



## Ride Smart CD Rom Troubleshooting

If you're experiencing difficulties running your Ride Smart CD-ROM, check out the information below for assistance.

### **I can't get Ride Smart to run on my system**

You may be running an operating system version earlier than specified. If so, you will need to upgrade your system to Windows 2000, XP or Mac OSX 10.2.2 or later.

### **Ride Smart is running slowly on my PC**

You can enhance the performance of Ride Smart by optimising your existing system or by upgrading. For ideas on how best to achieve performance improvements, go to the Enhancing performance section below.

### **The colours in Ride Smart look unusual on my screen**

You are running Windows at only 16 or 256 colours. Change your display resolution to 800 x 600 at 32k, 64K or 16 million colours. Refer to the documentation that came with your video display card for instructions on changing the screen display resolution.

### **My microphone doesn't work**

If your microphone does not appear to be working:

1. Click on Start - Settings - Control Panel.
2. Double click on the Sounds and Multimedia icon.
3. Click on the Audio tab and then on the Microphone volume button. Make sure that the tick box under "Microphone" is selected and the volume slider is above zero position.

If your microphone still does not appear to be working, try to isolate the problem by trying to record using the Windows Sound Recorder. This is a program which comes with Windows and allows you to record sound. The Sound Recorder program is accessible from the Start Menu under Accessories, Multimedia, Sound Recorder.

If you are not able to record using the Sound recorder, check to ensure your microphone is plugged in the correct socket and your speakers are also in the correct socket. If you are still not able to record sound you may need to either install or configure the software which came with your sound card. Refer to your sound card documentation for further information.

If you have further troubles, please go to the Ride Smart feedback page and send a message outlining your problem and the specifications of your machine (e.g. Windows XP, Pentium 2, 64MB RAM) and someone will get back to you as soon as possible to try and assist.

## **ENHANCING PERFORMANCE**

You may be able to enhance the performance of Ride Smart in several ways, depending upon the configuration of your system.

The following suggestions are presented in two categories:

- optimisation techniques
- upgrade suggestions

Note:

The Transport Accident Commission and Etech Group Pty Ltd cannot be responsible for the effects of modifying your system configuration in accordance with these suggestions. If you require specific help, please contact the Ride Smart support team via the troubleshooting section of the Ride Smart webpage.

### **Optimisation Techniques**

Optimisation techniques may be attempted on your current system and will not normally require the purchase of enhanced or additional hardware. Techniques include:

- quit other programs under Windows
- free up more disk space
- defragment and optimise your hard disk
- install more memory - the more the better!

- update your video card drivers
- in Windows update to the latest version of DirectX

### **Upgrade Suggestions**

The following suggestions involve purchasing enhanced or additional hardware for your system. Generally, upgrading your system is the quickest and easiest, (though maybe not the cheapest) way to improve the performance of your software.

- Add more RAM to your computer (128+ MB total RAM is ideal).
- Upgrade your video card.
- A faster processor such as a Pentium 400+ will provide significantly improved performance.

If you have been unable to solve your issues and require further assistance, you may email [info@tac.vic.gov.au](mailto:info@tac.vic.gov.au) outlining your problem. Please include your computer specifications (e.g. Pentium 3, 128MB RAM), and the version of your operating system (e.g. Windows XP) in the message. Someone will get back to you as soon as possible to try and assist.