

## FREQUENTLY ASKED QUESTIONS

### Cybertech VirtualCopy™ CD-ROM of *TESOL Quarterly*

1. Why is the installation procedure cumbersome?

To prepare a CD-Rom for both Windows™ and Macintosh™ platforms, the installation programs must be in separate folders. Because there is an option to install the Acrobat™ Reader 3.0 without the search engine in both platforms, the folders must be broken down into Reader and Reader Search categories. These additional options necessitate arranging the installation programs hierarchically. Windows users can circumvent the navigation to access the installation program by typing the command line at: File Run (3.1x) or Start run (Win 95):

(CD-ROM drive letter)D:\ win\rdr\_srch\32bit\setup.exe

Substitute 16bit for 32 bit in Windows 3.1x

2. Why are there no pretty pictures, movies, or audio clips like my other CDS?

This digitized version of an educational journal's entire database is intended for researchers and educators. It is targeted for a very small and specific audience whose sole purpose will be to access information more quickly and easily. It is also intended to negate the need for storage space. There will never be a great demand for any particular journal outside the specific discipline. By keeping production cost, and accordingly, consumer cost, to a minimum the dissemination of the product should be greatly enhanced. It is not intended to be a multimedia product; will not be on retail shelves; is not meant to be in competition for the consumer dollar but rather is marketed to the serious researcher and/or educator. To significantly increase the cost to libraries, researchers, educators, and students would, in our opinion, be counter-productive to the dissemination of this information and its attendant enhancement of literacy.

3. Couldn't there be an easier way to access the information ?

We surveyed many librarians and researchers in your discipline as well as tested other search-capable products. It was determined that the current method provides the maximum utility of products available today given its intended usage. We feel that accessibility to an entire historical database via keyboard input of a few characters and 3 or less mouse clicks to access the requested information will make the journal much more widely available to all who wish to utilize its contents. Given the rapidly changing technological environment, we intend to remain in constant search of a "better mouse trap" and greatly appreciate any comments any users may have as well as suggestions to increase the utility of this product.

4. I get too many "hits" in the search dialog box when I request a search. How do I reduce these?

You can't. But you can reduce the number that show in the dialog box. In the Acrobat program application, there is a preferences option in the file menu. Select Search and you will be given the option to customize the way in which all such "hits" are presented in the search dialog box. The default is to show the top 100 instances of occurrence for the search query you have chosen . You may expand this to the maximum number of files in this database (163) or contract it to show as few as you wish. This option only controls how many instances are shown. You still may continue to access each instance by clicking the forward arrow in the toolbar until the last instance has been reached at which time the arrow is grayed out.

5. Can I control how the “hits” are displayed in the dialog box ?

Yes, in the same menu (File Preferences Search) you have an option to “sort by”: The default is set to “score”, which is not of any use for our purposes but over which we have no control at this time. If you set this option to “Title”, you will then get a chronological listing of each occurrence.

6. Sometimes the page appears too large or too small. How can I make it suit my purposes?

In the View option on the toolbar you may select any magnification you like to enable you to more comfortably read the screen.

7. I tried to print a page and the entire file began to print. What can I do to prevent this?

Unfortunately, the default printer option is set to entire file. This is a feature we hope to alter soon. In the meantime, you must remember to set the print pages option manually to the exact pages you wish to print.

8. Why does it sometimes take so long for the search query to appear in the dialog box?

The search time is determined entirely by the resources of your computer. The clock speed of your processor and the amount of random access memory are the major determinants of access time as well as print time. Also, it will take slightly longer to access words, phrases, etc. that appear numerous times in the database. If you were to search for “Catcher in the Rye” the inclusion of “in” and “the” in the search would increase the search time slightly due to the numerous occurrences of these words. Using “Catcher and Rye” would call up each instance of these two words being on the same page. In our testing environment, no search has taken more than 10 seconds and it is rare when more than 2 or 3 seconds elapses. Remember you are searching through a vast amount of information. Almost all searches occur instantaneously if your system resources meet required specifications.

9. Sometimes it takes a long time to print. Can this be remedied?

Again, this is a function of your system resources. A small print buffer, or cache, will slow down print time significantly. Some printers may not work at all. You can try going to the File Preferences menu and unchecking “display large images” which will speed print time if there are large images in the item(s) which you are printing.

10. When I try to select “search” it is grayed out, rendering the search engine inoperable. What now?

This occurs when the index attached to the database does not automatically load and is more prevalent in the Macintosh environment. You can add the index by selecting “indexes” in the search dialog box. Highlight the index that appears and click add; click OK and the search engine will be operative.