

## RedShift 2 - Frequently Asked Questions

Q) I want to see the view from the Earth's surface but the Horizon View command is dimmed.

A) Horizon View is only available if you are on the surface of a planet or moon. Use the Location control to switch to a surface location. Horizon View and Equatorial View correspond to alternative systems for telescope alignment. Both are available when viewing from a planetary surface. From other locations in space Horizon View is meaningless and is therefore disabled.

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Q) How do I get back to the surface from a location in space?

A) If either the Follow Planet or Position control panels is open, close it to leave the special mode. Use the Location control panel to switch to a location on a planet or moon, or select the Default Settings command from the Controls menu to return to the start up location.

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Q) How can I get RedShift to remember my preferred location?

A) You can set your home location in the Preferences dialog. RedShift will use this value as the start location. The Default Settings command on the Control menu will return you to this location. You can save additional locations as Settings files and return to them by using the Open Settings command from the File menu.

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Windows only

Q) RedShift fails with a GPF. I am using OS/2 for Windows.

A) QuickTime for Windows is not compatible with OS/2. It is possible to run RedShift with Win-OS/2, but only as a separate application in full-screen mode. QTW will not operate properly in other OS/2 modes.

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Q) Poor video performance. Video is distorted or plays outside of the frame. Program may crash when video is selected

A) Ensure the latest drivers are installed. Most manufacturers change their video board range frequently and new drivers are often published to resolve problems. It may be necessary to contact the video board manufacturer to ensure the latest versions are in use. Generic drivers provided by Microsoft generally give lower performance than the drivers supplied by the manufacturer. RedShift uses QuickTime for Windows (QTW) for video and graphics. QTW attempts to optimize performance for video boards. In some cases QTW is unable to recognise the video board, either because it is too new, or too unusual. In these circumstances it may incorrectly estimate the video board's capacity for optimization. The

user can override QTW's decisions. Locate the QTW.INI file in the Windows directory and look for the following lines:

[Video]

Optimize=hardware

Change the second line to one of the following:

Optimize=driver

Optimize=BMP

Optimize=DIB

Note that each these alternatives offers a greater chance of compatibility at the expense of reduced optimization.

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Q) Poor Video performance with ATI Mach 64 GX video card

A) The following is taken from a suggestion posted on CompuServe by ATI, in response to reports of incompatibilities with QuickTime for Windows. In SYSTEM.INI, look for [MACX] and add the line

DeviceBitMap=OFF

ATI suggest two more things. They provide a utility for setting video modes called the ATI DESKTOP. In the desktop utility they recommend that WinSwitch be DISABLED and that the 256 Color Palette be ENABLED.

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For up to date technical help with RedShift see our world wide web pages at  
<http://www.maris.com>

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