Troubleshooting Guide

This troubleshooting guide will provide you with information about the *Star Wars® Pit Droids™* **Mega Demo**. You will find solutions to common problems that were encountered while running this title and DirectX in the Windows 95/98 Operating Systems.

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-1- General Information

Supported Operating Systems

To be able to run *Pit Droids*, you must have Windows 95 or 98 as your operating system and your computer hardware must be DirectX 6.1 compatible. MS-DOS, Windows 3.1x, Windows NT 3.x, Windows NT 4.0 and OS/2 are not supported. For more information on DirectX, see Section 5 of this Troubleshooting Guide.

Minimum Requirements

Computer: 100% Windows 95/98 DirectX compatible computer required.

CPU: Pentium-class 166 MHz or faster processor required.

Memory: 32 MB or higher RAM required.

Graphics Card: 100% DirectX compatible PCI or AGP graphics card required.

Sound Card: 100% DirectX compatible 16-bit sound card required.

CD-ROM: 4X IDE or SCSI CD-ROM drive required.

Input Device: 100% Windows 95/98 compatible mouse and keyboard required.

DirectX: Microsoft DirectX 6.1 is included on this CD and must be installed to play *Pit Droids*. Please refer to **Installation** and **DirectX Setup** in this Troubleshooting Guide for more information about DirectX.

                        NOTE: Your system may require the "latest" Windows 95/98 drivers for your particular hardware.

QuickTime: QuickTime 4.0.2 is included on this CD and must be installed to play *Pit Droids*. Please refer to **Installation** and **QuickTime 4.0.2** in this Troubleshooting Guide for more information about QuickTime.

Installation: **Typical Install** requires 60 MB free hard drive space. It is recommended that you have an additional 50 MB of free space available after installing the game for the Windows swap file.

-2- General Troubleshooting

Star Wars **Pit Droids** was designed to run under Windows 95/98 with DirectX 6.1 and QuickTime 4.0.2. If the game unexpectedly freezes up, returns you to your desktop, or if you experience any other severe problems, you should try to properly shut down Windows and reboot your computer. (As a rule, you should never turn off your computer while the hard drive is active.) This will help prevent possible problems related to the error that you have experienced. It is especially important to reboot your computer before trying any of the troubleshooting tips included in this guide or before attempting to restart the game.

NOTE: If your computer reboots into Safe Mode, go to **Shut Down Windows** and choose **Restart the Computer**. This will put you back into Windows' normal operation mode.

I Can't Start *Pit Droids*. What Do I Do Now?

• Please check **DirectX Setup** (Section 5) in this Troubleshooting Guide to find out how to see if your computer hardware is DirectX 6.1 compatible.
• Check to see if your Windows desktop color palette is set to 16-bit color and the desktop area is set to 640x480. On some video cards, other desktop settings may cause problems in *Pit Droids*. Please consult **Video Issues** (Section 7) for more information.
• Check to see how much room is available on your hard drive to make sure that you have enough free space for *Pit Droids* to run. It is recommended that you have an additional 50 MB of free space after installing the game for the Windows swap file.
• Do you have any other applications running, such as memory managers, screen savers, or virus protection programs? Any of these may interfere with *Pit Droids*. Please refer to **Running Other Programs in the Background** in this section for more information.
• **Error**: **Cannot Initialize Sound System**. If you receive this error, another application may be using the sound system on your computer. Make sure that no other applications are running before attempting to start *Pit Droids*. Please refer to **Running Other Programs in the Background** in this section and **Sound Issues** (Section 8) for more information.
• The *Pit Droids* CD may be dirty or scratched, or the CD-ROM drive may be having trouble reading the CD. Please check **CD-ROM Drive Issues** (Section 9) for more information.
• If the letter of your CD-ROM drive changed after installing *Pit Droids*, you will need to uninstall the game and reinstall it with the new drive letter.
• You may have a corrupted installation. Try uninstalling, then reinstalling *Pit Droids*.

What Should I Do if my Computer Goes to a Black Screen or Locks Up?

If you end up at a black screen or the game appears to lock up, please press **ESC**, **SPACE BAR**, and **ENTER** before trying anything else. If this fails, press **CTRL-ALT-DEL** once and choose **END TASK** on *Pit Droids*, which will take you back to the desktop. If you do not see the dialog box after pressing **CTRL-ALT-DEL**, press **ENTER** twice and this should take you back to the desktop. Then restart your computer and try running *Pit Droids* again.

Why Do I Keep Getting Static Bursts In *Pit Droids*?

• Your sound card may not be fully DirectX compatible. Please look at **DirectX Setup** (Section 5) in this Troubleshooting Guide for information about how to check for DirectX compatibility.
• Your volume may be turned up too loud in Windows.
• On some machines, you may hear popping and static during QuickTime movies. This may be more prevalent if you have an ISA sound card.
• You may need to update the drivers for your sound card.

Please consult **Sound Issues** (Section 8) in this Troubleshooting Guide for more information.

Running Other Programs in the Background

Generally, we have found that it is not a good idea to run any other programs in the background while playing *Pit Droids*. Please turn off any active screen savers while running *Pit Droids*, as they may interrupt the game and cause problems. Various video, sound, or memory problems may occur if other programs are running, including virus-detection utilities. You may also need to disable or close programs that start from your StartUp folder which were added to load programs automatically when Windows is started, such as the Microsoft Office Toolbar. Some of these programs display icons on your taskbar. If you have icons on your taskbar, right-click on each of them and select the option to disable, unload, or close them before running *Pit Droids*. The next time you start your computer, these items will load once more and the icons will return. If you cannot disable them from the taskbar and you experience problems running *Pit Droids*, you may want to remove the program shortcuts

from the StartUp folder. For information about how to remove shortcuts, please consult Windows Help.

MS-DOS Memory Managers
If you are running any memory managers, such as EMM386 or QEMM, you may experience problems when running *Pit Droids*. Windows 95, Windows 98 and *Pit Droids* are protected mode programs and may have problems running with memory managers loaded. However, we do not recommend making any changes to your system configuration without first contacting your computer manufacturer.

Power Management
If your computer is equipped with a Power Management feature, you may want to disable it. Please consult your computer's documentation or the manufacturer for assistance in doing this. When Power Management is enabled, the following problems may occur:

• The game may crash or go to a blue screen when sleep mode activates.
• The Windows mouse cursor may appear when you come out of sleep mode.
• The monitor may go to a black screen while you are playing.

Desktop Color Palette and Resolution
If you experience problems running the game, we recommend that you set your desktop **Color Palette** or **Colors** to **High Color (16-bit)** and the **Desktop** or **Screen Area** to **640x480**. When running *Pit Droids* with your desktop set to a color palette other than 16-bit, some video cards may experience problems launching the game or you may see graphic corruption. In most cases, switching to High Color solves these problems.

Changing Your Desktop Color Palette and Resolution
Pit Droids is designed to run optimally in High Color (16-bit). To change your desktop color palette and resolution:

• **Right-click** on the desktop.
• Choose **Properties** from the pop-down menu.
• Click on the **Settings** tab.
    • **Windows 95:** Look at **Color Palette**.
    • **Windows 98:** Look at **Colors**.
        • Choose **High Color (16-bit)**.
    • **Windows 95:** Look at **Desktop Area**.
    • **Windows 98:** Look at **Screen Area**.
        • Move the slide-bar to **640x480** or **800x600**.
• Click **OK** to close this window.
• If your computer prompts you to restart, click on **Yes**.

Static or Distortion during QuickTime Movies when using USB Devices
When using a USB device, you may hear static and distortion in the audio during QuickTime movies. This occurs because the USB device requires a percentage of the CPU's processing time to run. Windows allocates 100% of the CPU to the programs that are running, such as *Pit Droids* and QuickTime, while some USB devices take up to 10% of the CPU, thus trying to use 110% of the resources.

Popping and Static during QuickTime Movies
On some machines, you may hear popping and static during QuickTime movies. This may be more prevalent if you have an ISA sound card. At the time this Troubleshooting guide was written, there was no solution for this problem.

Hewlett Packard HP4450

When playing *Pit Droids* on the Hewlett Packard HP4450, the QuickTime movies may run too fast. On some models of these systems, this can be corrected by following these steps:

- Go to the **Windows Control Panel**.
- Select the **Multimedia Control Panel**.
- Select the **Audio** tab.
- Select **Preferred Device** under **Playback**.
- Select **Game Compatible Device**.
- Select **Apply**.

Unfortunately, your system may not have the same selections available. If this occurs, please contact your hardware manufacturer for assistance on how to correct this.

-3- Installation

Installing the *Pit Droids* Mega Demo

Please check your available hard drive space before installation. **Typical Install** requires 60 MB of free hard drive space on your computer. We recommend that you have at least an additional 50 MB of free space available for the Windows swap file. Additional space may be required for your saved games and puzzles. If you have too little free space on your hard drive after installing *Pit Droids*, you may be unable to start the game. Too little free space on a hard drive could also affect other applications, such as word processors that need room to spool print jobs.

Installing DirectX 6.1

During the installation of *Pit Droids*, you will be prompted to install DirectX 6.1 if it is not already properly installed on your system. Microsoft DirectX is an application that allows *Pit Droids* to have instant access to your system hardware in the Windows environment. For more information, please consult **DirectX Setup** (Section 5) of this Troubleshooting Guide.

NOTE: It is always a good idea to check and write down what sound and video hardware you have in your computer before installing DirectX. To do this:

- Right click on the **My Computer** icon on your desktop.
- Choose **Properties**.
- Click on the **Device Manager** tab.
- Look at **Display Adapters** and **Sound, Video, and Game Controllers**. Write down your hardware devices in case you have to manually restore your video or sound card drivers.

Adding the Sound Recorder, Volume Control and Audio Compression

The Sound Recorder, Volume Control and Audio Compression are necessary components of Windows when using DirectX 6.1. If they were not installed when Windows was set up or they have been removed, you will want to add them before installing *Pit Droids*. If DirectX does not find any of these components when it is installing, it will prompt you for the Windows CD. This causes the DirectX installation to be incomplete and you may see the error **DXSetup Error -7** or **DXSetup Error -8** after changing to the Windows CD. If this occurs, you will need to reboot your computer, add the Windows components, then reinstall DirectX.

To add these components:

- Click on the **Start** button on your taskbar.

- Choose **Settings**.
- Choose **Control Panel**.
- Double-click on **Add/Remove Programs**.
- Click on the **Windows Setup** tab.
- Scroll down to **Multimedia** and select **Details**.
- Check the boxes next to **Audio Compression**, **Sound Recorder** and **Volume Control**.
- Click **OK**, then **OK** again to close both of these windows. You will be prompted for your Windows CD. Insert your Windows CD and follow the prompts to complete the installation of these components.

When these steps are complete, you may continue with the installation of DirectX 6.1.

Uninstall Warning
When you uninstall the *Pit Droids* **Mega Demo**, you may receive a warning stating that the uninstaller may not have removed everything. Here are a few reasons why you may see this message:

- You have other Lucas Learning programs on your computer. The Lucas Learning folder will not be removed from your computer because the other Lucas Learning programs are stored there.
- You may have created screen shots by pressing F12 while playing *Pit Droids*. Your screen shots will not be removed when you uninstall the game. You will need to manually remove these files from your hard drive.

Note: If you have taken screen shots with the F12 key you will have to manually delete those files.

Can I Move the *Star Wars Pit Droids* Mega Demo Folder After I Install?
If you wish to move the *Star Wars Pit Droids* **Mega Demo** folder to a new folder, uninstall first, then reinstall to the new location. Simply moving the folder will cause *Pit Droids* to stop working.

-4- Performance

Performance Issues in *Pit Droids*
When running *Pit Droids* on the minimum required system, you may experience the following issues:

- There may be stuttering in the voice and sound.
- There may be pauses or hitching during the cutscenes.
- When playing with grids on, there may be a slow down in performance.
- When the puzzle is zoomed in fully, the performance may be very slow and choppy.

If you experience any of these issues, we recommend that you use the typical installation in the full version of the game. Remember to save your puzzles and saved games when you uninstall so that you do not lose your progress in the game.

NOTE: You will not be able to save your puzzles or saved games in the *Pit Droids* **Mega Demo**.

Improving Performance of *Pit Droids*

Following are a few suggestions that may free up system resources and improve performance of *Pit Droids*.

To run *Pit Droids* with optimal performance:

- No other programs should be running in the background.
- System resources should be at least 85% free.
- There should be at least 50 MB of free hard disk space after installation.
- Your CD-ROM drive should have a sustained data rate of at least 600 KB per second.

To check for specific information on the items listed above, please consult the Table of Contents of this guide for the appropriate section numbers for any of the topics you have questions about.

Close out of all other programs before running *Pit Droids*.
This includes virus scanning, word processing and Internet programs. Simply disabling these programs will not help, as the programs will still use resources that are needed to run *Pit Droids*. If you experience problems completely closing programs that are running, consult the documentation for those individual programs. This is a common problem when trying to completely disable virus-scanning software.

-5- DirectX Setup

Technical Overview of DirectX
DirectX is a library provided by Microsoft to run inside the operating system and provide programmers with seamless access to all of the hardware features available today. The DirectX platform provides an environment that allows developers to use a standardized format when programming an application. This makes it easier to support a wide variety of different hardware features. Prior to DirectX, developers were forced to write hardware-specific code (with a specific driver for each different piece of hardware).

NOTE: Since DirectX is relatively new in the computer world, we have found that some older systems may contain hardware that may not be fully DirectX compatible. For optimum performance in *Pit Droids*, your system must fully support DirectX. Fortunately, many manufacturers are releasing updated drivers. If you are unsure whether your system will support DirectX, please contact the manufacturer of your system for more information.

Where to Find DirectX 6.1
DirectX 6.1 is included on this CD and must be installed prior to running *Pit Droids*. During the installation of *Pit Droids*, you will be prompted to install DirectX 6.1 if it is not already correctly installed on your system.

WARNING: Once you have installed DirectX, it is not easily removed from your system.

Write Down your Original System Configuration
NOTE: It is always a good idea to check and write down what sound and video hardware you have in your computer **BEFORE** installing DirectX. To do this in Windows 95 and 98:

- Click on **Start**.
- Select **Settings**.
- Choose **Control Panel**.
- Double click on **System**.

- Click on the **Device Manager** tab.
- Click on the plus sign to the left of **Display Adapters** and **Sound, Video, and Game Controllers**. Write down your hardware devices in case you have to manually restore your video or sound card drivers.

DirectX 6.1 Installation

During the installation of DirectX 6.1, you may be asked to insert the Windows installation disc. If this occurs, you may see an error during installation. The error could be either **DXSetup Error -7** or **DXSetup Error -8**. This will happen if the Sound Recorder, Volume Control, and Audio Compression, were not installed during your initial installation of Windows. We recommend that you install these components before installing DirectX. Please refer to **Installation** (Section 3) of this guide for information about how to add these components.

NOTE: Some programs that were made with earlier versions of DirectX may not work with DirectX 6.1.

DirectX Driver Issues

We suggest using the DirectX 6.1 drivers that are recommended during the installation of DirectX unless you experience problems after installing DirectX. The only time that this does not apply is when a section in this Troubleshooting Guide that pertains to your hardware specifically tells you to use a different driver.

Effects of Video Card Driver Installation by DirectX

When DirectX is being installed, some video card utilities may be disabled, such as Diamond Multimedia's InControl Tools, STB Vision95, or Creative Labs Graphics Control utilities. You may no longer be able to access them through their taskbar icons, and the options for changing your video properties may change back to stock Windows options. DirectX may not recommend changing the driver for your card at all because you may be using these utilities to customize your desktop display and removing them may have adverse effects on your computer.

Checking Your System for DirectX Compatibility

After you have installed *Pit Droids* and DirectX, you may want to determine whether your computer hardware is supported by DirectX. To do this:

- Double-click on the **My Computer** icon on your desktop.
- Double-click on the **C** drive.
- Double-click on **Program Files**, then **Directx**, then **Setup**, then **Dxdiag**. This will take you to the DirectX Diagnostics screen.

    Click on the **Display** or **Display 1** and **Sound** tabs to check the DirectX Certification status of your sound and video cards.
- Look next to **'Certified'** under **Driver(s)** on each of these pages.
    - If it says **'Yes',** the game should run fine.
    - If it says **'No',** the drivers are not certified by the Microsoft Labs. Click on test to see if your card will work with DirectX. If you experience any problems while running these tests, please check with the manufacturer of the card for the latest DirectX compatible drivers or a solution to the problem that you are experiencing.
    - If it says **'No Hardware Support'**, you will need to update the driver so that your system is fully DirectX certified. The manufacturer should be able to provide you with instructions for updating your drivers, and provide you with more information regarding DirectX certification.

Restoring Original Drivers through DirectX Setup

If you need to restore your original video or sound card driver through **DirectX Setup:**

- Double-click on the **My Computer** icon on your desktop.
- Double-click on the **C** drive.
- Double-click on **Program Files**, then **Directx**, then **Setup**.
- Double-click on **Dxsetup**. This will take you to the DirectX Setup screen.
- Click on **Restore Display Drivers** or **Restore Audio Drivers**. This will restore the previously installed drivers on your computer.
    NOTE: This will only work if you have only installed DirectX once.
- Click on **OK** when the installer asks you to reboot your computer.

Restoring Original Video Drivers through Windows
If you need to restore your original video card driver through Windows, follow the instructions below:

- **Right-click** on the desktop.
- Choose **Properties** from the pop-down menu.
- Click on the **Settings** tab.
    - **Windows 95a:** Click on **Change Display Type…**
    - **Windows 95b:** Click on **Advanced Properties…**
    - **Windows 98:** Click on **Advanced…**
- Click on **Change…** in the Adapter section.
    - **Windows 98:** Click on **Next>**
    - Choose **Display a list of all drivers…**and click on **Next>**
- Choose your original video card or the name of the chipset from the list and follow the on-screen prompts to complete the installation of the original driver.
- If the correct video card or chipset is not an option in **Show Compatible Devices/Hardware**, click on **Show All Devices/Hardware,** scroll through the list of Manufacturers, click on the correct one, then click on the name of your card or chipset.
- When your computer prompts you to restart, click on **Yes**.

-6- QuickTime 4.0.2

Technical Overview of QuickTime
QuickTime is a multimedia architecture that is comprised of various pieces of software that extend the ability of your operating system to handle dynamic media. QuickTime 4.0.2 utilizes the features of DirectDraw to provide optimal video performance, and DirectSound for audio synchronization. QuickTime is a cross-platform technology for the MacOS and Windows. Although Mac and Windows applications are structured differently, their interfaces to QuickTime 4.0.2 are identical. Anything QuickTime can do on one platform it can do on the other.

Installing QuickTime 4.0.2
QuickTime 4.0.2 is included on the *Pit Droids* **Mega Demo** CD and must be installed prior to playing the demo. Follow these instructions to install QuickTime 4.0.2 if it is not already installed on your system:

- Double-click on the **My Computer** icon on your desktop.
- Double-click on the CD-ROM drive, usually **D:** on most systems.
- Double-click on the **QuickTime 4.0.2** folder.
- Double-click on the **QuickTimeInstaller**.

You will be offered three installation options: Full (default), Minimum and Custom. The different installation sizes require between 6 and 19 MB of free hard drive space. If you choose the option that installs the Internet Plug-In, QuickTime will search for the location of your Internet browser.

NOTE: We recommend that you select the minimum or full install option when installing QuickTime 4.0.2. Choosing some of the custom selections may not include all of the components of QuickTime that are necessary to run *Pit Droids*.

QuickTime Version Compatibility
Installing QuickTime 4.0.2 will not overwrite older versions of QuickTime already installed on your computer, so it should not affect applications using other versions of QuickTime, such as QuickTime for Windows.

WARNING: Once you have installed QuickTime, it is not easily removed from your system. Depending upon the selection that you choose when uninstalling QuickTime, the uninstaller may leave several files on your system. Please contact Apple for information about removing all QuickTime files from your system.

NOTE: This version of QuickTime 4.0 will prompt you periodically to upgrade to QuickTime 4.0 Pro after it is installed.

To learn more about QuickTime, visit the Apple website at http://www.apple.com/quicktime.

-7- Video Issues

This section of the Troubleshooting Guide will provide you with information on problems encountered with specific video cards while running *Pit Droids*.

General Information and Troubleshooting Tips

DirectX Compatibility
To run *Pit Droids*, your video card must be 100% DirectX compatible. If you do not know if your video card is DirectX compatible or if you encounter problems with your graphics card after installing DirectX, please consult **DirectX Setup** (Section 5) in this Troubleshooting Guide for information about how to check for DirectX compatibility.

Non-DirectX Supported Video Cards
If your video card is not 100% DirectX compatible, you may encounter any of the following problems:

- DirectX may identify your card incorrectly and install the incorrect driver for your card.
- Black Screen: Your screen may go black but the sound and music will continue to play.
- Corrupted Graphics: You might see horizontal or diagonal lines over the screen.
- Flashing Graphics: You may see flashing, corrupted graphics on the screen.
- Strange Colors: Your video card may display the colors incorrectly.
- Slow Graphics: The gameplay may be slow or pause.
- Double Vision: Have you ever worn 3D glasses that didn't work quite right?
- Your game may crash to the desktop when trying to start *Pit Droids*.

If you have encountered any of these problems, check with your video card manufacturer for updated drivers and read the **Specific Video Cards Issues** in this section for a list of any problems encountered while testing *Pit Droids* with your video card.

Setting Up Your Monitor

If you experience any video problems or you are not able to get all of the resolutions that your video card supports, you should make sure that your monitor is set up correctly in the display control panel. To do this:

- **Right-click** on the desktop.
- Choose **Properties** from the pop-down menu.
- Click on the **Settings** tab.
  - **Windows 95a:** Click on **Change Display Type…**
  - **Windows 95b:** Click on **Advanced Properties…**
  - **Windows 98:** Click on **Advanced…**
- Click on **Change…** in the Monitor section.
  - **Windows 98:** Click on **Next>**
  - Choose **Display a list of all drivers…**and click on **Next>**
- Choose your monitor from the list.
- If the correct monitor is not an option in **Show Compatible Devices**, click on **Show All Devices,** scroll through the list of manufacturers, click on the correct one, then click on the name of your monitor. If you are unable to find your monitor listed, please consult the manufacturer of your monitor to see if they have Windows drivers available for your monitor. This driver allows Windows to set up the monitor correctly.

Specific Video Card Issues

1MB Video Card Issues

When using video cards with 1MB of video memory, you may experience the following problems:

- You may experience slow graphic performance in some areas of the game.
- The Pit Droids movement may be slow and stutter when zoomed in fully.
- The menu screens may be slow at redrawing, causing one screen to display on top of the next for a second.
- When playing with grids on, there may be a slow down in performance. We recommend that you turn off the grids after setting the tiles.

Important Note

Unless otherwise noted for your video card, we recommend that you follow DirectX 6.1's recommendations for replacing or not replacing the drivers for the card.

Diamond Stealth SE

When using the Diamond Stealth SE (S3 trio32 chipset) with the DirectX 6.1 driver in Windows 95, some of the cutscene graphics may flicker in lines outside the frame of the cutscenes. This corruption does not affect gameplay. There are no newer drivers available for this card.

Hercules Stingray 128/3D
When using this card with your Desktop Area set to 800x600, you may occasionally experience lockups and desktop corruption when exiting the game. We recommend that you set your desktop **Color Palette** or **Colors** to **High Color (16-bit)** and the **Desktop** or **Screen Area** to **640x480** to correct this problem. For information on how to change this, please check **Changing Your Desktop Color Palette and Resolution** in **General Troubleshooting** (Section 2).

-8- Sound Issues

DirectX Compatibility
Your sound card needs to be DirectX compatible to run *Pit Droids*. Consult **DirectX Setup** (Section 5) in this Troubleshooting Guide for information about how to check to see if your sound card is DirectX compatible. If it is not, check with your hardware manufacturer for updated drivers.

NOTE: If the Media Player is not installed, some of the following instructions will not work. If you want to add it, please consult Windows Help for assistance. Just type Media Player in the index section and follow the directions provided by Windows.

Adjusting Volume within *Pit Droids*
To adjust the volume level within the game, you must use the three volume sliders in the Options screen: **Music Volume**, **Effects Volume** and **Voice Volume**. To access the Options screen, click on **Options** in the *Pit Droids* Main Menu.

Adjusting Droid and Tile Sound Effects Volumes
Pit Droids features a unique sound effect structure in which the droid and tile sounds are synched with the ambient music of the game. Thus, the volume levels of the droid and tile sounds are not controlled by the Effects volume slider in the Options screen like all other sound effects are. If you wish to adjust the volume level of any of the droid or tile sound effects within a level, you must use the **Music** volume.

Adjusting Cutscene ("Movie") Volume
To adjust the volume of the *Pit Droids* cutscenes ("movies"), use the Music volume slider.

Adjusting the Volume through Windows
With some sound cards, you may need to use the Windows control panel to adjust the volume in *Pit Droids*. You will need to exit the game to adjust the volume through Windows. Double click on the Volume Control icon on your task bar and adjust the volume control and wave volume. If the Volume Control icon is not on your taskbar, follow these directions to adjust your volume:

- Click on the **Start** button on your taskbar.
- Select **Programs**.
- Select **Accessories**.
  - **Windows 95:** Select **Multimedia**.
  - **Windows 98:** Select **Entertainment**.
- Select **Volume Control**.
- Adjust the Wave Volume slider.
- If you are not hearing any sound, de-select the MUTE box below the Wave Volume slider.

Volume Control Programs

Some sound card and/or PC manufacturers may have proprietary software that must be adjusted separately from the Windows Volume Control. Consult your hardware documentation for more information.

Powered or Amplified Speakers

If you have powered speakers and have both line-out and speaker-out jacks on your sound card, try plugging your speakers into the line-out jack. Most sound cards' speaker-out jacks have an amplified signal and may cause static or popping on your amplified speakers. Switching to your line-out jack may greatly improve the sound quality.

General Sound Card Troubleshooting

If your sound card is not set up correctly in Windows, not 100% DirectX or Windows 95/98 compatible, or you have a resource conflict, these sound problems may occur:

- You may hear static.
- You may hear stuttering, especially as someone starts speaking.
- You may hear repeating sounds.
- There may be no sound.
- The sound may drop out.
- You may experience a clicking or crackling sound.
- The game may not run.

Test your Sound Card in Windows

Make sure that your sound card is set up correctly in Windows. You can use the Windows Media Player to test a sound. To do this:

- Click on the **Start** button on your taskbar.
- Select **Programs**.
- Select **Accessories**.
  - **Windows 95:** Select **Multimedia**.
  - **Windows 98:** Select **Entertainment**.
- Select **Media Player**.
- Go to the File menu.
- Choose **Open...** and choose a sound to test. Please be sure to choose **Files of type: Sound (*.wav)**.

Test your Sound Card in DirectX Diagnostics

After installing DirectX 6.1, you can run the **DirectX Diagnostics** program to test your sound card. To do this:

- Double-click on the **My Computer** icon on your desktop.
- Double-click on the **C** drive.
- Double-click on **Program Files**, then **Directx**, then **Setup**, then **Dxdiag**. This will take you to the DirectX Diagnostics screen.
- Click the tab that says **Sound** and then click on **Test**. If your card fails any of the tests here, you may have problems running *Pit Droids* or any other game that requires DirectX.

Error: Cannot Initialize Sound System

If you receive this error, it is most likely due to another program using your sound card resources. To correct this, make sure to close all programs before attempting to run *Pit Droids*. Please check **General Troubleshooting** (Section 2) in this guide for more information.

Inspect and Clean the CD

A dirty or scratched CD can cause sound, video and installation problems. Check your CD for any dirt, smudges, fingerprints, or scratches. To clean your CD, wipe it gently with a soft cloth, moving in smooth strokes from the center hub to the outer edge of the CD.

Error Message when Starting *Pit Droids* with Voice Modem Installed

If you have a voice modem installed on your system, you may receive an error, such as, **This program has performed an illegal operation,** when you click on **Play Star Wars *Pit Droids* Mega Demo** in the Start Menu. In addition, the sound may drop out or stutter in the cutscenes if the wave device on your modem is enabled. To correct either of these problems:

- Click on **Start**
- Select **Settings**
- Select **Control Panel**
- Double-click on **Multimedia**
    - **Windows 95:** Click on the **Advanced** tab
    - **Windows 98:** Click on the **Devices** tab
- Click the **+** next to **Audio Devices**
- Double-click on **Audio for Voice Modem Serial Wave Device**
- Select **Do not use audio features on this device** and click **OK**.

    NOTE: This will disable all voice features on your modem.

Static or Distortion during QuickTime Movies when using USB Devices

When using a USB device, you may hear static and distortion in the audio during QuickTime movies. This occurs because the USB device requires CPU time to run. Windows allocates 100% of the CPU to the programs that are running, such as *Pit Droids* and QuickTime, while some USB devices take up to 10% of the CPU, thus trying to use 110% of the resources.

Popping and Static during QuickTime Movies

On some machines, you may hear popping and static during QuickTime movies. This may be more prevalent when you have an ISA sound card.

Specific Sound Cards

Advanced Gravis Ultrasound PnP Pro

You may experience occasional popping at the beginning and end of QuickTime movies. There are no newer drivers available for this card to correct this problem at this time.

Creative Labs AWE64

When using this card, if you start *Pit Droids* and the opening movie seems to be pausing or skipping, with the sound cutting in and out, you may have Full Sound Duplex disabled for the card. Enabling Full Sound Duplex operation will correct this problem. To do this:

- Right-click on the **My Computer** icon.
- Select **Properties** from the pop-down menu.
- Click on the **Device Manager** tab.
- Click on **Sound, Video, and Game Controllers**.
- Click on **AWE64 16-bit Audio**.
- Click on **Settings**.
- Click on **Restore Defaults**.

Creative Labs PCI64
When using this card in Windows 95, you may hear pops at the beginning and end of QuickTime movies. This does not affect the performance of the game. We recommend that you check the Creative Labs website for an updated driver that may correct this problem.

Diamond Monster Sound MX200
When using this card in *Pit Droids* with the stock drivers, you may occasional hear pops when droids enter their goals and pops in the music. This is corrected by using driver version 1.07.06.

Ensoniq Soundscape
When using this card with *Pit Droids*, you may experience occasional bursts of static in some areas of the game, especially during cutscenes. To correct this, you may need to set all volume settings to the middle in the Windows volume control, including CD/Aux Balance (Win95) or CD Audio (Win98.) If this option is not available, go to Properties under Options and select it under Show the Following Volume Controls.

Soundcards with the OPTi 925 and 931 Chipsets
When using a card with either of these chipsets, you may experience the following problems:

- You may occasionally hear long, loud bursts of static.
- You may randomly hear a scratchy sound.

Please check the OPTi website for updated drivers for these cards.

Soundcards with the ESS 1688, 1868 or 1887 Chipsets
When using a card with these chipsets, you may hear static or popping during cutscenes. We recommend that you check the ESS website for updated drivers, which may correct this issue.

Guillemot MaxiSound Game Theater 64 and Sound 64 Dynamic 3D
When using one of these cards, you may hear an unusual popping sound on top of the regular sounds during cutscenes or the performance of the movie may be slow. Updating to the newest driver for this card corrects this.

MediaSonic Gold-16 Pro
When using this card in Pit Droids, you may hear a pop in the sound during QuickTime movies. We recommend that you check the ESS website for updated drivers which may correct this issue.

Microsoft Digital Sound System 80
When using these speakers in USB mode, you may hear static and distortion in the audio during QuickTime movies. This occurs because the USB speakers require CPU time to run. Windows allocates 100% of the CPU to the programs that are running, such as *Pit Droids* and QuickTime, while some USB devices take up to 10% of the CPU, thus trying to use 110% of the resources.

Orchid NuSound PnP
When using this card, you may hear occasional static during cutscenes and in the game. We recommend that you check the Orchid website for updated drivers which may correct this issue.

S3 Sonic Vibes
When using the card with driver version 1.00.08, you may not hear any sound in *Pit Droids*. Updating your drivers to version 1.01.08 fixes this problem.

Yamaha OPL3-SA Sound Cards
When using the Windows 98 drivers with a Yamaha OPL3 sound card, you may hear popping and static in the cutscenes. This issue is corrected with Yamaha driver version 2338 (4.05.00.2338).

If you are unable to resolve sound problems through this troubleshooting guide, please contact your hardware manufacturer for updated DirectX drivers.

-9- CD-ROM Drive Issues

Your CD-ROM drive is not affected by DirectX, but if you are having problems such as slow game play, stuttering voices, slow graphics, or the game just stops altogether, your CD-ROM may not meet the minimum requirements to run *Pit Droids*.

Long Delays while CD Loads *Pit Droids* or Cutscenes
If you are getting long delays while the CD loads *Pit Droids* or its movies, your CD-ROM is having problems loading all of the data needed to run the game. This may be caused by one of the following:

- Your CD-ROM may not meet the minimum requirements to run *Pit Droids*.
- Your CD-ROM drive may be getting old or out of alignment.
- You may have a fast CD-ROM drive that spins down when the game is not directly accessing the CD. This is most apparent when using a 16X or faster drive.

CD-ROM Access Error
A blue screen CD-ROM access error might be a symptom of one of these problems:

- You may have a dirty or scratched CD.
- You may have removed the CD from the computer while *Pit Droids* was running or paused.
- Your CD-ROM drive may be having trouble reading the disc. This is common on some 8X (eight speed) CD-ROM drives.
- Your CD-ROM drive may be getting old or worn.
- Your CD-ROM may not be properly installed in Windows.

First, check your CD for any dirt, fingerprints, smudges or scratches. To clean your CD, wipe it gently with a soft cloth, moving in smooth strokes from the center hub to the outer edge of the CD. If your CD looks fine, replace it in the drive and see if you have this problem again. If the problem persists, try testing the drive with a different CD.

Specific CD-ROM Drives
We have found that certain CD-ROM drives may have trouble running *Pit Droids* when using the minimal install option. You may see the following problems:
- You may experience slight pauses in audio and video or during cutscenes.
- You may experience long load-times.
- You may experience excessive seek-times.
- You may experience slow gameplay.

The drives that exhibited these problems were the **Cyberdrive TW240D**, **Hitachi CDR-7730**, **IPC Peripherals MCD-242** and the **Panasonic CR574B**.

Trouble Accessing Files

If you are having trouble accessing or using files on the CD-ROM or Hard Drive, your drives may be running in MS-DOS Compatibility Mode. To check this:

- Right click on the **My Computer** icon on your desktop.
- Choose **Properties** from the pop-down menu.
- Click on **Performance**.
- Look at **File System:**.

It should say 32-bit. If this field states that any of your drives are using MS-DOS Compatibility Mode, your drives are not configured properly to run under Windows 95/98. This mode will greatly decrease the performance of your computer, and may not allow you to access programs that are written for 32-bit file access only.

This may be caused by:
- IDE or SCSI interfaces that are not properly set up under Windows.
- Inappropriate drivers for IDE or SCSI hardware.
- Proprietary CD-ROM drives.
- Computers that do not support LBA (Logical Block Addressing) modes except through software, such as Dynamic Drive Overlay, which allows the computer to see the whole capacity of large hard drives.
- Software Viruses, such as the MYB or CMOS A virus.

If you are experiencing this problem, please contact your computer manufacturer or a computer technician for assistance in correcting this problem before attempting to install the game.

-10- Controller Device Issues

USB Devices
When using a USB device, you may hear static and distortion in the audio during QuickTime movies. This occurs because the USB device requires a percentage of the CPU's processing time to run. Windows allocates 100% of the CPU to the programs that are running, such as *Pit Droids* and QuickTime, while some USB devices take up to 10% of the CPU, thus trying to use 110% of the resources

Keyboard Issues
Users of compact keyboards, such as those found on laptop systems or those used for ergonomic reasons, may experience some problems using the default set of keyboard commands.

Keyboard Limitations
Some keyboards may have limitations in *Pit Droids*. You may be unable to use multiple keys simultaneously. If you are pressing two keys at the same time, only one key may register the action that you chose.

Joysticks and Gamepads
Joysticks and gamepads are not supported in *Pit Droids*.

-11- How to Contact Lucas Learning Ltd.

Lucas Learning has set up a variety of services to provide you with information about our latest games, hint and gameplay assistance, and technical support.

Where to Find Us Online
Visit the Lucas Learning Web site at **www.lucaslearning.com**. You can reach us through the Technical Support section of the Lucas Learning web site. From there, you will have the option to receive online technical support through the ***Help Me, Obi-Wan Kenobi…*** page, browse technical documents, or leave a message for an online representative.

Help Me, Obi-Wan Kenobi…
We are proud to feature the ***Help Me, Obi-Wan Kenobi...*** page, which is available in the Technical Support section of the Lucas Learning web site at **www.lucaslearning.com**. Here, Obi-Wan offers interactive solutions to technical issues based on information you provide. Obi-Wan offers technical support 24 hours a day, seven days a week. If **Help Me, Obi-Wan Kenobi...** is unable to provide you with a solution to your problem, you will be given the option to submit an e-mail message to an online representative.

Technical Support Fax
For your convenience, we also offer the option of faxing your technical questions to
(415) 448-8999. Please be sure to include all the information about your computer and problem, as requested above.

When sending us a fax, please include your name, return fax number with the area code, and a voice phone number so we can contact you if we experience any problems when trying to fax you back.

Technical Support Mailing Address
Lucas Learning Ltd.
P.O. Box 10667
San Rafael, CA 94912
Attn: Product Support