Read Me File for RedShift 5

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.

Important: To improve video quality in this product we recommend that you set your display to use more than 16-bit color. Refer to section 4.2 of this Read Me for more information.

This product requires QuickTime Player to play videos. If videos do not play, or if the product will not start, you should reinstall the product and install QuickTime Player from the CD when prompted if you did not do so the first time. If QuickTime is correctly installed, refer to section 5 of this Read Me for more information.

Table of Contents

This file contains information on the following topics:

1.   Introduction

1.1   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 RedShift 5, 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,
- ·   any error messages that were produced,
- ·   the full specification of your computer.

If possible, you should be beside your machine when you telephone.

Maris Technologies Tech Support email: support@maris.com

1.2   Using RedShift 5

Where can I get help with RedShift 5?
There are multiple help systems in RedShift 5

The introductory movie, which plays when you first start RedShift 5, gives a simple guide to the controls.

The Help manual can be reached from the Welcome screen or the Help menu.   It is a comprehensive guide to RedShift, and includes answers to common questions, a guide to the new features in RedShift 5 and appendices explaining the technical background to the program.

Where do I start?
If you are a beginner, we suggest that you watch the introduction movie.
When you enter RedShift 5 look at some of the saved, sample workspaces to see what RedShift 5 can do.

2.   CD-ROM problems

2.1   Care of compact discs

Compact discs (CDs) are very easily damaged if treated carelessly.   Such damage has a greater effect on digital data, such as on this CD-ROM, than on 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, fingerprints, dust particles, and smears, do not touch the readout side (unlabelled 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: 10°C to 50°C (50°F to 122°F)
· Humidity: 10% to 80%

2.2 Problems with CD-ROM drives

If RedShift 5 has problems finding the data files it needs from its CD-ROM, you will see an error message saying that the file, animation or sound file can't be found.   Alternatively, you simply find that the screen goes blue, with white text and you will get an error message saying that there is an error reading drive D. To find what has caused the problem, do the following:

1.   Check that the RedShift 5 CD has been correctly inserted into the CD-ROM drive.
2.   Check that RedShift 5 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 RedShift 5 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.

If you get an error message saying that there is a problem reading the disc, then you should try cleaning the disc and try again.   Make sure that you restart the product.

3. Set-up and Uninstall notes

3.1 Minimum system requirements

In order to run RedShift 5 you will require a multimedia computer with the following minimum requirements:

System: Win 98 / Win ME / Win 2000 / Win XP

CPU Type: Athlon, Pentium, 300 MHz

Memory: 64 MB

Graphics Card: 800 x 600

Color: High Color (16 Bit)

CD-ROM drive: 12 x

Free Hard Disc Space: 100 MB

Audio: 16 Bit

RedShift 5 also requires QuickTime™ Player, version 6.3. If you have an earlier version of QuickTime™ Player you should install version 6.3 from the RedShift 5 CD when prompted.

3.2 How to get started

1.   Insert the disc in the CD-ROM drive.
2.   The Set-up program should start automatically. If it does, skip to step 4. If it does not, press **Ctrl + Esc**, then **R**.
3.   In the Command Line box, type d:\setup (where **d** is the letter of your CD-ROM drive), then click **OK** or press **Enter**.

4.	Follow the instructions that appear on your screen.
5.	The Setup program creates a program icon in a 'RedShift 5' program group.
6.	Double-click the icon to start the program.

## 3.3	If RedShift 5 does not run…

RedShift 5 requires a sound card to be installed, as all the animations in the product are synchronized to run frame-by-frame with their accompanying soundtrack. If a sound card is not installed RedShift 5 will not run. You should check that your computer has a sound card and drivers installed.

## 3.4	If Set-up fails with an error message

If the Set-up program fails with an error message you should ensure that no other programs are running while you try to install RedShift 5.   You can check this pressing 'Alt + Tab'.

## 3.5	Running RedShift 5

### 3.5.1	Using AutoPlay
RedShift 5 can take advantage of AutoPlay, which should automatically start the installation procedure when you insert the disc into your CD-ROM drive. RedShift 5 should also run automatically when the CD is placed in the CD-ROM drive subsequent to the initial Set-up. If the installation procedure does not start automatically, or the RedShift 5 program does not automatically run when the disc is inserted in the CD-ROM drive, then you can check whether 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 the '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 Set-up does not start automatically the first time you insert the RedShift 5 CD in the drive, then you can start the Set-up 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 RedShift 5 program can also be run from the 'Start' menu by selecting 'Programs', then 'RedShift 5', and then by clicking on RedShift 5. You should also contact your CD-ROM manufacturer, or system supplier for the latest Windows compatible drivers.

## 3.6	Uninstall

The RedShift 5 CD-ROM contains an Uninstall program, which is automatically installed into the RedShift 5program group on your computer. If you decide that you no longer wish to have RedShift 5 on your computer, you can use Uninstall to remove it. Simply double-click on the "RedShift 5 Uninstall' icon then click the 'YES' button. Uninstall does the rest for you.

If you cannot locate the Uninstall icon you can use the 'Add/Remove Programs' wizard. To do this click on the 'Start' menu on the 'Task Bar', then select 'Control Panels'. Double-click on the 'Add/Remove Programs' icon, then select the program you wish to remove from the list. Click on the 'Add/Remove' button and then the 'Yes' button.

# 4.	Screen display notes

## 4.1	Screen resolution

This product has been designed to operate with a minimum screen resolution of 800 x 600 pixels. Best viewing is with a screen at least 1024 x 768 pixels.

4.2 Using more than 16-bit color to improve video quality

RedShift 5 is designed for optimum performance in high color modes and the product will not run in 256 colors. You can improve the quality of videos in RedShift 5 by setting your display to use more than 16-bit color (if this is supported by your computer). However, this uses more memory and may result in a performance penalty if your display adapter is not optimized for high color modes. If this is the case, then we suggest you revert to 16-bit color. Instructions explaining how to change to more than 16-bit color are given below

Note: Please write down your display adapter card's settings before you make any changes. That way you will be able to revert to your original settings should you need to.

1. From the 'Start' menu, choose 'Settings' and then 'Control Panel'.
2. Double-click on the 'Display' icon. A 'Display Properties' dialog box will appear.
3. Click on the 'Settings' tab.
4. Under 'Color Palette', choose 'High Color (16-bit)'. If your video card supports TrueColor option with 24-bit or 32-bit color, then you could select 'True Color' instead. This should allow better quality images to be displayed. However, should performance be adversely affected, we suggest you revert to 16-bit color.

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

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

4.3 Images appear in monochrome

Some color display adapters may display RedShift 5 images in black and white. If this happens, you should upgrade your display driver. Contact the supplier or manufacturer of your display adapter to check that you have the latest display drivers.

4.4 Images are truncated

Some display drivers are designed to use 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 by selecting 'Settings' from the 'Start' menu, then by double-clicking on the 'Display' icon. Click on the 'Settings' tab, then select a different font size from the 'Font Size' drop-down list.

4.5 OpenGL support
OpenGL support in RedShift 5 is switched off by default. Please make sure that the display driver of your computer supports OpenGL regime before switching 'Enable OpenGL' on in RedShift 5.

OpenGL mode malfunction may prevent RedShift 5 from running on some computers. If so you will need to repair OpenGL on your computer in order to start RedShift 5 with OpenGL support or reinstall RedShift 5 to restore your initial RedShift 5 setting.

5. Problems animations and video

5.1 General problems

If you get an error message when you try to play animations, 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 *RedShift 5* again.

If videos play jerkily, your system may have too little memory available to run video smoothly - on machines with only 64Mb of memory, restrict the setting that controls the size of the disk cache for use inside Windows to 512K or less. Consult your Windows documentation for further information on how to check and adjust these settings. You should also try consulting Section 7, Running Out Of Memory Or Running Slowly, for further advice. You should also check that the CD-ROM is free from dust and dirt, see section 2.1, Care of compact discs, for more information.

QuickTime™ Player version 6.3
This product uses QuickTime™ Player version 6.3. If you cannot play video in *RedShift 5* - for example, the opening video will not play - then you should check the following:

· Did you restart your computer after installing *RedShift 5*? If you did not, do this before trying to run *RedShift 5* again.
· If you chose not to install QuickTime™ Player from the *RedShift 5* CD, check that you have QuickTime™ Player version 6.3 or later, already installed on your PC. If you do not, you should reinstall *RedShift 5,* and this time choose to install QuickTime™ for Windows from the *RedShift 5* CD. Restart your computer before trying to run *RedShift 5* again.
· Someone may have removed QuickTime™ Player from your computer. Run the *RedShift 5* Setup program to reinstall QuickTime™ Player. Restart your computer before trying to run *RedShift 5* again.

If video playback is poor quality, or if videos crash (usually caused by older video drivers), then check the following…

1.   Open the Windows 'Control Panel'. From the 'Start' menu on the 'Task Bar', select 'Settings', then 'Control Panels'. If you see two QuickTime™ control panels, perform steps 2. to 4. on both of them.
2.   Double-click on the 'QuickTime™' icon to open the 'QuickTime™ Control Panel'.
3.   Click the 'More' button, then click on the 'Video' tab.
4.   Click 'Video Driver' in the 'Draw Method' box, then click 'Apply'.
5.   Restart *RedShift 5*.
6.   If you still have video playback problems, or if the application still does not work, repeat steps 1-4 and choose a slower draw method (listed in the 'Draw Method' box from fastest to slowest). You should also ensure that you have installed the latest video driver from your computer manufacturer or display adapter manufacturer.

If you have problems with videos and sound not synchronizing properly, or if the pitch of sound in videos seems wrong, try the following:

1.   Open the Windows 'Control Panel'. From the 'Start' menu on the 'Task Bar', select 'Settings', then 'Control Panels'. If you see two QuickTime™ control panels, perform steps 2. to 4. on both of them.
2.   Double-click on the 'QuickTime™' icon to open the 'QuickTime™ Control Panel'.
3.   Click the 'More' button, then click on the 'Audio' tab.
4.   Check that the 'Audio Rate Adjustment' box is NOT checked.
5.   Click the 'Apply' button.

5.2 Solving problems with animation and video

If you are running *RedShift 5* 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:

5.2.1 Ensuring your display is using 16-bit color or more,
5.2.2 Checking your display adapter's acceleration settings,
5.2.3 Changing your display adapter driver.

5.2.1 Ensuring your display is using 16-bit color 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 16-bit color or more.
4. If the setting is less than 16-bit color, change it to 16-bit color or more.
5. Click the 'Apply' button, then click 'OK'.

If this does not solve your problem, or if the setting is already 16-bit color or more, then you should try any other available settings over 16-bit color to see if they solve your problem.

5.2.2 Checking your display adapter's acceleration settings
1. If you have tried all the available 'Color Palette' settings of 16-bit color 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' slide-control 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', and try the next step.

5.2.3 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.

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. From 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 other non-Super VGA compatible 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. However, the Standard (VGA) display adapter does not allow more than 16 colors to be displayed. Since *RedShift 5* is designed to look its best in 16-bit color 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, and checking to see if they solve your problem - contact your computer manufacturer or supplier for these.

6. Sound problems

6.1 Product runs, but no sound output

There are many possible causes of audio problems. For example, your computer can only play one sound at a time, so when another application is playing a sound, *RedShift 5* cannot do so; you will get an error message in these circumstances. 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 *RedShift 5*.

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 afterwards to make this software work. If you haven't already done so, restart Windows now.

If you cannot hear sound in *RedShift 5*, you can test sound in the following way:

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.

If you can hear sound, there is some other problem with *RedShift 5.* If you can't hear sound, you may not have the correct sound drivers installed. Check with your sound card manufacturer to see if you have the correct drivers and that there are no hardware conflicts. If your sound card came with your computer, call your computer supplier.

6.2 Sound decompression drivers

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

"*The sound decompression 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*."

You should first try restarting your computer, and then try to run *RedShift 5* again. If this does not solve the problem you should try following the instructions given below:

1. From the 'Start' menu, select 'Settings', and 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 *RedShift 5* then restart your computer before attempting to run *RedShift 5* again.

The following problems may result from running *RedShift 5* 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 *RedShift 5*.
·   Speeded up sound in some parts of *RedShift 5* (but not in animations).

To overcome any of these problems, you should:

1.   From the 'Start' menu, choose 'Settings', then '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', then click 'Apply'. If the drivers are present on your computer then an update occurs. If the drivers are not present you will be asked for your Windows disc. 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', then click 'Apply'. 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, and it doesn't just 'think' they are.

If this does not work then...

6.3   Sounds are 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 at 50%. 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 drive's documentation to ensure that it is a quad-speed, or faster, CD-ROM drive. If you do have a quad-speed CD-ROM drive, and have no 'CDROM' icon in Device Manager (you can check this by selecting 'Control Panels' from the 'Start' menu, and by double-clicking on the 'System' icon. Select the 'Device Manager' tab and check to see if a 'CDROM' icon appears in the list), then you should follow the advice in about 'smrtdrv' in sections 7.1 and 7.2 of this Read Me.

6.4   Sound plays too quietly

Make sure 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 could try new speakers or headphones to see if they solve the problem.

7.   Running out of memory or running slowly

RedShift 5 uses your computer's system memory to display pictures. If you find that *RedShift 5* 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.   Users with no 'CDROM' icon in Device Manager (you can check this by selecting 'Control Panels' from the 'Start' menu, and by double-clicking on the 'System' icon. Select the 'Device Manager' tab and check to see if a 'CDROM' icon appears in the list), should restrict the Disk Cache setting that controls the size of the disk cache for use inside Windows to 512K or less.
2.   Close any unnecessary applications, including any DOS Terminate and Stay Resident programs (TSRs) you may have installed.
3.   Check that your computer has at least 64Mb of memory. You can do this by right-clicking on your My Computer icon and selecting Properties. Look under Computer for the amount of RAM installed.
4.   Ensure that there is plenty of available hard disk space to allow the swap file to grow if necessary; at least 100Mb is recommended.

8.   Printing

Printing screens from *RedShift 5* may take several minutes, depending on the type of printer you use. Since screen and printer resolutions 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.

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-bitmap pictures from a different application to see if all printing is affected. Also make sure that you have the latest 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).

Use the Printer Wizard to reinstall your printer. Do this by going to the 'Start' menu and selecting 'Settings', then 'Printers'. Follow the instructions that appear on your screen.

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 pays the bill before you use the Online feature described below.

Warning: If you are already connected to the Internet and try to connect again, then a second, concurrent browser session will be started.   Each subsequent attempt to connect to the Internet 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 browser session at a time.

Online usage
Much of RedShift 5's content is in HTML form. Whilst you are looking at the Dictionary, Photo Gallery, Record Breakers or Help, the information is coming from your copy of RedShift 5.   If you choose to link to the News section, your computer will attempt to connect to the Internet.   Only at that point are you on-line and possibly incurring on-line charges (this depends on your Internet service). If you have a dial-up connection, be sure to disconnect from your service once you have finished reading on-line material.

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 *RedShift 5* and try the Internet connection again.

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