

Technical Support

Glamour Girls III and the entire line of Acme Multimedia Products have been programmed to eliminate nearly all conceivable technical problems. Occasionally, some do crop up. If they do, don't hesitate to contact us via e-mail. Our address is GGirls123@aol.com and we usually respond within 24 hours. Be sure to include information about your system's specifications.

A few general tips:

Something that might be helpful in increasing performance is to make sure that Glamour Girls is the first and only program running.

On Windows computers, be sure that your video card is set for 256 colors: It provides the best balance between visual quality and program performance.

The most common problems we hear about are Quicktime related. Here is a "quick" Quicktime primer.

For the Macintosh:

To properly install the Quicktime extension, drag it from the Glamour Girls III CD to your CLOSED System folder. A dialog box will appear asking you if you'd like the Quicktime extension placed in the extensions folder. Click OK. Close all active programs and restart your Macintosh. Run Glamour Girls III and the video should appear without a problem.

For Windows machines:

If you have an earlier version of Quicktime for Windows installed and you install a newer version, the installer may not properly eliminate or modify the older files. So, before installing the latest version, remove all files from the older version.

Installation is simple. Run the setup.exe file (it's in the QTW folder) and follow the on-screen instructions. If you are unsure how to answer any of the questions, consult the manuals and support staff for your hardware, software and OS providers. Generally, the default answers are appropriate for most systems.

If video problems persist on either the Macintosh or a Windows computer, try the following things before contacting Technical Support. The answers will help us solve your problem.

- Run Glamour Girls III. Does everything else work besides the videos?
- Run the Glamour Girls III videos from an external Quicktime viewer (like MoviePlayer on the Macintosh or the MediaPlayer built into Windows). Do they run?
- Copy one of the .mov files to your hard drive. Run from the external player. Does it work?
- Run other CD-ROMs with Quicktime from your CD-ROM drive. How do they perform now. You must do this now. You can't rely on the fact that they ran at some point in the past. Changes to your system can occur, especially if you have installed ANY new software.

- Give us a call with the results. We'll sort through them with you.

On the Macintosh the second most likely culprit if Glamour Girls III is not running properly is a software conflict. To see if this is the case, you need to create a temporary folder on your desktop in which to place all unneeded extensions. You will definitely need the extensions that run your CD-ROM and the Quicktime extension, so leave them in the Extensions folder. Restart your computer and run Glamour Girls III again. If it runs, you know that one of the other extensions conflicts with the Glamour Girls III program. You can begin replacing the extensions a few at a time, restarting and running Glamour Girls III. This process is much easier if you use one of the many extension managing programs available. In fact, System 7.5 has one built in.

On Windows machines, the second most likely culprit if Glamour Girls III is not running properly is an outdated video driver. Contact your video card or monitor vendor to find the most up-to-date drivers and install them. Frequently, the drivers can easily be found and downloaded from the major on-line services or the vendor's own BBS. There is usually no charge for the drivers.

