

3D Application FAQs/Troubleshooting

How to Download the 3D Software

For PC

1. Internet Explorer
 - a. You will see a yellow bar asking you to install an ActiveX control. Click and choose 'install.'
 - b. Follow the prompts to install the plug-in.
 - c. After the plug-in finishes installation, the application will begin downloading the content.
2. Firefox
 - a. Click on the link to download the plug-in.
 - b. Close your browser and double-click the plug-in .exe file to begin installation.
 - c. Follow the prompts to install the plug-in.
 - d. After the plug-in finishes installation, the application will begin downloading the content.

For Mac

1. Safari
 - a. Click on the link to download the Plug-in.
 - b. Double-click the Plug-in .dmg file to begin installation.
 - c. Follow the prompts to install the Plug-in.
 - d. After the plug-in finishes installation, the application will begin downloading the content.

How to View the 3-D Scenario

1. You will need a Webcam and a computer to download the software for this experience. (See the How to Download the 3D Software section above.)
2. Choose an MSRP Brochure (Eagle, Seabird, or Fishing), and show the cover to the webcam.
3. An interactive animation will play. Move the tracker to see different views of the animal's environment.
4. Pull the brochure cover away to start over.

Frequently Asked Questions to Help Guide You:

1. Software Installation
2. Software Initialization
3. Troubleshooting your Web Camera
4. Face Recognition
5. System Requirements

1. Software Installation

Question: *While using Internet Explorer, I see a yellow ActiveX bar at the top of my screen and the installation appears to freeze.*

Answer: Click on the ActiveX Tab at the top of the screen and follow the instructions.

Question: *Will I have to go through this process every time I download a player?*

Answer: No, it is only the first time you install the D'Fusion plug in. Any other start-up will occur through the browser.

Question: *How do I uninstall the browser plug in? (All Browsers)*

Answer:

PC

- Go to All Programs->Total Immersion->Web Plug In and choose uninstall.
- Make sure all browsers are closed during the uninstall process. This may require you to restart your computer to complete.

Mac

- Move the following files into the trash
 - /Library/Receipts/DfusionHomeWebPlugin.Installer.pkg
 - /Library/Internet Plug-Ins/DFusionWeb.plugin
 - /Library/Internet Plug-Ins/itGeckoPluginDFusion.xpt

If you are still having software install issues, email us at support@yourdomain.com

2. Software Initialization

Question: *The Software has installed correctly but seems to stall at the beginning of initializing the software. I have 2 web cameras plugged into my computer.*

Answer: A selection window will appear above the frame when you have multiple cameras. In order to continue installation, you must select which camera you want to use.

Question: *The software has installed correctly but seems to stall at the beginning of the initializing the software. I am positive I only have 1 camera installed on my computer.*

Answer:

- First, ensure your Internet connection is still working.
- Make sure you are not trying to open multiple versions of the software at the same time. The software can only support one open video screen at a time.
- Restart your web browser.

Question: *I get a message that says: "Error when loading the player, please restart the application or contact support." What do I do?*

Answer:

- Make sure you are not trying to open multiple versions of the software at the same time. The software can only support one open video screen at a time.
- Restart your web browser.

If you are still having initialization issues, email us at support@yourdomain.com

3. Troubleshooting your Web Cam

Question: *I am sure I installed the D'Fusion software correctly, but I can't see any video or I get an error message when starting the software.*

Answer: Make sure your web camera is plugged in and installed correctly. Make sure that your web camera software is turned off before starting to play the MSRP experience. D'Fusion works with most USB web cameras; however it is not compatible with SD fire-wire camcorders.

If you are still having connection issues, please email us at support@yourdomain.com

Question: *My video is blurry or goes in and out of focus.*

Answer: If your web camera has auto focus, turn it off. Sometimes there is a thin film placed over new webcams to protect the lenses during shipping. Make sure this film has been removed from the webcam.

Questions: *The lighting in my web camera seems too bright/dark.*

Answer: Many cameras use auto light sensors that adjust the light based on the background. You may need to turn off the automatic setting control in your software and adjust the room lighting.

4. Face Recognition

Question: *How close should the MSRP brochure be to the camera?*

Answer: The brochure cover should be held about 16 - 18 inches away from the web cam or until the entire page is in full view.

Question: *I'm holding up the page to my Webcam and can see myself, but I'm not seeing in 3D?*

Answer: The pages should be held flat and in full view of the Webcam (about 16 - 18 inches away). Often, the problem may be lighting. (See lighting section above) Make sure that the room you are in is well light and there are no glares on the page. If still not working, pull the page away and try again.

If you are still having recognition issues, please email us at support@yourdomain.com

5. System Requirements

Using the MSRP program requires a computer and webcam that meet the below minimum operating specs:

- **USB Web Camera:** 640x480 or 320x240
- **Internet Connection:** High Speed Internet Access

PC

- OS - Windows XP, Windows Vista, Windows Vista Home, Windows Vista Home Premium, Windows Vista Ultimate, Windows 7 Home, Windows 7 Home Premium, Windows 7 Business, Windows 7 Ultimate
- Browser - IE 6+ (7 Preferred), Firefox 2 – 3.6
- Processor - Pentium 4+ (Intel Dual Core Preferred)
- Ram – 1 GB
- Graphics Card – Card Capable of 3D rendering (integrated cards are OK, but they must support Direct X)
- USB or integrated Web Camera (Must Support 640x480)

Mac

- Processor - Intel Based Mac (Not Power PC)
- OS - Tiger, Leopard, Snow Leopard
- Browser – Safari 2, Firefox 2 – 3.6
- Ram 1 GB
- Graphics Card – 3D capable rendering (integrated OK)
- USB or integrated Web Camera