READ ME for The Ultimate Human Body 2.0

Important: *To improve video quality in this product we recommend that you set your display to use more than 256 colors. Refer to section 3.3 of this ReadMe for more information.*

Table of Contents

This file contains information on the following topics:

1. Introduction

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

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

http://www.dk.com

About this Read Me file
The information in this file is designed to address most of the problems you may encounter when using any multimedia title. If you are having problems with *The Ultimate Human Body 2.0 (Body 2.0)*, please take a look at the items listed in the table of contents to see if your particular problem is addressed. If you are still having problems, please call our technical support number with details of the problem including any error messages that were produced and the full specification of your computer.

The numbers in New York, USA are:

Telephone: 1-800 DKMM 575
Fax: 212 213 5240
E-mail: DKMM@phantom.com

The numbers in London, United Kingdom are:

Telephone: 0171 753 3488
Fax: 0171 753 7575

E-mail: DKMM@DKMM.CO.UK

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

More help on making the best use of all the features within *Body 2.0* is available once you have started the product. Click on the help icon on the right-hand side of the console. Click on 'Having Problems?' to access more information (you will also find a reminder of some of the main points in this document.)

2 Setup and Uninstall notes

2.1 Minimum system requirements

In order to run *Body 2.0* you will require a multimedia computer with the following minimum requirements:

A multimedia PC, with 486DX/33MHz or higher microprocessor, 8Mb RAM (12Mb recommended for Windows 95), MPC-compatible double-speed CD-ROM drive and sound card, mouse, SVGA 640 x 480 pixel 256 color display (16 bit colors preferred), loudspeakers or headphones, and Microsoft Windows 3.1x or Windows 95.

2.2 If Setup fails with an error message

If the Setup program fails with an error message you should ensure that no other programs are running while you try to install *Body 2.0*. You can check this by pressing CTRL + ESC in Windows 3.1/3.11 or by pressing ALT + TAB in Windows 95.

If Setup fails with an error message indicating a *'General Protection Fault'* or *'Cannot change properties of...'* then
you should check whether Norton AntiVirus software, or any other virus checking software, is installed on your machine. It is recognized that the presence of Norton AntiVirus, and certain other virus checking software, causes problems with the *Body 2.0* Setup program. To overcome problems with Norton AntiVirus, type the letters 'REM' (followed by a space) at the beginning of any lines that have the text 'NAV' in them in the 'AUTOEXEC.BAT' and the 'CONFIG.SYS' files. Also, type a semicolon ';' at the beginning of the line containing the 'LOAD =' entry in the 'WIN.INI' file. (The letters 'REM' at the beginning of a line

in the 'AUTOEXEC.BAT' and 'CONFIG.SYS' files, and the semicolon at the beginning of a line in the 'WIN.INI' file, cause the line to be ignored.) You can edit these files by choosing 'File' then 'Run' from the 'Program Manager' in Windows 3.1/3.11 or by choosing 'Run' from the 'Start' menu in Windows 95. Once you have selected 'Run' you should type 'SYSEDIT' in the text box, and press return. You can choose the file you wish to edit from the 'Window' drop-down menu. Once you have edited the files and saved your changes you should exit Windows® and restart your computer, then try to run Setup again. Similar steps can be taken to overcome problems with other virus checking software.

Put these changes back once the Setup program is complete and *Body 2.0* is successfully installed on your computer.

2.3 Setup for Windows® 95 users

If you are running Windows® 95, *Body 2.0* can take advantage of AutoPlay, which should automatically start the installation procedure when you insert the disc into your CD-ROM drive. *Body 2.0* should also run automatically when the CD is placed in the CD-ROM drive subsequent to the initial Setup. If the installation procedure does not automatically start, or the *Body 2.0* program does not automatically run when the disc is inserted in the CD-ROM drive, then you should first check that AutoPlay is enabled. To do this:

1. Go to the 'Start' menu and choose 'Settings', then 'Control Panel.'

2. Choose 'System' from the 'Control Panel' to bring up a 'System Properties' window.

3. Choose the 'Devices Manager' tab, and select your particular CD-ROM drive from the CD-ROM device list.

4. Click the 'Settings' tab in this window, and ensure that 'Auto Insert Notification' is checked.

If Auto Insert Notification is checked, and Setup does not start automatically the first time you insert the *Body 2.0* CD in the drive, then you can start the Setup program manually. To do this, go to the 'Task Bar' and click on 'Start', then 'Run.' Type 'D:\SETUP' in the text box (where D is the letter of your CD-ROM drive.) Click 'OK' and then follow the instructions that appear on your screen. On subsequent occasions the *Body 2.0* program can also be run from

the 'Start' menu by selecting 'Programs', then 'DK Multimedia', then by double-clicking on *The Ultimate Human Body 2.0.* You should also contact your CD-ROM manufacturer for the latest drivers.

2.4 Uninstall

The *Body 2.0* CD-ROM contains an Uninstall program which is automatically installed in the DK Multimedia program group on your computer. If you decide that you no longer wish to have *Body 2.0* on your computer, you can use Uninstall to remove it. Simply double-click on the 'Uninstall' icon to display a list of titles on your computer that can be uninstalled. Highlight the titles you wish to uninstall, then click the 'Delete' button. Uninstall does the rest for you!

2.5 Running *Body 2.0* with Windows 95

2.5.1 The Task Bar

The Task Bar in Windows 95 may force *Body 2.0* off the screen, meaning that not all of the *Body 2.0* screen is visible. This happens because Windows 95 tells all programs the screen is actually smaller than it is, so that they do not cover the Task Bar. The full *Body 2.0* screen may be viewed by selecting the edge of the Task Bar with the left mouse button and dragging it out of sight before running *Body 2.0*. Alternatively, right-click on an empty area of the Task Bar, then click on 'Properties' using the left-hand mouse button and turn on the 'Auto Hide' option.

Changing to a higher screen resolution will also solve this problem.

3 Screen display notes

3.1 Screen resolution

DK Multimedia products have been designed to look their best with a screen resolution of 640 x 480 pixels. All screen images are created in this size, and will completely fill the screen at this resolution. This means that running your screen at a higher resolution (such as 1024 x 768) will result in a smaller image of *Body 2.0* being displayed. (It is NOT possible to maximize the product to fill screens with a resolution higher than 640 x 480 pixels.)

3.2 256 colors

Body 2.0 uses 256 color images and we recommend that you set your display driver to 256 color mode or more. Windows 3.1/3.11 users can run the 'Windows Setup' program from the 'Main' program group to identify their current driver display setting, and if necessary, to change their display driver. Windows 95 users can do this by choosing 'Settings' from the 'Start' menu, then by choosing 'Control Panel.' Double-click on the 'Display' icon, then click on the 'Settings' tab. Check the amount of colors your display is using in the 'Color Palette' scroll bar.

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

Windows 3.1/3.11 users
Go to the system prompt and change directory to your Windows directory by typing 'C:', then press 'ENTER.' Now type 'CD C:\ WINDOWS.' Press 'ENTER' again, then type 'SETUP.' You can now reinstall your original driver.

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

3.3 Using more than 256 colors to improve video quality

You can improve the quality of videos in *Body 2.0* by setting your display to use more than 256 colors (if this is supported by your computer.) However, this uses more memory and may result in a performance penalty. If this is the case, then we suggest you revert to 256 color mode. Instructions are given below for Windows 95 users, and for Windows 3.1/3.11 users with Cirrus Logic and Diamond Stealth video cards, explaining how to change to more than 256 colors. All other users should refer to their video card documentation to do this.

3.3.1 Windows 95 users:

1. From the 'Start' menu, choose 'Settings', then 'Control Panel.'
2. Double-click on the 'Display' icon. A 'Display Properties' dialog box will appear.
3. Click on the 'Settings' tab.

4. Make sure that under 'Desktop Area', the figures below the slider control say '640 x 480 pixels.' If this is not the case, move the slider until '640 x 480 pixels' is displayed.
5. Under 'Color Palette', choose 'High Color (16 bit.)' If your video card and display support 24 bit color, you could select 'True Color (24 bit)' instead, however, this may result in an even greater performance penalty.

3.3.2 Windows 3.1/3.11 users with Cirrus Logic cards:

1. In 'Program Manager', double-click on the 'VGA Utilities' icon.

2. A 'VGA Utilities' program group should appear. It will contain either a 'SetRes' icon or a 'WinMode Utility' icon, depending on the type of Cirrus Logic card you have. Double-click on this icon. If you do not have a 'VGA Utilities' icon then you should look for either a 'SetRes' or 'WinMode' icon.

3. Select '640 x 480' from the list of available screen resolutions.

4. Select '65536' (16 bit) or 64K/65k, depending on what is displayed, from the list of colours available. Alternatively, you could select '16 Million' (24 bit) if this option is available, however, this may result in a greater performance penalty.

3.3.3 Windows 3.1/3.11 users with Diamond Stealth cards:

1. In Windows 'Program Manager', double-click 'Windows Control Panel' in the 'Main' program group.

2. Double-click the 'InControl Tools' Diamond icon.

3. Select the 'Display' button to see options for color depth, and select '65K high color' mode.

3.4 16 colors

Body 2.0 is designed to run in 256 color mode or higher. If your computer is running in 16 color mode, and your display card supports 256 colors, you should change to 256 colors or more. This will enhance the image quality of *Body 2.0*. Instructions on how to do this are given in section 3.3, Using more than 256 colors to improve video quality.

3.5 Images appear in monochrome

Some color display cards may display *Body 2.0* images in black and white. If this happens, you should upgrade your color display driver. Contact the supplier or manufacturer of your display card to check that you have the latest display drivers.

3.6 Images are truncated

Some display drivers are designed to provide large fonts. If your system is using one of these, any image in the main window will appear slightly truncated. You can run the 'Windows Setup' program to change the default display driver to one that does not default to large fonts.

3.7 ATI cards

Some of the advanced features of ATI cards may be incompatible with *Body 2.0*. In particular, for the more powerful ATI cards, you may find that the '256 color palette' of the 'ATI Control Panel' must be set to 'ON.' For more information, see your display card documentation.

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

4.1 General problems

If you get an error message when you try to play video, you may not have the correct motion video drivers installed. During Setup, this special system software should have been installed, and Windows should be restarted afterwards to make this software work. If you did not restart Windows, do so before attempting to run *Body 2.0* again.

If video plays jerkily your system may have too little memory available to run video smoothly - consult Section 7, Running out of memory or running slowly, for further advice.

4.2 Solving problems with animation and video for

Windows 95 users

If you are running *Body 2.0* under Windows 95 and have problems with animation or video, for example jumpy video or distorted colors, there are three main steps you can try to solve your problems. Try the steps in the order given and stop when your problem is solved:

4.2.1   Ensuring your display is using 256 colors or more,
4.2.2   Checking your display adapter's acceleration settings,
4.2.3   Changing your display adapter driver.

4.2.1   Ensuring your display is using 256 colors or more

1. From the 'Start' menu, select 'Settings', then 'Control Panel.'

2. Double-click on the 'Display' icon, then click on the 'Settings' tab.

3. Check the 'Color Palette' setting to make sure that it is set to 256 colors or more.

4. If the setting is less than 256 colors change it to 256 colors or more.

5. Click the 'Apply' button, then click 'OK.'

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

4.2.2   Checking your display adapter's acceleration settings

1. If you have tried all the available Color Palette settings of 256 colors or more, and none solve your problem, then you should click on the 'My Computer' icon using the right-hand mouse button, then select 'Properties.'

2. In the 'System Properties' box you should click on the 'Performance' tab.

3. In the 'Advanced Settings' box, click the 'Graphics' button.

4. In the 'Advanced Graphics Settings' box you should move the 'Hardware Acceleration' slide-control down to 'None', then click 'OK.'

5. If this solves your problem you should try slowly increasing the

'Hardware Acceleration' slider until you find the point nearest to 'Full' at which your problem still remains solved.

6. If this does not solve your problem you should put the slider back to 'Full.' (You will need to try step 4.2.3.)

4.2.3 Changing your Display Adapter Driver

1. From the 'Start' menu, select 'Settings', then 'Control Panel'

2. Double-click on the 'Display' icon, then click on the 'Settings' tab.

3. Click on the 'Change Display Type' button, then on the 'Change…' button under 'Adapter Type.'

4. Click on 'Show Compatible Devices.'

5. From the list shown ensure that the driver highlighted is the one to match your display adapter. You can check this with your computer manufacturer or supplier.

6. If the driver is not the correct one then you should ask your computer manufacturer/supplier to send you one.

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

Note: users with S3 adapter cards should not do this as many of them are not compatible with the SVGA driver.

1. From the 'Start' menu, select 'Settings', then 'Control Panel.'

2. Double-click on the 'Display' icon, then click on the 'Settings' tab.

3. Click on the 'Change Display Type' button, then on the 'Change…' button under 'Adapter Type.'

4. Click on 'Show All Devices.'

5. In the list of manufacturers, choose 'Standard display types.'

6. In the 'Models' list-box, select 'Super VGA', then click 'OK.'

If this does not solve your problem, if you have an S3 card, or if Super VGA was already the selected driver, then you should try the Standard display adapter (VGA.) To select this, use the same

procedure as the Super VGA adapter, but select 'Standard display adapter (VGA)' from the 'Models' list-box.

If either the VGA or SVGA driver solves your problem, this shows that it was the original display adapter driver that you had installed that was causing the problem. The Standard (VGA) display adapter can not allow more than 16 colors to be displayed. Since *Body 2.0* is designed to look its best in 256 colors or more. The long term solution to your problem would be to obtain the most up-to-date version of the drivers for your display adapter to see if they solve your problem - contact your computer manufacturer or supplier for these.

4.3 Solving problems with animation, video and WinG for Windows 3.1/3.11 users

4.3.1 WinG (Windows Games Interface) error message

This product uses the WinG Windows Games Drivers. These are installed during Setup. The first time you run *Body 2.0*, WinG 'profiles' your display for optimum performance. This takes a couple of minutes and is only performed once. Certain older video display drivers are not compatible with WinG, in which case you get the following message when you start the product:

"*WinG has encountered a problem with your video display driver. Contact the manufacturer of your video card to obtain the most recent driver. Your WinG applications will run, but at reduced speed.*"

We recommend that you obtain and install the most recent driver for your video card for best results, although installing the standard Windows Super VGA 640 x 480 x 256 color driver works well on the machine configurations tested at DK Multimedia. We have included the generic Windows Super VGA driver, in the SUPPORT directory on the CD-ROM . This may be helpful but we should point out that it is not produced by DK Multimedia and is unsupported by us. If you have an S3 card, DO NOT install this driver as it is not compatible with S3 cards:

4.3.2 Installing the Microsoft® Super VGA Driver

These instructions assume that you have version 3.1/3.11 of Windows and a Super VGA compatible display adapter. If you are not sure, please refer to your display adapter documentation or ask your computer supplier or manufacturer.

Please make sure that you have a back-up copy of your original display drivers before installing the SVGA driver, in case you need to reinstall them later.

This is how you install the SVGA driver:

1. In Windows 'Program Manager', double-click on 'Windows Setup' in the 'Main' program group.

2. Select 'Change System Settings...' from the 'Options' menu.

3. Select 'Other display (Requires disk from OEM.)..' at the bottom of the 'Display' drop-down list.

4. Type over the 'A:\' and replace it with 'D:\SUPPORT\MSSVGA' (where D is the letter of your CD-ROM drive.)

5. Select 'Super VGA 640 x 480 256 colors' and click on 'OK.'

6. Make sure you exit Windows and restart.

For more information, check your Windows documentation, your display adapter manual, or contact your supplier.

4.3.3 Problems with Video or Animations

If you are running *Body 2.0* under Windows 3.1/3.11 and have display problems, for example jumpy video or distorted colors, there are two main steps you can try to solve your problems. Try the steps in the order given and stop when your problem is solved:

- Ensuring your display is using 256 colors or more,
- Changing your display adapter driver.

However, if you have either a Diamond Stealth 64, Cirrus Logic 542X, or Cirrus Logic 543X display adapter card, then you should go to the sub-section for that particular card and follow the instructions that appear there first. If these do not solve your problem, you should return to this section and follow the instructions given here. If you do not know what type of display adapter card you have you can find out by doing the following:

1. In 'Program Manager', double-click on the 'Main' program group icon.

2. Double-click on the 'Windows Setup' icon.

3. The text next to 'Display' in the window tells you the type of display adapter you have.

Ensuring your display is using 256 colors or more

1. Check to see if your display is using 256 colors or more. See section 3.2 for instructions on how to do this.

2. If the setting is less than 256 colors, change it 256 colors or more. Again, you should refer to your display adapter documentation to do this.

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

Changing your display adapter driver

If you have tried all the available color palette settings of 256 colors or more, and none solve your problem, then you should try changing your display adapter driver.

First check that the correct display adapter driver is installed. The name of the driver should match the name of your display adapter card. To do this:

1. In 'Program Manager', double-click on the 'Main' program group icon.

2. Double-click on the 'Windows Setup' icon.

3. The text next to 'Display' in the window tells you the name of the display adapter which is currently installed.

If the driver is not the correct one, then you should ask your computer manufacturer/supplier to send you the correct driver.

In the mean time you can try installing the generic SVGA driver provided on the *Body 2.0* disc to see if this solves your problem. Users with S3 display adapter cards should not do this, as many of these are not compatible with the SVGA driver. To install the SVGA driver follow the instructions which appear toward the beginning of

the 'Solving Problems with Animation, Video and WinG - Windows for 3.1/3.11 Users' sub-section, under 'Installing the Microsoft® Super VGA Driver.'

If this does not solve your problem, if you have an S3 card, or if Super VGA was already the installed driver, then you should try the Standard display adapter (VGA):

1. From the 'Program Manager' double-click on the 'Main' program group icon, then double-click on the 'Windows Setup' icon. Click on the 'Options' drop-down menu, then click 'Change System Settings…'

2. From the 'Display' list, select 'VGA', then click 'OK.'

3. You should get a Change System Settings dialog box with the message "*The driver for this display is already on the system. Do you want to use the currently installed driver or install a new driver?*". You should click the 'Current' button.

4. In the 'Exit Windows Setup' dialog box you should click the 'Restart Windows' button.

If the standard VGA driver solves your problem, then try running Windows in Standard Mode by exiting and restarting it by typing 'WIN /S' at the system prompt. If *Body 2.0* works, then try running enhanced mode by exiting Windows and restarting it by typing 'WIN /D:XV' at the system prompt. If this also solves the problems, then edit your SYSTEM.INI file's '[386Enh]' section so that these entries read:

EMMEXCLUDE=A000-EFFF
VIRTUALHDIRQ=OFF

If either the VGA or SVGA driver solves your problem, this shows that it was the original display adapter driver that you had installed that was causing the problem. The standard VGA display adapter can not allow more than 16 colors to be displayed. Since *Body 2.0* is designed to look its best in 256 colors or more, the long term solution to your problem would be to obtain the most up-to-date version of the drivers for your display adapter to see if they solve your problem - contact your computer manufacturer or supplier for these.

4.3.4 Diamond Stealth 64 display adapter cards

Windows 3.1/3.11 users who have Diamond Stealth 64 display adapter cards and experience any of the following problems

- Animation 'shearing' type effect
- Video not playing correctly when enlarged
- Video profiling crashing altogether
- Animation displaying offset from the correct position on the screen
- Monitor powers down and will not resume

should follow the instructions below. Try the steps in the order given and stop when your problem is solved:

The ideal solution to these problems would be to obtain the latest drivers from your computer manufacturer/supplier. For users of Diamond Stealth 64 DRAM cards we have included the latest drivers on the *Body 2.0* CD, and you should try installing these:

1. In Windows 'Program Manager', double-click on 'Windows Setup' in the 'Main' program group.

2. Select 'Change System Settings....' from the 'Options' menu.

3. Select 'VGA' in the 'Display' section, then click 'OK.'

4. A message will appear on the screen "*A driver for this display is already on the system. Do you want to use the currently installed driver or install a new driver?*". You should click 'Current.'

5. Make sure you exit and restart Windows.

6. In the Windows 'Program Manager', select 'Run' from the 'File' menu.

7. Type in D:\SUPPORT\DIAMOND\INSTALL (where D is the letter of your CD-ROM drive.)

Diamond have built in preference for older programs in their drivers. To bypass this, in order for animations and video to work properly in many of our programs, the following line in the 'SYSTEM.INI' file:

"DEVICEBITMAPS=0" (in the [STLTH64.DRV] section)

needs to be changed so that

"DEVICEBITMAPS=1"

If this section is missing altogether, it should be added.

To edit the 'SYSTEM.INI' file:

1. Select 'File' in 'Program Manager', then 'Run.'

2. Type 'SYSEDIT' in the text box, then press return. Sysedit should load and you can select 'SYSTEM.INI' as the file to edit from the 'Window' drop-down menu. Now edit the file:

(press enter)
[STLTH64.DRV] (now press enter)
DEVICEBITMAPS = 1 (now press enter)
(press enter again)

3. When you have finished editing the file, select 'File' then 'Save' to save your changes.

For users with Diamond Stealth 64 VRAM and Diamond Stealth 64 Video VRAM cards a temporary solution may be the use of 65K color mode,or disabling the video acceleration option. These can often help solve problems with video clips. To change the color mode:

1. In Windows 'Program Manager', double-click 'Windows Control Panel' in the 'Main' program group.

2. Double-click the 'InControl Tools' Diamond icon.

3. Select the display button to see options for color depth, and select '65K high color' mode.

4. Click 'OK' when you have finished.

To disable the video acceleration option:

1. In Windows 'Program Manager', double-click 'Windows Control Panel' in the 'Main' program group.

2. Double-click the 'InControl Tools' Diamond icon.

3. Make sure the box to the right of 'Disable Video Acceleration' is checked.

4. Click 'OK' when you have finished.

(NB: changing your video card driver and restarting Windows AFTER you've installed *Body 2.0* will result in the WinG 'Profiling' display running the first time you restart *Body 2.0*. Don't be alarmed - this only happens once and should not cause any problems.)

4.3.5 Cirrus Logic 542X Display Adapter Cards

Windows 3.1/3.11 users who have Cirrus Logic 542X display adapter cards and who experience problems with animations or video should follow the instructions below to install the most up-to-date driver. This is provided on the *Body 2.0* CD-ROM. To install the driver:

1. In Windows 'Program Manager', double-click 'Windows Setup' in the 'Main' program group.

2. Select 'Change System Settings....' from the 'Options' menu.

3. Select 'VGA' in the 'Display' section, then click 'OK.'

4. A message will appear on the screen "*A driver for this display is already on the system. Do you want to use the currently installed driver or install a new driver?*". You should click 'Current.'

5. Make sure you exit and restart Windows.

6. In the Windows 'Program Manager', select 'Run' from the 'File' menu.

7. Type in D:\SUPPORT\CIRRUS\INSTALL (where D is the letter of your CD-ROM drive.)

4.3.6 Cirrus Logic 543X Display Adapter Cards

Windows 3.1/3.11 users who have Cirrus Logic 543X display adapters and experience the following problems:

• Animations and/or videos play with a distorted color pallet
• Animations and/or videos display blurred images or looks like a photographic negative.

should follow the instructions below. There are two steps to try:

1. Obtain the latest drivers

2. Change the color setting to 64k.

Try the steps in the order given and stop when your problem is solved.

1. Obtain the latest drivers

The ideal solution to these problems would be to obtain the latest drivers from your computer manufacturer/supplier.

2. Change the color setting to 64k

1. In 'Program Manager', double-click on the 'VGAUtil' program group icon.

2. Next double-click on the 'WindMode' icon and follow the instructions that appear on your screen.

3. Select '640 x 480' from the list of available screen resolutions.

4. Select '65536' (16 bit) from the list of colours available. Alternatively, you could select '16 Million' (24 bit) if this option is available, however, this may result in a greater performance penalty.

5 Audio problems

5.1   No sound output

The *Ultimate Human Body* contains an ambient sound track. By default this is turned off in the Options panel in the product. To switch the ambient sound on simply click the check box on the Options panel labelled 'Ambient Sound' and then click 'OK'. On certain configurations, having the ambient sound on may cause problems.

There are many possible causes of audio problems. Remember, for example, that your computer can only play one sound at a time, so when another application is playing a sound *Body 2.0* cannot do so. Most applications only prevent other programs from playing a sound when they themselves are doing so. However, some applications, such as certain Screen Savers, remove audio capability from all other Windows applications. If you have such an application you should turn it off when you are running *Body 2.0*.

Also, *Body 2.0* requires a sound card to be present, as all the

animations in the product are synchronized to run frame-by-frame with their accompanying soundtrack. Therefore, *Body 2.0* will not run without a sound card.

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

During Setup, special system software should be installed, and Windows should be restarted afterward to make this software work. If you did not restart Windows, do so before attempting to run *Body 2.0* again. However, if you are a Windows 95 user, and you get a message during Setup saying that audio or ADPCM drivers are already installed and asking you if you wish to replace them, you should choose not to replace them.

If you cannot hear sound in *Body 2.0*, you can test sound in the following way:

Windows 95 users
1. From the 'Start' menu, select 'Settings', then 'Control Panel.'
2. Double-click on the 'Sounds' icon.
3. Click on any item with a speaker next to it, then click the 'Preview button.

Windows 3.1/3.11 users
1. In 'Program Manager', choose 'File', then 'Run.'
2. Type 'chimes.wav' in the text box, then click 'OK.'

If you can hear sound, then there is some other problem with *Body 2.0.* If you were not able to hear sound , you may not have the correct sound drivers installed. Check with your sound board manufacturer to see if you have the correct drivers and that there are no hardware conflicts. If your sound board came with your computer, call your computer supplier.

5.2 Sound decompression drivers

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

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

The instructions which follow will help you to resolve this problem. Separate instructions are given for Windows 95 and Windows 3.1/3.11 users.

Windows 95 users:

1. From the 'Start' menu, select 'Settings', then 'Control Panel.'

2. From the 'Control Panel', double-click on the 'Multimedia' icon. The 'Multimedia Properties' dialog box should appear.

3. Click on the 'Advanced' tab, then click on the '+' sign to the right of 'Audio Compression Codecs.

4. Double-click on the first Codec in the list. The 'Properties' dialog box for that Codec should appear.

5. Make sure that 'Use this audio codec' is selected. If it is not, then you should click on the words 'Use this audio codec' to select it. You MUST now click the 'Apply' button.

6. Follow the above instructions for each audio codec in the list.

7. Now reinstall *Body 2.0*.

8. Make sure you restart your computer before attempting to run *Body 2.0* again.

Windows 3.1/3.11 users:

1. From the 'Main' program group in 'Program Manager', double-click on the 'Control Panel' icon.

2. Now double-click on the 'Sound Mapper' icon. The 'Sound Mapper Configuration' dialog box should appear.

3. Click on the first 'Sound Mapper' driver in the list. Now click the 'Priority' button.

4. If the box to the left of the words 'Disable Driver' has a cross in it, you should click it to remove the cross. Then click 'OK', and then click 'OK' again.

5. Follow the above instructions for each 'Sound Mapper' driver in the list.

6. Now reinstall *Body 2.0*.

7. Make sure you restart your computer before attempting to run *Body 2.0* again.

5.2.1 Incorrect Sound Decompression Drivers

The following problems may result from running *Body 2.0* without the correct sound decompression drivers:

- An error message concerning the sound decompression drivers
- (ADPCM) when you try to run the program.
- Unintelligible sound output from *Body 2.0*.
- Speeded up sound in some parts of *Body 2.0* (but not in animations.)

Solutions for Windows 3.1/3.11 users:

If you are running Windows 3.1/3.11, to overcome any of these problems you should:

1. Exit Windows, and in the Windows system directory you should rename the following files: 'MSACM.DRV' and 'MSADPCM.DRV.'

2. Now restart Windows and run the 'Setup' program for *Body 2.0* again. Setup will enable the sound decompression drivers to be copied from the CD. Once Setup is completed, Windows must be restarted to complete the installation procedure. The application should now run correctly.

Solutions for Windows 95 users:

If you are running Windows 95, to overcome any of these problems, you should:

1. From the 'Start' menu, choose 'Settings', then choose 'Control Panel.'

2. Click the 'Add/Remove Programs' icon. The 'Add/Remove Programs Properties' dialog box will appear.

3. Select the 'Windows Setup' tab.

4. Highlight the 'Multimedia' option in the list, then select the 'Details' button. The Multimedia dialog box will appear.

5. If the 'Audio Compression' box is not checked, you should do this now. Click 'OK' and then follow the instructions that appear on the screen.

6. If the 'Audio Compression' box is checked, you should click to deselect it first. Select 'OK', and then follow the instructions that appear on the screen. Finally, repeat the whole operation to re-check the 'Audio Compression' box. This ensures that the up-to-date drivers are actually installed by Windows 95, and it doesn't just 'think' they are.

If the above steps do not help, you should ensure that the Microsoft ADPCM driver is enabled. To do this:

1. From the 'Start' menu, choose 'Settings', then choose 'Control Panel.'

2. Click the 'Multimedia' icon. The 'Multimedia Properties' dialog will now appear.

3. Select the 'Advanced' tab.

4. Click the '+' symbol next to 'Audio compression codecs.'

5. Click on the 'Microsoft ADPCM' codec, then click the 'Properties' button.

6. In the dialog box that appears, make sure that 'Use this audio codec' is selected.

If the above procedure does not solve your problem you may also try the following steps to disable all CODECs listed which contain the text 'ADPCM' (apart from the 'Microsoft ADPCM CODEC'):

1. From the 'Start' menu, choose 'Settings', then choose 'Control Panel.'

2. Click the 'Multimedia' icon. The 'Multimedia Properties' dialog box will now appear.

3. Select the 'Advanced' tab.

4. Select the CODEC you wish to disable, from the list.

5. Select the 'Properties' tab to display the dialog above to the right.

6. Select 'Do not use this audio codec.'

7. Select 'OK.' Repeat the procedure for all other relevant CODECs.

If this does not work, you should remove all MSACM.* files under DOS from the following directories:

WINDOWS\SYSTEM\MSACM.*
WINDOWS\SYSBCKUP\MSACM.*

You should then re-install Windows 95.

5.3 Audio is fuzzy or distorted

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

Some sound cards have software that allows you to adjust the volume AND tone of the sound. If this is the case with your sound card, start with these tone controls set in the mid position and your volume level set between 80% - 100%. This should give a clear signal with no distortion. Check your sound card manual for the optimum settings.

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

If your CD-ROM drive is not MPC-compatible, then the sound may play badly or be interrupted when playing. Check your CD-ROM drvie's documentation to ensure that it is a double-speed, or faster, CD-ROM drive.

5.4 Sound plays too quietly

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

If the sound controls are set to an audible level, then you may have a problem with the way your sound card drivers are set up. Check they are set up and, if necessary, reinstall them (To do this refer to section 4.2.) Consult your sound card documentation for more detailed information.

If you do not have a sound card installed on your PC and you are using the internal PC speaker driver, *Body 2.0* will not work. You will need to install a sound card and sound card drivers to run the program.

5.5 EISA machines

If you are running *Body 2.0* on an EISA machine, and the sound appears scratchy, change the DMA channel on the sound card to DMA 7. Consult your sound card documentation for more detailed information.

5.6 Media Vision sound cards

Please make sure that you have the latest drivers for your Media Vision sound card. Some earlier drivers cause problems for *Body 2.0*. Contact Media Vision for current driver information.

6 CD-ROM problems

6.1 Care of compact discs

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

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

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

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

- Temperature: 10ºC to 50ºC (50ºF to 122ºF)
- Humidity: 10 percent to 80 percent

6.2 Problems with CD-ROM drives

If *Body 2.0* has problems finding the data files it needs from its CD-ROM, you will see a message asking you to select the drive that contains the files. To find what has caused the problem, do the following:

1. Check that the *Body 2.0* CD has been correctly inserted into the CD-ROM drive.

2. Check that *Body 2.0* is looking in the right place for the CD-ROM drive. If, for example, the drive letter has changed as a result of a system change, such as adding or removing a RAM disk or another device, then *Body 2.0* will fail to find its CD-ROM drive.

3. If you have an external CD-ROM drive, ensure that it is plugged in, turned on, and connected to your computer. You may need to check the documentation that came with the drive.

4. Verify that your CD-ROM drive is MPC-compatible and double-speed or faster.

7 Running out of memory or running slowly

Body 2.0 uses your computer's system memory to display pictures. If you find that *Body 2.0* runs slowly or if you come across out-of-memory errors, the program probably does not have enough memory. Consider doing the following to improve your computer's

performance:

1. Close any unnecessary applications, including any DOS Terminate and Stay Resident programs (TSR's) you may have installed.

2. If the program is still running slowly, you can improve its performance by selecting the 'Options' screen from within *Body 2.0* and turning off 'sound.'

3. Check that your computer has at least 8Mb of memory (12Mb recommended for Windows 95 users.) You can do this by leaving Windows, and typing 'MEM' at the system prompt. Look for total memory in the Total column. If the figure reads 8192Kb or more, then you have at least 8Mb of memory. If you have less than 8Mb (minimum 8192Kb) of memory, then you need to install some more.

4. Check that Windows has sufficient memory available for *Body 2.0*. You can do this by selecting 'About Program Manager' from the 'Help' menu in Program Manager. If you are running *Body 2.0* under Windows 95 you can do this by double-clicking on the 'My Computer' icon, then select 'Help', and then select 'About Windows 95.' The memory available should be a least 16384Kb (don't be confused by looking for more memory in this step than you did in step 3 above. The extra memory here indicates the presence of a Windows swap file.) You may find more memory becomes available if you restart Windows. If the figure is less than 16384Kb this indicates that either you have no Windows swap file or that the swap file is too small. If this is the case, you should follow step 5 below.

5. If you are running Windows in Enhanced mode, set up a permanent Windows swap file on your hard disk of a least double the size of your installed RAM. You can do this by following the instructions in your Windows documentation.

6. If you are running in color modes higher than 256 colors (8 bit), you should set your color mode to 256 colors. Refer to 'Using more than 256 colors' in section 3, 'Screen Display Notes', for instructions on changing the color mode.

7. On machines with only 8Mb of memory, restrict the SMARTDRV setting that controls the size of the disk cache for use inside Windows to 512K or less. If you are running Windows for Workgroups 3.11 and using 32-bit disk access, make sure that the

SMARTDRV settings in your AUTOEXEC.BAT file enable SMARTDRV to cache your CD-ROM drive efficiently. Consult your Windows documentation for further information on how to check and adjust these settings.

8. If you are running DOS 6.0 or higher, then you can run the MEMMAKER utility to optimize the memory in your computer. (For example, if you answer 'No' to the question 'Do you use any programs that need Expanded Memory?', MEMMAKER will free further conventional memory by inserting the switch NOEMS in the appropriate line in your PC's CONFIG.SYS file.) Consult your Windows documentation for further information on using MEMMAKER.

9. Speed up your hard disk by defragmenting it. There are a number of tools available to carry out this task, including the 'DEFRAG' command found in MS-DOS version 6.0 and later.

10. Check that 'MSCDEX' which appears in the 'AUTOEXEC.BAT' file is version 2.23 or later, and appears before the 'SMARTDRV' entry. You can do this by typing 'MSCDEX' at the system prompt in MS-DOS. If in no version number is given, then you can be sure that your version of 'MSCDEX' is older than version 2.23. Versions of 'MSCDEX' older than 2.23 should be upgraded.

8 Printing

Printing screens from *Body 2.0* may take several minutes, depending on the type of printer you use. Since screen resolution and printer resolution are often different, the printout may not match the quality you see on the screen.

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

You can change the settings of your printer from within *Body 2.0* by clicking on the options icon, then by clicking on 'Print Setup' to display the 'Print Setup' dialog box. (Please note: an explanation of the Print Setup dialog box is available in your Windows documentation.)

Some dot-matrix printers may not print pictures properly with the 'Low / Faster' quality setting in the 'Print Setup' dialog box. On these

printers change the quality setting in the 'Printer Settings...' dialog box to 'High / Slower.'

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

If any of the following printing problems occur:

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

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

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

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

3. Change the color depth used by the screen driver to 256 colors or more. Instructions for some driver types are given in section 3.

4. Ensure that 'TEMP' is set in the 'AUTOEXEC.BAT' file to a valid directory, for example, a line in the 'AUTOEXEC.BAT' could say 'SET TEMP=C:\WINDOWS\TEMP.' This directory must exist and there must be room on your hard disk for this 'temp' file to be created.

5. Check your hard disk with the 'Scandisk' program, provided with DOS, and choose to repair all errors it flags. Then re-install the printer driver.

6. Obtain the most up-to-date printer driver available. Contact your printer supplier/manufacturer to do this.

7. Try another compatible printer driver.

9.   Connecting to the Internet

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

If you are able to connect to the Internet from your computer, and if you have a Web browser installed, then you can take advantage of a feature *Body 2.0* called Body Online. Body Online lets you access *Body 2.0* Web pages on the Internet. If you do not have Internet access, or a Web browser, then you will NOT be able to make use of this feature.

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

Connecting to Body Online:

1. Click on the 'Body Online' button in the 3-D Lab. If you are not already in the 3-D Lab, you will find it on the right-hand side of the screen.
2. Click on 'OK.' If an installed Web browser is detected on your machine you will see a dialog box with the following message:

   "*You need to have a Web browser installed to connect to the Internet.*
   Your default Web browser is [name of default Web browser].
   Do you want to use this?"

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

   " *To use the online features in this title, you need to have a Web browser installed on your computer. If you do have a browser, click on 'Locate' to find it.*

   Otherwise, click on 'Cancel' and install a browser first.

   See 'Connecting to the Internet' in the Readme file for more information"

5. If you're thinking of clicking 'Cancel' because you're not sure where your Web

browser is located, you can try looking for it as described next:

Windows 95 users
a) Minimize the *Body 2.0* program, then double-click on the 'Start' menu on the Task Bar.
b) Select 'Find', then 'Files or Folders.' The 'Find' dialog box will appear.
c) In the 'Named' text field try typing netscape.exe if your browser is Netscape Navigator™, or iexplore.exe if your browser is Microsoft Internet Explorer™ (Be sure to look for iexplore.exe and NOT explore.exe.)
d) In the 'Look in' field, ensure your hard disk is selected.
e) Next click on the 'Find Now' button.
f) The location of your browser will be displayed in a window in the lower part of the dialog box.

Windows 3.1/3.11 users
a) From the 'Main' program group in Windows 'Program Manager', double-click on the 'File Manager' icon.
b) In 'File Manager' double-click on the drive letter that represents your hard drive (this is normally C:.)
c) From the 'File' drop-down menu, select 'Search.' The 'Search' dialog box will appear.
d) In the 'Search for' text field, try typing netscape.exe if your browser is Netscape Navigator™, or iexplore.exe if your browser is Microsoft Internet Explorer™ (Be sure to look for iexplore.exe and NOT explore.exe.)
e) In the 'Start from' field, type C: (where C: is the letter of your hard disk.)
f) Make sure the 'Search all subdirectories' box is checked.
g) Next click on the 'OK' button.
h) The location of your browser will be displayed if it is found.

6. If you still don't know where to locate your browser, but know that you have a working Internet connection, you should click 'Cancel' then exit *Body* and connect to the Internet in your usual way. When you restart *Body* and try to connect to Body Online again, you will be presented with the dialog shown in step 7, stating that this product's Internet address has been copied to the clipboard.

   If you choose 'Locate' you will see a '*Please locate your Web browser .exe*' dialog box. You should locate and select the executable file of the Web browser that you wish to use, for example, netscape.exe or iexplore.exe (NOT explore.exe.) Be sure that you choose your Web browser .exe, and not another application.

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

" *The Internet Web site address for this product has been copied to the clipboard.*

To use this address, connect to the Internet and run your Web browser software, then paste the Web site address into your browser's Internet address field using Ctrl+V or Shift+Insert

If you would prefer to run your Web browser and locate this Web site automatically, please select 'Online Setup' in the Options screen."

If you wish you can then start your Internet connection in your usual way and paste the Body Online Internet address into your browser. In Online Setup you can configure *Body* to automatically open your Web browser and take you to the appropriate *Body* Web page when you click the Body Online button in the future. Online Setup is located in Options, which is accessed from the 'Options' icon, located on the right-hand side of the screen.

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

"*You have selected [name of your selection] as your Web browser.*
If this does not work, use 'Online Setup' in options to change the setting."

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

If your connection is not successful check the following:

- That you can connect to the Internet and use your browser in the normal way. If you cannot do this, then there is a problem with your Internet connection. For example, make sure that your modem is correctly connected and switched on.
- Try starting your Internet connection and Web browser first, and then start up *Body 2.0* and try Body Online.

If you select the wrong .exe, or simply decide that you'd rather use a different browser from the one you selected, then you can select a different browser .exe by going to Online Setup. Online Setup is located in Options, which is accessed from the 'Options' icon, located on the right-hand side of the screen.