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For Help On Help, Press F1

How To Install A TerraGlyph Product

Place the CD into the CD-ROM drive

Windows 95 will automatically detect the disk and display a startup screen.

If the startup screen does not appear automatically, you need an updated software driver or need to [enable Autorun](#) in the Control Panel>System>CDROM>Settings screen. Alternatively, you can refer to [Problems with Installation](#)

The first time you insert the CD, the startup screen will give you the following choices:

- Install - Click on this button to install the game on your computer. After a successful installation, the game will automatically start. If the installation was not successful, refer to [Problems with Installation](#).
- Quit - Click on this button to leave the startup screen.
- Play - Click on this button to play the game after the game has been installed.
- Help - Click this button to access a help file specific to the game.
- About - Click here to get information about the game, such as the version number.

Problems With Installation

If you inserted the CD into your CD-ROM drive and the startup screen did not automatically appear, you may need updated software [drivers](#) or may need to [enable Autorun](#).

Another possible reason is a hardware malfunction. Microsoft has provided a troubleshooting guide to help determine the nature of the problem. Refer to the Microsoft Windows 95 [Assistant Help File](#) (If your CD is not the D: drive, this hyperlink will not work, but you can look up and click on the ASSIST.HLP file on your CD)

The installation program will check your system to make sure that you have the minimum RAM, sound and video configurations needed to play the product. If you do not, a message will appear during installation to advise you of your options.

If the game still does not run, contact [TerraGlyph Customer Support](#).

Problems When The Product Starts

If you experience a problem starting the product after what appeared to be a successful installation, try the following suggestions:

First try to install the program again to make sure you didn't miss any warning or error messages the first time.

If the installation program seems to work, but the game still does not run, test your main system components. Go to the control panel and check the following icons:

- **System** - Click on the Device Manager tab and check to see that you have at least 8 MB of RAM.
- **Sounds** - Click on a sound and then on the "Preview" button to see if your sound system is functioning properly.
- **Display** - Click on the Appearance tab to ensure that your system is set to 640x480 resolution and 256 colors. (If you don't have a choice of 256 colors, you may need an updated video driver from your manufacturer. See [Video Adapter List](#))

If the game still does not work, click on the symptom you are experiencing for more help.

[Skipping digital audio or fast animations](#)

[Error Message: Please insert CD-ROM...](#)

[What is the Command Line to run KidSongs](#)

[A blank screen stays on display after installation](#)

[Error says "Not enough memory" but I have 8 megabytes of RAM](#)

[Screen saver appears during gameplay](#)

[Start up screen keeps appearing during gameplay](#)

If the above steps do not help, and the symptom you are experiencing does not appear here, contact [TerraGlyph Customer Support](#).

General Tips

Here are some hints on how to upgrade your PC for the best performance

- New computer programs require more and more [random access memory \(RAM\)](#). Go to your local computer store and see what is in their most popular models. If it has 16MB and you have 8MB, talk to them about an upgrade. Adding memory will generally have a big impact on performance across a wide spectrum of software.
- CD-ROM drives are another area where you can dramatically improve performance with one small change. Double-speed, Quad-speed, 6X and 8X drives are all available. Check to see what make and model your CD-ROM drive is, and write down all related information, such as where it is plugged in. You may be able to find a faster CD-ROM drive that uses the same connectors as your current drive.
- Video adapters can make or break a system. As programs use higher resolution and try to update larger regions of the screen, you will tax the capabilities of your video board. Call the manufacturer of your video adapter and ask them how fast yours is in relation to the latest models. You can also check a few magazine benchmark tests for a more objective view. PCI computers and video adapters are currently the best. As with any purchase, compare performance between PCI video adapters, since some run significantly faster than others.
- Lastly, there is the central processing unit, or CPU, the heart of it all. Several times a year, new processors are introduced that can upgrade existing machines to improve performance. Call your computer manufacturer or Intel to see what you can do. You may be able to triple your computer's performance for a couple hundred dollars.

Refer to [Optimum System](#) for a recommended sample configuration.

Optimum System

All TerraGlyph products are designed for the future with True 32-Bit operation and scalability. As the hardware gets faster, so will our product. While our products will run on most computers today, our products will enjoy increased performance with more powerful computers.

We have found that an MPC3 class machines will perform best with our product. An example system configuration is listed:

- Pentium 75
- Quad Speed CD-ROM
- 16 MB of RAM
- 16 Bit Sound Card
- PCI Video Adapter.

Problems with your Hardware and Software

To assist you in solving problems with either Windows 95 and the hardware in your machine, we have provided a comprehensive list of vendors and their Customer Service phone numbers. These have been organized by manufacturer as well as by hardware category. Select from the list below to go to one of the following topic areas.

[Manufacturer List](#)

[Audio Adapter List](#)

[Video Adapter List](#)

[CD-ROM List](#)

[SCSI Adapter List](#)

[Windows 95 List](#)

Additionally, on the CD we have provided a copy of Microsoft Windows 95 Support Assistant. These files are stored in the ASSIST directory on the CD. This product includes multiple help files that will provide assistance in configuring and supporting Windows 95. One important help file, HCL95.HLP, is the Hardware Compatibility List. This lists shows hardware devices and their present Windows 95 compatibility ratings. The ASSIST.HLP help file contains several problem solving hints and solutions direct from Microsoft. (**Note:** The following jumps will only work if your CD is drive **D:**)

Jump to the Microsoft Windows 95 [Assistant Help File](#)

Jump to the Microsoft Windows 95 [Hardware Compatibility List Help File](#)

Manufacturer List

Below is a list of manufacturers in alphabetical order. Click on the manufacturer whom you wish to contact. On each panel, driver information is provided. The left column describes the product, while the right column contains the driver name and version.

[Acer Technologies Corp.](#)

[Advanced Logic Research](#)

[Actix Systems Inc.](#)

[ACS Computer USA](#)

[Advanced Gravis Computer Technology Ltd.](#)

[Advansys](#)

[American Data Technology Inc.](#)

[American Digicom Corp.](#)

[Antex Electronics Corp.](#)

[Apple Computer Inc.](#)

[AT&T](#)

[ATI Technologies Inc.](#)

[Austin / IPC](#)

[Automated System Methodologies](#)

[AVM Technology Inc.](#)

[Aztech Labs Inc.](#)

[Best Data Products Inc.](#)

[Boca Research Inc.](#)

[Brother International Corp.](#)

[Buffalo Simms](#)

[Bus Logic Inc.](#)

[Canon Computer Systems Inc.](#)

[Cardexpert Technology Inc.](#)

[Chinon America Inc.](#)

[Compaq](#)

[Computer Connections America Inc.](#)

[Computer Peripherals Inc.](#)

[Creative Labs Inc.](#)

[Dell](#)

[Diamond Multimedia Systems Inc.](#)

[Digital Equipment Corp.](#)

[DynaTek](#)

[E-Tech Research Inc.](#)

[Elitegroup Computer Systems](#)

[ELSA Inc.](#)

[Ergo Computing](#)

[Expert Graphics Inc.](#)

[Fargo Electronics Inc.](#)

[Fidelity International Technologies](#)

[Focus Information Systems Inc.](#)

[Fosa Computers](#)

[Future Domain Corp.](#)

[Gateway 2000](#)

[Genoa Systems](#)

[Hayes Microcomputer Products Inc.](#)

[Hewlett-Packard Co. \(DeskJets\)](#)

[Hewlett-Packard Co. \(LaserJets\)](#)

[Hewlett-Packard Co. \(Plotters\)](#)

[Hercules Computer Tech, Inc.](#)

[IBM Personal Computer Co.](#)

[Info Imaging Tech, Inc.](#)
[Intel](#)
[Kingston Tech](#)
[Lexmark](#)
[LG Electronics \(GoldStar Technologies Inc.\)](#)
[Liberty Systems Inc.](#)
[Logicode Technology Inc.](#)
[Magnavox](#)
[Matrox Graphics Inc.](#)
[Media Vision Inc.](#)
[Mediatrix Peripherals Inc.](#)
[Micro Design International Inc.](#)
[Micro-Labs Inc.](#)
[Micro Solutions Inc.](#)
[Midwest Micro](#)
[Mirage Multimedia Computers](#)
[Miro Computer Products Inc.](#)
[Mitsumi Electronics Corp.](#)
[Motorola Information Systems Group](#)
[MPC Tech](#)
[Multi-Tech Systems Inc.](#)
[Multiwave Innovation Inc.](#)
[Nanao USA Corp.](#)
[NEC](#)
[NEC Technologies](#)
[New Media Corporation](#)
[Nth Graphics](#)
[Number Nine Visual Technology Corp.](#)
[Okidata](#)
[Orchid Technology](#)
[Panasonic Communications & Systems Company](#)
[Pioneer New Media Technologies Inc.](#)
[Reveal Computer Products Inc.](#)
[Packard Bell](#)
[Paradise](#)
[Plexor](#)
[Power Pixel Technologies](#)
[Practical Peripherals](#)
[PraeoTek Inc. \(formerly VidTech\)](#)
[Princeton Graphics Systems](#)
[QMS](#)
[Racal-Datacom Inc.](#)
[Reveal Computer Products](#)
[Roland Corporation U.S.](#)
[Samsung Electronics](#)
[Seagate](#)
[Sony Electronics Inc.](#)
[SPiDER Graphics Inc.](#)
[STB Systems Inc.](#)
[Supra Corp.](#)
[Tatung Corporation of America](#)
[TEAC](#)
[TechWorks](#)
[Tekram Technology](#)
[Tektronix](#)
[Telebit Corp.](#)

[Texas Instruments](#)
[Toptek Multimedia Inc.](#)
[Toshiba America Information Systems Inc.](#)
[Turtle Beach Systems](#)
[U.S. Robotics](#)
[UMAX](#)
[VideoLogic](#)
[Wearnes Peripherals Corp.](#)
[Western Digital Corp.](#)
[Xerox Corp.](#)
[Zenith Data Systems](#)
[Zoltrix Inc.](#)

Audio Adapter List

Below is a list of Audio Adapter manufacturers in alphabetical order. Click on the manufacturer whom you wish to contact. On each panel, driver information is provided. The left column describes the product, while the right column contains the driver name and version.

[ACS Computer USA](#)

[Advanced Gravis Computer Technology Ltd.](#)

[Antex Electronics Corp.](#)

[Aztech Labs Inc.](#)

[Creative Labs Inc.](#)

[Diamond Multimedia Systems](#)

[IBM Personal Computer Co.](#)

[Media Vision Inc.](#)

[Mediatrix Peripherals, Inc.](#)

[miro Computer Products Inc.](#)

[Multiwave Innovation Inc.](#)

[New Media Corp.](#)

[Orchid Technology](#)

[Reveal Computer Products, Inc.](#)

[Roland Corporation U.S.](#)

[Toptek Multimedia Indc.](#)

[Turtle Beach Systems](#)

Video Adapter List

Below is a list of Video Adapter manufacturers in alphabetical order. Click on the manufacturer whom you wish to contact. On each panel, driver information is provided. The left column describes the product, while the right column contains the driver name and version.

[Actix Systems Inc.](#)
[ATI Technologies Inc.](#)
[Boca Research Inc.](#)
[Cardexpert Technology Inc.](#)
[Diamond Multimedia Systems Inc.](#)
[Elitegroup Computer Systems](#)
[ELSA Inc.](#)
[Expert Graphics Inc.](#)
[Focus Information Systems Inc.](#)
[Genoa Systems](#)
[Matrox Graphics Inc.](#)
[Media Vision](#)
[Micro-Labs Inc.](#)
[Mirage Multimedia Computers](#)
[miro Computer Products Inc.](#)
[Nth Graphics](#)
[Number Nine Visual Technology Corp.](#)
[Orchid Technology](#)
[Power Pixel Technologies](#)
[PraeoTek Inc. \(VidTech\)](#)
[SPiDER Graphics Inc.](#)[STB Systems Inc.](#)
[TechWorks](#)
[UMAX](#)
[VideoLogic](#)
[Western Digital](#)

CD-ROM List

Below is a list of CD-ROM manufacturers in alphabetical order. Click on the manufacturer whom you wish to contact. On each panel, driver information is provided. The left column describes the product, while the right column contains the driver name and version.

[Aztech Labs Inc.](#)

[Chinon America Inc.](#)

[Computer Connections America Inc.](#)

[Fidelity International Technologies](#)

[LG Electronics \(GoldStar Technologies Inc.\)](#)

[Liberty Systems Inc.](#)

[Media Vision Inc.](#)

[Micro Solutions Inc.](#)

[Micro Design International Inc.](#)

[Mitsumi Electronics Corp.](#)

[NEC Technologies](#)

[Pioneer New Media Technologies Inc.](#)

[Plextor](#)

[Reveal Computer Products Inc.](#)

[Sony Electronics Inc.](#)

[Toshiba America Information Systems Inc.](#)

[Wearnes Peripherals Corp.](#)

[Zoltrix Inc.](#)

SCSI Adapter List

Below is a list of SCSI Adapter manufacturers in alphabetical order. Click on the manufacturer whom you wish to contact. On each panel, driver information is provided. The left column describes the product, while the right column contains the driver name and version.

[Advansys](#)

[BusLogic Inc.](#)

[Future Domain Corp.](#)

[Tekram Technology](#)

Windows 95 List

The following is a list of companies providing support for Microsoft Windows 95. Remember that Microsoft provides free support for the first 90 days after your purchase or upgrade to Windows 95.

[Microsoft](#)

Other [Vendors](#) Who Support Windows 95 Free

How To Get Help

If you have problems with the installation and configuration of this product you can call TerraGlyph Technical Support at (847) 781-4196 between 9 AM and 6 PM Central Time Monday through Friday. If at all possible, please be at your computer when you call. For even faster service simply fax a description of your problem along with your name, phone number, and a FAX number to (847) 781-1558. Be sure to include the model and manufacturer of your PC System, CD-ROM Drive, Audio Adapter, and Video Adapter.

Packard Bell

PO Box 5050

Thousand Oaks, CA 91359-5050

Phone, 800-733-4411

Chinon America Inc.

Phone, 310-533-0274;
fax, 310-533-1727;
BBS, 310-320-4160

CD-DRIVES

CDA-535
CDS-525S
CDS-535
CDS-545i
CDX-535

Computer Connections America Inc.

Phone, 800-438-5336;
fax, 617-271-0873;
BBS, 617-275-5075;
CompuServe, 76015,2670

CD DRIVES

CD Shuttle-P
CD Shuttle-PS
CD Shuttle-PSM
CDS-3X-P
CDS-3X-PS
CDS-4X-PS
CDS-6X-PS

Automated System Methodologies (ASM), Inc.

Phone, 800-992-0120

Phone, 813,535-7272

Compuserve, 74671.1201

CD DRIVES

Gator 6X-MF

Gator 6X-EPP

Fidelity International Technologies

Phone, 908-417-2230;
fax, 908-417-5994;
BBS, 908-417-1663;
CompuServe, 76470, 604

CD DRIVES

TransCD TCD2X-P Double Speed
TransCD TCD4X-P Quad Speed

LG Electronics (GoldStar Technologies Inc.)

Phone, 201-816-2000;
fax, 201-816-0636

CD DRIVES

Goldstar GCD-R320B
Goldstar GCD-R420B
Goldstar GCD-R520B
Goldstar GCD-R540B

Liberty Systems Inc.

Phone, 800-774-5044;
fax, 408-243-2885;
BBS, 408-243-2882

CD DRIVES

115 Series CD4xP
115 Series CD4xTP
115 Series CDP

Micro Solutions Inc.

132 W. Lincoln Hwy
Dekalb, IL 60115
Phone, 800-890-7227;
fax, 815-756-2928;
BBS, 815-756-9100

CD DRIVES

Backpack 2X CD-ROM
Backpack 2X CD-ROM with Sound
Backpack 4X CD-ROM
Backpack 4X CD-ROM with Sound

Micro Design International Inc.

Phone, 800-228-0891;

fax, 407-677-8365;

Internet, *info@microdes.com*

CD DRIVES

LaserBank 600CD

LaserBank 600CDX

SCSI Express 36CD

SCSI Express 53CD

SCSI Express 600CD4X

SCSI Express 600CDL

SCSI Express 600CDX

SCSI Express Tower Extender Option

Mitsumi Electronics Corp.

Phone, 800-648-7864;
fax, 214-550-7300;
BBS, 408-970-0700

CD DRIVES

CRMC-FX001D
CRMC-FX001DE
CRMC-FX400
CRMC-FX400B
CRMC-FX400D

NEC Technologies

Phone, 800-632-4636;

fax, 800-366-0476;

BBS, 508-635-4705;

America On-Line, NECTECH;

Internet, *tech-support@nectech.com*;

Web site, *http://www.nec.com*

CD DRIVES

CDR38

MultiSpin 3Xe

MultiSpin 3Xi

MultiSpin 3Xp

MultiSpin 3Xp Plus

MultiSpin 4X Pro

MultiSpin4Xe

MultiSpin 4Xi

MultiSpin 6Xe

MultiSpin 6Xi

Pioneer New Media Technologies Inc.

Phone, 800-444-6784;
fax, 310-952-2309;
BBS, 310-835-7980

CD DRIVES

DR-U124X
DRM-602X
DRM-604X
DRM-624X
DRM-1804X
DRM-5004X

Plextor

Phone, 800-886-3935;
fax, 408-986-1010;
BBS: 408-986-1569;
CompuServe, GO CDROM;
Internet, *support@plextor.com*

CD-ROM DRIVES

DM-3020
DM-3021
DM-3024
DM-3028 Double Speed Plus
DM-5020
DM-5021
DM-5024
DM-5028 Double Speed Plus
PX-43CH 4PLeX
PX-43CS 4PLeX 256
PX-45CH 4PLeX
PX-45CS 4PLeX 256
PX-63CS 6PLeX
PX-65CS 6PLeX

DynaTek

Phone, 800-267-6007

Phone, 902-832-3000

Internet, info@raider.dynatek.ca

CD-ROM DRIVES

CDS654

CDS565

TEAC

Phone, 800-888-4923
Phone, 408-980-1838

CD-ROM DRIVES

CD56E (IDE/ATAPI)
CD56S (SCSI-2)

Sony Electronics Inc.

Phone, 800-326-9551;
BBS, 408-955-5107

CD-ROM DRIVES

CDU-31A-02
CDU-31A-LL/L (Desktop Library 1X)
CDU-31A-LL/N (Desktop Library 1X)
CDU-33A-01
CDU-33A-01/10
CDU-33A/L (Desktop Library 2X)
CDU-33A/N (Desktop Library 2X)
CDU-55E-01 (ATAPI)
CDU-55E-01/10
CDU-55S-01 (SCSI)
CDU-55S-01/10
CDU-535-01
CDU-535-01P Bundle
CDU-541-01 (SCSI)
CDU-561-01 (SCSI)
CDU-561-10 (SCSI)
CDU-6811-10 (SCSI)
CDU-7205/N
CDU-7211W (SCSI)
CDU-7305 (Desktop Library 1X)
CDU-7305-3A (Desktop Library 2X)
CDU-7511UC2 (SCSI)
CDU-7811-10 (SCSI)
CSD-76SB (SCSI)
CSD-760E (ATAPI Bundle)
CSD-760S (SCSI Bundle)
CSD-7611M (SCSI Bundle)
CSP-920S (Spessa, Rec/Play)
CSP-9211S (Spessa, Rec/Play)
PRD-150 (CD-ROM Discman)
PRD-155SB (CD-ROM Discman)

Toshiba America Information Systems Inc.

Phone, 714-457-0777;
fax, 714-583-3133;
BBS, 714-837-8864

CD-ROM DRIVES

XM-1102B (internal)
XM-3601B (internal)
XM-3601D (external)
XM-5301B (internal)
XM-5301D (external)
XM-5302B (internal)

Wearnes Peripherals Corp.

Phone, 408 423-1888;
fax, 408 438-1899;
BBS, 408 432-1884

CD-ROM DRIVES

Wearnes CDD-110
Wearnes CDD-120
Wearnes CDD-120A
Wearnes CDD-120X

Actix Systems Inc.

Phone, 408-986-1625;
fax, 408-986-1646;
BBS, 408-970-3719

Video Adapters

GraphicsEngine 32, S3 801
GraphicsEngine 32i, S3 805i
GraphicsEngine 32 VL, S3 805
GraphicsEngine 64, S3 864
GraphicsEngine 64+, S3 Trio
GraphicsEngine Ultra, S3 928
GraphicsEngine Ultra 64, S3 964
GraphicsEngine Ultra 64 AV, S3 968
Picasso, ARK 1000
Picasso 64, ARK 2000
Picasso 64 AV, ARK 2000
ProSTAR 64, Cirrus Logic 5434
ProSTAR 64 Lite, Cirrus Logic 5430
ProSTAR VL, Cirrus Logic 5428

ATI Technologies Inc.

Phone, 905-882-2600;
fax, 905-882-2620;
BBS, 905-764-9404;
CompuServe, GO ATITECH;
Internet, *ftp.atitech.ca*;
Web site, *http://www.atitech.ca*

Video Adapters

Graphics Pro Turbo, ATI mach64GX
Graphics XPression, ATI mach64GX
WinTurbo, ATI mach64GX

Cardexpert Technology Inc.

Phone, 510-252-1118;
fax, 510-252-9889;
BBS, 510-354-3800

Video Adapters

V10PCI, ARK 1000PV
V18, Cirrus Logic 5420
V20PCI, ARK 2000PV
V23LBV, UMC 85C418
V23VIO, UMC 85C418
V23VIO, UMC 82C863
V24LBV, Cirrus Logic 5424
V27LBV, Cirrus Logic 5426
V27TC, Cirrus Logic 5422
V28LBV, Cirrus Logic 5428
V30PCI, Cirrus Logic 5430
V33LBV, Western Digital WD 90C33
V34PCI, Cirrus Logic 5434
V35PCI, Avance Logic 2301
V40LBV, Tseng ET4000
V40-1, Tseng ET4000
V40TC, Tseng ET4000
V41LBV, Tseng ET4000/W32
V41TC, Tseng ET4000/W32
V42LBV, Tseng ET4000/W32i
V43LBV, Tseng ET4000/W32p
V43PCI, Tseng ET4000/W32p
V64PCI, S3 Vision 864
V66PCI, S3 Trio 64
V98PCI, S3 Vision 968
V964PCI, S3 Vision 964

2/8/95

Elitegroup Computer Systems

Phone, 510-226-7333;

fax, 510-226-7350;

BBS, 510-683-0928

Video Adapters

Videolmage VI-650, ATI mach64

Videolmage VI-711, Cirrus Logic 5426

Videolmage VI-711A, Cirrus Logic 5428

Videolmage VI-717, Cirrus Logic 5430

Videolmage VI-720, Cirrus Logic 5434

Videolmage VI-720A, Cirrus Logic 5430

Videolmage VI-930, S3 Vision 864

Videolmage VI-931, S3 Vision 868

Videolmage VI-941A, S3 Trio 32

Videolmage VI-941B, S3 Trio 64

Videolmage VI-942, S3 Trio 64V

ELSA Inc.

Phone, 408-565-9669;
fax, 408-565-9650;
BBS, 408-565-9630;
CompuServe, GO ELSA

Video Adapters

GLoria (PCI), S3 Vision 968 and 3D Labs GLiNT
Winner 1000 (EISA/PCI/VL), S3 928
Winner 1000AVI (PCI/VL), S3 Vision 868
Winner 1000PRO (PCI/VL), S3 Vision 864
Winner 1000Trio (PCI/VL), S3 Trio 64
Winner 2000 (EISA/ISA / VL), S3 928
Winner 2000PRO (PCI/VL), S3 Vision 964
Winner 2000PRO/X(PCI), S3 Vision 968

Expert Graphics Inc.

Phone, 404-320-0800;
fax, 404-315-7645;
BBS, 404-315-7646;
CompuServe, 725102,354;
Internet, info@expertg.com

Video Adapters

Rasterex Lazer Board, TI 340101
Rasterex Liberty Board, TI 34010
Rasterex Tracer Board, TI 34020

Focus Information Systems Inc.

Phone, 510-657-2845;

fax, 510-657-4158;

BBS, 510-657-9451

Video Adapters

Cheetah 26, Cirrus Logic 5426

Cheetah PCI34/XL34, Cirrus Logic 5434

Cheetah XL, Cirrus Logic 5422/5424

Cheetah XL28, Cirrus Logic 5428

Premier 1000PCI /VLB, ARK 1000PV

Premier 2000 PCI/VLB, ARK 2000PV

Road Runner 864 PCI/VLB, S3 864

Road Runner Trio 64 PCI/VLB, S3 Trio 64

TrueSpeed W32p PCI/VLB, Tseng ET4000/W32p

Genoa Systems

Phone, 408-432-9090;
fax, 408-434-0997;
BBS, 408-943-1431;
CompuServe, GO GENOA;
Internet, support@genoasys.com;
Web site, <http://www.genoasys.com>

Video Adapters

8500 ISA, Cirrus 5426
8500 VL, Cirrus 5426
8500 VL-20, Cirrus 5426
8500 VL-28, Cirrus 5428
8500 VL-29, Cirrus 5429 Turbo +
8534 VL/PCI, Cirrus 5434
8600 VLA, Cirrus Logic 5426 and ESS 488
8600 VLIO, Cirrus M5 Veloce, 5426 and Appian ADi2
8600 VLIO-28, Cirrus M5 Veloce 5428 and Appian ADi2
8864 VL/PCI, S3 Vision 864
8900 VL, Tseng P32i
8900 VL/PCI, Tseng P32p
8968 PCI, S3 Vision 968
9200 VL, Weitek P9000
9500 PCI, Weitek P9100
MG6100, Cirrus Logic 5434 and C-Cube

Matrox Graphics Inc.

1025 St. Regis Blvd
Dorval, Quebec, Canada
H9P2T4
Phone, 514-969-6300;
fax, 514-969-6363;
BBS, 514-685-6008;
CompuServe, GO MATROX

Video Adapters

Hiper VGA, S3 911
Hiper Plus, S3 924
Impression 1024, S3 924
MGA Ultima, MGA 64-bit
MGA Impression, MGA 64-bit
MGA Impression Lite, MGA 64-Bit
MGA Impression Plus, MGA 64 Bit
MGA Impression Plus 220, MGA 64
MGA Impression PRO, MGA 64-Bit
MGA Millennium, MGA 64-Bit
MGA Ultima Plus, MGA 64-Bit
MGA Ultima Plus 200, MGA 64-Bit

Micro-Labs Inc.

Phone, 214-234-5842;
fax, 214-234-5896;
CompuServe, GO TSENG;
America On-Line, Tseng

Video Adapters

Ultimate TrueColor/XL2, Tseng ET4000/W32i
Ultimate TrueColor/XL2/VL, Tseng ET4000/W32i
Ultimate TrueColor/XLp/PCI, Tseng ET4000/W32p
Ultimate TrueColor/XLp/VL, Tseng ET4000/W32p
Ultimate VGA, Tseng ET4000
Ultimate VGA/TrueColor, ET4000

Mirage Multimedia Computers

Phone, 800-228-3349, 310-301-4545;
fax, 310-301-4546;
BBS, 310-301-4542;
Internet, mirage@lainet.com;
Web site, <http://www.lainet.com/mirage>

Nth Graphics

Phone, 800-624-7552, 512-832-1944;
fax, 512-832-5954;
BBS, 512-832-1962;
CompuServe, 73417, 1221

Video Adapters

Nth 150, C&T 480
Nth Apex, S3 864
Nth Apex 4MB, S3 964
Nth Double Edge, IBM XGA II
Nth Edge 1280, C&T 481
Nth S3 Advantage, S3 801/805

Number Nine Visual Technology Corp.

Phone, 617-674-0009;
fax, 617-674-2919;
BBS, 617-862-7502;
CompuServe, GO NINE;
Internet, *ftp.nine.com*;
Web site, *http://www.nine.com*

#9GXE, S3 928
#9GXE, S3 928
#9GXE64, S3 864
#9GXE64 Pro, S3 964
#9GXE64 Pro 1600, S3 964
#9 Imagine128
#9 Imagine128 Processor
#9 Imagine128 1600
#9 Imagine128 Processor
#9 Imagine128 Pro
#9 Imagine128 Processor
9FX Vision330, S3 Trio 64
9FX Motion531, S3 Vision 868
9FX Motion771, S3 Vision 968

Power Pixel Technologies

Phone, 408-748-0246;
fax, 408-748-6974;
BBS, 408-748-0688

Video Adapters

PixelMaker, Tseng ET4000/W32p

PraeoTek Inc. (formerly VidTech)

Phone, 612-785-9717;

fax, 612-780-2040;

BBS, 612-780-8033

Video Adapters

FastMax I12/TV, Oak Spitfire OTI-64107

FastMax ISA, Cirrus Logic 5426/29

FastMax L20, S3 864

FastMax LB, Cirrus Logic 5426/29

FastMax P10, Cirrus Logic 5430

FastMax P12/TV, Oak Spitfire OTI-64107

FastMax P20, S3 864

GraphMax P24, S3 964

SPiDER Graphics Inc.

Phone, 480-526-0535;
fax, 408-526-1622;
BBS, 408-526-1219

Video Adapters

Black Widow, IIT AGX-015
Black Widow Plus, IIT AGX-016
SPiDER 32VLB, Cirrus Logic 5426
SPiDER 32VLB Plus, Cirrus Logic 5428
SPiDER 64, Cirrus Logic 5434
SPiDER 256 Cache, C&T F64300
Tarantula 64, S3 Vision 964
Tarantula 64 MK II, S3 Vision 968
Tarantula Lite, S3 Trio 732

STB Systems Inc.

Phone, 214-234-8750;
fax, 214-234-1306;
BBS, 214-437-9615;
CompuServe, GO STB;
Internet, ftp.stb.com;
Web site, <http://www.stb.com>

Video Adapters

Horizon, Cirrus Logic 5426, Cirrus Logic 5428,
and Cirrus Logic 5429
Horizon+, Cirrus Logic 5430
Horizon 64, Sierra Falcon64
LightSpeed, Tseng ET4000/W32p
Pegasus, S3 928
PowerGraph C33, WD C33
PowerGraph 32, S3 Trio 32
PowerGraph 64, S3 Trio 64
PowerGraph PRO, S3 Vision864
Sprint 32, Trident 9440
Velocity 64V, S3 Vision968

TechWorks

Phone, 512-794-8533;
fax, 512-794-8520;
BBS, 512-794-9329;
America On-Line, TechWorks

Video Adapters

Thunderbolt ISA (Thunderbolt 64 series), Sierra chip
Thunderbolt PCI (Thunderbolt 64 series), Sierra chip
Thunderbolt PCI (Volante series), Trident D9420
Thunderbolt VL (Thunderbolt 64 series), Sierra chip
Thunderbolt VL (Volante series), Tseng ET4000/W32p

UMAX

Phone, 800-562-0311, 510-651-8883;
fax, 510-651-8834;
BBS, 510-651-2610

Video Adapters

Maxmedia CX/Expert, S3 Vision 864
Maxmedia CX/Pro, S3 Vision 864 (three chips)
Maxmedia CX/Trio, S3 Trio

VideoLogic

Phone, 800-578-5644;

fax, 415-875-4167;

BBS, 415 875-7748;

CompuServe, GO VIDEOLOGIC

Video Adapters

928Movie, S3 928

GrafixStar 300, S3 Trio 64

GrafixStar 500, S3 Vision 868

GrafixStar 700, S3 Vision 968

PCIMovie, Weitek Power 9100

Western Digital Corp.

Phone, 714-932-5000;
fax, 714-932-6498;
BBS, 714-753-1234;
America On-Line, Western Digital

Video Adapters

Paradise Accelerator 24, RocketCHIP WD33
Paradise Bahamas 64, S3 86C764
Paradise Bali 32, ARK 1000PV
Paradise Barbados 64, S3 86C964

American Data Technology Inc.

Phone, 818-303-8567;
fax, 818-303-0610

AT&T

Phone, 800 582-3333;

fax, 813 530-2103;

BBS, 813 532-5254;

CompuServe, GO DP;

Web site, <http://www.paradyne.att.com/>

Best Data Products Inc.

Phone, 818-773-9600;

fax, 818-773-9619;

BBS, 818-773-9627;

America On-Line, Best Data

Boca Research Inc.

Phone, 407-997-6227;
fax, 407-997-0918;
BBS, 407-241-1601;
CompuServe, GO BOCA;
Internet, sales@boca.org;
Web site, <http://www.boca.org>

Video Adapters

Basic VGA, CirrusLogic 5401
Boca Voyager, C&T Wingine 64300
Boca Voyager 64, S3 Trio 64
PCI-Bus SuperX VGA, Cirrus Logic 5430
Super VGA, CirrusLogic 5420
SuperX VGA, Cirrus Logic 5428
VL-Bus SuperX VGA, Cirrus Logic 5426

Computer Peripherals Inc.

Phone, 714-454-2441;

fax, 714-454-8527;

BBS, 714-454-8124;

America On-Line, CPI001;

CompuServe, 76004,2306;

Internet, *vivamodem@delphi.com*

E-Tech Research Inc.

Phone, 408-988-8108;

fax, 408-988-8109;

BBS, 408-988-3663;

Web site, <http://www.e-tech.com>

Hayes Microcomputer Products Inc.

Phone, 404-441-0896;
fax, 404-441-1213;
BBS, 404-446-6336;
CompuServe, GO HAYES

Logiccode Technology Inc.

Phone, 805-388-9000;

fax, 805-388-8991;

BBS, 805-445-9633;

America On-Line, *logiccode@aol.com*

Motorola Information Systems Group

Phone, 800-487-1456; 508-261-4000;

BBS, 508-261-1058;

Web site, <http://www.motorola.com/MIMS/ISG/>

Multi-Tech Systems Inc.

Phone, 612-785-3500;

fax, 612-785-9874;

BBS, 612-785-3702;

CompuServe, 76004,3535;

Internet, *sales@multitech.com*;

Web site, *http://www.multitech.com*

New Media Corporation

Phone, 714-453-0100;
fax, 714-453-0114;
BBS, 714-453-0214;

Practical Peripherals

Phone, 404-840-9966;
fax, 404-734-4601;
BBS, 404-734-4600

Racal-Datacom Inc.

Phone, 800-722-2555;

fax, 305-846-4942;

Web site, <http://www.racal.com>

Supra Corp.

Phone, 360-604-1400;
fax, 360-604-1401;
America On-Line, Suprcorp2;
CompuServe, GO SUPRA;
Internet, *supratech@supra.com*;
Web site, *http://www.supra.com*

Telebit Corp.

Phone, 800-835-3248;
fax, 408-734-3333;
BBS, 408-745-3861;
America On-line, Mail Telebit TS;
CompuServe, GO TELEBIT;
Internet, *info@telebit.com*;
Web site, *http://www.telebit.com*

U.S. Robotics

Phone, 800-342-5877;

fax, 708-676-7320;

BBS, 708-982-5092;

CompuServe, GO USROBOTICS;

Internet, *salesinfo@usr.com*;

Web site, *http://www.usr.com*

Zoltrix Inc.

Phone, 510-657-1188;
fax, 510-657-1280;
BBS, 510-657-7413

CD-ROM Drives

Panasonic 2X Business Kit
Funai 2X Business Kit, 16-bit sound
Funai 2X, Fun Kit, 16-bit sound
Toshiba 4X Business Kit, 16-bit sound
Toshiba 4X Business Kit, 16-bit sound

Apple Computer Inc.

Phone, 800-538-9696;

fax, 800-510-2834;

Web site, <http://www.apple.com>

Brother International Corp.

Phone, 800-276-7746;
BBS, 714-859-2610

Canon Computer Systems Inc.

Phone, 800-423-2366;
fax, 800-922-9068;
BBS, 714-438-3325;
CompuServe, GO CANON

Digital Equipment Corp.

Phone, 508-493-5111;

fax, 800-234-2298;

BBS, 508-496-8800;

Web site, *<http://www.Digital.com>*

Fargo Electronics Inc.

Phone, 800-327-4622;

fax, 612-941-7836;

BBS, 612-942-7958;

America On-Line,

mrfargo@aol.com;

CompuServe, GO WINAPD;

Internet, *support@fargo.com*;

Web site, *http://www.fargo.com*

Hewlett-Packard Co. (Deskjets)

Phone, 208-323-2551;

fax, 800-333-1917;

BBS, 206-344-1691;

America On-Line, HP;

CompuServe, GO HPPER;

Internet, *ftp.boi.external.hp.com*;

Web site, *http://www.hp.com/home.html*

Hewlett-Packard Co. (LaserJets)

Phone, 208-323-2551;

fax, 800-333-1917;

BBS, 208-344-1691;

America On-Line, HP;

CompuServe, GO HP;

Internet, *ftp.boi.external.hp.com*;

Web site, *http://www.hp.com*

Hewlett-Packard Co. (Plotters)

Phone, 800-851-1170;

fax, 800-333-1917;

BBS, 208-344-1691;

America On-Line, HP;

CompuServe, GO HP;

Web site, *<http://www.hp.com>*

Lexmark

Phone, 606-232-3000;

fax, 606-232-2380;

BBS, 606-232-5238;

CompuServe, GO LEXMARK;

Internet, *ftp.lexmark.com*;

Web site, *http://www.lexmark.com/*

NEC

Phone, 800-632-4636;

fax, 800-366-0476;

America On-Line, Nectech;

CompuServe, GO NECTECH;

Internet, *webmaster@nec.com*;

Web site, *http://www.nec.com*

Okidata

Phone, 800-654-3282;
fax, 609-273-2779;
BBS, 609-234-5344;
CompuServe, GO IBMHW

Panasonic Communications & Systems Company

Phone, 800-222-0584;
fax, 800-222-0584;
BBS, 201-863-7845

QMS

Phone, 334-633-4300;

fax, 334-633-4866;

BBS, 334-633-3632;

CompuServe, GO QMSPRINT;

Web site,

<http://www.qms.com/>

Tektronix

Phone, 800-835-6100;

fax, 503-685-2980;

BBS, 503-685-4504;

America On-Line, Tektronix;

Internet,

support@colorprinters.tek.com;

Web site,

http://www.tek.com/Color_Printers/

Texas Instruments

Phone, 800-848-3927;
fax, 817-774-6660;
BBS, 817-774-6809;
America On-Line, TI;
CompuServe, GO TIFORUM;
Internet,
2ti@msg.ti.com;
Web site,
http://www.ti.com

Xerox Corp.

Phone, 800-821-2797;
CompuServe, GO XEROX;
Web site,
ftp.spectrum.xerox.com

Advansys

Phone, 408-383-9400;
fax, 408-383-9612;
BBS, 408-383-9540;
CompuServe, GO ADVANSYS;
Internet,
support@advansys.com;
Web site,
http://www.advansys.com

Product name

EISA Dual Bus Master Host Adapter
EISA Single Bus Master Host Adapter
ISA Bus Master SCSI Host Adapter
PCI Bus Master SCSI Host Adapter
PCI Connection Bus Master SCSI
PCI Dual Bus Master SCSI Host Adapter
Personal PCI Bus Master SCSI Host Adapter
VL Bus Master SCSI Host Adapter
VL Dual Bus Master SCSI Host Adapter

Bus Logic Inc.

Phone, 800-707-7274;

fax, 408-492-1542;

BBS, 408-492-1984;

Internet, *info@buslogic.com*;

Web site, *http://www.buslogic.com*

EISA Fast SCSI Host Adapter

EISA Fast SCSI Host Adapter BT-747C

EISA Fast/Wide SCSI Host Adapter

EISA Fast/Wide SCSI Host Adapter BT-757C

Host Adapter/BT-757C KT-545C SCSI

Accelerator for PC/AT KT-747C SCSI

Accelerator+B58 EISA KT-757C Fast/Wide SCSI

Accelerator for EISA KT-946C SCSI

Accelerator for PCI KT-956C Wide SCSI

Accelerator for PCI Micro Channel Fast

SCSI Host Adapter Micro Channel Fast

SCSI Host Adapter/BT-646S PC/AT Fast SCSI Host

Adapter/BT-545C PCI Fast SCSI Host

Adapter/BT-946C PCI Fast SCSI Host

Adapter/BT-956C PCI Fast/Wide SCSI Host Adapter

Future Domain Corp.

Phone, 714-253-0400;

fax, 714-253-0913;

BBS, 714-253-0432;

Internet, *support@fdc.mhs.compuserve.com*

MCS-700

MCS-700SVP

PlugNPlaySVP

PNP-1630

PNP-1640

SCSI2GO

SCSI2GOSVP

TMC-850MCD

TMC-1610M

TMC-1610MCD

TMC-1660

TMC-1660SVP

TMC-1670

TMC-1680

TMC-1680SVP

TMC-3260

TMC-3260SVP

Tekram Technology

Phone, 512-418-0220;
fax, 512-418-0720;
BBS, 512-418-0821;
Web site,
<http://www.tekram.com>

EISA SCSI Caching host adapter
EISA SCSI host adapter
ISA SCSI Caching host adapter
ISA SCSI host adapter
PCI SCSI host adapter
VL SCSI Caching host adapter
VL SCSI host adapter

ACS Computer USA

Phone, 408-481-9988;
fax, 408-481-0880;
BBS, 408-522-2669

LaserWave Nucleus 16
LWS-16 IDE
LWS-16 MCD

Advanced Gravis Computer Technology Ltd.

Phone, 604-431-5020;
fax, 604-431-5055;
BBS, 604-431-5927;
America On-line, Gravis;
CompuServe, GO PCVENB;
Internet, *tech@gravis.com*;
Web site, *http://www.gravis.com*

Audio Adapters

UltraSound ACE (Audio Card Enhancer)
UltraSound MAX

Antex Electronics Corp.

Phone, 800-338-4231;
fax, 310-532-8509;
America On-Line, *antexsales@aol.com*

Audio Adapters

SX-3
SX-5e
SX-7
SX-9
SX-11
SX-12a
SX-20
SX-22
SX-23e
SX-26
SX-33
SX-33e
Z1e

AVM Technology Inc.

Phone, 800-880-0041;
fax, 801-571-3634;
CompuServe, GO MIDICVEN

Audio Adapters

Alta 2
AV Media

Aztech Labs Inc.

Phone, 510-623-8988;
fax, 510-623-8989;
BBS, 510-623-8933;
Internet, support@aztechca.com;
Web site, <http://www.aztecca.com>

CD-ROM DRIVES

CDA268-01A
CDA268-01A Zeta
CDA268-03I
CDA268-03I SE
CDA468-01A
CDA668-01I

VIDEO CARDS

CD-ROM Drive Aztech Double-speed
IDE CD-ROM Drive Aztech Explorer Kit
Aztech Video GalaxyBoard
Aztech Video Galaxy Card
Aztech Video GalaxyGamma Card
Aztech Video GalaxyOscar Card
Sound Galaxy Asteroid/Voyager Kit
Sound Galaxy BASIC 16
Sound Galaxy Business Audio
Sound Galaxy BX
Sound Galaxy BX II Extra
Sound Galaxy BX III
Sound Galaxy Double-speed Multimedia Upgrade Kit
Sound Galaxy FM Radio Card
Sound Galaxy FM Radio Extension board
Sound Galaxy NOVA 16
Sound Galaxy NOVA 16 Extra
Sound Galaxy NOVA 16 Extra II
Sound Galaxy NX
Sound Galaxy NX II
Sound Galaxy NX II Extra
Sound Galaxy NX PRO (A)
Sound Galaxy NX PRO (M)
Sound Galaxy NX PRO Extra
Sound Galaxy NX PRO 16
Sound Galaxy Orion 16
Sound Galaxy PRO 16
Sound Galaxy PRO 16 Extra
Sound Galaxy Stellar Kit (Clinton 16W)
Sound Galaxy Stellar Kit (Clinton G)
Sound Galaxy Waverider 32 Plus
Sound Galaxy Wavetide Card

Creative Labs Inc.

Phone, 408-428-6600;
fax, 408-428-6611;
BBS, 405-742-6600;
CompuServe, GO BLASTER;
Web site, <http://www.creaf.com>

SOUND CARDS

Sound Blaster 16 Value Edition
Sound Blaster 16 MultiCD/ASP
Sound Blaster 16
Sound Blaster 16 SCSI-2
Sound Blaster 32
Sound Blaster AWE32
Sound Blaster Pro Value Edition
Sound Blaster Value Edition

Diamond Multimedia Systems Inc.

Phone, 800-468-5846;
fax, 408-325-7070;
BBS, 408-325-7080 (up to 2,400 bps),
408-325-7175 (up to 14,400 bps);
America On-Line, Diamond;
CompuServe, GO DMNDONLINE;
Internet, *ftp.diamondmm.com*;
Web site, *http://www.diamondmm.com*

Audio Adapters

Diamond Sound Card
Multimedia Kit: FM synthesis
Multimedia Kit: Wavetable Upgrade

Video Adapters

SpeedStar 24x, Western Digital WDC031
SpeedStar 64, Cirrus Logic 5434
SpeedStar Pro, Cirrus Logic 5426
SpeedStar Pro SE, Cirrus Logic 5430
Stealth24, S3 801
Stealth32, Tseng W32p
Stealth64 DRAM, S3 864 and S3 764
Stealth64 Video 2000 Series, S3 868
Stealth64 Video 3000 Series, S3 968
Stealth Pro, S3 928
Stealth SE, S3 732
Stealth VRAM, S3 911 and S3 924
Viper PCI, Weitek P9000 and Weitek P9100
Viper Pro Video, Weitek 9100
Viper SE, Weitek P9100
Viper VLB, Weitek P9000

IBM Personal Computer Co.

Phone, 800-426-2968;
fax, 404-238-1054;
BBS, 919-517-0001;
CompuServe, GO IBM;
Web site, <http://www.ibm.com>

Codec Sound Card
Sound Blaster 16 Value Edition
Sound Blaster Midi Kit

Media Vision Inc.

Phone, 510-770-8600;
fax, 510-770-8648;
BBS, 510-770-0527;
CompuServe, GO MEDIAVISION;
Internet, *TechSupp@MediaVis.com*;
Web site, *http://www.mediavis.com*

Media Vision Deluxe (Mitsumi/Sony/Panasonic)
Media Vision Premium Deluxe (Mitsumi/Sony/Panasonic)
Media Vision Premium Deluxe (SCSI)
Media Vision Pro 3D (Mitsumi/Sony/Panasonic)
Media Vision Pro 3D (SCSI 2)
PCMCIA Sound Card
Pro Audio Spectrum 16 (LMSI)
Pro Audio Spectrum 16 (SCSI)
Pro Audio Spectrum 16 (Sony)
Pro Audio Studio (SCSI)
Pro Sonic (LMSI)
Pro Sonic (Panasonic)
Pro Sonic MCD

CD-ROM Drives

NEC 55JD
NEC 83 J
NEC 84
NEC 84 JD
NEC 210
NEC 510
Philips 205
Philips 206
Optical Storage 8322
MV60 Optic Storage
Reno Portable CD-ROM Player
Sanyo CDR 254S
Sanyo H-93MV
Sanyo H-94AMV
Sanyo H-94SMV
Sony 31A
Sony 33A
Toshiba XM 5302B

Graphic Cards

Pro Graphics 1024, Media Vision MVV452
Pro Graphics 1280, Media Vision MVV451
Pro Movie Studio, N/A**

Mediatrix Peripherals Inc.

Phone, 800-820-8749;
fax, 819-829-5100;
BBS, 819-829-5101;
CompuServe, GO MEDIATRIX;
Internet,
sales@mediatrix.com;
Web site,
http://www.fmmo.ca/mediatrix

Audiotrix Pro

miro Computer Products Inc.

Phone, 415-855-0940;
fax, 415-855-9004;
BBS, 415-855-9944;
CompuServe, GO MIRO;
Internet, *support@miro.mirousa.com*

miroCONNECT 34 wave
miroSOUND FM10
miroSOUND PCM1 pro
miroSOUND PCM10
miroSOUND PCM12
miroSOUND PCM20 radio
miroCrystal 10AD,
Avance Logic ALG2301 (PCI) and Avance Logic ALG2228 (VL)
miroCrystal 10SD, S3 86C805
miroCrystal 20SD, S3 Vision864
miroCrystal 20SV, S3 Vision964
miroCrystal 40SV, S3 Vision964
miroVideo 12PD, Alliance ProMotion 3210
miroVideo 20PV avi, Weitek Power 9100
miroVideo 20TD live, Tseng ET400/W32p

Multiwave Innovation Inc.

Phone, 408-379-2900;
fax, 408-379-3292;
BBS, 408-379-2927;
CompuServe, 74224,266

audiowave 16 AISP

audiowave AWS 32

audiowave Green 16

audiowave Platinum 16

Dreamwave Wavetable Synthesizer

Moviewave Interactive

Moviewave Interactive Plus

Moviewave Studio

New Media Corp.

Phone, 714-453-0100;
fax, 714-453-0114;
BBS, 714-453-0214

.WAVjammer

Orchid Technology

Phone, 510-683-0300;
fax, 510-490-9312;
BBS, 510-683-0327;
CompuServe, GO ORCHID;
Internet, tech_support@orchid.com;
Web site, <http://www.netscape.orchid.com>

GameWave 32

GameWave 32Plus

NuSound PnP

SoundDrive 16 EZ

SoundDrive 16+SCSI

SoundWave 32Pro

SoundWave 32Pro SCSI

SoundWave 32Pro Studio

WaveBooster

WaveBooster/4

WaveBooster 4FX

Celsius VLB, IIT AGX015

Fahrenheit 64, S3 Vision 864

Fahrenheit 1280 Plus, S3 Vision 864

Fahrenheit 1280 Plus/VLB, S3 Vision 864

Fahrenheit Pro64, S3 Vision 964

Fahrenheit ProVideo 64, S3 Vision 968

Fahrenheit VA/Fahrenheit VA/VLB, S3 Vision 864

Kelvin 64, Cirrus Logic 5434

Kelvin EZ, Cirrus Logic 5430

Kelvin MPEG, Cirrus Logic 5434

Kelvin Video 64, Alliance 6410

P9000/VLB, Weitek Power 900 and Weitek W5286

ProDesigner II/MC, Tseng ET4000

ProDesigner IIs, Tseng ET4000

Reveal Computer Products Inc.

Phone, 800-473-8325;
fax, 818-340-2379;
BBS, 818-713-8188;
CompuServe, GO REVEAL;
Prodigy, Reveal;
Web site, <http://www.Reveal.com>

SC400R4G
SC600
SC500R1 & 2
SC500R3
Reveal 520
Reveal 540
Funai E2420EU
Mitsumi CRMC-FX400B
NEC 272
Panasonic 523-B (external)
Panasonic 523-B (internal)
Panasonic 563
Panasonic 563-B
Sony CDU33A-01

Roland Corporation U.S.

Phone, 213-685-5141;
fax, 213-722-0911

Roland Audio Production Card

Toptek Multimedia Inc.

Phone, 818-960-9211;
fax, 818-960-0703;
BBS, 818-962-2851

Golden Sound, Ver. 2.5
Golden Sound, Ver. 3.0
Golden Sound Pro Deluxe/MCD
Golden Sound Pro III/MCD
Golden Sound Pro 16 A+/MCD
Golden Sound Pro 16 ES/MCD
Golden Sound Pro 16/MCD
Golden Sound Pro 16 Plus/MCD
GS-32 Wavetable Upgradable Card

Turtle Beach Systems

Phone, 717-767-0200;

fax, 717-767-6033;

BBS, 717-767-5934;

CompuServe, GO TURTLE;

Internet,

support@tbeach.com

N/A*—Not applicable: The current driver is Windows 95-compatible.

Monte Carlo MultiSound

MultiSound Monterey Tropez

Advanced Logic Research

9401 Geronimo Ln.

Irvine, CA 92718

Phone: (800) 444-4257

Fax: (714) 581-9240

American Digicom Corp.

1233 Midas Way

Sunny Vale, CA 94086

Phone: (408) 245-1580

Fax: (408) 245-1584

Austin / IPC

10300 Metric Blvd

Austin, TX 78758

Phone: (512) 339-3500

Fax: (512) 454-1357

FaxBack: (800) 341-7500

Buffalo Simms

2805 19th St.

Salem, OR 97302

Phone: (800) 345-2356

Fax: (503) 585-4505

Compaq

20555 F M 149 Rd
Houston, TX 77070-2607
Phone: (800) 888-0318

Dell Computers

9505 Arboretum Blvd
Austin, TX 78759-7299
Phone: (800) 847-4057

Ergo Computing

1 Intercontinental Way
Peabody, MA 01960
Phone: (800) 880-1925
Fax: (508) 535-7512

Fosa Computers

400 Corporate Ct.

Ste. D

South Plainfield, NJ 07080

Phone: (800) 216-3672

Fax: (908) 753-6616

Gateway 2000

610 Gateway Dr.

N. Souix City, SD 57049

Phone: (800) 846-2067

Fax: (605) 232-2023

BBS: (800) 846-1778

FaxBack: (800) 846-4526

Hercules Computer Tech, Inc.

3839 Spinaker Ct.

Freemont, CA 94538

Phone: (800) 532-0600

Fax: (510) 623-1112

Info Imaging Tech, Inc.

3937 E. Bay Shore Rd.

Palo Alto, CA

Phone: (800) 966-1140

Fax: (415) 960-0200

FaxBack: (415) 934-3480

Intel Corp.

5200 NE Elam Young Pkwy
Hillsboro, OR 97124-6497
Phone: (800) 538-3373
ext. 295

Kingston Tech

17600 New Hope St.
Fountain Valley, CA 92708
Phone: (714) 435-2600
Fax: (714) 435-2699

Magnavox

PO Box 6950

Knoxville, TN 37914

Phone: (800) 835-3506

(615) 521-4316

Microsoft

16011 NE 36th Way #97017
Redmond, WA 98052-6301
Phone: (800) 894-6642
(206) 882-8080

Fax: (206) 936-7329

America Online: winnews

CompuServe: go winnews

Prodigy: jump winnews

World Wide Web on Internet: <http://www.microsoft.com>

Microsoft FastTips for Windows 95: (800) 936-4200 (24 Hour Support)

Microsoft Download Service (MSDL): (206) 936-6735

Microsoft Solution Provider: (800) 765-7768

Microsoft Engineers: (206) 637-7098 (6:00am-6:00pm Pacific time)

MicroSoft Text Telephone (hearing impaired): (206) 635-4948

If you need to obtain drivers electronically, Microsoft offers an Windows Driver Library for sound, display, printer, network, and others. The library is updated as more drivers become available to Windows 95. If you do not have access to a modem you may obtain an individual driver by calling (206) 637-7098.

To download a file from the Windows Driver Library

1. Locate the device in WDL.TXT file. You need to download this file from your download service.
2. Create a sub-directory if you are downloading to a hard disk. If you are downloading to a floppy disk it must be a formatted blank disk. **IMPORTANT:** Do not download files directly into your Windows directory. Doing so could overwrite files essential to the proper operating system.
3. Follow the downloading procedures used by your downloading service. The file you download is the executable (.EXE) file that you have already identified in step 1. This file contains all the files you need to support your device. Download the .EXE to your floppy disk or the new subdirectory you created to your hard disk.
4. Change to the floppy disk drive (or the sub-directory on your hard disk) that contains the .EXE file. At the MS-DOS prompt, type the filename and then press *enter*. When the .EXE file are finished running, all the files you need to support your device, are set up. You have all the files including the .TXT file that contains the instructions for installing the device drivers (or other software) and the licensing agreement.

Midwest Micro

69 US Rte 36 E.

Fletcher, OH 45326

Phone: (800) 682-7256

Tech Support: (800) 262-6622

Fax: (800) 562-6622

FaxBack: (800) 445-2025

MPC Tech

2915 Daimler St.

Santa Anna, CA 92705

Phone: (800) 672-8088

Tech Support: (714) 724-9648

Fax: (714) 724-9648

BBS: (714) 724-1519

FaxBack: (800) 672-8882

Nanao USA Corp.

23535 Telo Ave.

Torrance, CA 90505

Phone: (800) 800-5202

Fax: (310) 530-1679

Paradise

800 E. Middlefield Rd.
Mt. View, CA 94043
Phone: (800) 398-0373

Reveal Computer Products

Phone: (800) 326-2222

Princeton Graphic Systems

2801 S. Yale St.

Ste. 110

Santa Anna, CA 92704

Phone: (800) 747-6249

Fax: (714) 751-5736

Samsung Electronics

2952 Bunker Hill Ln.
Santa Clara, CA 95054-1103
Phone: (800) 993-4110
(408) 434-5499

Seagate

920 Disc Dr.
Scotts Valley, CA 95066-4544
Phone: (408) 438-6550

Tatung Co of America

2850 E. El Presido St.
Long Beach, CA 90810-1119
Phone: (800) 829-2850

Zenith Data Systems

1000 Milwaukee Ave
Glenview, IL 60025-2400
Phone: (800) 945-0673
(708) 699-4800

Acer Technologies Corp.

401 Charcot Ave.

San Jose, CA 95131

Phone: (408) 922-0333

Fax: (408) 9220176

Other Vendors Providing Windows 95 Help

Microsoft has partnered with 5 Windows 95 Launch Support Teams to provide support during the standard 90-day, no-charge support period. In addition, teams will provide a wide range of fee-based support offerings. These vendors provide 24 hours a day, 7 days a week support.

DIGITAL	(800) 430-5411
KEANE	(800) 45-WIN95
SOFTMART	(800) 337-6904
STREAM	(800) 298-8216
UNISYS	(800) 295-0643

Hardware Compatibility List Help File

(New topic text goes here.)

Assistant Help File

(New topic text goes here.)

Skipping digital audio or fast animations

If you have a Creative Labs Sound Blaster 16 or AWE 32, you can use the [drivers](#) on the Windows 95 installation or upgrade CD.

1) Remove the SB16/AWE32 drivers from Device Manager:

- Go to the Control Panel and double-click the System icon.
- Click the Device Manager tab.
- Make sure 'View devices by type' is selected.
- Scroll down and double-click the Sound, video, and games controllers icon.
- Click each Creative driver icon and click the Remove button to delete each one.
- Click Ok.
- DO NOT restart the computer as prompted.

2) Delete the driver files from your hard drive:

(This will prevent Windows 95 from reverting to the bad drivers.)

- Click the Start button, select Programs, and click MS-DOS Prompt
- From the DOS prompt, type `CD SYSTEM`
- Use the following commands to delete the driver files:

```
DEL SB16SND.DRV
DEL SB16.VXD
DEL SBFM.DRV
DEL SBAWE.VXD
DEL SBAWE32.DRV
DEL WFM*.A*
DEL WFM*.C*
DEL CSPMAN.DLL
```

...You'll have to delete these same files from the SYSBCKUP subdirectory:

- From the DOS prompt, type `CD ..\SYSBCKUP`
- Use the same commands as above to delete the driver backup files
- Type `EXIT` and hit Enter to return to Windows

3) Install the Microsoft SB16/AWE32 drivers from your Windows 95 CD:

- Go to the Control Panel and double-click the Add New Hardware icon.
- Click Next, No, then Next again.
- Scroll down the list to find the Sound, video, and games controllers icon.
- Double-click it.
- In the Manufacturers list, click Creative Labs
- In the Models list, click Creative Labs Sound Blaster 16 or AWE32 (Microsoft).
- Click Next.
- If a warning appears, write down the DMA, I/O, and IRQ settings
- Click Next.
- Insert your Windows 95 disk as prompted, and finish the installation.
- Click the 'Yes' button when asked whether to restart the system.
- Keep the Windows 95 CD in the drive and let it restart.

4) Make sure your new drivers work:

- As Windows 95 starts up, you should see the new hardware being added
- When you get the messages 'Version conflict... do you want to keep this file?', press NO.
- If the sound card does not work in Windows 95, you may have to change some settings. Please call us at 847-781-4196 for assistance.

Error Message: Please insert CD-ROM...

If you have a problem with a recurring error message saying, "Please insert CD-ROM...", create a [shortcut](#) by following these instructions:

- Put the TerraGlyph CD-ROM in the drive you will be using to play the game.
- Right click anywhere on the empty desktop.
- A menu should appear. Select New, then Shortcut.
- A window will appear titled Create Shortcut. Type the following Command Line:

```
D:\Game\Engine.exe kidsongs.dll D:\kidsongs.tgr
```

*****Note: Be sure to change D: to the drive letter containing the KidSongs CD-ROM**

- Click the Next > button
- Name the shortcut by typing `KidSongs`
- Click Finish.

A new shortcut should appear on your desktop that is named KidSongs. Double click this with the CD-ROM in the drive specified above to start the game.

Command Line

The [command line](#) for running KidSongs off the CD is as follows:

```
D:\Game\Engine.exe kidsongs.dll D:\kidsongs.tgr
```

*****Note: Be sure to change D: to the drive letter containing the KidSongs CD-ROM**

Start up screen keeps appearing during gameplay

This issue is caused by a combination of a fast (6x or 8x) CD-ROM and a low [oversampling rate](#). The CD-ROM oversamples when it encounters read errors. If Autorun is enabled in Windows 95, whenever the CD-ROM reaches the oversampling limit and resyncs, the Autorun feature starts the game from the beginning.

First, check the underside of the CD-ROM (the side without printing) for any dust, dirt, smudges, or scratches. If you find any dust, dirt or smudges, wipe the CD from the center to the outer edge to clean the affected area. If the CD seems OK, you can try disable Autorun on your computer by performing the following steps:

- Click the Start button
- Select Settings>Control Panel
- Double click the System icon
- Select the Device Manager tab
- Double click the CDROM icon
- Select the Settings tab
- Under Options, there is a setting for Auto insert notification. If it does not have a check in the box beside it, it is already disabled. If the box has a check, click the box to disable Autorun. Then reboot the computer.

Once this change is complete, when the CD-ROM is inserted, the CD should be detected by the computer, and our product screen should appear with the options to Play, Uninstall, Quit, Help, and About available through buttons on the screen.

You may want to have the CD-ROM drive on your computer checked if you encounter this error. The drive may need calibration.

Screen saver appears during gameplay

If you have a screen saver, it is a good idea to disable it when running our product. If the screen saver is enabled and you do not move or use the mouse for an extended period of time, the screen saver may start running. This will cause problems such as the [color palette](#) changing or the game ending abnormally. Also, you will not be able to save the game at that point.

A blank screen stays on display after installation

When running Windows 95, [Smartdrive, or Smartdrv.exe](#), does not need to be loaded through the Autoexec.bat file. Removing the file from the Autoexec.bat frees up RAM that can be used to run other programs. Follow the instructions below to disable Smartdrive.

- Click the Start button
- Click on Run
- Type the word **sysedit** in the dialogue box of the Run window.
- A window called System Configuration Editor will appear. There will be several windows open within this window. The top window should be the Autoexec.bat file window.
- Look at each line in the Autoexec.bat file for a line that has the letters **SMARTDRV** in it. It will probably look like this:

```
c:\windows\smartdrv.exe
```

- Position the cursor at the beginning of this line.
- Type the letters **REM**, and 4 or 5 spaces. DO NOT HIT RETURN.
- Hit the down arrow one time.
- Close the System Configuration Editor window.
- When you do, you will receive the following prompt in a window:

```
C:\AUTOEXEC.BAT  
The file has been changed.
```

```
Save current changes?
```

- Click YES.
- Go to the Start button
- Select Shutdown.
- Select Restart the computer.

SMARTDRV has now been remarked out of the Autoexec.bat file. If you need to enable it again, follow the above procedure, but instead of adding the letters REM and the spaces, remove them.

Error says "Not enough memory" but I have 8 megabytes of RAM

When running Windows 95, [Smartdrive, or Smartdrv.exe](#), does not need to be loaded through the Autoexec.bat file. Removing the file from the Autoexec.bat frees up RAM that can be used to run other programs. Follow the instructions below to disable Smartdrive.

- Click the Start button
- Click on Run
- Type the word `sysedit` in the dialogue box of the Run window.
- A window called System Configuration Editor will appear. There will be several windows open within this window. The top window should be the Autoexec.bat file window.
- Look at each line in the Autoexec.bat file for a line that has the letters **SMARTDRV** in it. It will probably look like this:

```
c:\windows\smartdrv.exe
```

- Position the cursor at the beginning of this line.
- Type the letters **REM**, and 4 or 5 spaces. DO NOT HIT RETURN.
- Hit the down arrow one time.
- Close the System Configuration Editor window.
- When you do, you will receive the following prompt in a window:

```
C:\AUTOEXEC.BAT  
The file has been changed.
```

```
Save current changes?
```

- Click YES.
- Go to the Start button
- Select Shutdown.
- Select Restart the computer.

SMARTDRV has now been remarked out of the Autoexec.bat file. If you need to enable it again, follow the above procedure, but instead of adding the letters REM and the spaces, remove them.

Drivers

A driver is a software program that allows your operating system (Windows 95) to communicate with the different parts of your computer hardware (eg CD-ROM drive). Before Microsoft released Windows 95, hardware manufacturers were requested to submit 32-bit upgrades to their software drivers in order to take advantage of the new features and enhanced performance of Windows 95. The manufacturer of the hardware in question on your computer may not have submitted its 32-bit upgraded driver to Microsoft in time. You need to contact the manufacturer and request their latest 32-bit software driver that will allow you to use their hardware most efficiently with Windows 95. The drivers are generally available at no cost from the manufacturer. Refer to the [CD-ROM Manufacturers List](#) for phone numbers and information on CD-ROM drivers.

Shortcut

A shortcut can be created for nearly any file, program, folder, or disk drive on the computer. Opening a shortcut opens the object the shortcut "points" to. A shortcut icon differs from an actual program icon, and can be identified by the arrow in the lower left hand corner.

Oversampling rate

The number of times a CD-ROM drive retries a bad read before resynchronizing the CD and starting from the beginning.

Command Line

A command line contains information on where files required to run a program are located on a CD-ROM, hard drive, or floppy disk.

Color palette

The set of colors that the program uses. If the palette changes, the colors will look strange.

Smartdrive

Smartdrive is a file that helps your machine read and write to the hard drive, floppy drive, or CD-ROM more efficiently. This file is not needed in Windows 95 because Windows 95 handles Smartdrive features dynamically.

enable Autorun

If you have the latest drivers, you may need to turn on Autorun. Here are the steps for enabling Autorun:

- Click the Start button
- Select Settings>Control Panel
- Double click the System icon
- Select the Device Manager tab
- Double click the CDROM icon
- One or more CD-ROM icons should appear in a tree below the icon you just clicked.
Select the icon for the drive on which you want to enable autorun.
- Select the Settings tab
- Under Options, there is a setting for Auto insert notification. If it has a check in the box beside it, it is already enabled. If it does not have a check, click the box next to Auto insert notification.

Random Access Memory (RAM)

This is the memory where your computer loads programs to run. These are generally some of the fastest memory chips on a computer. Many companies list a minimum amount of RAM required to run their programs. This amount is given in terms of megabytes, or millions of bytes. To run a TerraGlyph product, your computer must have at least 8 megabytes of RAM.

