The Complete National Geographic 110 Years (TCNG)

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Thank you for purchasing The Complete National Geographic 110 Years
on CD-ROM for the Macintosh platform. The readme file provides additional
product usage and troubleshooting information for The Complete National
Geographic 110 Years.

WHAT'S IN THIS FILE

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SYSTEM REQUIREMENTS

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Power PC® or higher
System 7.5 or higher
32 MB RAM
70 MB free hard-disk space
640x480x16 bit color display
4X CD-ROM drive

Optional:
Printer
14,400 modem for Internet access

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INSTALLING THE COMPLETE NATIONAL GEOGRAPHIC 110 Years

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To install The Complete National Geographic 110 Years on your Macintosh
computer, please do the following:

1. Insert TCNG 110 Years CD labeled "Install Disk" in your
   CD-ROM drive, label side up.

2. Double-click on the "CNG Install" CD icon on your desktop.
   The National Geographic installation folder will appear.

3. From the National Geographic installation folder, double-click the National Geographic Installer icon.

4. Follow the on-screen instructions to complete installation

Note: On some computers the installation process may take more time to install than others. If you encounter this, please be patient and wait until all files have been copied successfully.

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UNINSTALLING THE COMPLETE NATIONAL GEOGRAPHIC 110 Years
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To uninstall The Complete National Geographic 110 Years from your computer use the following instructions:

1. Place the CD labeled "Install Disk" into your CD-ROM drive label side up.

2. Double-click on "CNG Install" CD icon on your desktop.

3. Double-Click on The Complete National Geographic Installer icon.

4. Follow the on-screen instructions until you get to the main National Geographic Installer screen.

5. In the top left hand corner of the screen you will see a drop down menu button labeled: Minimal Install

6. Click on the drop down arrow and select Uninstall.

7. Next, click on the uninstall button and follow the on-screen instructions.

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INSTALLING INTERNET ACCESS CAPABILITY
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To install the Internet Access capability that is required to link The Complete National Geographic program to the National Geographic Society Web site, you must run the Internet Access Installation program during program installation. In the top left hand corner of the screen, choose the menu option labeled 'Select Web Browser' and click on the 'Install' button. The Internet Access Installation program will be launched.

If you choose not to install Internet Access capability during the main

program installation, you can manually launch the Internet Access
Installation program from the program by clicking on the 'Web' button on the
Navigation Menu (Click on the Navigation Menu icon on the program
Toolbar to see this menu). You can also install the Internet Access
Installation program by running the National Geographic Installer
program again from the Install Disk.

The Internet Access Installation program will then search for all
copies of the Netscape Navigator and Microsoft Explorer browsers
currently installed on your machine. If the Internet Access Installation
program found any copies of the Netscape Navigator or Microsoft
Explorer browsers on your machine, you will be able to choose
from a list which browser you want The Complete National
Geographic program to use to link to the National Geographic
Society Web site. If the Internet Access Installation program did not
find any copies of the Netscape Navigator or Microsoft Explorer browsers
on your machine, or if you want to use a different browser, you can
then do a manual search for your selected browser by hitting the Find
Browser button. In order to properly link to the Internet with The
Complete National Geographic program, your machine MUST be already
connected to the Internet, through an Online service, an Internet
Service Provider, a dedicated Internet line, etc. The Complete
National Geographic does not provide you with an Internet service,
it just links to your existing Internet service.

After you have successfully installed the Internet Access capability,
if you want to choose a different Internet browser to link to the National
Geographic Society Web site, you need to re-run the Internet Access
Installation program.

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RUNNING THE COMPLETE NATIONAL GEOGRAPHIC UNDER LOW MEMORY
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If you are running The Complete National Geographic CD under low
memory conditions, the application may not operate as well as
possible. You may not be able to get to every area in the
application, depending on how much memory is available. The magazine
photos may be displayed at a lower resolution than your current screen
resolution and/or it may run slowly. The introduction and exit video
playback may be very choppy and the audio may not be synchronized
with the video.

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PROBLEMS WITH THE COMPLETE NATIONAL GEOGRAPHIC VIDEOS
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If you are experiencing problems with The Complete National Geographic videos, there are a few factors that could be causing the problems. One factor is memory. You must make sure that you are not currently very low in system resources. Try closing all other applications and make sure that virtual memory is being used. Another factor is the graphics screen driver. Make sure you are using updated screen drivers and also screen drivers that are specific to your current graphics card. Another factor is the CD drive. If the CD drive speed is slower than the required minimum CD drive speed, this might cause problems with video playback. The minimum required CD drive speed is 4x.

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PROBLEMS WITH LAUNCHING WEB BROWSERS
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Whenever you click on the Web button in The Complete National Geographic, the Internet browser of your choice should be launched and you should be brought directly to The National Geographic Society web site.

If you find that the Internet browser is being launched, but you are not being brought to The National Geographic Society web site: Make sure that your Internet connection is working correctly; Sometimes, if the maximum number of connections is already connected to The National Geographic Society web site, you will not be able to connect until there is another connection available.

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Contacting The Learning Company Technical Support Department
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The Learning Company technical support department is available to assist you with any issues regarding the product you purchased. Technical support can be reached via e-mail, U.S. mail, fax, or phone.

The technical staff supports the entire family line of products from The Learning Company, including Mindscape and Brøderbund products.

Contacting Technical Support:
When contacting technical support, please provide as much information as you can about your computer system and the problem you are experiencing.

Helpful information to include would be the following:
1. Your first and last name
2. Phone number, fax number, mailing address, and e-mail address

3. Name of the product, version, platform, and format.
-Example: Mavis Beacon Teaches Typing/version 8/Windows 95/98/CD-ROM
4. Brief description of your problem.
5. Type of computer including name brand. (Mac or PC) If you cannot find
   the name of your computer say IBM PC Clone.
-Example: I have a Dell PC Pentium 200 MHz
           Memory: 64 MB of RAM
           Hard disk: 12 GB hard disk
           Video card: ATI Matrox Milenia 8 MB video card
           CD-ROM Drive: I have a 4x Panasonic CD drive
           DVD-ROM: I have a 2nd generation Phillips DVD-ROM drive
           Sound Card: Creative Labs 16 bit sound card
6. If using a network please mention the type of network being used.
7. Modem type and speed. Example: US Robotics 56K Flex internal modem
8. Version of Windows or Macintosh operating system.
9. If you are having a printing problem specify the name, make, and
model of the printer you are using. Example: HP Deskjet 870 CSI

Check our Web site, http://www.learningco.com, for answers
to frequently asked questions and other technical support
information. Go to the support section to get FAQs, downloads,
patches, etc.

Technical Support Call Center:
Main technical support number: (319)247-3333
Note when calling:
Call (319) 247-3302 or (319) 247-3333 between 8:00 a.m. and 8:00 p.m.
CST, *Monday through Friday (excluding holidays), to speak to a technical
support representative. (*Wednesday 9:30 AM to 8:00 PM CST) Please be
at your computer when you call.

Technical support fax: (319) 395-9600 24 hours
Automated 800 support 24 hours: (800) 409-1497 This service allows
our customers to find commonly asked questions to products and their
answers free of charge.

Technical Support E-mail: Help@tlcsupport.com
Online Technical Library: www.learningco.com/support

Technical support by mail:

When corresponding via mail please included the following:

1. First and last name
2. Phone number where we can reach you, fax number, and e-mail

address.
3. Name of the product, version, platform, operating system software, and format.

   Platform meaning: IBM PC or Macintosh
   Format meaning: Floppy disks, CD-ROM, or DVD-ROM
   Operating system software: Windows® 95/98, Macintosh® System 7.5

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Attn: TCNG 110 Years on CD-ROM for Macintosh

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