The Smile Studio™ CD

System requirements and operating instructions

for the Macintosh:

1. Use with MacOS 8.0 - 9.2.2, or the Classic environment in MacOS X. This CD was not tested for MacOS 7.5 and 7.6.
2. Have at least 32MB RAM installed on the computer.
3. We recommend setting the monitor resolution to 640 x 480. Other settings are possible.
4. Make sure color depth is set to "Thousands" or "Millions" of colors.
5. Insert "The Smile Studio" CD into the CD drive.
6. Double click on "The Smile Studio" icon, enter your name and password found on the TSS code sheet, and you are on your way. To select your movie, just click on the hypertext or buttons.

for the PC:

1. Use with Windows 95, 98, NT, 2000, and Millennium (Me). This CD is not currently compatible with Windows XP.
2. Have at least 32MB RAM installed on the computer.
3. We recommend setting the monitor resolution to 640 x 480. Other settings are possible. Laptop users may require additional help from the manufacturer to change the screen resolution.
4. Make sure color depth is set to 16 bit (Thousands) or 24 bit (Millions) of colors.
5. If you are using Windows 95, it is necessary to restart computer after changing the settings.
6. You will need to download the latest version of Apple's QuickTime software from their web site, located at the following address: http://www.apple.com/quicktime/download/standalone
7. After QuickTime is installed, insert "The Smile Studio" CD into the CD drive.
8. Double click on "My Computer" then on "Tsmilecd" (D-drive).
9. Double click on "Tsmiles", enter your name and password found on the TSS code sheet, and you are on your way. To select your movie, just click on the hypertext or buttons.

WARNING: Do not copy files from the CD to the hard disk. This will interfere with the normal CD operation.

Troubleshooting for the PC:

If you cannot access "The Smile Studio" CD after the initial installation, find the following system file, "tss.ini" and throw it away. Also throw away "File IO.x32" and any other related file from your hard drive. The file will be located under C: \WINDOWS\TEMP\Extra\FileIO.*. Also make sure the directory is named "Extra" not "Extras". If it is named "Extras", you must rename it or it will not work.

Make sure you do not copy any movie files from the CD. The movies will not run from the hard drive and will interfere with the normal CD operation. Shut down your PC. After 5 seconds, turn on the computer. Reinstall "The Smile Studio" and continue to use as normal.

If you cannot access "The Smile Studio" CD after a crash, or if you receive an error stating "Script error - Xtras not found, File I/O", perform a search for "xtras". The computer will display applications and folders with this name. Locate the folder(s) called "Xtras". There may be a few of them. Right click ONCE on the Xtras folder(s), beginning with the first, and select "Properties". The operating system will display where the file is located. If the folder is located under C:\WINDOWS\TEMP, it will need to be deleted. Close the Properties window, right click once on the "Xtras" folder, and select "Delete". The CD should now function properly.

If the program asks you to locate the first movie, "1jaw_1a", please follow the instructions below:

1. Left click on "My Documents" in the upper left corner of the screen.
2. Left double click the item "TSmiles CD".
3. Left double click on the folder "PCMedia" to display the contents of the "PCMedia" folder.
4. Locate the "1jaw_1a" file, then left click once on it.
5. Left click once on "Open" in the lower right hand corner of the window.
6. "The Smile Studio" will open and all the movies will be accessible.

If you are unable to view the contents of the "PCMedia" folder, you will need to enable Windows to view hidden files. Please follow the instructions below to do this:

1. Left double click on "My Computer".
2. On the View menu, left click on "Folder Options".
3. Click the "View" tab inside the "Folder Options".
4. In the "Advanced Settings" box, left click on "Show All Files". Then click on "OK".

If the Smile Studio window appears, but you are unable to view the movies within the program, you may need to reinstall Apple's QuickTime software. On machines with Windows 95/98/NT, you should use the version of QuickTime found on the Smile Studio CD. On Windows Me/2000, you should download the latest version of the QuickTime software from Apple's web site.

If you are still having problems, there may be an error in your system software. If this is the case, you will need to reinstall your operating system software. We have tested the CD with a wide variety of PC's and have had no problems. Note that every PC is different. There may be custom software installed on your PC, which could potentially cause conflicts with Apple's QuickTime software. The only way to ensure compatibility is to reinstall your operating system. If you need assistance with the operating system installation, contact the manufacturer or reseller of the computer.

Troubleshooting for the Macintosh:
If you are using MacOS 8.0 - 9.2.2 and cannot access "The Smile Studio" CD after a crash, or if you receive an error stating "Script error - Xtras not found, File I/O", click on the File menu and select "Find" to perform a search for "xtras". The computer will display applications and folders with this name. Locate the folder(s) called "Xtras". There may be a few of them. Click ONCE on the "Xtras" folder(s) beginning with the first. In the bottom window of the Find application ("Sherlock" for users of MacOS 8.6 – 9.2.2), you will notice a window that displays the location of the selected folder. Look for the "Xtras" folder located under the Macintosh HD -> System Folder -> Temporary Items. Once you find this folder, drag it from the Find window directly to the trash. The CD should now function normally.

If you receive the "Script error - Xtras not found, File I/O" error message while using MacOS X (10.3.x), you can also perform a search for "xtras" by clicking on the File menu and selecting "Find". Please follow the instructions below:

1. When the "Find" window appears, make sure the "Search in" option is set to "Local Disks".
2. You will see the prompt, "Search for items whose:" followed by several options. Change the first option to "Name", followed by "contains". Then, type in "xtras" into the field.
3. Click on the "+" button to display a second set of search criteria.
4. Change the second option to "Visibility". Select "visible and invisible items" from the second search criteria, then click on "Search".
5. When the found items appear, click ONCE on the "Xtras" folder(s) beginning with the first.
6. At the bottom of the "Search Results for Xtras" window you will notice another window that displays the location of the selected folder. Look for the "Xtras" folder located under the: Macintosh HD -> TemporaryItems.
NOTE: The "Xtras" folder may be located in a subfolder of the "TemporaryItems" folder.
7. Once you find the correct "Xtras" folder, drag it from the "Find" window directly to the trash. The CD should now function normally.

To prevent this from occurring again, make sure to click on "Quit" in the program to exit out of the Smile Studio Program before shutting down the computer.

If you have any questions, please contact Quick Ceph Technical Support at (858) 404-0891.