

Dr. T's Sing-A-Long™ MPC TROUBLESHOOTING GUIDE

Sing-A-Long has been tested thoroughly. We anticipate that any questions you have will be about device drivers for graphics boards, sound boards, and CD-ROM drives. Some resources that may be useful in solving problems are outlined in this guide.

SCREEN SAVERS

You may want to disable any screen savers while using Sing-A-Long. Screen savers will hide the Sing-A-Long screen if there is no keyboard or mouse activity for an extended period of time. This is likely to happen in **Juke Box** mode, or if you are using the **Repeat** option.

DISPLAY SETTINGS

Sing-A-Long runs in a fixed 640 x 480 window, and uses 256 colors. If your display is in 640 x 480 mode, this window will fill the entire screen. If your display is in a higher resolution mode, Sing-A-Long will only take up part of the screen.

In **Little Kids** mode, Sing-A-Long will take up the entire screen in any display mode. The animation window will still be the same size as it is in normal mode. If you want to increase the size of the animation on the screen, you need to change your display mode to 640 x 480.

If you run Sing-A-Long with only 16 colors in your display, the animations will not have the correct colors, and will not look as good as they do with 256 colors. If your display is using more than 256 colors, the animations will have the correct colors, but they will run more slowly than they do with 256 colors.

To get the best possible performance from Sing-A-Long, set your display to run in 640 x 480 x 256 color mode, as described in the next section.

CHANGING DISPLAY MODES AND DRIVERS

To change the display mode to 640 x 480 x 256 colors, open the **Windows Setup** icon from the **Program Manager**. This will be in the Main Program Group unless you have moved it. Select **Change System Settings** from the **Options** menu. Click to the right of the **Display** setting, and scroll to the setting that reads 640 x 480 x 256 colors. The exact wording will depend on the video card you are using.

If you have not installed a 640 x 480 x 256 color driver on your system, select **Other display ...**. In this case, you will need the software disk that came with your video card,

and you may also need the Windows installation disks. Follow the on-screen directions to complete this process.

After you have changed the display setting, restart Windows and rerun Sing-A-Long.

Video card manufacturers often update their display drivers, to improve performance or simply to fix bugs. There are many ways to get the latest drivers for your video card. Your computer dealer should have access to the current drivers.

Please attempt to install the most recent device drivers before calling Dr. T's technical support. The BBS and technical support numbers for some of the most popular hardware manufacturers are listed below. You can use these numbers to obtain current device drivers and obtain technical support for your peripheral devices.

VIDEO BOARD MANUFACTURERS

	Bulletin Board	Technical Support	Main
Ahead Systems	510-623-0961		510-623-0900
ATI Technologies Inc.	905-764-9404	905-882-2626	905-882-2600
Boca Research Inc.	407-241-1601	407-241-8088	407-997-6227
Diamond Computer Systems Inc.	408-730-1100 2400 baud 408-524-9301 9600 baud	408-736-2000	408-736-2000
Hercules Computer Technology Inc.	510-623-7449 510-623-7142 1200-14.4 baud 510-623-7034 9600 or 1200 or 2400 baud	510-623-6050	
National Design Inc.	512-329-6327	800-253-8831	512-329-5055
Orchid Technology Inc.	510-683-0327	510-683-0323	
Trident Microsystems	415-691-1016		415-691-9211
Truevision Inc.	800-848-8990	317-577-8788	317-841-0332
Tseung Labs	215-579-7536	215-968-0502	

SOUND BOARD MANUFACTURERS

	Bulletin Board	Technical Support	Main
Ad Lib, Inc.	418-656-0351	418-656-8742	418-656-8742
ATi Technologies Inc.	905-764-9404	905-882-2626	905-882-2600
Creative Labs	405-742-6660	405-742-6622	408-428-6600
Media Vision	510-770-0968	510-770-9905	800-638-2807
	2400-14.4 baud		
	510-770-0527		
	9600 baud		
Microsoft Corp.	206-936-6735	206-637-7090	206-882-8080

If you have a modem, you can obtain these drivers at no cost (except for standard connect-time fees and telephone charges) through CompuServe, GENie, Microsoft OnLine, and the Microsoft Download Service (MSDL). When you connect to any of these services, read the WDL.TXT file for downloading instructions. The phone number for MSDL is (206) 936-6735. As of this writing, there is no connect time charge for using this service. If you do not have a modem call Microsoft at (800) 426-9400.

SETTING UP COMPUTER MUSIC

You must have the MIDI Mapper installed on your system and configured to play the internal synthesizer sounds in your sound card. You should also make sure that you have the MIDI Setup configured for the internal synthesizer and not external MIDI. This is a very common error.

In the main control panel select MIDI Mapper. If you are using a Sound Blaster Pro the port for each channel is set for SB Pro 2 Synth. An illustration of the MIDI Mapper is in the Help File. Select the heading "No Voices in File Selector." For other sound cards the MIDI setup would refer to the Onboard/Internal Synthesizer chip on that sound card. The program only uses channels 1-4. No patch map is used for any of these channels and each channel is active.

You can test your system's sound setup by loading the Media Player application that comes with Windows 3.1 or Windows for Multimedia. This program should be in your Windows directory.

ACCELERATORS, FILE COMPRESSORS, AND OTHER SOFTWARE AND HARDWARE

Dr. T's Sing-A-Long uses the full capabilities of your computer. We suggest that you not use any other programs while using Sing-A-Long. Running other programs may significantly affect the performance of Sing-A-Long. Performance may also vary according to the speed of your CD-ROM drive, particularly if you did not select the **Maximum Install** option when installing the program.

Sing-A-Long is designed to be used on standard MPC™ configured PC's. Dr.T's has tested the software extensively on a wide variety of systems. Accelerators, file compression applications, networked computers, or other non-standard hardware devices or co-resident software may affect the performance of Sing-A-Long. If you encounter difficulties using Sing-A-Long, disable any such devices or software programs to be sure they are not affecting performance.

If you still have questions about Sing-A-Long after reading this troubleshooting guide, call our Technical Support Department at 617-455-1458, between 10 AM and 4 PM EST.

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