Interplay Productions Reference and Troubleshooting Guide

On these pages you will find technical information regarding the most common problems we experience with any of our titles. Most of the problems we experience can be corrected by following the enclosed directions. If you are encountering a problem with one of our titles, please read through the following information for instructions on how to ideally configure your system for any of our titles.

RETURNS

Because of the advanced techniques currently in use in the process of burning CD's, it is very rare that a CD itself will be damaged or corrupted enough for your game to work incorrectly. Many times a quick call to our technical support line will get you up and running. Please contact technical support if you believe you have a bad CD, or a damaged product. Our trained technicians will be able to diagnose and in most cases correct your problem without ever needing to exchange your CD.

Support Information

TECHNICAL SUPPORT
TROUBLESHOOTING DOCUMENTS ONLINE!

Interplay Productions Technical Support offers troubleshooting guides with installation and setup instructions as well as information that will help you overcome the most common difficulties. If you have access to the World Wide Web or if you use AOL, you can find these at **http://www.interplay.com/support/**

Here you will find troubleshooting information on as well as information on regular system maintenance and performance.

DirectX	**http://www.interplay.com/support/directx/index.html**
Joysticks	**http://www.interplay.com/support/joystick/index.html**
Modems and Networks	**http://www.interplay.com/support/modem/index.html**

(For **game-specific** information and additional troubleshooting, visit our main page at **http://www.interplay.com**)

If you have questions about the program, our Technical Support Department can help. Our web site contains up-to-date information on the most common difficulties with our products, and this information is the same as that used by our product support technicians. We keep the product support pages updated on a regular basis, so please check here first for no-wait solutions: **http://www.interplay.com/support/**

If you are unable to find the information you need on our web site, please feel free to contact Technical Support via e-mail at **support@interplay.com**. We also offer support service via phone, fax, or letter. Please be sure to include the following information in your e-mail message, fax, or letter:

Title of game
Computer manufacturer
Operating system (Windows 95, DOS 6.22, etc.)
CPU type and speed in MHz
Amount of RAM
Sound card type and settings (address, IRQ, DMA)
Video card
CD-ROM
Mouse driver and version
Joystick and game card (if any)
A copy of the CONFIG.SYS and AUTOEXEC.BAT files from your hard drive
A description of the problem you're having

If you need to talk to someone immediately, call us at (949) 553-6678 Monday through Friday between 8:00AM-5: 45PM Pacific Standard Time. *Please have the above information ready when you call.* This will help us answer your question in the shortest possible time. For information pertaining to your specific title, press "1" on the main menu and listen carefully to all prompts. All titles are listed alphabetically. After you have selected your title, the most common difficulties will be listed. If the difficulty you are having is not listed or you need additional assistance, you may press "0" on your game's main menu, and you will be transferred to a Technical Support Representative from 8:00AM-5:45PM PST, Monday-Friday with our automated wizard available 24 hours a day, 7 days a week. **No hints or codes are available from this line. You must call Interplay's HINT Line for hints, tips, or codes at 1-900-370-PLAY (1-900-451-6869 $1.25 in Canada only). You must be 18 years +, have a touch-tone phone, and the cost is $0.95 per minute.**

Interplay Productions Support Fax: (949) 252-2820
Interplay Productions Technical Support: 16815 Von Karman Avenue Irvine, CA 92606

HOW TO REACH US ONLINE

World Wide Web: Access our Web Site at **http://www.interplay.com**
FTP: Access our FTP Site at **ftp.interplay.com**
Internet E-Mail: support@interplay.com
AOL: From the channel screen, click on the internet button, then click on the go to the Web button, and in the address section type **http://www.interplay.com/support/**

INTERPLAY PRODUCTIONS
REFERENCE AND TROUBLESHOOTING GUIDE

This game requires that you have Microsoft's DirectX installed on your system and that all your hardware, including your sound and video card, are DirectX certified. The newest version of DirectX available to us should be included on the Game CD and can be installed by choosing "Install DirectX" when given the option while installing the title. The most common problem with DirectX games is the drivers that are in use for your sound card and your video card. If you have problems with the game, you should always contact your video and sound card manufacturer (either through their web sites or over the telephone) for information on obtaining the latest drivers for that hardware. The majority of problems that we experience with any of our titles now stem from systems that are using older drivers.

For examples of some problems you may experience with DirectX see Sections A1 & A2 below. If you are having any of these difficulties, you will need to check the DirectX support of your computer. You can check your system for DirectX as follows: To test your current hardware drivers for DirectX compatibility, click on your 'start' button at the left hand corner of your task bar. (On most systems, this is at the bottom left of the screen.) Then select 'find', and then 'files or folders'. Change the 'Look In' prompt so that it points to your CD-ROM drive. In the 'named' selection, type in 'DXSETUP', and hit enter.

This should locate the file 'DXSETUP.EXE'. (If this file is not found, verify that you have selected to search your CD-ROM drive, and that DXSETUP.EXE was spelt correctly). Once it is located, double click on DXSETUP.EXE to execute the program. It will test the DirectX support on your system. Everything in here MUST be CERTIFIED. If any components are not CERTIFIED you will need to obtain DirectX drivers for the device. If they say CERTIFIED, then your drivers are DirectX certified and the game should run fine. If they have only the version numbers with nothing after that or a blank line, then they are supported, but not yet certified by Microsoft and you may experience difficulties when playing the game. If they say "No hardware support," or they say nothing at all then that particular piece of hardware does not support DirectX, and you may need to locate a set of DirectX compatible drivers before you will be able to play the game without problems.

You can contact either the manufacturer of the system, or the manufacturer of the specific device to obtain the latest version of DirectX drivers for your hardware. You can also try downloading it from the Microsoft website. They should have a copy of DirectX at the following URL: DirectX: http://www.microsoft.com/directx

SECTION A1

When a DirectX driver is not certified, a number of problems can occur. Here are a few examples: If your sound card does not support DirectX, you may encounter any one of the following problems:

• You may hear static during the game.
• You may hear stuttering, especially when a character speaks in the game.
• There may be no sound at all.
• The sound may work fine for a while, then suddenly stop. The game may lock-up, or otherwise fail to initialize.

SECTION A2

If your video card does not support DirectX, any of the following video problems may occur:

• DirectX may change your existing video driver to an inappropriate driver.

• Black Screen: Your screen may go black but the sound and music will continue to play.

• Corrupted Graphics: You might see horizontal or diagonal lines all over the screen.

• Strange Colors

• Slow Graphics: The gameplay may be slow and choppy.

• Double Vision: Images on the screen may appear blurred, or appear twice.

• Your game may freeze when you exit it.

* NOTE

If you continue to experience problems - Most of our current Windows titles are designed to run at a display setting of 640x480 with 256 colors. If you are

trying to start a Windows game and are experiencing strange colors, or the game does not start at all, try changing your display settings to correct this problem.

In Windows, double click on 'My Computer', and then double click on 'Control Panel'. Double click on 'Display', and select 'properties'. Click on the ' settings' tab.

Change your 'color palette' to 256 colors, and your 'desktop area' to 640x480. Reboot the computer, and now try starting the game.