

# Spider-Man On-Command Voice-Activated Software

## Frequently Asked Questions

This voice activated software was created and powered by  
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Please read before proceeding: If you are a child it is a good rule to ask your parents or guardian about any technical computer or software issues before making any of the following changes to your in-home computer system.

1. Downloading any software that will update your system's functionality.
2. Altering any system software settings such as volume or device control.
3. Maneuvering cable connections or other device setups, such as with microphones and speakers.

## INSTALLING

### **Q. Where do I go to install the software?**

**A.** Go to [www.poptarts.com/spidey](http://www.poptarts.com/spidey) and click on the "Install Software" button. To install the software you will need three (3) unique codes which you can get inside specially marked packages of Kellogg's® Pop-Tarts®. Look for one (1) special eight-digit code that's on the sticker inside the Kellogg's® Pop-Tarts® box. Enter three (3) of these codes and click the "Submit" button. On the next page, select which version of the Spider-Man On-Command Voice-Activated software you want to install. There are two versions. One is the standard version; the other is enhanced with more motion and is larger. See below section regarding installation times. The next screen is a reminder that illustrates the two-step process of starting the install. It shows that you must select the "Open" button, not the "Save" button, and shows that in a subsequent window you must select "Unzip" to run the Web install program. In the reminder screen, select "I'm Ready! Install Now," then select "Open" and "Unzip" on the window that follows and the install program will install the software onto your PC.

### **Q. What can I do if the install gets interrupted before it finishes?**

**A.** If interrupted before it is finished, the install will automatically resume from where it left off when you are able to return to installing the software. Just go back to [www.poptarts.com/spidey](http://www.poptarts.com/spidey) and click on the install button again.

### **Q. What can I do if the download won't start after I click on the install button?**

**A.** Your computer system must have the Install Shield plug-in to properly run the install. If a window pops up asking if you want to download and install an Install Shield plug-in, click "YES." The plug-in is free. Please note that if you are a child you should get the permission of your parent or guardian before downloading any software that will update your system's functionality.

### **Q. How long will the download take?**

**A.** Install times differ depending upon many variables, including the size of the application being installed, the connection speed of the system to the Internet, the Internet traffic at the time of the installation, and the amount of necessary software you already

have on your system. Install Shield will determine what necessary software you already have on your computer, such as the Flash plug-in. Install Shield will then download and install those elements, which are not already present. There are two versions of the program to install. One is the standard version; the other is enhanced with more motion and is larger. The standard version with all required software elements is approximately 45MB and will take about 1 hour and 52 minutes on a standard 56K modem and 4 – 5 minutes on a cable modem. But, if your system has all the required software, the file size of the download/install will be as little as 31MB, which will take about 1 hour 17 minutes on a standard 56K modem and 3 – 4 minutes on a cable modem. The enhanced version with all required software elements is approximately 81MB and will take about 3 hours and 22 minutes on a standard 56K modem and 7 – 8 minutes on a cable modem. But, if your system has all the required software, the file size of the download/install will be about 67MB, which will take about 2 hours and 47 minutes on a standard 56K modem and 6 – 7 minutes on a cable modem.

**Q. When the install finishes, how do I run the program?**

**A.** When the installation is complete, the On-Command program will automatically launch the setup utility. If you cancel out of the setup before you have configured the On-Command program to recognize your voice, you may relaunch the setup at anytime by double-clicking the desktop item named “Configure Spider-Man On-Command.”

**Q. What if I am still having difficulties installing the program after the direction provided in this FAQ? Are there other help resources?**

**A.** If this FAQ did not help you resolve your issue, see the section below named “Further Assistance.”

## **SETUP**

**Q. The program doesn't seem to have auto-installed. I don't see the Spider-Man icon on my desktop.**

**A.** When on the Pop-Tarts® Spider-Man Website install page, you may have clicked "Save" instead of "Open" in the first download window that appeared. By clicking "Open" you tell the computer to run the setup program when all the necessary files have been copied. By clicking "Save" you tell your computer to simply save the files to your PC, but not to run the setup file. If you clicked "Save" you will need to go to the location on your computer where you saved the setup files, locate a file named "setup.exe" and double-click on it to install the program.

**Q. After installation what do I do next?**

**A.** After successful installation, the software will auto-launch and run the audio sound check utility to determine whether your speaker and microphone are working. Follow the prompts from here to complete the setup.

**Q. How do I exit the program?**

**A.** During setup, configure and log-in, there is a quit button available. Click on this button to exit the software. After completing the setup, when you launch the program it will run in the system tray, that is, in the background of your other applications. The microphone will monitor for your voice command, and when the activate command is given ("Hey Spidey!"), the program will move to the foreground. When in the background, a Spider-Man icon will appear in the lower right-hand corner of your taskbar. To quit the program, right-click your mouse on this icon and select Quit.

**Q. How do I uninstall the program?**

**A.** You can uninstall the program using the Add/Remove Programs utility in the system's Control Panel. Find the Spider-Man On-Command item and click "Remove," then follow the uninstall instructions. You may also select the Uninstall item from the Spider-Man On-Command program list in the Windows® Start menu.

**Q. How can I make the program start automatically when I turn on my computer?**

**A.** Place the Spider-Man On-Command executable file in the Windows® Startup folder.

**Q. How do I set up the screen saver portion of the software?**

**A.** The screen saver is controlled in the screen saver tab of the Display Properties Control Panel applet. To set or change a screen saver:

1. Open Display in Control Panel.
2. On the **Screen Saver** tab, under **Screen Saver**, select Spider-Man Pop-Tarts Screen Saver from the drop-down menu.
3. Click "Apply" or "OK."

**Q. What if I am still having difficulties setting up the program after the direction provided in this FAQ? Are there other help resources?**

**A.** If this FAQ did not help you resolve your issue, see the section below named "Further Assistance."

## **TROUBLESHOOTING**

### **Q. I don't hear any sound, what can I do?**

**A.** First, use a program or run a file, like a movie, that you know uses the speakers. If you hear sound from that program or file, your speakers are obviously working. Next, check the audio settings on your system. Make sure all volume settings are at audible levels. Finally, check the connection between your computer and your speakers. It is possible that your speakers are not properly connected. See below for details about setting up system speakers.

### **To set up speakers:**

Speakers vary greatly in design and purpose. Consult the speaker manual for hardware and software specifics. However, most models install in a similar fashion.

Locate the sound connections and connect the speaker jack to the computer. Most computers use an internal sound card and often the connections will be in the back of the system. These will be a series of connections the same size and diameter as the speaker jack. In many cases there will be two sound-out connections.

1. One will be labeled as a line-out connection. Most speakers requiring a separate power supply (such as an electrical adapter or batteries) should use this connection. It is also used to export amplified sound to recording devices including recordable CDs and tape cassette systems.
2. The other connection is for the non-powered speakers. Since the signal is boosted by the computer, powered speakers may be damaged if connected. Plug the speaker into the proper connection. It is also possible that the volume on the speakers are turned down or muted.

### **To adjust speaker volume:**

#### **If you do not already have the "Volume Control" applet running:**

1. Double-click the "Speaker" icon in your taskbar.
2. If you don't have one, then you need to turn the feature on in the control panel. Double-click the "Multimedia" control panel, and click the "Show volume control on the taskbar." Now double-click the "Speaker" icon in your taskbar.

#### **Once the "Volume Control" applet has appeared:**

Select the "Options" menu and make sure the "Advanced Controls" menu item is checked. If the menu item is disabled then you don't need to do anything.

#### **Check the playback volume:**

1. Select the "Options" menu and then "Properties."
2. In the properties dialog, make sure that the right "Mixer device" is selected. If you don't know which one you're using and there's more than one choice, then you will need to repeat all of the following steps for each "Mixer device."
3. Click on the "Playback" radio button. Make sure that all of the check-boxes in the "Show the following volume controls" list box are checked.
4. Press "OK." Look at the first vertical slider for the volume control. It's usually called "Volume Control."
5. Make sure that the slider is not all the way at the bottom and that "Mute" is not checked.

6. Find the slider named “Wave,” or “Wave Out.” Make sure that the slider is someplace near the middle or above and that “Mute” is not checked.
7. If there’s a slider named “Microphone” then make sure that the slider is set to the bottom and that it is muted. If you don’t do this you might hear a loud whining when speech recognition is activated.

**Q. My speakers are working perfectly, but my microphone doesn't seem to work. How do I check that?**

**A.** The microphone can be checked using the Audio Mixer settings described above. You can use Sound Recorder, in the Entertainment submenu of the Accessories menu, to test recording and playback. Make sure the microphone is not muted and that its level is set high enough in the Audio Mixer. The microphone's connector on the back of the computer is usually colored red and may have a picture of a microphone or arrow pointing inward. For speech recognition, ensure your microphone headset is installed and configured properly.

Microphones vary greatly in design and purpose. Consult the microphone manual for hardware and software specifics. However, most models install in a similar fashion.

1. Locate the sound connections and connect the microphone jack to the computer. Most computers use an internal sound card and often the connections will be in the back of the system.
2. These will be a series of connections the same size and diameter as the microphone jack. One will be labeled as the microphone connection, either with a small icon that looks like a microphone or explicitly labeled as such.
3. Plug the microphone into that connection.

**To install the microphone headset, perform the following steps:**

1. Insert the microphone plug on the headset into the microphone-input jack on the back of your computer.
2. You may want to also insert the speaker plug into the sound out jack on the back of your computer.
3. You may already have speakers plugged into this jack.
4. You must choose whether you want computer sounds to be amplified through your speakers or through your headset earphone. Refer to the instructions included with your microphone headset for illustrations and tips about installation.

**Q. The program is working, but the video and audio are choppy or delayed. How can I fix that?**

**A.** The best way to improve choppy video and audio is to close any other programs you may have open. By doing this, memory and system resources that are being tied up by other programs will be made available to the On-Command program. Also video cards with no on-board memory rely on the CPU to refresh the screen. A video card with more on-board memory can alleviate choppy video playback. Adding more memory, a better video card, and defragmenting your hard disk will also improve your computer's performance. Please note, if you are a child it is a good rule to ask your parents or

guardian about any technical computer or software issues before making any changes to your in-home computer system.

**Q. I get an error that says I am speaking too soon. What can I do?**

**A.** This means that you started talking before the software was listening, and only part of what you said was heard. To avoid this, make sure you wait for the visual prompt to appear on the screen before you begin to speak.

**Q. I get an error that says I am speaking too late. What can I do?**

**A.** This means that you waited too long to start talking after the software started listening, and only part of what you said was heard. To avoid this, make sure you start speaking when the visual prompt appears on the screen.

**Q. I get an error that says I am speaking too loudly. What does this mean?**

**A.** This means that either you are talking too loudly into the microphone or you are too close to the microphone. It may also be possible that your microphone record level is too high.

**Check the recording volume:**

1. Go to the Volume Control module on your system (right-click on the speaker within your Windows® taskbar and select “Volume Control”).
2. Select the “Options” menu and then “Properties.”
3. In the properties dialog, make sure that the right “Mixer device” is selected. If you don’t know which one you’re using and there’s more than one choice, then you will need to repeat all of the following steps for each “Mixer device.”
4. Click on the “Recording” radio button. Make sure that all of the check-boxes in the “Show the following volume controls” list box are checked.
5. Press “OK.”
6. Find the slider named “Microphone.” Make sure the slider is someplace near the middle and that the checkbox is selected.
7. Make sure the check-boxes on the other sliders are not selected, or speech recognition may recognize you from your CD player, etc.
8. If there’s an “Advanced” button under the “Microphone” slider then click it. A dialog will pop up. If the dialog has options for “Automatic gain” then you should make sure they’re checked and press OK. Most sound cards need this checked, although if your microphone volume is too loud you may need to turn the setting off.

**Q. I get an error that says I am speaking too softly. What does this mean?**

**A.** This means that either you are talking too softly into the microphone or you are too far away from the microphone. It may also be possible that your microphone record level is too low. See answer to the above question for instructions on checking and resetting the volume of your recording devices.

**Q. I get an error that says there is too much noise in the room. What does this mean?**

**A.** This means that the microphone is picking up too much background noise besides your voice. This other noise could be from a TV, radio, fan, other people, etc. Make efforts to diminish the surrounding noise that your microphone is picking up.

**Q. I get an error that says I am speaking too slowly. What does this mean?**

**A.** This means that you are waiting too long between words. Try to speak at a normal pace.

**Q. I get an error that says there is a General System Error. What does this mean?**

**A.** This means that the system has detected multiple errors that will stop the software from working correctly. First, try restarting the program and if that doesn't work try restarting the computer.

**Q. After I installed the software, I got access to the “Behind The Web” content on the Website. But I don't have access to that content from my other computers. What's the problem?**

**A.** Access to the special Spider-Man content is given to all people who install the Spider-Man Voice-Activated On-Command software. When you installed the program, a cookie was put on your system that lets the Website know you have gained access. But the cookie can only be downloaded to the system on which the software was installed.

**Q. I had access to the “Behind The Web” content on the Website. But now, for some reason, I don't have access anymore. What's the problem?**

**A.** See the answer to the above question. If you have deleted the cookies from your system, you will have removed the Website's way of knowing that you are allowed access to the special content. If you have deleted the cookie, contact the help resources detailed in the section below titled “Further Assistance” and request direction on retrieving a new “Behind The Web” cookie.

**Q. What if I am still having difficulties running the program after direction provided in this FAQ? Are there other help resources?**

**A.** There is a help resource in the Configure Spider-Man On-Command program, which you can launch by clicking the desktop item with that name. Within any screen, select the “Help” button and follow the instructions to find answers to your particular issue. If the Help file and this FAQ do not resolve your issue, see the section below named “Further Assistance.”

## **REQUIREMENTS**

**Q. What kind of specifications does my computer have to have in order to use the software?**

**A.** Your computer needs to be at least a Pentium® III or equivalent, with 64 MB of free memory and 70 MB free space on your hard disk. You also need a sound card and a video card with at least 32 MB of RAM. A working microphone and speakers are required for voice interaction.

**Q. I don't have a microphone, where should I get one and what kind should I get?**

**A.** You can buy a microphone from many local electronics and computer stores, or on-line. When buying a microphone, you should consider the following:

1. **How much are you willing to pay?** Very cheap microphones do not provide good recognition accuracy. Although high-priced microphones will get slightly higher accuracy compared to mid-priced microphones, most of the benefit is in additional comfort and noise resistance.
2. **Where will you be using speech recognition?** If you are speaking in a quiet room, a close-talk or handset microphone is best, but other types of microphone (e.g. desktop) may also give good results. However, if you are speaking in a noisy room or a cubicle environment, a close-talk or handset microphone is essential for good performance.
3. **Is the microphone comfortable?** If you have to wear a microphone, make sure it's comfortable.
4. **Will the microphone work with your sound card?** Not all microphones work with all sound cards. You should refer to your sound card's documentation for a list of compatible microphones. If it doesn't contain a list, then look for microphones specifically designed to be used with computers.

**Q. What operating systems will this software run on?**

**A.** You must be running Windows® 98 Rel. 2, Windows® NT 4.0 Workstation, Windows® 2000 Professional Service pack 4, Windows® ME, Windows® XP Home Edition, Windows® XP Professional Edition.

**Q. Do I need any special software in order to use this program?**

**A.** During installation, this program checks to see if your computer has all of the necessary software. It will automatically install anything you need but don't already have. The programs it looks for are: The Microsoft® Java Virtual Machine, Macromedia® Flash, The Microsoft® Visual Basic Version 6 Runtime Libraries, and Microsoft® SAPI 4.0 or later. All of these programs are free to end users.

## **FURTHER ASSISTANCE**

**Q. What if I am having a problem with either the installation, setup, or running of the Spider-Man On-Command program, but have been unable to solve that problem by referencing this FAQ? Can I do anything else?**

1. **E-mail:** From April 15, 2004, through April 15, 2005, you may e-mail the following address with your concerns: [e-help@arcmarketingusa.com](mailto:e-help@arcmarketingusa.com). Your issues will be reviewed and an e-mail response returned in approximately 5 business days.
2. **Phone:** From May 1, 2004, through August 1, 2004, a toll-free help line will be available between the hours of 5:00PM and 9:00PM EST, Monday through Friday. Call 1-877-707-8278. A technical assistant will help you resolve your issue.

**Q. What if the problem I am having is the result of my Internet connection and I am unable to install the program successfully from the Web? Can I get the software another way?**

**A.** If you have e-mailed or called the above technical support resources and it has been determined that the Web install will not complete successfully due to difficulties with your particular Internet connection, then we will provide you with a CD-ROM containing an install of both the standard and enhanced versions of the program. Contact either the e-mail or phone help resources, provide your three Pop-Tarts® codes and a home address and we will send you the CD.