



STARWAVE

## THE MUPPET CD-ROM: MUPPETS INSIDE README FILE

Thank you for purchasing MUPPETS INSIDE. This CD-ROM product represents a major step forward in multimedia technology, and as a result, proper system configuration and installation are critical if you are to enjoy MUPPETS INSIDE to its fullest potential. This README file contains **important** information that will help increase your computer system performance and enjoyment while using this product.

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Note: This README file specifically addresses the issues of Windows 95. Additional information for Windows NT 3.51 users can be found in Section 9.0, "**Windows NT User Supplement.**"

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### Table of Contents

- 1.0 System Requirements
  - 2.0 Installing MUPPETS INSIDE
    - 2.1 Re-installing MUPPETS INSIDE
  - 3.0 Running the MUPPETS INSIDE Application
  - 4.0 Removing MUPPETS INSIDE
  - 5.0 Performance Tuning and Troubleshooting Tips
    - 5.1 General Performance Tuning: Device Drivers
    - 5.2 CD-ROM Performance
    - 5.3 Sound Card Performance
    - 5.4 Video and Display Performance
    - 5.5 Memory (RAM)
    - 5.6 Virtual Memory
    - 5.7 General Performance Improvement Suggestions
  - 6.0 Common Questions and Answers
  - 7.0 How to Contact STARWAVE Technical Support
  - 8.0 Error Messages and What They Mean
  - 9.0 Windows NT User Supplement
  - 10.0 Product Credits
- 

### 1.0 System Requirements

Performance of multimedia applications is greatly affected by your hardware and software configuration. Acceptable performance may only be achieved if your computer meets the minimum requirements; however, with any configuration, performance will vary with installed hardware and software. It is possible to have "slow" video cards, hard drives or CD-ROM drives that appear to meet the minimum system requirements but will actually degrade performance.

## MUPPETS INSIDE README File

The following minimum configuration assumes that quality hardware components are functioning correctly and the software is installed for optimal performance (see "**Performance Tuning and Troubleshooting Tips**").

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### Minimum system requirements

System Software: Windows 95 or Windows NT 3.51

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### Minimum hardware requirements

Processor: Intel 486/66MHz

CD-ROM drive: 2X that delivers 300K bytes per second

Sound Card: 16-bit stereo capability

Video: 15-bit (32,768 colors) at 640x480 on a VESA (Local Bus) or PCI Video Card

Mouse: Windows-compatible mouse or other pointing device

Memory (Windows 95): 8 Mb available to Windows 95; 16 Mb or more recommended  
For more information see section 5.5, "**Memory (RAM)**"

Memory (NT 3.51): 16 Mb installed, 24 Mb preferred  
For more information see section 5.5, "**Memory (RAM)**"

Hard Drive: 30 Mb free for installation of MUPPETS INSIDE;  
25 Mb available for Virtual Memory  
For more information see section 5.6, "**Virtual Memory**"

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### Hardware enhancements:

Any combination of the following hardware enhancements will significantly improve multimedia performance of your system:

Processor: Pentium

CD-ROM drive: 4X with Windows 95 or Windows NT 3.51 drivers

Memory: 16 Mb or more of RAM

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## 2.0 Installing MUPPETS INSIDE

Under default circumstances (AutoPlay enabled), MUPPETS INSIDE will automatically initiate setup when the disc is inserted into your CD-ROM drive.

Windows 95 users who do not have AutoPlay installed, or who have disabled AutoPlay, should perform the following steps:

1. Insert the disc into your CD-ROM drive.

MUPPETS INSIDE README File

2. Double-click on the **My Computer** icon and then double-click the CD-ROM icon.

These steps will initiate AutoPlay and MUPPETS INSIDE will install.

## 2.1 Re-installing MUPPETS INSIDE

To re-install MUPPETS INSIDE, follow these steps:

1. Insert the disc into your CD-ROM drive.
  2. If the MUPPETS INSIDE **Choose Player** dialog appears, choose Exit.
  3. Click the **Start** button, and then point to **Settings**.
  4. Click the **Control Panel** icon, and then double-click the **Add/Remove Programs** icon.
  5. Click the **Install** button and follow the instructions on your screen.
- 

## 3.0 Running the MUPPETS INSIDE Application

Under default circumstances (AutoPlay enabled), MUPPETS INSIDE will start automatically when the disc is inserted into your CD-ROM drive.

If you are using Windows 95 and AutoPlay is disabled, insert the disc in the CD-ROM drive, then click on the Windows 95 **Start** button; point to **Programs**, then to **Starwave**, then **MUPPETS INSIDE** (you may wish to create a shortcut; consult your Windows 95 documentation for details).

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## 4.0 Removing MUPPETS INSIDE

You must use the UnInstallShield utility supplied with MUPPETS INSIDE to remove the program completely from your system. To remove MUPPETS INSIDE, follow these steps:

1. Click the **Start** button, and then point to **Settings**.
2. Click the **Control Panel** icon, and then double-click the **Add/Remove Programs** icon.
3. Choose MUPPETS INSIDE from the list of installed programs.
4. Click the **Add/Remove** button and follow the instructions on your screen.

Should the UnInstallShield utility fail for any reason, you may remove MUPPETS INSIDE by taking the following steps:

1. Click the **Start** button and point to **Settings**; choose **Taskbar**.
2. Choose the **Start Menu** tab and click on the **Remove** button; follow the instructions given.
3. Locate the **Program Files\Starwave\MUPPETS INSIDE** directory and delete the files and the directory.

4. **The following should only be attempted by advanced users. If you have any doubts, skip this step, as no problems will occur if MUPPETS INSIDE is not removed from the Registry.** Run the Registry Editor to delete the registry entry, MUPPETS INSIDE, which can be found in: HKEY\_CURRENT\_USER\SOFTWARE\STARWAVE\MUPPETS INSIDE

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## 5.0 Performance Tuning and Troubleshooting Tips

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### 5.1 General Performance Tuning: Device Drivers

During installation of Windows 95, if Windows 95 does not recognize the hardware installed in the computer, it will leave the original Windows 3.1 driver files in place. These are "Real Mode" drivers, not 32-bit "Protected Mode" drivers. The initial release of Windows 95 did not have all drivers for all possible devices. Windows 95 will not directly inform you that it installed the old files. **The missing drivers may be available by the time you purchase this product, and you should make every effort to update your system. Contact your hardware manufacturer or Microsoft for more information.**

It may be possible for MUPPETS INSIDE to function with Real Mode drivers, but you may experience the following symptoms: slow loading times, audio breaking up while the product is running, video playing poorly, etc. The severity of the symptoms depends on many factors and may be mitigated to some degree by additional RAM and/or faster drives/processors.

Real Mode drivers generally work, however, they degrade the overall performance of the computer. **While this performance issue may not matter for general computing activities, it becomes unacceptable when using multimedia applications.**

Real Mode CD-ROM drivers are loaded when the system boots up via the **config.sys** and **autoexec.bat** files, just as they were in MS-DOS or Windows 3.1.

The MUPPETS INSIDE product requires an optimum balance of the video, CD-ROM, and sound cards; this balance precludes the use of Real Mode drivers.

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### 5.2 CD-ROM Performance

There are many CD-ROM drives that are **not** supported by the initial release of Windows 95. There are two ways to identify if you have a Real Mode CD-ROM driver:

- Open the **System** applet via the **Control Panel**, then select the **Performance** tab. If you are using Real Mode drivers, you will see a message beside **File System** stating "Some drivers are using MS-DOS Compatibility." In addition, a list of those drives with MS-DOS files systems will be present. To find more information, select the drive letter corresponding to your CD-ROM drive, then select **Details**. If you do not have Real Mode drivers, beneath the list of items under **Performance Status** you should see a message stating "Your system is configured for optimal performance."
- Open the **System** applet via the **Control Panel**; on the **Devices** tab, if you see an icon for the CD-ROM drive, you are using Windows 95 (Protected Mode) drivers. Conversely, if there

## MUPPETS INSIDE README File

isn't an icon representing your CD-ROM drive in the devices list, then you are using Real Mode drivers.

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### 5.3 Sound Card Performance

A few sound cards were not supported as Windows 95 devices by the initial release of Windows 95. Many of these have since been updated. Contact your sound card manufacturer, computer manufacturer or Microsoft for information about updated drivers.

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### 5.4 Video and Display Performance

Contact your manufacturer if your video card has a Real Mode driver. If your hardware can support VESA SVGA, Windows 95 should have installed, as a minimum, the "Standard Display types: Super VGA" driver.

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### 5.5 Memory (RAM)

MUPPETS INSIDE requires a **minimum** of 8 Mb of RAM **as reported by Windows 95**.

MUPPETS INSIDE requires memory for performance, and less than 8 Mb RAM will significantly reduce the performance quality. A warning message is generally issued if your system has insufficient **physical** RAM available. Symptoms of low RAM include poor general performance, "running low on memory" error messages, and constant use of your hard disk.

**\*There is a difference between RAM installed and RAM available to WINDOWS 95.**

To determine how much RAM is available to Windows, open the **System** applet via the **Control Panel**. The available RAM is shown on the **General** tab under **Computer**. This figure may not agree with your "installed" RAM for the following reasons:

- SmartDrive or RAMdrive is installed: these allocate a buffer for disc cache or RAMdrive.
- Real Mode drivers are installed: these drivers take RAM for buffers, etc.

In both these cases, this memory is not "seen" by Windows and is not available for any Windows applications.

Examples:

- If your **config.sys** file contains the line "SMARTDRV 1024," 1 Mb of RAM has been allocated for SmartDrive to use. If the total physical memory installed is 8 Mb, only 7 will be reported to Windows and be available for Windows applications.
- The Panasonic install program for the TEAC55a (a common 4X CD-ROM drive) will install Real Mode drivers and will take as default 25% of **physical** RAM for disk caching. In an 8 Mb computer, this will leave only 6 Mb available for Windows applications. This is **problematic**: caching will improve CD-ROM performance but will decrease available memory. MUPPETS INSIDE requires 8 Mb of **available memory**. The best solution is to

## MUPPETS INSIDE README File

obtain Windows 95 drivers and/or increase installed memory.

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### 5.6 Virtual Memory

Windows 95 creates a pool of virtual memory and cached commands for each running application. This is done by using physical RAM and then free hard disk space, which is often referred to as a "swap file" or "page file." We have found that on a typical 8 Mb machine, Windows 95 will demand about 25 Mb of free disk space in order to keep MUPPETS INSIDE running smoothly. We suggest you make sure that at least 25 Mb of free hard disk space are available:

1. Open the **System** applet in **Control Panel**.
2. Select the **Performance** tab and click on the **Virtual Memory** button.

The default setting, which is recommended, is "**Let Windows Manage my Virtual Memory Settings.**" Windows will then temporarily use all available hard drive space for virtual memory. The grayed-out box **Hard Disk** will show a value representative of the free hard disk space available. This figure should be greater than 25 Mb. If it is not, delete unnecessary files or use a Windows 95-compatible disk compression utility before proceeding.

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### 5.7 General Performance Improvement Suggestions

Even if your system appears to meet the minimum requirements, you may be able to improve performance in one or more of the following ways:

- Shut down all other applications, including programs such as MSN (Microsoft Network), screen savers, virus scanners, and of course, any other multimedia applications.
- If you are using a third-party desktop, such as Packard Bell Navigator, PC-Tools, Norton Navigator, etc., shut it down and use the standard Windows desktop instead.
- Change your **Color Palette** (by selecting the **Display** applet from the **Control Panel** and then selecting the **Settings** tab) to 15-bit (32,768 colors) or 16-bit (65,536 colors). Running with 24-bit or 32-bit color will decrease performance.
- Adjust the **CD-ROM File System Properties** to match your installed CD-ROM drive. To do so, click on the **System** applet icon in the **Control Panel**, then choose the **Performance** tab. Finally, press the **File System** button and locate the **CD-ROM** tab; adjust the cache size according to the following table:

Physical RAM size  
Optimize Access Pattern setting  
Cache size setting

8 Mb to 12 Mb  
Double-speed drive  
626K

12 Mb or more  
Quad-speed or higher

MUPPETS INSIDE README File  
1238K

For example, if you have a double-speed CD-ROM drive, set the **Optimize Access Pattern** to double-speed drives.

- Check your CD-ROM performance. Just because it is a 2X drive does not mean that it can transfer **data** at 2X rates (300K bytes per second). The easiest way to verify your drive's performance is to look on the CD (using **Explorer**) for a large file, and measure how much time it takes to copy the file to the hard drive. Divide the file size by the time (in seconds) taken to transfer the file. This figure will give you the transfer rate of your CD-ROM drive in bytes per second. If your drive cannot deliver at least 280,000 bytes per second, it is probably faulty.

If memory has been taken by Real Mode drivers, free it by doing one of the following:

- Replace drivers with Protected Mode drivers
- Reduce the buffer sizes allocated by these drivers
- Add more memory

See "**General Performance Tuning: Device Drivers**" for more detailed information on Real Mode driver issues.

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## 6.0 Common Questions and Answers

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### *How should I clean fingerprints and smudges from my CD-ROM discs?*

Using a soft, dry, lint-free cloth, wipe the disc from the inner to the outer hub. Do not wipe in a circular motion. Do not clean with a water soaked cloth. Do not clean the label side of the disc. Use of a CD-ROM caddy is highly recommended during transport and operation (if possible). **Important:** Always handle the disc by the outer edge and/or the inner (hole) edge. Never touch the data surface. Through aggressive testing we have found that sometimes even small scratches on a CD-ROM can cause errors reading data. To avoid rendering CD-ROM discs unreadable, handle them with care.

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### *How can I set up my system for optimal sound quality?*

Sound distortion can be caused by having the volume control set too high for your sound board, speakers, or even for the Windows 95 volume control. To adjust the volume on your sound card, follow the instructions provided by your sound card vendor. You may adjust the Windows 95 volume by double-clicking the speaker icon on the Windows 95 task bar. To access the task bar while running MUPPETS INSIDE full screen, press CTRL + ESC on your keyboard. We have found that using high quality speakers or connecting a stereo system to your sound card increases the enjoyment of the application.

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### *Why would MUPPETS INSIDE appear posterized, displaying odd colors?*

## MUPPETS INSIDE README File

Your system doesn't meet the **video** requirements (15-bit video or better) described earlier in this file. The color palette needs to contain at least 32,768 colors in order to display the high quality artwork and video properly. Please see "**Error Messages and What They Mean**" for further information about this problem.

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### ***My system is configured for 16-color VGA, and I can't change it. How do I run MUPPETS INSIDE?***

Upon Windows 95 installation, if Windows 95 does not recognize your VGA card, it will install a default VGA driver which is only capable of 16 colors. You cannot run MUPPETS INSIDE in 16 colors. Contact Microsoft, your computer manufacturer, or your display card manufacturer for an updated driver. See **5.4, "Video and Display Performance."**

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### ***Why did my screen resolution change when I ran MUPPETS INSIDE?***

For optimal viewing, this multimedia application starts in 640x480 mode. If you would like to change it back to the previous resolution, you may press the **F4** key on your keyboard. Some video drivers do not function properly with this feature and may not change your resolution correctly. If you decide not to use this feature, MUPPETS INSIDE will revert to your original resolution when you quit the application.

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### ***How do I minimize MUPPETS INSIDE when it is full screen?***

The minimize command can be accessed by pressing ALT + SPACEBAR. Due to the nature of MUPPETS INSIDE, you may have to click in a non-sensitive portion of the screen first.

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### ***The Windows 95 Taskbar is coming up. What can I do to get rid of it?***

This can easily be remedied by minimizing and then maximizing MUPPETS INSIDE. Additionally, the Windows 95 Taskbar can be set to Auto Hide, or placed at the top of the screen, which would eliminate any further distractions. For further assistance, look up "Taskbar" in the Windows 95 Help Index.

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### ***Why would I get a white box reading "Video Not available cannot find 'vids:cvid' decompressor" when I expected to see a video clip?***

This feature of Windows 95 has been removed or is missing. To fix this problem, follow these steps (you may need your original Windows 95 diskettes or CD-ROM):

1. Click the **Start** button, and then point to **Settings**.
2. Click the **Control Panel** icon, and then double-click the **Add/Remove Programs** icon.
3. Choose the **Windows Setup** tab.
4. Find the **Multimedia** check box in the **Components** list and select it.



MUPPETS INSIDE README File

5. Choose **OK** and follow the instructions.

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***I have a Gateway computer, and when I attempt to launch the application, it crashes.***

Many Gateway computers are being shipped with Matrox Millenium video cards. A known problem does exist with this card. If your computer has a Matrox Millenium video card, read below for possible solutions to your problem.

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***I have a Matrox Millenium video card, and when I attempt to launch the application, it crashes.***

Some of the older Matrox Millenium PowerDesk drivers have a bug which causes some applications, including MUPPETS INSIDE, to crash.

There are two possible solutions to this problem:

The easiest and quickest (but not the best) solution is to change the system properties that control the video hardware acceleration. You can do this by clicking on the System applet in the control panel and choosing the Performance page. Select Graphics, then move the hardware acceleration bar to None (to the far left). You will have to reboot your system.

The best solution is to obtain the most recent drivers from Matrox. The drivers can be obtained from the following sources:

Matrox on CompuServe: GO MATROX

Matrox BBS: 514-685-6008 Comm settings = 8N1

Matrox Technical Support: 514-685-0270 9-6 EST

E-mail: graph\_ts@matrox.com

fax system: 514-685-0174

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## **7.0 How to Contact STARWAVE Technical Support**

### **On the Internet:**

Find answers to frequently-asked questions (FAQs) via Starwave's Online Technical Support at:

**<http://www.starwave.com>**

You can also register your product online and preview our other exciting CD-ROM products here.

### **Phone Support:**

Technical Support is available from 9 a.m. to 6 p.m. Pacific Standard Time, Monday through Friday, and from 9 a.m. to 1 p.m. on Saturdays.

Telephone: (206) 881-0711

FAX: (206) 861-0977

Fax us your questions—be sure to include your return fax number—and we'll reply to you by fax within 48 hours.

## MUPPETS INSIDE README File

We can address your problem more quickly if you have the following details ready when you call:

- Have you used any other CD-ROM applications before?
- What were you doing when you encountered the problem?

System configuration:

- Operating System (Windows 95 or Windows NT 3.51):
- Computer make/model:                   MHz:   RAM:
- Hard Disk Space Free:
- Contents of your **config.sys** and **autoexec.bat** files:

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### Other sources of information:

**Windows 95 Internet Knowledge Base—This is a good place to start if you are looking for updated drivers for Windows 95:**

<http://www.microsoft.com/kb/indexes/win95.htm>

**Creative Labs Internet site—This is a good place to find current driver information for all Sound Blaster cards:**

<http://creaf.com/www/support/support.html>

**Additional FAQs and links to information concerning various multimedia equipment:**

<http://viswiz.gmd.de:80/multimediaInfo/#FAQs>

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## 8.0 Error Messages and What They Mean

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***Your processor does not meet the minimum system requirements (486/66 CPU) to run the application. Setup cannot continue.***

You do not have a 486 or better microprocessor.

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***Your processor may not meet the minimum system requirements (486/66 CPU) to run the application. Setup will continue, but your performance may be less than optimal.***

We have found that your system is running near 486/66 MHz performance. If you indeed have a 486/66 MHz or better processor, it is quite possible that TURBO mode is not enabled. Consult your computer system documentation to fix this and then try to run the application again.

MUPPETS INSIDE README File

***Your system reports less than the minimum memory required (8 Mb of RAM) to run the application. Setup will continue, but your performance will be less than optimal. If your computer has 8 Mb of RAM, check the README file for tips on how to solve this problem.***

We have found that your system has less than 8 Mb of RAM available to Windows. For suggestions on how to correct this situation, please see "**Memory (RAM)**" under "**Performance Tuning and Troubleshooting Tips.**"

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***This application requires a pointing device (such as a mouse). Your system does not have a pointing device, or your pointing device is not properly installed.***

We were not able to detect a pointing device or Accessibility Options installed on your system. This application requires a pointing device to scroll and click on various "hot" items. You should install a mouse or enable the Accessibility Options. Look up "installing, accessibility components" in the Windows 95 Help Index.

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***The MSADPCM audio compression driver is not installed. Use the Add/Remove Programs option in the Control Panel to install this driver before attempting to run the program.***

This error message means that the multimedia features of Windows 95 have been removed or are not fully installed. To fix this problem, follow these steps (you may need your original Windows 95 diskettes or CD-ROM):

1. Click the **Start** button, and then point to **Settings**.
  2. Click the **Control Panel** icon, and then double-click the **Add/Remove Programs** icon.
  3. Choose the **Windows Setup** tab.
  4. Select the **Multimedia** check box in the **Components** list.
  5. Click the Details button.
  6. Select the **Audio Compression** component in the **Components** list box.
  7. Choose **OK** and follow the instructions.
- 

***The CinePak video compression driver is not installed. Use the Add/Remove Software option in the Control Panel to install this driver before attempting to run the program again.***

This error message means that the multimedia features of Windows 95 have been removed or are not fully installed. To fix this problem, follow these steps (you may need your original Windows 95 diskettes or CD-ROM):

1. Click the **Start** button, and then point to **Settings**.
2. Click the **Control Panel** icon, and then double-click the **Add/Remove Programs** icon.

MUPPETS INSIDE README File

3. Choose the **Windows Setup** tab.
4. Select the **Multimedia** check box in the **Components** list.
5. Click the Details button.
6. Select the **Video Compression** component in the **Components** list box.
7. Choose **OK** and follow the instructions.

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***Your computer does not have the required amount of free disk space. Setup cannot continue. Free up enough disk space and run Setup again.***

We did not find enough free disk space on your hard drive to install the program's files. This problem can be solved in several ways. Please note: it will also be important to make sure that your system has adequate space available for its swap file to ensure proper performance when you later attempt to run MUPPETS INSIDE. For more information, refer to "**Memory (RAM)**" under "**Performance Tuning and Troubleshooting Tips.**" Any or all of the following options may be helpful:

- Remove unwanted files from your hard drive (don't forget to empty the **recycle bin**).
- If you have more than one hard drive, direct the MUPPETS INSIDE install program to place its files on another hard drive.
- Install a Windows 95-compatible disk compression utility.

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***This application requires Windows to be configured to display at least 32,000 colors (15-bit). Use the Display option in the Control Panel to change the current settings before running the application.***

We have detected that you have a video card and driver installed that is capable of 32,768 colors, but you have selected a mode with fewer colors. To solve this problem, configure your video driver for **High Color** (15- or 16-bit mode) in the **Display Settings** applet. Follow these steps to change your video display configuration:

1. Use the right mouse button to click the desktop (in an empty space), then choose **Properties** on the menu that appears.
2. Click the **Settings** tab.
3. Change the **Color Palette** setting to **High Color** (15- or 16-bit color).
4. Click **OK**.

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***Windows cannot display the required number of colors as installed. Setup will continue but you must use the Display option in the Control Panel to choose a display driver capable of displaying at least 32,768 colors (15-bit) before running the application.***

MUPPETS INSIDE README File

-or-

***Windows is not configured to display an appropriate number of colors (at least 32,768). Use the Control Panel to change Display Settings to 32,768 colors (15-bit).***

We were unable to detect a video card or driver capable of displaying 32,768 colors. Refer to your video adapter documentation if you are unsure what video modes your video adapter will support.

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***This application requires 16-bit stereo support. Your system does not have a 16-bit sound card, or your 16-bit sound card is not properly installed. Setup will continue but you must check that your sound card is properly installed before running the application.***

Most newer sound cards support 16-bit audio. Refer to your sound card documentation if you are unsure if it supports 16-bit audio. 16-bit audio typically requires additional hardware resources. It is quite possible that a DMA conflict between your sound card and another device is causing your problem. Confirm that there isn't a conflict by checking the resources being used in the **Control Panel's System** applet, or contact your sound card manufacturer for troubleshooting and support.

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***The Setup Program was unable to update the system registry. Setup will continue but the system uninstall utility will not be able to remove this application.***

The registry was inaccessible during the install process due to restricted user access. This happens on a system where full access has been restricted to the current user. If you log on as a user with Administrative or Power User rights, you can re-install to ensure that UnInstallShield will work later. Typically this happens only on Windows NT systems.

-----  
***Windows cannot play audio as installed. You may be able to use the Add New Hardware option in the Control Panel to install this feature.***

Your sound card and driver were not detected. Confirm that you have a sound card and/or a hardware conflict hasn't disabled your sound card. To confirm that there isn't a conflict, check the resources being used in the **Control Panel's System** applet, or contact your sound card manufacturer for troubleshooting and support.

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***Windows cannot play video as installed. Use the Control Panel to install this feature.***

This error message means that the multimedia features of Windows 95 have been removed or are missing. To fix this problem, follow these steps (you may need your original Windows 95 diskettes or CD-ROM):

1. Click the **Start** button, and then point to **Settings**.
2. Click the **Control Panel** icon, and then double-click the **Add/Remove Programs** icon.
3. Choose the **Windows Setup** tab.

MUPPETS INSIDE README File

4. Find the **Multimedia** check box in the **Components** list and select it.
5. Choose **OK** and follow the instructions.

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***Another application is currently using audio. Please close that application now or continue without audio.***

Another application is using the audio resources on your system. Check to see if Media Player or another multimedia application is running. If so, close the application and then restart MUPPETS INSIDE. **Important: This could also be caused by a lengthy sound setting for the MAXIMIZE event. We recommend that you remove this sound event while using MUPPETS INSIDE. If you have Microsoft Plus! for Windows 95 installed, sound events for maximizing a window will be enabled.**

To remove the Maximize sound event:

1. Click the **Start** button, and then point to **Settings** and choose **Control Panel**.
2. Double-click the **Sounds** icon.
3. In the **Events** list, select the **Maximize** event.
4. In the **Name** list, choose **(none)** as the sound.

You can save your sound settings by clicking Save As and then naming the sound scheme you created. That name will appear in the Schemes list, so you can easily restore these settings at any time.

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***This application requires Windows 95 or Windows NT 3.51 or later. Setup cannot continue.***

Upgrade to Windows 95 or Windows NT 3.51.

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***MUPPETS INSIDE is not properly installed. Please run MUPPETS INSIDE Setup again.***

Some important files have either been deleted from your hard drive, corrupted, or were not copied properly during the install. Uninstall MUPPETS INSIDE and run Setup again from the CD-ROM.

---

***You are running low on virtual memory. You may need to delete some files from your hard disk, quit from other applications, or use the System option in the Control Panel to increase the size of your page file.***

MUPPETS INSIDE checks the availability of virtual memory when it switches scenes. This error indicates that we have detected less than 90% of system resources available during scene-switching. For more information, see "**Virtual Memory**" under "**Performance Tuning and Troubleshooting Tips.**"

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***Create Process () FAILED for c:\Program Files\Starwave\Muppets Inside\...<file name> ERROR =***

MUPPETS INSIDE README File

**0x2**

This error will happen if MUPPETS INSIDE is not able to find a file it requires. You may have accidentally deleted this file from the hard drive, or it may have become corrupt. To resolve this problem, simply re-install MUPPETS INSIDE. See section, "**Installing MUPPETS INSIDE Manually.**"

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## 9.0 Windows NT User Supplement

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### Compatibility with Windows NT

This product is primarily designed for Windows 95. It will function adequately on most Intel-based Windows NT platforms as long as the following criteria are substituted for the minimum system requirements of this product on Windows 95:

- Operating system: Windows NT 3.51 or later. The product **will not function** on earlier versions of Windows NT. It is strongly recommended that you update to the latest service pack (as of 10/1/95, this is "Service pack 2"); you can obtain this update from Microsoft at <http://www.microsoft.com>.
  - RAM : 16 Mb, or greater
  - Virtual Memory : Set your **Page File Size** to at least 25 Mb. If your Windows NT system already makes extensive use of the page file, you may want to increase your page file size even more.
- 

### Error Messages in Windows NT

Error messages in this product are Windows 95-oriented. Although these reflect similar conditions and issues for Windows NT, do not interpret the directions literally. See "**Error Messages and What They Mean**" for a complete list of error messages with Windows 95 explanations.

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### Installation Issues for Windows NT

- AutoPlay installations are not supported under Windows NT at this time.
  - Unless you are a member of the Administrators or Power Users groups on your computer, the installation program will not be able to update the registry. A warning message will be issued and UnInstallShield will not be available as an automatic function. Additionally, the group and icon for MUPPETS INSIDE will not be generated.
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### How to Install MUPPETS INSIDE on Windows NT

Insert the MUPPETS INSIDE disc in your CD-ROM drive, then:

1. From **Program Manager**, select **Run** from the **File** menu.

#### MUPPETS INSIDE README File

2. Type **D:\SETUP.EXE** in the command line box (where D is the letter of your CD-ROM drive).
3. Click the **OK** button and follow the instructions on your screen.

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#### Automated Uninstall on Windows NT

From **Program Manager**, click the **Uninstaller** icon located in the **MUPPETS INSIDE Common** group. This utility will automatically remove all program files and icons as well as any registry entries from your system. (See also notes under "**Installation Issues for Windows NT**" above.)

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#### Manual Uninstall on Windows NT

1. Delete the **MUPPETS INSIDE Common** group by highlighting the **MUPPETS INSIDE Group** icon, and then pressing the **Delete** key. This action **ONLY** removes the **icons** and group.
2. Locate the **Program Files\Starwave\MUPPETS INSIDE** directory and delete the files and the directory.
3. **The following is very dangerous and should be attempted only by advanced users. If you have any doubts, do not attempt the following steps. Just leave the Registry as is, and no problems will occur.** Run the **Registry Editor** to delete the registry entry **MUPPETS INSIDE**, which can be found in: **HKEY\_CURRENT\_USER\SOFTWARE\STARWAVE\MUPPETS INSIDE**

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#### Running MUPPETS INSIDE on Windows NT

If you have an icon for MUPPETS INSIDE, you can simply double-click on the icon to run the application. If you can't find the icon for some reason, you can use **File Manager** to locate the '**Program Files\Starwave\MUPPETS INSIDE**' directory and double-click on the MUPPET.EXE file.

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#### Screen resolution doesn't change with the F4 key in Windows NT

On-the-fly resolution switching is not supported under Windows NT, therefore pressing the F4 key will have no effect.

---

## 10.0 Product Credits

### Starwave

#### Designer/Producer

John Cutter

#### Executive Producer

Barbara Bell



MUPPETS INSIDE README File

**Art Director**

Joan Delehanty

**Senior Engineer**

Mitch Hurst

**Associate Producer**

Karen Rosenquist

**Engineer**

Randy Chapman

**Production Assistant**

Ursula Eshleman

**Associate Designer**

Mark Swardstrom

**Illustrators**

Leslie Beaber

Dennis Lewis

**Production Artists**

Mike Harrington

Scott Norris

Cena Pohl

Tracy Rudzitis

**Director of Media**

Andy Nobbs

**Audio Director**

Gordon van Ekstrom

**Senior Audio Engineers**

Rick Senechal

Frank Bry

**Associate Audio Engineer**

Ken Kato

**Original Music**

Nathan Wang

**Digital Video Post-Production Supervisor**

Michael Warch

**Video Engineer**

Brandon McWhorter

**Media Assemblers**

Jeremy Blackman

Chris Carr

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**Gonzo Level Designer**

Trgve Bakken

**Trivial But True Writer**

Steve Morganstern

**Researcher**

Kyle Counts

**2D Animator**

Terry Tennesen

**Test Lead**

Wayland Wasserman

**Testers**

Kris Childs  
Romeo Juco  
Bryna Shane  
Kate Otey

**Director of Technology**

Steve Emmons

**Tools & Technology**

Michael Coyote  
Nathan Dwyer  
Todd Hollenbeck  
Rose Lam  
Tom McCann  
Kevin Mounts  
Eric Rudolph  
Bryan Sera  
Chris Van Noy  
Julie Webster

**Marketing**

Dave Dekema  
Lisa Mennet

**Business & Legal**

Richard Greenstone  
Alex Alben  
Harry Bernstein  
Janell Jennen

**Special Thanks**

Sonja Agesen  
Leslie Bell  
Sarah Berry  
Hedi Carpenter  
Melanie Cutter  
Todd Fulks

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Lori Hard  
Laura Iwasaki  
Rodd Langenhagen  
Patty Lindley  
Barry Michael  
Jessica Papkoff  
Luis Prieto  
Jeff Rollosso Halbhuber  
Paula Shore  
Scott Wilson

**President & CEO**

Mike Slade

**Vice President,  
Entertainment Product Development**

Ralph C. Derrickson

**Vice President,  
Business & Legal Affairs**

Curt D. Blake

**Vice President, Online**

Tom Phillips

**Vice President, Technology**

Patrick J. Naughton

**Vice President, Marketing**

John Sage

**Jim Henson Interactive:**

**Performers**

Frank Oz  
Steve Whitmire  
Dave Goelz  
Jerry Nelson  
Kevin Clash  
Bill Barretta

with

John Eccleston  
Dave Taylor  
Andrew Spooner  
Geoff Felix  
Ronnie LeDrew  
Nigel Plaskitt  
Simon Buckley  
Marcus Clarke  
Allan Trautman

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**Director**

David Gumpel

**Writer**

Craig Shemin

**Producer**

Ritamarie Peruggi

**Executive Producer**

Eddie Dombrower

**Editor**

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**Associate Producer**

Pete Coogan

**Lighting Designer**

John Rook

**Art Director**

Derek Brown

**Production Manager**

Sue Taylor

**Production Coordinator**

Nancy Bacon

**Muppet Workshop**

Laurent Lynn

Darryl Worby

Tacey Kneale

**Creature Shop**

Jeff Forbes

Dave Housman

**Ultimate Engineer**

Paul Howe

**Cameraman**

Paul Freeman

**Sound Recordist**

John Brody

**Camera Assistant**

Crispin Kyle

**Floor Runners**

Vicky Pitkethley

Marc Baker

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**Production Assistants**

Laurel Wilson  
Tony Tower

**Post Production Coordinator**

Carolyn Kelly

**Design Coordinator**

Jennie Lupinacci

**Design Services**

Carol Mills  
Sue Moberg  
Catty Hubbard  
Sean Lewis  
Glen Hay

**Special Thanks**

Janelle Courts  
Michael Frith  
Jim Lewis  
Halle Stanford  
Kirk Thatcher

**The Muppet Show:**

Muppet Show clips courtesy of Jim Henson, Inc.

**Directed by**

Peter Harris  
Philip Casson

**Written by**

Jerry Juhl  
Joseph A. Bailey  
Jim Henson  
David Odell  
James Thurman  
Don Hinkley

**Starring**

**The Muppet Performers**

Frank Oz  
Jerry Nelson  
Richard Hunt  
Dave Goelz  
Steve Whitmire  
Kathryn Mullen  
Brian Meehl  
and  
Jim Henson

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**The Muppet Designers**

Amy Van Gilder  
Caroly Wilcox  
Mari Kaestle  
Jan Rosenthal  
Robert Payne  
Barbara Davis  
Cheryl Henson  
Jane Gootnick  
Tim Miller  
Dave Goelz  
Rollin Krewson  
Ed Christie  
Nomi Fredrick  
Larry Jameson  
Faz Fazakas

**Muppet Costumes by**

Calista Hendrickson  
Polly Smith

**Muppet Workshop Supervisors**

Robert McCormack  
Sara Paul

**Muppet Design Consultant**

Michael K. Frith

**Creative Consultant**

Frank Oz

**Special Puppets**

Don Sahlin

**Orchestra Conductor**

Jack Parnell

**Music Consultants**

Larry Grossman  
Ray Charles

**Musical Associate**

Derek Scott

**Theme Music**

Jim Henson  
Sam Pottle

**Floor Managers**

Richard Holloway  
Martin G. Baker

**Art Directors**

David Chandler

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Sue Chases  
Paul Dean  
Henry Graveny  
Bryan Holgate  
Richard Lake  
Leigh Malone

**Lighting Directors**

Phil Hawkes  
John Rook

**Audio**

Henry Bird  
Roger Knight  
Len Penfold  
Ted Scott

**Video Tape Editors**

Al Pigden  
John Hawkins  
Tim Waddell

**Stage Managers**

Alani Bray  
Katie Coley  
Caryl Cruickshank  
Sara Paul  
Clare Sanford

**Assistants to the Producer**

Joan Hawkins  
Susan Paul  
Sue Taylor

**Producer**

Jim Henson

**Executive Producer**

David Lazer

**Socha Computing:**

**Game Development, Super Gonzo**

David Socha

**Game Development, Trivial But True**

John Nelson

**Authoring Tools**

John Socha

**Artists**

Margaret Brunger

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Lori Campbell

**Production Management**

Dawn Monet

**Gravity:**

**Producers**

Peter Montgomery

Nevile Stockon

**Lead Programmer**

Jay Prime Positive

**Associate Programmer**

Abe Megahead

**Lead Graphic Artist**

Dean Hunsaker

**Animation Artists**

Caitlin Mitchell-Dayton

Peter Mitchell-Dayton

**Illustrator**

Marco Aldala

**Video Captures**

Lior Saar

**Sound Design**

Paul Godwin

**Quality Assurance Engineer**

Rob Owen

**Executive Producer**

Dale McGrew

**Creative Director**

Lee Zamba

**Director of Product Development**

Zak Zaidman

**Technical Director**

Ken Hilton

**Additional Thanks**

Anne Dorman, Tom Furloing, Dan Gorlin, Leonard Guy, Randall Ho, Mark Hodges, Joanne Leal, Mike Lyons, Jeff Martin, Curtis Norris, Laurie Ochsner, Lisa Wong

**Special Thanks**



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QSound Labs, Inc.

Zombie, Inc.

## **Randy Platt:**

**Two Thumbs Down and  
A Wock-a on the Wild Side Programmer**

Randy Platt

**Two Thumbs Down Programmer**

Tracy Platt

## **Magnet Interactive:**

### **Producer**

Jerry MacLean

### **Creative Director**

Matt Elson

### **Animators**

Doug Kim

Eydie Gomez-Nedbal

Kim Wallace

## **RSP:**

### **Programmers**

Bill Harmon

Paul Lin

Jason Webster

### **Engine Programming**

Jeffrey Diamond

Jonathon Isabelle

### **Producer**

Mike Riedel

### **Associate Producer**

Amy Searcy

### **Artists**

Randy Briley

Kevin Gee

Pat Jenkins

Steve Macomber

Steve Wik

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## **Thanks for the Melodies**

### **The Happy Wanderer**

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### **Witchdoctor**

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Provided by Bagdasarian Enterprises

### **At The Dance**

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### **Macho Man**

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### **Celebrated Chopstick Waltz**

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### **Beer Barrel Polka (Roll Out The Barrel)**

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### **Animal's Drum Solo**

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### **The Muppet Show Theme**

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### **Feelings**

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Provided by Fermata International Melodies & Loving Guitar Music

### **Rambling Guy**

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**I Got Rhythm**

Composed by Gershwin & Gershwin  
Provided by Warner/Chappell Music

**Oh Danny Boy**

Arranged by Derek Scott  
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