

Private Eye Readme File  
Byron Preiss Multimedia Company, Inc.  
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To read this file on-screen, use the Page Down and Page Up keys.  
You can also print the file by choosing the Print command from the  
File menu in any Windows word processing program.

This READ ME file contains important information on the following topics:

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## 11. Credits

Private Eye credits  
Byron Preiss Multimedia Company masthead

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### 1. Private Eye Demo Quick Start

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To install this demo:

Make sure your monitor is set to display 256 colors at 640x480 resolution.

With Windows 3.1:

-Choose the Run command from the File menu.

Type the following in the Run dialog box:

D:\PVT\_DEMO\setup.exe

(If your CD-ROM drive is not D: then replace D: with the correct letter)

With Windows 95:

-Choose Run from the Start menu

Type the following in the Run dialog box and click OK:

D:\PVT\_DEMO\setup.exe

(If your CD-ROM drive is not D: then replace D: with the correct letter)

Restart Windows if a dialog asks you to do so.

To play this demo:

With Windows 3.1:

-Open the Private Eye Program Group. Double-click the Private Eye Program Item icon in the PVTEYE directory.

With Windows 95:

-Choose Programs from the Start menu. Select the Private Eye item in the Private Eye group. The main menu will appear after company logos and title screen.

If you choose "View an Investigation"

-Watch the animated scene. You will be asked to make a choice (the choices will be highlighted in yellow as they are described).

After the second scene, you will return to the main menu

If you choose "Search a Crime Scene"

-You will enter an interactive room where you can explore and take objects.

-The following is a descriptions of the cursors you will encounter:

a magnifying glass - you can get a closer view

a backward arrow - you get the previous view

right/left arrows - you turn around in the room

open hand - you can take an object

pointing hand - (by clicking the door) you can leave the room

If you choose "Sample Desktop Resources"

-Clicking any of the items on the screen gives you a sample of the various resources you will have access to in the game. If you click the notebook, you will get the main menu again

Tips and Shortcuts:

-You can also reach the desktop resources by clicking the gray border while viewing an investigation or searching a crime scene.

-You can fast-forward to the end of an animated scene by hitting Escape

-You can quit at any time by hitting Alt F4, or clicking "Quit" at the main menu.

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## 2. Problems Setting Up Private Eye

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Installing on Non-Windows Program Manager Systems.

Most Tandy Sensations use WinMate as their default desktop shell.

WinMate may cause a conflict with the setup procedure and needs to be disabled by changing the shell= line in the SYSTEM.INI file to read as follows: shell=progman.exe To change the shell= line in the SYSTEM.INI file:

1. From the Windows Accessories group, run Notepad.
2. Open the SYSTEM.INI file and comment out the shell= line in the (boot) section by typing a semicolon (;) at the beginning of the shell= line. This is the line that is loading the Tandy WinMate shell.
3. Create a new line under the commented shell= line that reads:  
shell=progman.exe
4. After saving the changes to the SYSTEM.INI file, exit and restart Windows. The WinMate shell will now be disabled and your shell will now be Program Manager.
5. Run Private Eye Setup

Upon completion of Private Eye Setup, you can change your shell back to the WinMate desktop, if so desired:

1. Edit the SYSTEM.INI file again by commenting out the "shell=progman.exe" line (adding a semicolon to the beginning of the shell=progman.exe line).
2. Remove the semicolon (;) in front of the previously commented "shell=" line that loads WinMate.

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## 3. Problems Running Private Eye

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General Protection Faults

When trying to run Private Eye, if a General Protection Fault occurs, quit and restart Windows. In many cases, the problem will not occur again.

General Protection Faults may occur if you have less than 8MB RAM or experience a conflict with particular software or hardware on your system.

A frequent cause of General Protection Faults is the use of outdated video drivers. Drivers are the soul of the machine. Video drivers are special software that tell your display how to function. Check to make sure you are using the latest video drivers available from your computer or video card manufacturer. Or, try installing the SVGA drivers that ship with Windows 3.11 and Windows for Workgroups. See section 5. Video Display problems for more information.

Reinstalling Private Eye

If you change the drive letter of your CD-ROM or experience unusual problems when running the game, you should reinstall Private Eye.

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## 4. Running In Low Memory or Running Slowly

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Improving performance in low memory

Private Eye uses your computer's system memory to display pictures and play sounds. If you find that Private Eye runs slowly or if you encounter out-of-memory errors, Private Eye probably does not have enough memory. Consider doing the following to improve your computer's performance:

1. Close all unnecessary applications.

2. Run Windows without network support by typing "win /n" at the DOS prompt.
3. Determine how much memory your computer has available by typing "mem" and pressing ENTER at the DOS prompt. You need a minimum of 8MB of total memory to use Private Eye . If you do not have at least 8MB of memory, you may not be able to run Private Eye until you add more memory.
5. If you are using Windows 3.1, we strongly suggest that you run Windows in Enhanced mode while playing Private Eye in order to improve performance. To see if you are running Windows in Enhanced mode, from the Program Manager Help menu choose About Program Manager (or from the File Manager Help menu choose About File Manager). In the bottom section of the dialog box, you should see the phrase "386 Enhanced Mode." If you do not see this phrase, you can force Windows to run in Enhanced mode by typing WIN/3 or WIN/E at the DOS prompt when launching Windows. Windows for Workgroups always runs in Enhanced mode and no message is displayed in the About dialog box.
6. If you are running Windows in Enhanced mode, set up a permanent Windows swap file (virtual memory) on your hard disk. Using a swap file can resolve problems caused by low memory. See your Windows User's Guide for more information.
7. Defragment ("clean up") your hard disk by running a defragmentation program (MS-DOS 6.2 and above includes the program "defrag").

#### Improving performance with SmartDrive

Make sure you have SmartDrive 5.0 and MSCDEX 2.23. This new version of SmartDrive can cache data being read from the CD-ROM drive, greatly improving performance. Make sure smartdrv is after MSCDEX in your Autoexec.bat. For information on the current SmartDrive settings type "smartdrv" at the DOS prompt. For help with SmartDrive type "smartdrv /?" at the DOS prompt or consult your DOS User's Guide.

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#### 5. Skipping the Music Introduction

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To skip the music introduction, click the mouse button any time while it is playing. To view the introduction again, quit and restart Private Eye from Windows.

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#### 6. Quitting Private Eye or Switching to Windows

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##### Quitting

There are two ways to quit from Private Eye.

Method One: Hold down the ALT key and press the F4 key.

Method Two: Go to the main menu (click the white notebook on the desktop to display the Main Menu) and click Quit

##### Switching to Windows

There is only one way to switch to Windows:

Hold down the ALT key and press TAB

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#### 7. CD-ROM Problems

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##### Problems finding the CD-ROM drive

Make sure the Private Eye program is looking for the compact disc on the correct drive. Check to see if the drive letter for your CD-ROM drive has changed. You can use the Windows File Manager to determine which drive letter is assigned to the CD-

ROM drive. The Select Drive command in the Disk menu will say "CD-ROM" next to the CD-ROM drive letter. If the CD-ROM drive is moved or the drive letter is changed after installation of Private Eye, you will need to re-run the setup program in order for the program to re-log the CD-ROM drive letter.

#### Errors reading from the CD-ROM drive

If Private Eye is unable to read compact disc data properly, you may see a message that tells you that your computer cannot read from the drive letter of your CD-ROM. If you have an external CD-ROM drive, make sure the drive is connected to your computer, plugged in, and turned on. If you still see the error message after checking the points above, check the documentation that came with your CD-ROM drive or contact the company that supplied the drive. Make sure that your CD-ROM drive is MPC2-compatible. An MPC2-compatible drive "has an average seek time of less than one second and can transfer data from the compact disc at 300K per second while using less than 40% of the CPU bandwidth." Check the documentation that came with your CD-ROM drive to make sure it meets these requirements. An incompatible CD-ROM drive will slow down the performance of Private Eye.

#### CD-ROM drives requiring a swap file

Some CD-ROM drives require a swap file (virtual memory) to be active in order to function properly, even if your computer has 8MB or more of RAM as is required to run Private Eye. Check the user's guide that came with your CD-ROM. If you encounter this problem, set up a permanent Windows swap file on your hard disk. See your Windows User's Guide for more information.

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### 8. Video Display Problems

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#### Private Eye requires 256-color mode

Private Eye is an 8-bit, 256-color application. In order to view Private Eye, you need a video card which supports at least 256 colors in 640x480 resolution. Private Eye requires you run in 256 color mode. Other modes may cause colors to appear incorrectly and may cause streaking or trails on the screen.

If your computer is running in 16-color mode, or in high-color modes greater than 256 colors, and your video card will support 256 colors in 640x480 resolution, you must run Windows Setup\* to change the screen driver to display Private Eye at 256 (8-bit) colors. Check your Windows documentation for information on changing video drivers.

Private Eye looks best in 640x480 resolution. If Private Eye is too small on your screen, you are probably running in a resolution greater than 640x480. To make Private Eye as large as possible on your screen, run Windows Setup\* and change your video driver to run in 640x480 resolution with 256 colors. You will then need to exit and restart Windows. The next time you launch Private Eye it will be the desired size on your screen.

\* NOTE: Some video cards have a separate program you may have to run to change the display mode. See your video card user's manual to check how to change your display resolutions.

#### Video driver problems

Private Eye may encounter display problems when using accelerated video drivers, video drivers with more than 256 colors, or high resolution video drivers. Make sure you are using the most recent video drivers available for Windows from your video card manufacturer.

To find out what video driver you are using, go to the Windows Program Manager Main group window and double-click the Windows Setup icon. To the right of "Display" you will see the name of the video driver currently in use. Make sure you are using the most recent Windows video drivers for your video card. Contact the manufacturer of your video card to determine if newer Windows video drivers are available.

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### 9. Audio Problems

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#### Conflicts with other applications

Audio problems can have many causes. Other applications that play sounds may interrupt sounds in Private Eye , because your computer cannot play sounds from two sources simultaneously. This is generally a temporary clash that will resolve itself.

#### Audio driver problems

If you experience problems with audio, you may need to upgrade your audio card driver. Contact the manufacturer of your audio card (see section 8 for contact information) to find out how to obtain a new driver.

#### Sounds play, but not very well

Sounds that are distorted or "fuzzy" have several possible causes. The most likely one is simply that your speakers are not of high quality

It is also possible that the software settings on your sound board are causing distortion. For example, if the sound card volume or "WAVE file input" is set to near its maximum, it will produce amplification distortion, just as it would on a stereo system. To find out how to change your sound board settings, check the documentation that came with your sound board

Your double-speed or faster CD-ROM drive should be MPC2 compatible. An MPC2-compatible drive "has an average seek time of less than one second and can transfer data from the compact disc at 300K per second while using less than 40% of the CPU bandwidth." Check the documentation that came with your CD-ROM drive to make sure it meets these requirements. An incompatible CD-ROM drive may work but give lower-quality sound or cause the sound to be interrupted while playing

#### Sound does not play at all

If you do not hear any sounds, make sure that the volume for

your speakers is set to an audible level.

If the sound is not playing in your screensaver make sure the screensaver sound setting is set to ON (see Turning Off Screensaver Sound section of this ReadMe file for more information).

If the volume is set to an audible level and you still hear no sounds at all, something may be wrong with your sound board setup. Check to see that the driver is installed correctly and, if necessary, reinstall it. Refer to the documentation that came with your sound card for more information on installing audio drivers. Please note that Private Eye requires an MPC-compatible sound board to be installed and is not intended to run with drivers which use the PC internal speaker, such as the unsupported "PC Speaker" driver. Such a driver will in most cases not play any sounds, and if the driver setup option "Enable Interrupts" is not checked, your system may crash. If you have both a sound board and the PC Speaker driver installed, it is preferable to un-install the PC Speaker driver

If you are having trouble hearing sound with the WAV files, check the following:

Go to your Drivers applet (Control Panel) and double-click on Soundscape DVD MIDI, WAVE, AUX. Ensure that you have WAVE A setup as 0 and that WAVE B is setup to Disable (Note: if there is something else in your system that is using those DMA channels, you will need to use another DMA setting such as 3).

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#### 10. Manufacturer's Contact Information for Audio Cards

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Phone numbers, mail and eMail addresses for product support

##### Creative Labs (Sound Blaster)

Technical Support

1523 Cimarron Plaza, Stillwater, OK 74075. USA.

Voice: (405) 742-6622.

FAX:(405) 742-6633.

BBS:(405) 742-6660.

##### Turtle Beach

Customer Support

Voice: (717) 764-5265.

FAX:(717) 767-6033. (Attn: Customer Support)

BBS:(717) 767-0238. (9600 Baud+, 8N1).

BBS:(717) 767-5934. (2400 Baud, 8N1).

CompuServe: 71333,2432

##### ESS

No Consumer Support Line

ESS does not manufacture cards, only distributes OEM chips.

Users with an audio card using an ESS chip should contact the manufacturer of their card.

Roland Corporation US

7200 Dominion Circle  
Los Angeles, CA 90040-3696  
USA.  
(213) 685-5141.

Adlib Gold  
Technical Support  
(418) 529-6252  
10 am to 5 PM EST, or 24 hour automated system.

IBM Customer Support:  
US Customer Support - (800) 772-2227  
Canada Customer Support - (800) 465-6666

The Microsoft Corporation (Windows Sound System)  
Microsoft FastTips, (800) 936-4200  
CompuServe, go Microsoft, or go mskb (Microsoft  
Knowledge Base).  
Microsoft Download Service: (206) 936-6735 8N1  
Canada: (905) 507-3022.  
InternetFTP to ftp.microsoft.com  
Technical Voice Support: (206) 635-7040, Canada (905) 568-  
3503.

Disney (Sound Source)  
Disney Software, Attn: Customer Service  
500 South Buena Vista Street  
Burbank, CA 91521-6385.  
Voice: (818) 841-3326  
BBS:(818) 567-4027 8N1

Media Vision (Pro Audio Studio 16, Win Sound System, Jazz)  
Customer Support:  
Voice: (800) 638-2807  
(510) 770-9905  
BBS:(510) 770-0968 (2400 Baud, 8N1)  
(510) 770-0527 (9600+ Baud, 8N1)

Logitech (SoundMan Wave)  
Product Support:  
Voice: (510) 795-8100  
BBS:(510) 795-0408  
FaxBack: (800) 245-0000.

Packard Bell (Sound 144)  
Customer Service:  
Voice: Hardware (800) 733-4411  
Software (801) 579-0161  
Canada(800) 263-0099  
Fax:(801) 579-0092  
Canada(905) 564-1142  
Auto Phone: (800) 733-4411  
BBS: (801) 250-1600 8N1  
Canada(905) 542-7359 8N1



Mediatrix Peripherals, Inc. (AudioTrix Pro)  
Voice: (819) 829-TRIX  
(800) 820-TRIX  
Fax:(819) 829-5100  
BBS:(819) 829-5101

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11. Credits  
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Private Eye credits

Raymond Chandler	Original Novel, "The Little Sister"
Barbara Lanza	Game Designer and Writer
Jeremy Ross	Producer
Brian Flumen	Associate Producer
Callisto Corporation	Programming

Please see the Credits section in the game for a full listing of the Private Eye team.

Byron Preiss Multimedia Company, Inc.

Byron Preiss	President
James R. Dellomo	Chief Financial Officer
John Mayo-Smith	Technical Director
Bill Wentworth	Creative Director
Jackie Snyder	Marketing Director
Jeremy Ross	Director, Brooklyn Multimedia

Founded in 1992, Byron Preiss Multimedia Company, Inc. develops and publishes a wide range of interactive multimedia software under several imprints. Private Eye appears under the Brooklyn imprint. Other Byron Preiss Multimedia titles appearing under the Brooklyn Multimedia imprint are Gahan Wilson's The Ultimate Haunted House, Robot City and Ray Bradbury's The Martian Chronicles. For more information, please contact: Byron Preiss Multimedia Company, Inc., 175 Fifth Ave., Suite 2122, NY, NY 10010

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