

Cinematic's Quick Reference To Commonly Asked Questions

Memory

We recommend allocating 4 megabytes of RAM to Cinematic. This guideline was set for standard 13 inch monitors displaying 256 colors. Cinematic may require additional memory when larger monitors or more colors (i.e. millions of colors) are being used. Remember, this is only a guideline - as with any multimedia application, some Cinematic movies may require more memory.

Cinematic quits and displays the message "Application Unexpectedly Quit."

Reason: A number of circumstances can cause your computer to run out of available RAM, including how much RAM your computer has as well as how much RAM is allocated to Cinematic. Cinematic uses more memory for some operations, such as acceleration, than others. Some external factors may affect Cinematic's memory requirements as well. We recommend allocating 4 megabytes of RAM to Cinematic; this guideline was set for 13 inch monitors using 256 colors. Larger monitors or monitors using 24-bit color (millions of colors) will require more memory.

Solution: If you are using 24-bit color, change your monitor setting from 24-bit to 8-bit color. In the Finder, open your system's Control Panels. Open the monitor control panel and change the setting to 256 colors.

Solution: Check how much memory Cinematic is using. You can do this by opening the "About Cinematic" dialog box under the Apple Menu. If Cinematic has less than 500K of free memory, you should increase Cinematic's memory allocation (see page 11 of the manual).

Solution: Install more RAM.

Your presentation doesn't play smoothly, even after acceleration.

Reason: Cinematic may be running out of memory. You can check this in the "About Cinematic" dialog box under the Apple menu. Cinematic may require additional memory if you are using a monitor that's larger than 13" and/or millions of colors.

Solution: Allocate more memory to Cinematic (see page 11 of the manual).

"File Not Found"

When you open the clip animation or tutorial files, Cinematic displays a "File Not Found" message and does not open the selected file.

Reason: Some third party drives, particularly those formatted with Silverlining are not able to recognize Cinematic's folders.

Solution: Drag Cinematic's tutorial files out of their folders onto your hard drive (to the first menu level). You will now be able to open the tutorial files. Drag the original folders to the trash and create new ones.

Importing PowerPoint / Persuasion Files

You can't select text bullets on the slides you imported from PowerPoint and Persuasion.

Reason: Cinemation imports Persuasion and PowerPoint files that have been exported to a scrapbook format. These files should be imported into Cinemation using the "Slides (scrapbook format)" option. If the files are imported using the "Movie (scrapbook format)" option the bullets won't separate from the background.

Solution: Import PowerPoint or Persuasion files using the "Slides (scrapbook format)" option.

You have white boxes around the text in PowerPoint or Persuasion files that you imported.

Reason: The background that you imported acts as a PICT object layered above the Cinemation background. If the text in your file matches the color chosen as Cinemation's background color, Cinemation "thinks" that you can't see the text.

Solution: Change the background color in Cinemation: select "Background Color" under the Animate menu. Choose a color that reasonably matches one of the primary colors of the background you imported. The text boxes will disappear.

Your slides don't fit well on the screen.

Reason: Cinemation displays slides the same size as they were when viewed at 100% size in PowerPoint or Persuasion. If your page set up options were set to 35 mm or overhead size, your slides may not fit well on the screen.

Solution: Change the PowerPoint or Persuasion page set up to be screen size and re-export the scrapbook.

Cinemation is unable to import your PowerPoint or Persuasion files. You get a "Not enough memory to complete that command" message.

Reason: Cinemation loads entire scrapbook file into memory in order to import PowerPoint or Persuasion files. If the scrapbook file is particularly large (4 megabytes or larger), there may not be enough memory available.

Solution: Increase the application memory size (see Page 11 of the manual). The application memory size should at least match the size of the scrapbook file you are trying to import (i.e. if you are importing a 6 megabyte scrapbook file, you should allocate at least 6 megabytes of RAM to Cinemation).

Solution: Decrease the size of the scrapbook file by exporting the background as a separate scrapbook file, and then exporting your slides without the background fill. You can recombine the background and slides in Cinemation by first importing the background, and then importing the file containing your slides. You can also decrease the size of the scrapbook file by breaking the presentation into smaller files with fewer slides. The presentation can be recombined in Cinemation by importing all of the scrapbook files from the presentation into the same Cinemation movie.

Solution: Install more RAM.