TWIG

Time Warner Interactive Group Sampler
CD User's Guide for MPC

Welcome to the TWIG Sampler CD.

This file contains information which will make sure you get the Sampler CD up and running as quickly as possible.

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Setting up Your System

Quick Start

To start the TWIG Sampler CD, follow these steps:

1. Insert the CD as you would any other CD-ROM.
2. Run Windows.
3. Double-click the File Manager icon (usually found in the Main program group).
4. Select the root level of your CD-ROM drive (the highest level folder).
5. Double-click MPC_SAMP.EXE.
6. Click Yes to install Video for Window (if asked) on your system. That's it - you're on your way!
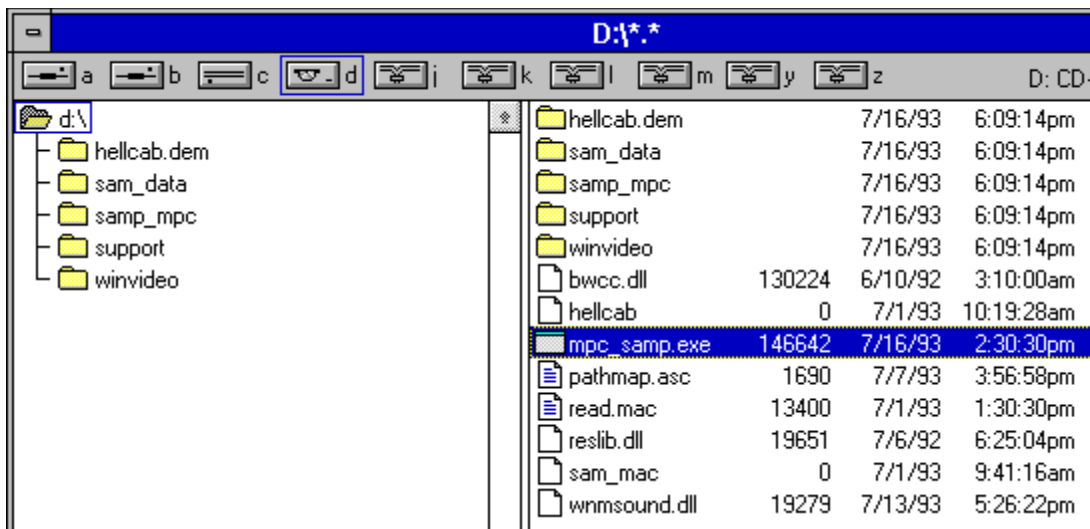

Figure 1. Selecting MPC_SAMP.EXE from the File Manager.

Detailed Setup
The TWIG Sampler CD requires the following hardware and software:

System Software
The TWIG Sampler runs under Microsoft™ Windows operating system version 3.1, and Video for Windows. Video for Windows allows you to play motion video on your computer without specialized hardware. It is required to play the movies in some of the applications on the TWIG Sampler. If you have not previously installed it, you will be asked if you want to install Video for Windows the first time you run the TWIG Sampler CD-ROM. To install Video for Windows, click the Yes button on the dialog box that appears when you run the Sampler (See Figure 2 below). (Note: The Microsoft Video for Windows installation program indicates that you may change the destination drive if you do not have enough room on your hard disk. This is an error. You must install Video for Windows onto the hard disk which contains Windows.) In addition, the TWIG Sampler is designed to be run with your video display set to 640 X 480, and 256 colors.
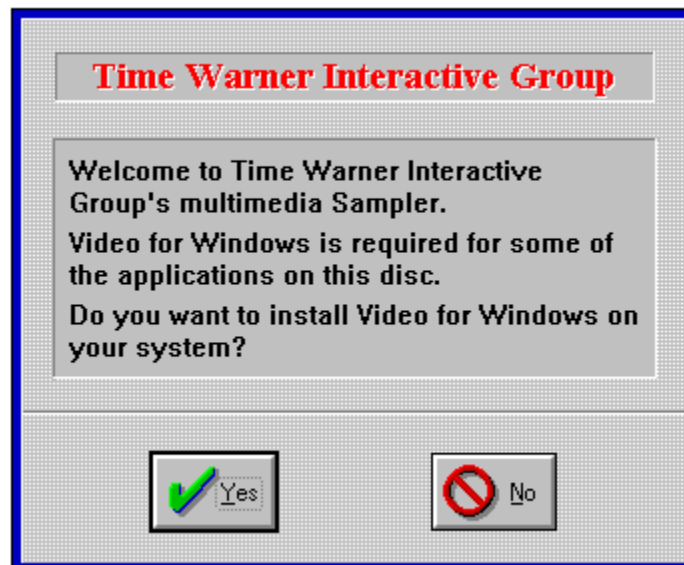

Figure 2. Select Yes to install Video for Windows from the dialog box.

System Hardware
The TWIG Sampler requires a Multimedia PC or equivalent (includes 80386 sx or higher microprocessor, 30 MB hard disk, CD-ROM drive with at least 150 KB/sec transfer rate, VGA+ display - 256 colors and 640 X 480 resolution, MPC-compatible audio board and mouse), or personal computer with Multimedia PC upgrade kit (CD-ROM drive and qualified audio board).

Creating an Icon
If you would like to add an icon for the TWIG Sampler to one of your program groups, click and drag MPC_SAMP.EXE from the File Manager to a program group in the Program Manager. (Note: You will need to have both the File Manager and the Program

Manager visible to do this.) An alternate method of adding an icon to a program group is explained below.

Creating An Icon
1. Select a program group from the Program Manager by clicking on it.
2. Choose New from the File menu in the Program Manager.
3. Select Program Item and click on OK.
4. Enter a description in the Description field of the dialog box. For example, you might type "TWIG Sampler".
5. Hit Tab or use the mouse to select the Command Line field in the dialog box, and type the CD-ROM drive letter, a colon, a backslash and MPC_SAMP.EXE. For example, if youur CD-ROM drive letter is "D", you should type this:
"D:\MPC_SAMP.EXE".
6. Hit Tab or use the mouse to select the Working Directory field in the dialog box, and enter the letter of your CD-ROM drive, a colon and a backslash. For example, you should type "D:\" if your CD-ROM drive is drive "D."
7. Select OK to add the icon to your program group.

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Operating the CD

This section is small because - you guessed it - there is nothing to it. Just put the CD in your CD-ROM drive, and double-click MPC_SAMP.EXE from the File Manager to launch the application. (Note: Do not use the Run command to start the program unless you have made the root level of your CD-ROM drive the current working directory. See the Trouble Shooting Section below.) Once the program launches, you will see an opening screen, then a screen featuring a stack of CDs. The Sampler is almost completely interactive, so you can choose which TWIG product you'd like to know more about and click the appropriate CD.

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Trouble Shooting Guide

You may never encounter a problem running your TWIG CD, but this section will help if you do. Or you can contact the TWIG Technical Support Department at (818) 955-9999.

Program does not run
Error Message: "PATHMAP.ASC not found," followed by several other error messages, and then the program crashes before launching.

Solution: You need to have the root level of your CD-ROM drive the current working directory. To do this, select the root level (the highest level folder) of the CD-ROM drive from the File Manager (see the Figure 1 above). Now you can either run the program from the File Manager by double-clicking on MPC_SAMP.EXE, or select the Run command from the File menu and type "MPC_SAMP". If you have created an icon for the TWIG Sampler, make sure that the Working Directory property has the CD-ROM drive letter, a colon, and a backslash (for example, D:\). The Properties function of a program item is found in the File menu of the Program Manager.

Error Message: "File not found," or "Can not read from drive D (where D is your CD-ROM drive)."

Solution: This usually means that for some reason, MPC_SAMP.EXE has lost touch with the CD-ROM. Check to see if anything strange is going on with your CD-ROM drive: Did it become suddenly unplugged? Did someone set a file cabinet on top of it? Did the CD get taken out for some reason? Finally, check the CD itself (the unprinted, bottom side) for fingerprints or smudges. If you find any, remove them with a clean, damp, soft cloth, wiping from the center of the disc to the outside edge. Don't wipe in a circular motion around the CD. Reinsert the disc and try again. If problems persist, check SCSI connections, cables and ID numbers and consider replacing the CD-ROM driver with an updated version.

Error Message: "Cannot find file (or one of its components)," or "No application is associated with this file."

Solution: The TWIG Sampler contains Macintosh programs as well as MPC programs. Be sure you have selected MPC_SAMP.EXE (from in File Manager).

Audio problems
Problem: No audio, or the audio level is too low.
Audio on the TWIG Sampler plays back through the internal audio board, and head phones, external speakers or the internal PC speaker if it is attached to the audio board (not the CD-ROM drive).

Solution: If there is no audio, make sure the Windows wave audio drivers for your audio board have been installed (to install these drivers, consult the reference manuals for your audio board). Also, make sure the volume is turned up on the audio mixer supplied with your audio board. If a cable is connected to your audio output jack, make sure the amplifier is turned on, and/or that your speaker batteries are charged.

Problem: Audio sounds scratchy.

Solution: The TWIG Sampler audio is low-fidelity, designed to play back through small external speakers. Under these conditions it should sound fine. However, if you listen to it through headphones or a hi-fidelity amplifier you may hear some scratchiness or hiss

due to aliasing problems with the 8-bit samples. This noise can be reduced by applying a low-pass filter to the audio. If you have a simple tone control, adjust it to reduce treble.

Video problems
Problem: Video movies do not play in any of the applications on the TWIG Sampler.

Solution: It is most likely that Video for Windows has not been properly installed. You can install Video for Windows yourself by following these steps:

1. Run Windows.
2. Go to the File Manager.
3. Insert TWIG Sampler into your CD-ROM drive.
4. Select the CD-ROM drive from the File Manager.
5. Select the WINVIDEO directory.
6. Double-click SETUP.EXE in the WINVIDEO directory.

Problem: Video does not play smoothly.

Solution: This problem is most likely caused by a video display card driver, or a video display card itself that is not efficient enough. Ideally, displaying images will require less than 30% of your CPU's capacity allowing plenty of processing power for other required tasks. However, if your system requires more than 30% of the CPU's time for displaying images, it is likely that the video will look "jerky." You should contact your video display card manufacturer and ask about more recent or improved versions of the driver and card.

It is also possible that this problem is caused by not having enough virtual memory (commonly called a swap file), or by having no virtual memory. To correct this problem, double-click the 386 Enhanced icon in the Control Panel, then click on the Virtual Memory button. Next, click on the Change>> button and change the parameters in the New Settings box to provide at least 2 MB of virtual memory, then restart Windows. (Note: You should accept the virtual memory size suggested by Windows.) For further information, either click on the Help button from the Virtual Memory dialog box, or consult your Windows reference manual.

Problem: Audio is not synchronized with the video.

Solution: If the sound does not seem to be synchronized with the video, it is most likely caused by your video display adapter, your sound card, and/or the current drivers you have installed. If you are experiencing problems, you should contact the manufacturers of the hardware in your system to have them give you information on the most recent versions of software and/or hardware.

Performance tips
Network playback performance.
Video for Windows requires a data rate of up to 150 KB per second. You will experience performance problems if you try to play AVI files with a slow CD-ROM drive, or over a

network with a lower data transfer rate. You also may experience performance problems if someone else is accessing your machine in a peer-to-peer configuration.

Tips for hard-disk playback of Video for Windows movies.
You may experience performance problems if you have copied Video for Windows movies (files with a .avi extension) to your hard disk, and your disk is fragmented. Use a utility program to de-fragment your disk, then restart the program. In addition, you may want to experiment with the Smartdrive, or other cache programs to optimize Window's use of memory. Finally, the movies included on the TWIG sampler are designed to be played back with your video display in 256 colors.

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