Welcome to Disney/Pixar's Action Game, Toy Story 2!

This Parents' Help File contains information that can be used to help your system run **Disney/Pixar's Action Game, Toy Story 2** with the best possible performance. Please be aware of the following issues when running **Disney/Pixar's Action Game, Toy Story 2** on your Windows 95/98 computer system:

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 Guest Support section of Disney Interactive's Web site (www.disneyinteractive.com) and the Fax-on-Demand Service. These support options provide 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 Help File for more information.

MINIMUM AND RECOMMENDED SYSTEM CONFIGURATIONS

Minimum System Configuration:

If your system does not meet any one of the following minimum system requirements, **Disney/Pixar's Action Game, Toy Story 2** will not run properly.

Microsoft(R) Windows 95 or later
Pentium-class 166MHz processor
32 MB RAM
60 MB free hard disk space
Quad-speed (4x) CD-ROM drive or faster
DirectX-compatible 4MB video card
DirectSound-compatible sound card
Supports Windows-compatible joysticks
Supports DirectX- and Glide-compatible 3-D cards

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Recommended System Configuration:

Disney Interactive Customer Support recommends the following system specifications for your computer to run **Disney/Pixar's Action Game, Toy Story 2** with the best possible performance.

Pentium™ 200 MHz MMX or faster
64 MB RAM
180 MB free hard disk space for normal install
8 MB or more DirectX-compatible 3-D Accelerator video card
Eight -speed (8x) CD-ROM drive

INSTALLING DISNEY/PIXAR'S ACTION GAME, TOY STORY 2

Microsoft Windows 2000 Disclaimer:

Although this product is designed for use with Microsoft Windows 95 and above, Disney Interactive cannot guarantee its compatibility with Microsoft Windows 2000. This product will install on systems using Microsoft Windows 2000, but it has not yet been thoroughly tested and certified with the new Microsoft Operating System. Once Microsoft Windows 2000 is officially released, you may refer to the Customer Support section of the Disney Interactive web site at www.disneyinteractive.com for additional compatibility information.

Exit all other programs and applications when installing **Disney/Pixar's Action Game, Toy Story 2**. Also exit any active screen savers, utility programs, anti-virus programs, energy saver applications or shell programs to ensure that these programs will not interfere with installation. When all other programs have been closed, insert the CD 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. During installation, you will be given an opportunity to electronically register the program.

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.

STARTING DISNEY/PIXAR'S ACTION GAME, TOY STORY 2

Make sure you have successfully installed **Disney/Pixar's Action Game, Toy Story 2**. See the previous section for installation instructions . When you are sure that the program has been successfully installed, exit all programs, screen savers, utility programs, anti-virus programs, energy saver applications, shell programs or any features that add pointer trails to ensure that these programs will not interfere with installation. When all other programs have been closed, insert the CD in the CD-ROM drive.

If your CD-ROM drive is AutoPlay-compliant, a prompt will automatically appear when the CD is inserted in the CD-ROM drive. Click on **Play** to start the game. If the prompt does not appear, click on **Start** and point to **Programs**; from the Programs sub-menu, point to **Disney Interactive** and then to **Toy Story 2 Action Game**. From the **Toy Story 2 Action Game** sub-menu, click on **Toy Story 2 Action Game**.

As you enter the program, you will be presented with an option screen to set different modes and resolutions. Text boxes will guide you through the set up.

Pressing the F3 key will allow you to increase the screen resolution size.
Pressing the F4 key will allow you to decrease the screen resolution size.

NOTE: If your computer is using an older, first generation 3D card, you may experience slow frame rates and choppy game play. If this is the case, change to Software mode and reduce the screen size. A smaller screen size will result in better game play.

PLAYING DISNEY/PIXAR'S ACTION GAME, TOY STORY 2

KEYBOARD COMMANDS

Arrows = Move Buzz

CTRL = Fire

Spacebar = Jump

Shift = Spin/Foot Slam

Q = Target lock

Tab = Targeting

Delete (passive camera) = Swing view left

Delete (active camera) = Turn Buzz left

Page Down (passive camera) = Swing camera right

Page Down (active camera) = Turn Buzz right

Enter (during gameplay) = Pause

ESC (main menu) = Cancel

Spacebar/Enter (main menu) = Begin a level

F1 = Jump/Accept

F2 = Menu

F3 = Decrease screen size

F4 = Increase screen size

F5 = Decrease detail

F6 = Increase detail

JOYSTICK COMMANDS

A = Jump

B = Laser

C = Spin/move/foot slam

X = Helmet cam

Y = Target lock

L (passive camera) = Swing camera left

L (active camera) = Turn Buzz left

R (passive camera) = Swing camera right

R (active camera) = Turn Buzz right

Start = Pause

NOTE: The following keys cannot be reconfigured:
Arrow keys, ESC, F1, F2, F3, F4, F5, F6

If you are not using a 10-button gamepad or joystick, both the controller and the keyboard must be utilized to play the game.

UNINSTALLING DISNEY/PIXAR'S ACTION GAME, TOY STORY 2

To uninstall the program, place the disc in the CD-ROM drive. When the AutoPlay window automatically opens, click Uninstall.

If the AutoPlay window does not open, click on **Start** and point to **Programs**; from the Programs sub-menu, point to **Disney Interactive** and then to **Toy Story 2 Action Game**. From the **Toy Story 2 Action Game** sub-menu, click on **Uninstall Toy Story 2 Action Game**. Follow the on-screen instructions to complete the uninstallation.

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 are constantly updating 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** or from Disney Interactive's Fax-on-Demand Service. 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.

TROUBLESHOOTING

TROUBLESHOOTING TIPS

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.

FREQUENTLY ASKED QUESTIONS

Q. Game locks up at the point a movie clip should play

A. DirectX Media hasn't installed properly. You will need to reinstall DirectX Media. To do this, locate the DirectX folder on the Toy Story 2 Action Game CD-ROM.

From the Desktop, double-click on My Computer. In the My Computer window, right-click on the Toy Story 2 Action Game CD-ROM icon and select Explore. In the resulting window, locate the Setup folder and double-click on it. In the Setup window, double-click on the DirectX folder. In the DirectX window, double-click on DirectXsetup to reinstall DirectX.

Q. I can't see through Buzz Lightyear's helmet/ Buzz Lightyear's helmet is black

A. Your 3D accelerator card does not support all the Alpha-blending modes required by Toy Story 2 and therefore cannot produce the necessary transparency effects needed in order to play the game properly.

Q. I get black boxes around icons or strange, thick black outlines around enemies weapon blasts

A. Your 3D accelerator card does not support Alpha-blending, and therefore cannot produce the necessary transparency effects needed in order to play the game. To increase performance, try reducing the screen size using the F3 key and try reducing the detail level by pressing the F5 key. Also change your render method to Software.

Q. I have a 3D Accelerator graphics card, but the game runs very slowly

A. **Disney/Pixar's Action Game, Toy Story 2** should run well on almost any Direct3D compatible 3D accelerator card that supports Z-Buffering and Alpha-Blending. Similar to the alpha-blending problem detailed above, your card may be lacking certain key hardware functions in order to display the game correctly. Although the majority of 3D accelerators will be fine, there will be instances where incompatibilities exist. To increase performance, try reducing the screen size using the F3 key and try reducing the detail level by pressing the F5 key. Also change your render method to Software.

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

1. Verify that Windows 95/98 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, then click on the **Properties** button for more information. If there are no conflicts, make sure that Windows 95/98 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 ensure 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 **Disney/Pixar's Action Game, Toy Story 2** 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 exiting all programs that appear in the Task List (except **Explorer** and **Systray**) and disabling any utilities that load at startup. Programs that run in the background, like anti-virus programs, screen savers, energy savers, or other programs that may not appear to be open, 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**. After making a change, restart the program and test for the error. If the error recurs, continue selecting alternate settings until the problem is resolved. If the error can not be eliminated, restore your original setting 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 ensure 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 ensure 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 95/98. 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 95/98, 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 95/98?

Unfortunately, there are some CD-ROM drives that do not support the AutoPlay functions of Windows 95/98. Contact your CD-ROM manufacturer to see if they have updated drivers that would make your CD-ROM drive AutoPlay compliant.

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
Note any recent changes to your system

NOTE: Phone numbers for the following support options can be found in the manual for this product.

Internet Support

The Disney Interactive Guest Support Web Site contains a variety of information that can 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 **Guest 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.

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 7:30 a.m. to 5:30 p.m. (Pacific Time).

TDD Support

Our Customer Support for the hearing impaired is available by telephone Monday through Friday from 7:30 a.m. to 5:30 p.m. (Pacific Time).

Replacing A Lost or Damaged Item

If you need to replace a lost or damaged item, please call the phone number listed under Automated Telephone Support in the program manual. There is a $10.00 fee to replace a CD-ROM.

DirectX

DirectX is a low-level API (Application Program Interface) designed specifically for high-performance applications like games. DirectX provides protection while utilizing direct access to hardware, such as sound and video cards. The technology takes advantage of available hardware accelerators and emulates accelerator services when accelerators are not present.

DISPLAY ISSUES

In order to run **Disney/Pixar's Action Game, Toy Story 2** properly, verify that your video display is set to a color depth of either 16-bit or higher color. For instructions on changing your color depth, click the **Display Properties** Icon below.

 Display Properties

NOTE: There is no need to adjust your Display Resolution to run **Disney/Pixar's Action Game, Toy Story 2**. When the program begins, your Display Resolution will be adjusted, if necessary. Once you are done playing **Disney/Pixar's Action Game, Toy Story 2**, your original Display Resolution setting will be restored.

DIRECTX TROUBLESHOOTING

To run DXDIAG, click here 

NOTE: If the above link does not access DXDIAG, please click "Start" and select "Find" – "File or Folders." In the "Named" field, type in DXDIAG. (Make sure the "Look in" field is pointing to the C: drive). Click "Find Now" and in the resulting search below, double-click on "Dxdiag" icon containing a yellow "X."

When DXDIAG starts, the following tabs will be displayed: Help, DirectX Files, DirectX Drivers, Display, Sound, Music, Input, and More Help.

The Help tab contains system information about the computer and specifies the version of DirectX installed on your computer. The system information includes: system date, computer name, operating system version and language, processor type, memory, swapfile size, and DirectX version.

The DirectX Files tab contains the filenames and version numbers for all DirectX files installed on the computer. If DXDIAG detects any problems with any DirectX files, a warning will be displayed in the Notes box.

The DirectX Drivers tab contains the name, certification status, and version number for each DirectX driver file installed on the computer. If DXDIAG detects any problems with any DirectX drivers, a warning will be displayed in the Notes box. If any of the drivers have not certified by the Microsoft Windows Hardware Quality Labs, a message stating this will appear in the Notes box.

The Display tab contains detailed information about your display settings, and allows you to disable hardware acceleration for DirectDraw and Direct3D. On this tab, you can also test DirectDraw and Direct3D. If DXDIAG detects any problems with any display settings or driver files, a warning will be displayed in the Notes box.

The Sound tab contains detailed information about the sound card settings and driver. On this tab, you can test DirectSound. If DXDIAG detects any problems with the sound card or driver files, a warning will be displayed in the Notes box.

The Music tab contains the current MIDI settings. On this tab, you can test DirectMusic. If DXDIAG detects any problems with any MIDI settings, a warning will be displayed in the Notes box.

The Input tab contains the input devices (Joystick, Gamepad, Steering Wheel) connected to the computer and the input drivers installed on the computer.

At any time during the troubleshooting, the DirectX information can be saved to a text file by clicking on the Save All Information button.

If your sound and display drivers are not listed as Certified, contact your computer manufacturer to verify that the drivers currently installed on your system are the latest available and that they are compatible with DirectX. If Certified drivers are not available, drivers that are compatible, but not certified, should run the program with an acceptable level of performance. If your sound and video card drivers are not compatible with DirectX, the program may not run properly.

CHANGING COLOR DEPTH

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) or higher.
4. Click **Apply** to enact the change.

Note: On some systems, if display settings were changed, you will be prompted to restart the computer for the 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.