

Welcome to Walt Disney: An Intimate History of the Man and His Magic - Read Me!

This Read Me file contains information that can be used to help your system run **Walt Disney: An Intimate History** with the best possible performance.

For the most complete information on operating your computer system and making system changes, please refer to your hardware documentation or contact your hardware manufacturer. If you are new to the Windows operating system, make sure you review the Windows documentation to familiarize yourself with the basic operation of windows, menus, and other parts of the Windows system.

If you need more information on the procedures mentioned below, detailed information is available from the Customer Support section of Disney Interactive's web page or the Disney Interactive Customer Support Fax-On-Demand service. These support options provides simple, step by step instructions designed to guide even the most inexperienced computer user through a variety of procedures that will improve program performance. Refer to the [Customer Support](#) section of this Read Me file for more information.

Please be aware of the following information when running **Walt Disney: An Intimate History** on your Windows 95 computer system:

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A. Minimum and Recommended System Configurations

Minimum System Configuration:

If your system does not meet any one of the following minimum system requirements, **Walt Disney: An Intimate History** will not run properly.

Pentium-class processor, 133 MHz or faster

Microsoft® Windows 95

32 MB RAM

10 MB free Hard Disk space

16-bit color video display

Windows 95-compatible 16-bit sound card

Quad-speed (4x) CD-ROM drive

Standard AT-101 keyboard and mouse

Recommended System Configuration:

Disney Interactive Customer Support recommends the following system specifications for your computer to run **Walt Disney: An Intimate History** with the best possible performance.

Intel Pentium processor, 166 MHz or faster

48 MB of RAM

Eight-speed (8x) CD-ROM drive

B. Installing Walt Disney: An Intimate History

Exit all other programs and applications before installing **Walt Disney: An Intimate History**. Also exit any active screen savers, utility programs, anti-virus programs, or shell programs to ensure that these programs will not interfere with installation. When all other programs have been closed, insert the **Walt Disney Biography** CD-ROM in the CD-ROM drive.

If your CD-ROM drive is AutoPlay-compliant, an introduction screen will automatically appear when the CD-ROM is inserted in the CD-ROM drive. Follow the on-screen prompts to complete the installation. Please be aware that you may be prompted to restart Windows in order for the program to run properly.

If the introduction screen does not appear, proceed as follows:

1. From the **Taskbar**, click on **Start** and point to **Settings**; from the Settings sub-menu, click on **Control Panel** to open the Control Panel window.
2. In the Control Panel window, double-click on the **Add/Remove Programs** icon.
3. From the **Install/Uninstall** tab, click on **Install** to begin the installation.
4. Follow the on-screen prompts and instructions to complete the installation. Please be aware that you may be prompted to restart Windows in order for the program to run properly.

C. Starting Walt Disney: An Intimate History

Make sure you have successfully installed **Walt Disney: An Intimate History**. See section B for [installation instructions](#). When you are sure that the program has been successfully installed, exit all other programs and screen savers and insert the **Walt Disney Biography** CD-ROM in the CD-ROM drive.

If your CD-ROM drive is AutoPlay-compliant, the **Walt Disney Biography** will start automatically when the CD-ROM is inserted in the CD-ROM drive.

If your CD-ROM drive is not AutoPlay-compliant, click on **Start** and point to **Programs**. From the Programs submenu, point to **Walt Disney** and select **Walt Disney Biography**.

NOTE: You can also start the program by double-clicking on the **Walt Disney Biography** shortcut icon on your desktop.

D. Playing Walt Disney: An Intimate History

GETTING AROUND

To move through the different Halls, hold down the left button on your mouse and gently move the mouse in any direction.

To enter a Hall or activate a panel, place your cursor over a door or panel and release the left button on your mouse. A small hand will appear next to your cursor indicating that you can enter the room or activate the panel. Click once to proceed.

INTERRUPT ACTIVITY

You can interrupt the audio, video and a slideshow by clicking once on the screen. You can also interrupt a video or slideshow program by clicking on the "Return" icon, or by clicking on "Main Hall" to go to the Main Hall. These icons are located on the left of your screen. In some activities that use the full program window, the icons are located on a navigation bar that you can retrieve by moving your cursor to the bottom edge of the screen.

ICON BUTTONS

The following are the available icon buttons and their functions. Click once on the icon in the program to activate it.



Mickey's hand (Return): Takes you back one step in the program.



Light Bulb (Help): Provides audio help.



Bookmark List: List of your selected bookmarks.



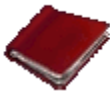
Main Hall: Brings you to the Main Hall



Overview: Replays the introduction with Diane Disney Miller.



Exit: Exit program to your desktop.



Bookmark: Click this icon to store a document, picture, audio or video in a Bookmark file.



Caption: Photographs, documents, videos and slideshows in the program have a caption field. The caption is available when the caption icon reads "Show".



The caption icon is located on the left side of your screen. Click on the caption icon to reveal a text box. If the caption is longer than the text box, you can scroll through the text. You can even look up captions while watching a slideshow. Simply click on the caption icon to pause the slideshow, and the caption will appear for the picture you have paused. Click again on the icon, which now reads "Resume",



to continue the slideshow.

DELETE BOOKMARK

To delete a bookmark, click on the Bookmark List icon to show your bookmark list. Move your cursor to the bottom



of the screen to reveal the navigation bar. Click on the "Delete" icon

and then click on the item you want to delete from the list.

INTERNET ACCESS

You can access the Disney website from within the Disney Magic Hall. Enter the hall and click on either "Epcot and Other Dreams" or "Disneyland" and then select the button whose text begins with "Web link to...". Make sure your modem is properly connected to your computer and the telephone line and that everything is in working order. Consult your modem manual and/or on-line provider for additional information.

KEYBOARD COMMANDS

Esc: Leave the current screen

Shift: Zoom in QuickTime VRML

Ctrl: Zoom out QuickTime VRML

E. Uninstalling Walt Disney: An Intimate History

To uninstall the program, click on **Start** and point to **Programs**. From the Programs sub-menu, point to **Walt Disney** and select **Walt Disney Biography Uninstall**. Follow the on-screen instructions to complete the uninstallation.

F. Updating Drivers

Installing the latest available driver for your video card, sound card, and CD-ROM drive can result in a variety of benefits, including increased system performance, new component features, or the elimination of a technical problem. If your computer locks up, the video appears choppy, or the screen goes black, an updated video driver may solve the problem. An updated sound driver may result in crisper, clearer sound. A new CD-ROM driver can add new features while eliminating lockups and error messages.

Computer system and component manufacturers constantly update their drivers so that their hardware can play the latest software programs with the best possible performance. Documents with procedures for determining the version of the drivers currently installed on your system are available from Disney Interactive's website at www.disneyinteractive.com. If you determine that your system is not using the latest driver, or your current driver is dated earlier than one year prior to today's date, you should consider obtaining an updated driver.

If your video card, sound card, and CD-ROM drive were included with your system at the time of purchase, contact the manufacturer of your computer system about obtaining the latest version of a driver. If you have purchased a system component separately from your computer system, contact the component manufacturer to obtain the latest version of the driver. Updated drivers are frequently available from the Internet and manufacturer BBS services. Refer to your hardware documentation for contact information. Please be aware that charges may be incurred when contacting these sources.

G. Modifying Display Settings

To obtain the best possible performance, verify that your video display is set to a resolution of 640x480 pixels and 16-bit (high color). For instructions on changing your display settings, click the **Display Properties** icon below.



[Changing Display Settings](#)

H. Troubleshooting

There are several things you can do to make sure that your computer system realizes the full potential of the program.

1. Determine if any changes have been made to the system. A frequent source of conflict between hardware and software is a system configuration change. If an error occurs after making a change to the configuration of your system (e.g., adding new hardware, updating drivers, installing another program), then that system change is a likely source of the problem. Refer to the manufacturer's instructions to verify that the proper installation procedure was used and note any incompatibility issue or system modifications listed in the documentation. Please mention all recent system changes when contacting Disney Interactive Customer Support.
2. Isolate the source of the problem. Errors that occur when running a software program are not necessarily caused by the program itself. These errors may be caused by the operating system, a conflict between hardware settings, another program running in the background, or an obsolete driver which has not been updated to work with the system's newer components. Determine exactly when and where the problem occurs, and whether or not the problem also occurs with other software programs. Also determine what other system activities are taking place when the problem occurs. Determining the exact circumstances under which a problem occurs often points to a solution.
3. Determine if the error can be reproduced. Restart the program and test for the error. If the same error occurs in the same location, uninstall the program, reinstall the program, restart the system, and then run the program again. If the error recurs, determine if a similar error occurs with other software programs. If it does, the source of the problem may be one of the system's hardware components. Refer to your hardware documentation or contact the manufacturer to determine if an updated driver or system modification will resolve the issue.
4. Verify that the CD is not smudged or scratched. Even a small smudge can cause your CD to experience problems that may lead to lockups or program errors. If you were previously able to run the program, a smudge or scratch is a likely source of the problem. Clean the CD with a soft dry cloth. After cleaning the CD, try running the program again.
5. Verify that your system meets or exceeds the minimum system requirements of the program. If your system does not meet any one of the minimum requirements, the program will not run properly.
6. Verify that all external cables and connections are secure, and that power, setting, and option controls for all system components are set appropriately. Refer to your hardware documentation or consult your hardware manufacturer for additional information.
7. Exit all other programs and applications when installing or running the program. Exit any active screen savers, utility programs, anti-virus programs, or shell programs to ensure that the maximum amount of RAM is available for your system to run the program as quickly and smoothly as possible. Also exit any automatic power saving utilities or other timing programs like an anti-virus program that scans your hard disk every hour or a power management utility that shuts down all non-essential system functions during idle periods. If a timing program or screen saver activates during installation or during play, the program may crash or experience other technical difficulties.

Q. What is QuickTime and QuickTime VRML?

QuickTime is a multimedia development, storage, and playback technology from Apple Computer, Inc. QuickTime technology combines sound, text, animation, and video in a single file. QuickTime is included on this CD and will be used in conjunction with QuickTime VRML, which brings Virtual Reality to your desktop without any special equipment. This will allow you to look around the halls in **Walt Disney: An Intimate History** in 360 degrees and zoom in or out.

QuickTime version 2.1.2 is included on the CD-ROM as a single file that is installed automatically when you install **Walt Disney: An Intimate History**. If a later version of QuickTime is installed on your system (version 3.00 and above), proceed with the installation of QuickTime 2.1.2. QuickTime VRML is automatically installed with

QuickTime 2.1.2.

Q. An error message appears stating that QuickTime is not installed properly on my system. What should I do?

If you have an earlier version of QuickTime 2.1.2 or more than one version of QuickTime installed on your computer, this error message may occur. Reinstalling the QuickTime version 2.1.2 file from the **Walt Disney Biography** CD-ROM may alleviate this problem. This file on the CD-ROM is named QT32INST.EXE and is located in the Install folder/directory. To reinstall QuickTime, run this file and follow the on-screen installation instructions.

Q. An error message appears stating that my display is either not HiColor or not set to 16-bit, 64k colors. When I check my video settings, it is indeed set to HiColor 16-bit, 64k colors. How can this be corrected?

The error message appears because your video driver is incorrectly identifying the color depth setting. If you have confirmed that your video display settings are HiColor 16-bit, 64k colors, the program will play as intended. To eliminate this error message, click once in the box before **"Don't show me this message again."** and then click the **OK** button. You can eliminate any other subsequent error messages concerning HiColor or 16-bit, 64k colors display settings in the same manner.

If you are unsure if your video display settings are 16-bit, 64k colors, or if the settings do not meet the [minimum system requirements](#), see section G, [Modifying Display Settings](#).

Q. When running the program, the following error message is displayed; "The audio card of your computer cannot be accessed and is needed for proper playback. Close all other programs that may be using audio card." Why does this occur and how can it be corrected?

You will get this message if "Audio Compression" (a component of Windows 95) has been removed from your system. To reinstall Audio Compression, proceed as follows:

NOTE: This procedure may require the Windows 95 CD-ROM or disks.

1. From the **Taskbar**, click on the **Start** button and select **Settings**. From the cascading submenu, select **Control Panel**.
2. In the Control Panel window, double-click on **Add/Remove Programs**.
3. In the Add/Remove Programs window, click on the **Windows Setup** tab to bring this tab to the forefront.
4. In the Windows Setup tab, locate **Multimedia** in the list and click once on it to highlight it. Click the **Details** button to display additional information.
5. In the Multimedia window list, locate **Audio Compression**. If it has no check mark next to it, click in the box on the left to place a check mark there.
6. Click **OK** at the bottom. Then click **OK** at the bottom of the Add/Remove Program Properties window.
7. If the items selected are on the hard drive, they will be enabled. If they are not, the installer will ask for the Windows 95 disk. Follow the on-screen prompts to finish the installation.

Q. The Main Hall appears broken into segments and very distorted. How can this be corrected?

Older or outdated video drivers can cause this video irregularity. Upgrade to the latest video driver to resolve this issue. Contact your computer manufacturer to obtain the latest video drivers. Please be aware that costs may be incurred when contacting manufacturers.

Q. When I run *Walt Disney: An Intimate History* on my computer, the program appears in just a portion of the screen. How can this be corrected?

This occurs because your screen resolution setting is too high. For optimum performance your video display should be set to a resolution of 640x480 pixels and 16-bit (high color). If your computer does not have a 640x480 setting, use 800x600. For help in changing your video display, see section G, [Modifying Display Settings](#).

Q. Nothing happens when I click on a highlighted area. Why is that?

Depending on the speed of your computer processor, it may take a few seconds after you reach a menu or 3-D hall for all elements to become active. Simply wait a few moments, then click once on the highlighted area. Please note that "active" areas are indicated by the appearance of a small hand next to your cursor.

Q. I clicked on the icon which links to a Disney web site, but nothing happened.

Make sure your modem is properly connected to your computer and the telephone line and that everything is in working order. Consult your modem manual and/or on-line provider for additional information.

Q. What can be done to ensure that my system will run the program with the best possible performance?

1. Verify that Windows 95 is managing Virtual Memory. To check your Virtual Memory setting, click on the Start button and point to Settings then select Control Panel. In the Control Panel window, double-click on System then click on the Performance tab. In the Performance tab, click on the Virtual Memory button to view the current settings.
2. Verify that the configuration of each system component does not conflict with another system component. Click on the Start button and point to Settings, then select Control Panel. In the Control Panel window, double-click on System then click on the Device Manager tab to display a list of system components. If there is a conflict, a warning icon will appear next to the component with the conflicting setting. Select the component and then click on the Properties button for more information. If there are no conflicts, make sure that Windows 95 is running with optimum performance by clicking on the Performance tab and reading the system evaluation. If there are conflicts or your system is not running with optimum performance, refer to your hardware documentation or contact your computer's manufacturer.
3. Verify that there is plenty of free disk space on your hard drive. In addition to the hard drive space needed to install program and support files, Windows and other programs need enough free hard drive space to use for virtual memory, temporary files, and other system activities. Delete any files or programs that are no longer used and archive any files or programs that are used less frequently to another hard drive or floppy disk. You should also delete any orphaned temporary files to maximize free hard disk space and insure that your system is operating smoothly and efficiently. Orphaned temporary files are usually created when the computer's power switch is turned off, without first exiting Windows.

Refer to your hardware documentation for the most complete information on making system modifications to your particular computer.

Q. What can be done to ensure that my video card will display the program's video, animations, and

graphics with the best possible performance?

1. Verify that the latest version of your video card's proprietary driver is properly installed on your system. Video card and computer system manufacturers are constantly updating their video card drivers so that their hardware can play the latest software programs with the best possible performance. If you have not updated your video card driver recently, you may want to consider doing so to ensure that your system runs all programs with optimum performance.

2. If the animations in **Walt Disney: An Intimate History** do not play smoothly, the screen is blank or locked, or performance is slow, make sure that the CD is clean and that your system and its components are updated and configured for optimum performance, as detailed above. If this issue recurs, maximize the available free memory by closing any anti-virus programs, screen savers, energy savers, or other programs that can activate when you are installing or running the program and lock up the system or take away system resources.

If the problem continues, lower the Hardware Acceleration setting from the Advanced Graphics Settings window in the Performance tab of System Properties. When lowering your Hardware Acceleration, move the setting one notch at a time. After making a change to the setting, restart the program and test for the error. If the error recurs, continue selecting alternate settings until the problem is resolved. If the error still can not be eliminated, restore your original video driver and contact your hardware manufacturer.

Refer to your hardware documentation for the most complete information on making system modifications to your particular computer.

Q. What can be done to ensure that my sound card will play the program's audio files with the best possible performance?

1. Verify that the latest version of your sound card's proprietary driver is properly installed on your system. Sound card and computer system manufacturers are constantly updating their sound card drivers so that their hardware can play the latest software programs with the best possible performance. If you have not updated your sound card driver recently, you may want to consider this option to ensure that your system runs all programs with optimum performance.

2. Verify that your sound card is configured properly. Sound problems are often the result of conflicting DMA or IRQ settings. Many sound cards use an audio utility program, with options to adjust various settings and controls. Other sound cards require manual adjustments to the card itself. If your system is not playing the program's audio files properly, refer to your hardware documentation or contact your hardware manufacturer to assure that your sound card is configured properly and that the correct driver is installed.

If there is no sound in the program, make sure that any external speakers or headphones are properly connected and that the volume control is set appropriately. If sound issues continue, try playing other programs. If other audio files do not play on your system, update your sound driver or select alternate IRQ or DMA settings. Make only one change at a time, so that the source of the problem can be isolated. After making a change, restart the program and test for the error. If the error recurs, continue selecting alternate settings until the conflict is resolved. If the error can not be eliminated, restore your original settings and contact your hardware manufacturer.

Refer to your hardware documentation for the most complete information on making system modifications to your particular computer.

Q. What can be done to ensure that my CD-ROM drive will play the program CD with the best possible performance?

1. Verify that the CD is not smudged or scratched. During normal usage, the CD surface may become smudged with fingerprints, dust, or other particles that prevent your computer from reading the information on the CD. Even a small smudge can cause your CD to experience problems that may lead to lockups or program errors. If

you were previously able to run the program, a smudge or scratch is a likely source of the problem. Clean the CD with a soft dry cloth. After cleaning the CD, try running the program again.

2. Verify that the latest version of your CD-ROM drive's proprietary driver is properly installed on your system. CD-ROM and computer system manufacturers are constantly updating drivers so that their hardware can play the latest software programs with the best possible performance. If you have not updated your CD-ROM driver recently, you may want to consider doing so to assure that your system runs all programs with optimum performance.

3. Verify that the CD-ROM drive appears in the list of components in Device Manager. If your CD-ROM does not appear in the list, the drive may be using DOS mode drivers instead of the drivers specifically designed for use with Windows 95. Contact your hardware manufacturer to determine if new drivers are available. Please be aware that costs may be incurred when contacting manufacturers.

If the program locks up or other performance issues occur in Windows 95, adjust the "Supplemental cache size" or the "Optimize access pattern for" settings from the File System Properties CD-ROM tab in the Performance window of System Properties. Make only one change at a time, so that the source of the problem can be isolated. After making a change, restart the program and test for the error. If the error recurs, continue selecting alternate settings, until the conflict is resolved. If the error can not be eliminated, restore your original settings and contact your hardware manufacturer.

Refer to your hardware documentation for the most complete information on making system modifications to your particular computer.

Q. Why will AutoPlay not work with Windows 95?

Unfortunately, there are some CD-ROM drives that do not support the AutoPlay functions of Windows 95. Contact your CD-ROM manufacturer to see if they have updated drivers that would make your CD-ROM drive AutoPlay compliant.

I. Customer Support

How To Contact Customer Support

If you could not find the solution to a problem in the previous troubleshooting section, Disney Interactive Customer Support offers a variety of support options. To help solve the problem quickly, efficiently, and accurately, please have the following information available:

Name and version of the program
Computer brand and model name
Sound card brand and model name
Video card brand and model name
Information on other peripherals you are using (printers, modems, joysticks)
The length of time since the system's drivers were last updated
A detailed description of the problem
Please remember to tell us about any recent changes

NOTE: All phone numbers for the following support options can be found in the **Walt Disney: An Intimate History** Program Handbook in the CD-ROM jewel case.

Internet Support

The Disney Interactive Customer Support Web Site contains a variety of information that can be used to help your system run Disney Interactive programs with the best possible performance. To access information about Disney Interactive programs on the World Wide Web, point your browser to **www.disneyinteractive.com** and click on **Customer Support**.

Disney Interactive Fax-on-Demand Service

Disney Interactive's Fax-on-Demand Service is available 24 hours a day, 7 days a week. Using a touch tone phone, you can request information from an easy to use menu and have it faxed back to you during the same call or if you are not at your fax machine, the system will fax the document later. Simply select the number of the document you wish to have sent to you. Select document **1** to obtain a complete list of available documents.

Mailing Address

If you want to write to us, our address is: Disney Interactive Customer Support, 500 South Buena Vista Street, Burbank, CA 91521-8139.

Fax Support

Our fax machine is available 24 hours a day.

Automated Telephone Support

This service is available 24 hours a day in the US and Canada. Using a touch tone phone, you can obtain answers to some of the most frequently asked questions regarding Disney Interactive programs. If you need additional information, our Customer Support staff for the US and Canada is available Monday through Friday from 7:00 a.m. to 7:00 p.m. (Pacific Time).

TDD Support

Our Customer Support for the hearing impaired is available by telephone Monday through Friday from 7:00 a.m. to 7:00 p.m. (Pacific Time).


Refer to the Program Handbook for all phone numbers.

Replacing A Defective CD Or Missing/Damaged/Lost Items

Important! If, within 90 days from the date of purchase, you need to replace a defective CD-ROM or missing/damaged/lost item, please be sure to include the following information when sending the defective CD-ROM or requesting the replacement of the missing/damaged/lost item: full name, daytime phone number with area code, complete street address, apartment number (if applicable), city, state, and zip code. There is a \$10.00 fee to replace lost or damaged items.

If you need an item other than a defective disc replaced, include a description of that item. Do not mail us the packaging or other materials; send only the CD-ROM or damaged item along with a note describing the reason for replacement to our mailing address listed under "How To Contact Customer Support." Please add "Attn: Replacement" to the mailing address. Please allow four to six weeks for delivery.

Changing Display Settings

1. Click here  to open the **Display Properties** sheet.
 2. Select the **Settings** tab to bring it to the forefront.
 3. Change the **Color Palette** or **Colors** to **High Color (16 Bit)**.
- Note: If the program does not fill your entire screen, move the **Desktop Area** slider to 800x600 pixels or 640x480 pixels.
4. Click **Apply** to enact the change.

Note: On some systems, if Color Palette or Colors setting was changed, you will be prompted to restart the computer for change to take effect. If prompted, follow the on-screen instructions to restart your computer.

5. If you were not prompted to restart or did not need to make any changes, click **OK** to close the **Display Properties** Control Panel.

