

**Family Album Creator Requires 256 Colors**

If you receive the error message "Family Album Creator requires 256 colors to run", it means that the video card and driver you are currently using don't support 256 colors or higher. Make sure your video card and driver support 256 colors. Check your video card documentation or contact the manufacturer of your video card if you are unsure.

**To change your display setting to 256 colors in Windows:****For Windows 3.1:**

1. Double click on the Windows Setup icon in the Main program group in Program Manager.
2. From the Options menu in the Windows Setup dialog, choose Change System Settings.
3. Change the display setting to one that is suited to your video card and supports 256 colors. Contact the manufacturer of your video card if you are unsure.

**For Windows 95:**

1. Select Control Panel from the Start/Settings menu.
2. Double click on "Display".
3. Select the "Settings" tab.
4. Change the "Color Palette" to 256 colors or higher.

**Note:** Even if your video card has the ability to switch your display setting without restarting Windows, you must restart Windows manually before you run Family Album Creator again.

The first time you start Family Album Creator after you change your display setting, the program might test your video driver performance and compatibility so that Family Album Creator will look its best on your system.

**Memory Requirements**

If your machine has only 4 MB of random access memory (RAM), you will need a minimum of 4 MB of swap file to run Family Album Creator. If you don't have a large enough swap file, you'll get an "Out of Memory" error message when you start Family Album Creator. A minimum of 8 MB of swap file is necessary to play videos and perform other memory-intensive tasks in Family Album Creator.

Swap file settings can be changed using the Control Panel in the Main group of the Program Manager. Search for "swap file" in the Control Panel Help for instructions on changing this setting.

In addition, if your machine has only 4 MB of RAM, you must restrict Smartdrive to a maximum cache size of 128K in Windows and remove any ramdrives or other programs which use more than 64K of memory. Family Album Creator's performance increases if it has more RAM. A minimum of 575K of free conventional memory is recommended.

**Out of Memory Errors**

If you receive an "Out of Memory" error message, you don't have enough memory to run Family Album Creator. Try quitting other Windows applications to free up memory or increasing your swap file size (see Memory Requirements above).

## **Remembering Your Passwords**

Write down your passwords and keep them in a safe place, or use passwords you can remember easily. If you forget the password for a book, you won't be able to edit that book again. If you forget your personal wall safe password, you won't be able to open the safe and get out any books you've stored there. Creative Wonders Technical Support CANNOT unlock a password-protected book or safe if you forget the password.

## **Recording Considerations**

If you have problems recording on your computer, make sure your microphone is plugged in and increase your recording level. Family Album Creator does not check for low sound levels.

**Note:** Family Album Creator sound files are compressed and cannot be read or edited in most .WAV editors.

## **TrueType Font Considerations**

Family Album Creator relies on the use of TrueType fonts. If you turn off TrueType fonts in Windows, Family Album Creator fonts won't display properly.

To turn on TrueType fonts:

1. Double click on the Control Panel icon in the Main program group in Program Manager.
2. Double click on the Fonts icon in the Control Panel program group.
3. Click on the TrueType button in the Fonts dialog.
4. Check the box beside Enable TrueType fonts and click on OK.

## **Large Font Considerations**

If your video display driver uses Large Fonts, you may not be able to enter text into some of the fields on forms pages in Family Album Creator. To fix this problem, change your video driver to one that does not use Large Fonts.

## **Printer Considerations**

If you're printing color or grayscale transparent graphics on a color printer:

Some printers do not print the transparent graphics with the full color palette in the slower transparent mode. This is because some print drivers will omit certain colors. The Canon Bubblejet 600e can be changed to "Matched Screen" color to print these graphics properly. However, the HP 500 series, Leximark Execjet II, and many other color printers must use the fast non-transparent mode for labels and media icons to utilize the entire color palette. Change the setting for transparency in the Print dialog box. The option is called "Fast printing for transparent graphics".

*If you're using an Epson color LX300 dot matrix printer:*

Set the orientation of your page to Portrait in the Print Setup dialog before you print your Family Album Creator book. If you print your book in Landscape orientation, the text does not print properly.

*If you're using a Hewlett-Packard HP 4 series printer:*

Set your printer to Raster mode so that you can print transparent icons and labels faster with your Family Album Creator book.

*If you're using an NEC 95 laser printer:*

Set your printer to emulate an HP LaserJet IIIP printer to print your Family Album Creator book. If you use its own Postscript setting, you'll get a fatal error message.

*If you're using an Epson Stylus 300, Okidata 9pin, or Epson LX-300 printer:*

Change the colored text in your Family Album Creator book to black and white to print on these printers.

*If you're using an Epson LX-300, Canon BJC 600, Panasonic KX-P2135, or HP DeskJet 500 series printer:*

These printers alter the text colors in your Family Album Creator book when you print it. For these printers, it's best to change the text to black and white for printing. For the Canon BJC 600 printer, switch the mode to "Matched Screen" to use all the colors. The lightest pink color in the Family Album Creator color palette doesn't show up on most printers.

### **RTF Support**

Rich Text Format (RTF) support for importing files is limited. You will see some RTF code when the Family Album Creator program can't translate that particular RTF information.

### **Directory Names with an Extension**

The Family Album Creator spell check feature will not work properly if you have installed Family Album Creator into a directory whose name has an extension (a directory with a period in its name). For example, if you installed Family Album Creator into a directory called FAMILY.FAC, the spell check feature will not work.

To fix this problem, please install Family Album Creator into a directory without an extension or rename your Family Album Creator directory. Note: Since Family Album Creator does not support Windows 95 long directory names, please make sure that the DOS equivalent of your long directory name does not have an extension.

### **Other Creative Wonders Software products**

See your local dealer for your our other exciting software products, or call Creative Wonders at 1-800-KID-XPRT.

If you have questions about this or other products within the Creative Wonders product lines, you can mail us at:

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