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**Virtual Graceland**  
**v1.00.00**  
**Highway One Media Entertainment - 7/19/96**

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### **INSTALLATION**

1. Place the "Gracelnd" compact disc (Disc One) into your CD-ROM drive.
2. Open the FILE menu (Windows 3.1) or the START menu (Windows 95) and select RUN.
3. In the Command Line, type D:\\SETUP and press ENTER. If your CD drive is not drive "D," substitute the appropriate letter in this statement. For example, if your CD is drive "E," type E:\\SETUP and press ENTER.
4. Follow the on-screen instructions to complete the installation.

WINDOWS 95 USERS: When you insert the disc into your CD drive, the Autoplay feature will automatically offer to install the program. If you choose this option, disregard the instructions above and simply click INSTALL in the window that appears.

### **TO START THE PROGRAM**

WINDOWS 3.1/3.11 USERS: Insert one of the Virtual Graceland discs into your CD-ROM drive. In the Program Manager, double-click the VIRTUAL GRACELAND program group to open it, then double-click the VIRTUAL GRACELAND icon.

WINDOWS 95 USERS: Insert one of the Virtual Graceland discs into your CD-ROM drive. Click the START menu to open it, move the cursor to the PROGRAMS group to open it, move the cursor to VIRTUAL GRACELAND, then double-click the VIRTUAL GRACELAND icon.

### **UNINSTALLING VIRTUAL GRACELAND**

To remove Virtual Graceland from your Windows system, follow steps 1 through 3 of the installation instructions above and select UNINSTALL.

### **BRIEF PLAY INSTRUCTIONS**

For maximum enjoyment, be sure to connect quality STEREO speakers or headphones to your system.

Virtual Graceland lets you choose between an informative guided tour and an unchaperoned self-guided tour. The full guided tour takes you everywhere in the estate and is available on both discs. The unchaperoned tour allows you to bring down the velvet ropes and get up close and personal with the objects in the room by navigating through the house and grounds. Be aware that you can't take an unchaperoned tour of all the areas on both discs. If you select an unchaperoned tour of an area that is on the other disc, the program will let you know.

In the unchaperoned tour, click when the cursor is a triangle to navigate around an area. As you navigate, stop occasionally and roll the cursor over various objects in the movie. Notice that the cursor will look different when over different parts of the screen. The cursor will become a hand, indicating active buttons -- click there. In some cases when navigating, placing the cursor over the navigation screen will change the cursor to a "+" or "-", indicating that you may click on that navigation screen and zoom in or out.

To move directly to another area of the estate, open the Tourkit window and select the MAP. Click anywhere on the map to be transported instantly to another area.

While on either tour you can turn off the tour guide and the background sounds by selecting the appropriate icon in the Tourkit.

Press CONTROL - Q or CONTROL - . or click the EXIT icon in the Tourkit to quit the program.

### **IMPORTANT TECHNICAL NOTES**

Please make sure that you are not running any other software when using "Virtual Graceland" as this may cause decreased performance. If double cache is available on your computer, make sure it is off.

If performance of the CD-ROM seems slow, you may want to enable Virtual Memory using the 386 Enhanced control panel available from the Main program group in the Program Manager. If you choose to enable Virtual Memory, we suggest that you use the Permanent Type setting for best performance.

If you experience strange display or audio problems we suggest that you contact the manufacturer of your video or audio card and obtain the latest drivers for your particular card.

"Virtual Graceland" uses the latest in computer software technology and requires current, state-of-the-art software drivers to run properly.

Also, make sure that your video driver is set to display at 640x480 resolution in 256 colors. Other display drivers settings may impact the successful use of "Virtual Graceland."

You can improve performance by enabling the faster speed settings on your double-, triple-, or quad-speed CD-ROM drive. For maximum enjoyment, please listen in STEREO, and connect some large speakers!

Also, experiment with running your video card in 65,000 colors (16 bit) or millions of colors (24 bit).

#### Pre-Installation Notes

##### 1) Disk Compression:

If you are using a disk compression utility, the available hard disk space reported by the installation program might not be accurate. Disk compression utilities can only estimate available hard disk space. If the installation process is not successful, you might need to free additional hard disk space.

##### 2) Network Installation:

This product does not support network use.

##### 3) Installation Instructions:

It is highly recommended that you exit all applications before installing your product. Other programs and drivers running on your computer could interfere with the installation process. Run SETUP.EXE from your file manager to install.

---KNOWN ERRORS AND THEIR SOLUTIONS---

### Videos don't play, only a black viewing area present

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A previous version of QuickTime may present on your system. Make sure that you have installed QuickTime for Windows v2.1 from the CD-ROM. If the videos still will not play, it is most probable that your video card and/or device drivers are not compatible with QuickTime video. Try the following suggestions:

- Try setting your system to 640X480X256 colors using the recommended video driver for your system. See your Windows Help or video card manual for instructions on how to accomplish this if you are not familiar with the process.
- If you use Windows version 3.11 or Windows for Workgroups, you have a Microsoft SVGA video driver available that is often an effective replacement for the video driver causing problems.
- Contact your video card manufacturer for an updated driver for your card. Many manufacturers are represented on CompuServe, America On-Line and various other on-line systems and post driver updates for customers to download there.

### "General Protection Faults" and "Application Errors"

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These types of errors are frequently due to video driver incompatibility or incompatibilities with other drivers in your system. One of the following suggestions might solve the problem:

- Make sure your system meets the minimum requirements listed on the package.
- Change the number of colors and/or resolution of your monitor, then start the program again. See notes on video problems above.
- Reinstall your sound card software, then re-install the program.

This product has been successfully tested with a wide variety of hardware and peripheral equipment. Microsoft Windows(tm) is a device-independent operating system. This product is not designed for compatibility with any specific hardware item in preference to any other. Problems with sound cards, video displays and printers are most often the result of problems in the device drivers supplied by the manufacturers.

### "Disk Full" Errors

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If you encounter these errors while installing or using your

product, try deleting files to increase space on your hard disk drive.

"Read Errors" and long delays:

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Defective CD-ROM discs are very rare. Make sure your disc is clean and free of scratches and fingerprints if you are experiencing problems like "Can't Read from Drive" or long delays.

GDI Read Errors and Virtual Memory:

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If you should receive a "GDI Read Error" in Windows(tm) this indicates that you are experiencing a low memory condition. Try exiting any programs running in background. Performance will be improved by increasing the virtual memory setting to the maximum recommended size (at least 10 MB) and setting the type to permanent. Larger virtual memory settings can be made if your hard disk is defragmented first.

Slow Response:

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In addition to the above steps, we recommend that users who are running SMARTDRIVE from DOS versions 6.0 and later set the cache size for Windows(tm) at 512K bytes or smaller. In addition, we recommend that you use the /X switch to disable write-back caching, as this can interfere with smooth data transfer from your CD-ROM drive. We also recommend you disable CD-ROM caching by using the /U switch. Please see your DOS manual or on-line help for detailed instructions on how to do this (type HELP SMARTDRV at the DOS prompt).

Also, we advise setting the MSCDEX "/M:" parameter to /M:20. This file is loaded in your AUTOEXEC.BAT and changing the value increases available buffering for the CD-ROM.