.

If the sound controls are set to an audible level, then you could try new speakers or headphones to see if they solve the problem.

7. Running out of memory or running slowly

Chronicle Encyclopedia of History uses your computer's system memory to display pictures. If you find that *Chronicle Encyclopedia of History* runs slowly or if you come across out-of-memory errors, the program probably does not have enough memory. Consider doing the following to improve your computer's performance:

1. Users who have machines with no 'CDROM' icon in Device Manager (you can check this by selecting 'Control Panels' from the 'Start' menu, and by double-clicking on the 'System' icon. Select the 'Device Manager' tab and check to see if a 'CDROM' icon appears in the list), should restrict the SMARTDRV setting that controls the size of the disk cache for use inside Windows to 512K or less. Consult your Windows documentation for further information on how to check and adjust these settings.
2. Close any unnecessary applications, including any DOS Terminate and Stay Resident programs (TSRs) you may have installed.
3. If the program is still running slowly, or freezes when you try to move to different parts of the program, you can improve its performance by selecting the 'Options' screen from the Navigation bar within *Chronicle Encyclopedia of History* and turning off 'Transition Sounds' and 'Autoplay Sounds.'
4. Check that your computer has at least 12MB of memory. You can do this right-clicking on the My Computer icon and selecting Properties. If you have less than 12MB of memory, then you need to install some more.
5. Ensure that there is plenty of available hard disk space to allow the swap file to grow if necessary; at least 20MB is recommended.
6. If you are running in color modes higher than 256 colors (8-bit), you should set your display to use 256 colors. Refer to 'Using more than 256 colors to improve video quality' in section 4, 'Screen Display Notes,' for instructions on changing the color mode, but select 256 colors.
7. If you are running DOS 6.0 or higher, then you can run the MEMMAKER utility to optimize the memory in your computer. (For example, if you answer 'No' to the question 'Do you use any programs that need Expanded Memory?', MEMMAKER will free further conventional memory by inserting the switch NOEMS in the appropriate line in your PC's CONFIG.SYS file.) Consult your Windows documentation for further information on using MEMMAKER.
8. Speed up your hard disk by defragmenting it. There are a number of tools available to carry out this task, including the 'DEFRAG'

command found in MS-DOS version 6.0 and later.

8. Printing

Printing screens from *Chronicle Encyclopedia of History* may take several minutes, depending on the type of printer you use. Since screen resolution and printer resolution are often different, the printout may not match the quality you see on the screen.

If you are not happy with the position on the page or the size of your print out, try using the copy function to copy and paste the picture into another application such as a word processor or paint package, before printing.

You can change the settings of your printer from within *Chronicle Encyclopedia of History* by selecting the Print/Copy button from the Navigation bar. Select Print, then click on 'Print Setup' to display the 'Print Setup' dialog box. (Please note: an explanation of the Print Setup dialog box is available in your Windows documentation.)

Some dot-matrix printers may not print pictures properly with the 'Low / Faster' quality setting in the 'Print Setup' dialog box. On these printers change the quality setting in the 'Printer Settings...' dialog box to 'High / Slower.' Users of dot-matrix printers may also find that their print-outs have strange proportions. If this is the case, you should ensure that the dpi option is the same for both horizontal and vertical settings.

Because the pictures can be quite large, you may have difficulty copying or printing in low-memory conditions. In this case, follow the advice in section 7 of this file, and try again.

If any of the following printing problems occur:

- Nothing happens after the 'Printing' message
- Corrupt output
- Blank paper output

When any of these occur the following steps should be taken, in the order given. Stop when your problem is solved.

1. Try printing bitmap pictures from a different application to see if all printing is affected. Also make sure that you have the latest driver – you should contact your printer manufacturer or vendor to check this.

2. Try different modes of printing, for example, different print quality such as draft, fine, line art. The options available will vary depending on the type of printer (check your printer Setup documentation for information on how to do this).

Use the Printer Wizard to reinstall your printer. Do this by going to the 'Start' menu and selecting 'Settings,' then 'Printers.' Follow the instructions that appear on your screen.

9. Connecting to the Internet

Please note: If you would normally pay telephone charges to connect to your Internet Service Provider, or for the time that you use the Internet, these charges will continue to apply while you are using the Online feature in this product. You should always ask permission from the person who will pay the bill before you use the Online feature described below.

If you are able to connect to the Internet from your computer, and if you have a Web browser installed, then you can take advantage of a feature of *Chronicle Encyclopedia of History* that lets you access *Chronicle Encyclopedia of History* Web pages on the Internet, register your product and visit DK's Web site. If you do not have Internet access, or a Web browser, then you will NOT be able to make use of this feature.

Warning: If you are already connected to the Internet and try to connect again, then a second, concurrent browser session will be started. Each subsequent attempt to connect to the Internet will start a new, concurrent browser session – this is a feature of browsers. Running multiple sessions in this way may cause your computer to run out of memory and may result in your computer crashing. Therefore, we recommend that you run only one browser session at a time.

Connecting to the Internet:

1. Click on the appropriate online icon on the screen.
2. Click on the 'Connect' button. If an installed Web browser is detected on your machine you will see a dialog box with the following message:

"You need to have a Web browser installed to connect to the Internet.

Your default Web browser is [name of default Web browser].

Do you want to use this?"

3. If you select 'Yes' then you should be automatically connected to the appropriate Web pages. Your Web browser name will be stored so that subsequent connections to the Internet will happen automatically. If you select 'No,' or if an installed Web browser was not detected on your machine, you will see a dialog box with the following message:

" You need to have a Web browser installed to connect to the Internet.

If you do not, click on 'Cancel' and install your browser first.

See 'Connecting to the Internet' in the Read Me file for more information.

The Online feature works best if you can locate your Web browser. Click on 'Locate' to find your browser."

4. If you're thinking of clicking 'Cancel' because you're not sure where your Web browser is located, you can try looking for it as described next:
 - a) Minimize the *Chronicle Encyclopedia of History* program, then double-click on the Start Menu on the Task Bar.
 - b) Select 'Find,' then 'Files or Folders.' The 'Find' dialog box will appear.
 - c) In the 'Named' text field try typing netscape.exe if your browser is Netscape Navigator™, or iexplore.exe if your browser is Microsoft Internet Explorer™ (Be sure to look for iexplore.exe and NOT explore.exe).
 - d) In the 'Look in' field, ensure your hard disk is selected.
 - e) Next click on the 'Find Now' button.
 - f) The location of your browser will be displayed in a window in the lower part of the dialog box.
5. If you still don't know where to locate your browser, but know that you have a working Internet connection, you should click 'Cancel' then exit *Chronicle Encyclopedia of History* and connect to the Internet in your usual way. When you restart *Chronicle Encyclopedia of History* and try to connect to the Internet again, you will be presented with the dialog shown in step 7, stating that this product's Internet address has been copied to the clipboard.

If you choose 'Locate' you will see a '*Please locate your Web browser .exe*' dialog box. You should locate and select the

executable file of the Web browser that you wish to use, for example, netscape.exe or iexplore.exe (NOT explore.exe). Be sure that you choose your Web browser .exe, and not another application.

6. From the '*Please locate your Web browser .exe*' dialog box, if you choose 'Cancel' you will see a dialog box with the following message:

"This product's Internet address has been copied to the clipboard.

Now connect to the Internet and paste this address into your browser.

To set up the browser to be started automatically use the 'Online Setup' button."

If you wish you can then start your Internet connection in your usual way and paste the Internet address into your browser. You can use the 'Online Setup' button located in Options to configure *Chronicle Encyclopedia of History* to automatically open your Web browser and take you to the appropriate *Chronicle Encyclopedia of History* Web page when you click the appropriate button in the future.

From the '*Please locate your Web browser .exe*' dialog box, if you choose 'Open' you will see a dialog box with the following message:

"You have selected [name of your selection] as your Web browser.

If this does not work, use the 'Online Setup' button."

7. If you choose the 'Back' option you will be returned to the '*Please locate your Web browser .exe*' dialog box. If you choose the 'Finish' option you should be connected to the appropriate Web page. The name of your Web browser selection will be stored for future sessions.

If your connection is not successful check the following:

- That you can connect to the Internet and use your browser in the normal way. If you cannot do this, then there is a problem with your Internet connection. For example, make sure that your modem is correctly connected and switched

on.

- Try starting your Internet connection and Web browser first, and then start up *Chronicle Encyclopedia of History* and try to connect to the Internet.

If you select the wrong .exe, or simply decide that you'd rather use a different browser from the one you selected, then you can select a +different browser .exe. You can do this from the 'Online Setup' button.

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