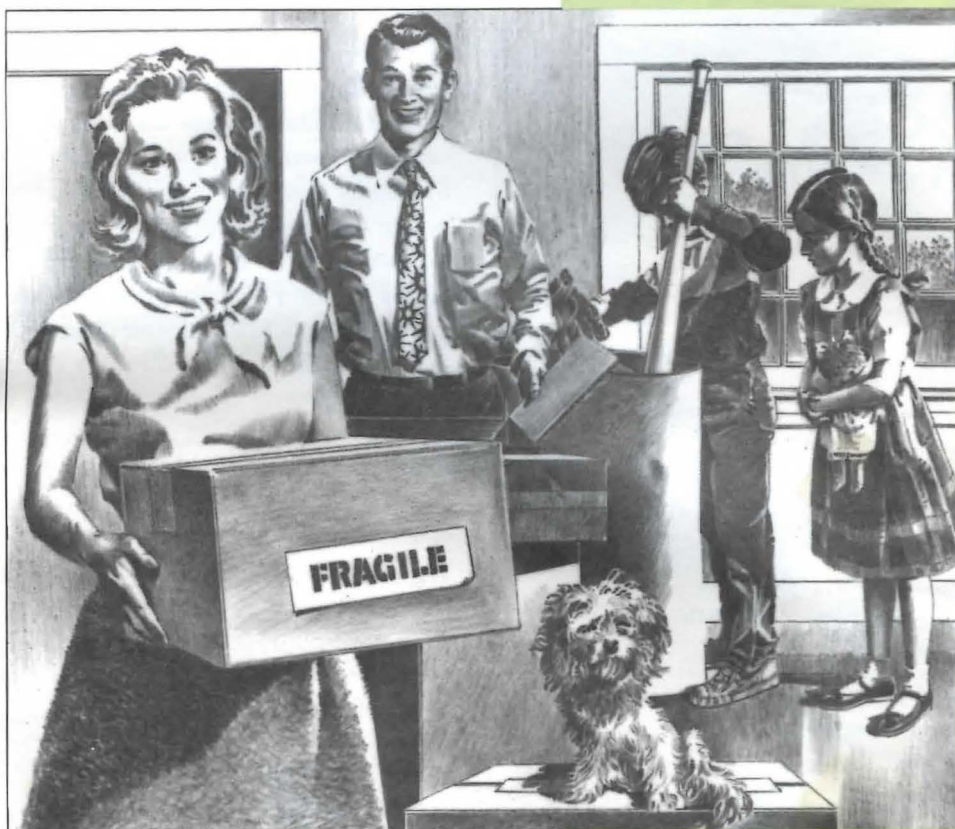


You're ready to move!



FILLMORE
FIDUCIARY
TRUST EST. 1907



—And **WE'RE** ready to **move** with you!



*"Let's not forget the **CHANGE-OF-ADDRESS FORM**, dear."*

One of the nice things about moving is the new friends you'll make. But there's one old friend you can bring along with you—Fillmore Fiduciary Trust! We have offices nationwide, waiting to serve you in your new town. When you fill out a Fillmore Fiduciary Trust change-of-address form, your account will automatically be transferred to the branch office nearest you!

Moving is easy when you plan ahead. Just follow these simple steps. First, contact Mazzotta National Van Lines and Rent-a-Truck well ahead of time, so that a van can be reserved in your name. Second, buy plenty of boxes and packing tape so you don't run out. Third, file your change-of-address forms six to eight weeks before you move to ensure that all mail will be properly forwarded.

Children have feelings, too. Sometimes children feel left out during a move. Their parents are too busy packing and making arrangements to pay attention to a child's fears and

apprehensions, so the little tiny worries grow bigger and bigger until they turn into enormous horrible monsters hiding in the closet just waiting to jump out and gobble you up! The solution is to involve your children in every aspect of your move. Filling out and filing your Fillmore Fiduciary Trust change-of-address form can be a fun activity for the whole family.

Your friendly bank teller is waiting for you! Plan a day for your family to visit the bank. Your children will find it an exciting educational experience as you proudly show them the many financial services available. While you're there, why not open a savings account for each child! The minimum opening balance for a Fillmore Fiduciary Trust Regular Savings Account is only \$10 and your children will thrill to the excitement of sound money management as our generous 5% interest adds pennies, nickels, and dimes to their accounts. Don't forget to visit the Change of Address window, where the teller will cheerfully hand you a change-of-address form.

We make it easy! It's a breeze to change your address with the Fillmore Fiduciary Trust change-of-address forms. Choose between Short Form 624Z87M-A and Long Form



*"Gee whiz, Dad, this is a **BIG BANK!**"*



*"We delivered the **CHANGE-OF-ADDRESS FORM** just in time!"*

624Z87M. Then set aside an evening to gather round the kitchen table and show your kids how rewarding it is to take care of business.

Countdown to moving day. As the Big Day draws nearer, a few tips will come in handy. Be sure to wash and iron all curtains and wall hangings before packing. Fold them neatly into boxes and they'll be all ready to hang when you arrive at your new home. Wrap all china and glassware in newspaper. They'll travel safe and secure in the special china cartons provided by your mover. Put essentials (toothbrushes, changes of clothes, children's favorite toys) in a special box which will be the last thing into the truck and first thing out of it. Everything you'll need right away will be at your fingertips!

Moving day is here! It's hard to believe that all those weeks of planning and packing have already flown by! Now your Mazzotta moving crew is waiting outside your house, ready to transport your belongings with courtesy and efficiency. As you set forth on your adventure, you'll be glad for the peace of mind you've

brought yourself by filing a Fillmore Fiduciary Trust change-of-address form.

Welcome to your new home! As you settle into your new house, hanging your curtains and unpacking your china, one thing you won't have to worry about is your finances. Your bank statements and correspondence will arrive on time, at your new address, and your new Fillmore Fiduciary Trust branch office will be



ready to meet your banking needs. We'll even arrange a loan for all those extra moving expenses. You can count on Fillmore Fiduciary Trust!

*"Here's your
**BANK STATE-
MENT, Ma'am.**"*

**FILLMORE
FIDUCIARY
TRUST** EST. 1907



Consider us your friend ...
We make it EASY for YOU!

FILLMORE FIDUCIARY TRUST

CHANGE-OF-ADDRESS FORM 624Z87M (624Z87M-A)

INSTRUCTIONS

A SPECIAL MESSAGE TO OUR CUSTOMERS

Forms 624Z87M and 624Z87M-A have been completely revised to make it even easier for you to change your address. The instructions have been rewritten in simple English and a handy chart has been added to help you decide which form to use.

You'll find a number of helpful new features, including a simple question-and-answer format, illustrative examples of more complicated questions, sample worksheet space, color-coded step-by-step forms, and larger type. We're sure these alterations will make it quicker and easier than ever for you to change your address.

You may file a change-of-address form whenever you change your primary residence, with certain qualifications (explained later). Just follow these simple steps:

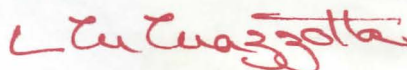
FIRST, COMPLETE FORM 624Z87M (624Z87M-A). Be sure to study the instructions for each item and to follow directions carefully. If you received these instructions and forms by mail at your former address, please peel off the name-and-address label on the back cover and affix it in the FORMER NAME AND ADDRESS area on the form you file. Using the label will speed processing of your change-of-address form. If the label is incorrect, do not use it. Print the correct former name and address in the space provided.

THEN DELIVER YOUR FORM TO THE BANK. Fillmore Fiduciary Trust has hundreds of offices nationwide, ready to serve you and your banking needs. Drop your form off at any one of our handy locations. We regret that we are unable to accept forms sent through the mail.

WE MAKE IT EASY FOR YOU! You may be eligible to use E-Z-Form 624Z87M-B if you are moving to Zalagasa to start a new job. You must meet certain tests of time and distance. Please contact your Customer Service Representative for details.

MISTAKES DELAY YOUR BANK CORRESPONDENCE AND INCREASE SERVICE CHARGES. Only YOU can prevent mistakes. Please fill out your form carefully, using a #2 pencil. Seek assistance if necessary. Be sure to:

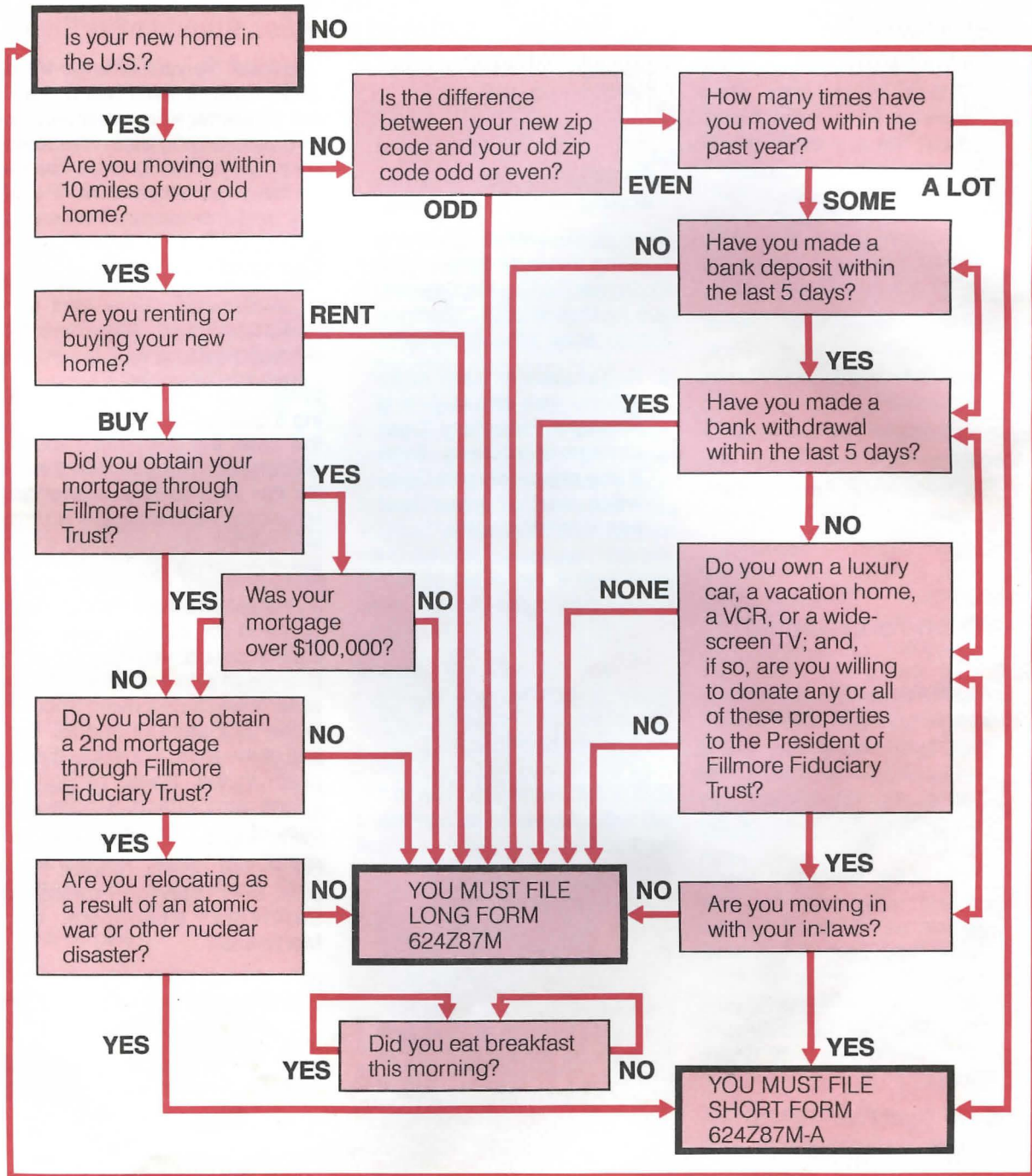
1. Complete all items.
2. Check all facts.
3. Sign where indicated. If married, both must sign. Children over age 12 must file separate forms.
4. Use only blue ultra fine felt-tip pen.
5. Never fold, staple, bend, or mutilate this, or any other, form.



L. M. Mazzotta
Chairman, Fillmore Fiduciary Trust, Inc.

WHICH CHANGE OF ADDRESS FORM SHOULD YOU FILE?

Follow the arrows to find out whether you must file Long Form 624Z87M or Short Form 624Z87M-A. By answering “yes” or “no” to each question in turn, you will easily be led to the final answer.



Form 624Z87M-A GENERAL INSTRUCTIONS

Who Must File?

1. Every Fillmore Fiduciary Trust customer who moves to a new home must file a change-of-address form.

Customer means:

- anyone who has ever completed a banking transaction with Fillmore Fiduciary Trust.

Banking transactions include:

- maintaining savings, checking, IRA, and Money Market accounts.
- applying for loans or jobs.
- dating bank personnel.
- purchasing money orders, traveller's checks, or bus passes.

- cashing in rolls of coins (other than Kennedy half-dollars).
- using Automatic Teller Machines or late-night depositories.
- working as a security guard.

To determine other qualifying banking transactions, ask your Customer Service Representative for Pamphlet 21, "Banking Transactions: What Are They?"

2. Regardless of bank affiliation, you must file a Fillmore Fiduciary Trust change-of-address form if you are moving to Delaware and/or your last name is "Mazzotta."

Which Form Should I File?

You MAY be able to use Short Form 624Z87M-A if:

- You spent more than \$1300 on lottery tickets during the twelve months immediately preceding the filing of the form, OR
- Your daily breakfast menu meets nutritional requirements established by the Food and Drug Administration, OR
- You meet other qualifications as outlined in Pamphlet 831, "To Make a Long Story Short."

Since Short Form 624Z87M-A is easier to complete than Long

Form 624Z87M, you should use it if you can. However, even if you meet the above tests, you may still have to file Long Form 624Z87M. The chart on page 5 will help you determine which form to file.

The following instructions are for Short Form 624Z87M-A. To obtain instructions for Long Form 624Z87M, send \$19.95 to your Customer Service Representative for Publication 163, Volumes I through III, "General Instructions for Filing Fillmore Fiduciary Trust Form 624Z87M."

When Should I File?

You must file your change-of-address form at least two months, but no sooner than six weeks, before your moving date. Please ask your Customer Service Representative for Pamphlet 96, "Penalties and Interest on Forwarding Expenses Due to Late Filing of Change-of-Address Form."

Is There Anything Else I Should Know?

What if a customer dies before filing a change-of-address form? In this case, the customer's spouse or personal representative must file the form to ensure that any remaining bank business is properly settled and delivered to the appropriate parties.

If your spouse died within the past year and you did not remarry during that period, you may file a joint change-of-address form. Please write "Filing as Surviving Spouse" in the 'Signature of Spouse' section of the form. Show the date of death in the 'Name of Spouse' space and attach a notarized copy of the death certificate.

For further details, request Pamphlet 974, "Banking Protocol for Survivors, Executors, and Morticians."

LINE-BY-LINE INSTRUCTIONS

Vital Information

Line 1—Write your full name here. Do not use nicknames or abbreviations. Our modern computerized name and address file will only accept names that have less than 8 letters and are not names of months.

Example—June Roosevelt lives in Ohio and has 6 children. Her total lottery expenditure for this year was \$1,684. Since June's last name has 9 letters and her first name is the name of a month, she must write 'Juan Rooster' on Line 1.

Line 2—Write your spouse's nickname here.

Line 3—Write your old address here. Please include apartment or box number. The following street designations are acceptable:

- Crescent
- Boulevard
- View
- Terrace

Example—Brenda Volpe is moving to Honeoye Falls, New York to assume a new position as a bank security guard. She drives a red Dodge Duster. Her former address was 622 Pelican Crescent. Brenda may write this address on Line 3.

Line 4—No abbreviations may be used. You must include all 9 digits in your "zip + 4" code.

Line 5—Write your old telephone number here, including area

code. If you own a push-button phone, write your phone number in a 3 x 4 matrix. If you own a rotary phone, write your phone number in a circle.

Line 6—Write your new name here. See Line 1.

Line 7—Generally, you should include any spouse acquired during the past 12 months, except those listed on Line 2. You may NOT include:

- Mail-order brides.
- Gifts to employees.
- Contest or game show winnings, as defined in Pamphlet 469, "When a Game Show Date Becomes a Lifelong Mate."

Example—Ken Dahl receives numerous mail-order catalogues, including one for mail-order brides. While Ken seriously considered acquiring a spouse in this manner, in June 1986 he married his childhood sweetheart, Barbie. Since Barbie is not a mail-order bride, he may enter her name on Line 7.

Line 8—See Line 3.

Line 9—Refer to Pamphlet 128, "Legislation Regulating Banking Practices in Townships Incorporated Within the Past Six Months."

Line 10—Your new telephone number must be included to validate the change-of-address form. Signing the form authorizes Fillmore Fiduciary Trust to charge only those calls they deem necessary to your new phone number while arranging for the transfer of your bank account, and thereafter, at their discretion, for addressing your banking needs so long as said phone number is in operation.

Personal Information

Line 11—Please check the appropriate box. For assistance, please see Pamphlet 593, "Which Sex Am I?"

Line 12—You may only check the "Firm" box if your new address is to be used solely as a place of business.

Example—Lori Angler, a psychotherapist, has neither a prestigious Better Beezer Card nor a Fillmore Fiduciary Trust Cash-at-the-Ready Card. She uses a den in her home for group primal scream sessions. The den is also used for recreational purposes. Lori may not check the "Firm" box.

Line 13—If you are not moving into one of the four types of dwellings listed in Line 13, you must file Long Form 624Z87M.

Example—Tootsie and Larry Platinum are moving from the back room of a Seattle laundrette to a chateau on the Hudson River. They just bought a VCR, but have never owned a wide-screen TV or a luxury car. Even though their former home was a laundrette, they must file Long Form 624Z87M.

Line 14—Please enclose fabric swatches with your completed form.

Dates

Line 15—Enter date of filing form here. For your convenience, our computer does not accept months with names that are commonly used as given names.

Example—Willamena Steere eats nothing but a chocolate-covered donut every morning for breakfast. Her diet does not meet FDA minimum nutrition requirements. She is planning to move to Hershey, Pennsylvania on April 23, 1987. Willamena will have to postpone her move until July 1987, since April, May, and June are all given names. For further specifications, see Pamphlet 482, "Is That a Baby or a Month?"

Line 16—Enter moving date here. Date listed must be the actual date at which you move into your new home.

Example—Rupert Swarm is married and has 3 children. He owned his home in Lobster, Maine, where he worked. His employer told him that on October 3, 1986, he would be transferred to Harborview, Maryland. His wife Stella flew to Harborview on September 9 to look for a house. She put a deposit on a houseboat that was still under construction. The family moved to Harborview on October 1, and stayed in a motel until the houseboat was finished on December 21. Rupert and Stella must enter "December 12, 1986" on Line 17.

Line 17—If you are moving to a temporary residence, after which you will return to your former residence (see Line 2), enter the date at which you will vacate the temporary residence. If you plan to be at the temporary residence longer than 2 months, or if you will subsequently move to any home other than your former residence, you must file Long Form 624Z87M.

Line 18—The following worksheet may be used to determine the final sum.

Step 1—Enter filing date here _____

Step 2—Enter moving date here _____

Step 3—Enter expiration date here _____

Step 4—Add 1, 2, and 3 above _____

Step 5—Enter date of birth here _____

Step 6—Subtract 5 from 4 _____

Step 7—Enter the smaller of 1 or 6 _____

Write this amount on Line 18.

Other

Line 19—For more information, see Publication 421, Volumes I through VIII, "Penalties for Failure to complete Line 19 on Fillmore Fiduciary Trust Change-of-Address Form 624Z87M-A."

Line 20—Please check one.

Example—Mary Brownell's great aunt left her a multimillion dollar trust fund. Mary should check the "Trust Fund" box.

Line 21—Include costs of transportation.

Signature of Individual Applicant

Line 22—Use fountain pen with Permanent Blue-Black ink.

Line 23—If moving in with in-laws, mother-in-law must sign here.

We Are Happy To Answer Any Questions

Your Fillmore Fiduciary Trust Customer Service Representative is frequently available Monday through Friday during normal banking hours, 10:00 a.m. to 2:00

p.m., to answer your questions and provide you with any pamphlets and forms you might need. We regret that we are unable to accept phone calls.

**FILLMORE
FIDUCIARY
TRUST** EST. 1907



Consider us
your friend ...
We make it
EASY for **YOU!**

SAMPLE CHANGE-OF-ADDRESS FORM

Form 624Z87M-A

FILLMORE FIDUCIARY TRUST CHANGE-OF-ADDRESS FORM

(For use by Fillmore Fiduciary Trust customers and others as explained in the instructions. Please read instructions carefully before completing this form. Type or print clearly using black ballpoint pen.)

Part I Vital Information

1. Name ▶ Millard Fillmore
2. Name of Spouse ▶ Gwendolyn
3. Old Address ▶ 1600 Pennsylvania Ave.
4. City ▶ Washington State ▶ D.C.
Zip ☐ ☒ ☐ ☐ ☐
5. Old Telephone ▶ (202) 555-5555
6. New Name ▶ Lesty Mazzotta
7. New Spouse ▶ Bubbles
8. New Address ▶ 17237 Crescent Terrace
9. City ▶ Rhinoceros State ▶ N.J.
Zip ☐ ☐ ☐ ☐ ☒
10. New Telephone ▶ (201) 555-5556

Part II Personal Information

11. Are you ☐ Male ☐ Female ☒ Banker
12. Is change of address for ☐ Individual ☐ Entire Family ☒ Firm ☒ Pet
13. Are you moving to ☒ Houseboat ☐ Fallout Shelter ☐ Commune ☐ Launderette
14. Do you wear ☐ Pinstripe Suits ☐ Custom-made Shirts ☒ Burberry Raincoat
☐ Wingtip Shoes ☐ Other (itemize) ▶ Rubber Boots

Part III Dates

15. Date filed (must be at least 8 weeks before moving date) July 4, 1987
16. Moving date (must be within 6 weeks of filing form) November 24, 1987
17. If temporary, expiration date (must be within 2 months) NONE
18. Total dates (add lines 15 through 17) 28,3974

Part IV Other

19. I agree to pay any forwarding charges incurred by the bank. ☒ yes
20. I authorize the deduction of charges from my ☐ savings ☐ checking ☒ paycheck
☐ trust fund ☐ piggy bank
21. Total dental expenses in past 12 months \$ 8,748

Part V Signature of Individual Applicant

22. X Millard Fillmore
23. Signature of neighbor Tootsie Platinum

Please notarize this form and return it to your convenient Fillmore Fiduciary Trust branch office. Thank you!

Instruction Manual for *Bureaucracy*

If you've never played Infocom's interactive fiction before, you should read this entire instruction manual.

If you're an experienced Infocom game player, you may only want to read *Section I: About Bureaucracy*.

TABLE OF CONTENTS

SECTION I: About <i>Bureaucracy</i>	Page 11
Preface to the Story	11
Your Blood Pressure	11
Forms	11
Questions	11
A Note About Mapping	11
Some Recognized Verbs	12
Sample Transcript and Map	12
About the Authors	15
SECTION II: About Infocom's Interactive Fiction	16
An Overview	16
• What is interactive fiction?	
• Moving around	
• Turns	
Starting and Stopping	16
• "Booting up"	
• Saving and restoring	
• Quitting and restarting	
Communicating with Infocom's Interactive Fiction	17
• Basic sentences	
• Complex sentences	
• Talking to characters in the story	
• Vocabulary limitations	
Special Commands	18
Tips for Novices	19
Eleven useful pointers about interactive fiction	
Common Complaints	20
We're Never Satisfied	20
If You Have Technical Problems	20
Copyright and Warranty Information	21
Quick Reference Guide	21
This briefly describes the most important things to know about interactive fiction.	

SECTION I: About *Bureaucracy*

Preface to the Story

Once upon a time (not very long ago), a man moved from one apartment in London to another. He dutifully notified everyone of his new address, including his bank; in fact, he went to the bank and filled out a change-of-address form himself. The man was very happy in his new apartment.

Then, one day, the man tried to use a credit card but couldn't. He discovered that his bank had invalidated his credit card. Apparently, the bank had sent a new card to his old address.

For weeks, the man tried to get the bank to acknowledge his change-of-address form. He talked to many bank officials, and filled out new forms, and tried to get a new credit card issued, but nothing worked. The man had no credit, and the bank behaved like, well, a bank.

It's a sad story, one that gets replayed every day for millions of people worldwide. Of course, sometimes it's not a bank at fault: sometimes it's the postal service, or an insurance company, or the telephone company, or an airline, or the Government. But all of us, at one time or another, feel persecuted by a bureaucracy.

You begin *Bureaucracy* in your new house. As per the letter in your package, you will fly to Paris (for business and pleasure) just as soon as you get some money to take you to the airport. That money should be in today's mail, so you should be off soon... unless, of course, there's some problem with the mail.

Oh, by the way: The man in our story about the bank was Douglas Adams, the principal author of this game. The bank did finally send him a letter, apologizing for the inconvenience—but they sent it to his old address.

Your Blood Pressure

On the right-hand side of the status line, you'll see a couple of numbers indicating your blood pressure. You start the game with a healthy blood pressure of 120/80. However, your blood pressure will go up whenever something annoying happens. Conversely, your blood pressure will gradually lower and return to normal if *nothing* annoying happens for a while. An extremely high blood pressure can be fatal. If you think your blood pressure is getting dangerously high, you should probably do only "safe," non-annoying activities until your blood pressure is normal again.

Forms

As you play *Bureaucracy*, you will occasionally be asked to fill out a form on the computer screen (a form is, after all, a highly effective tool for most bureaucracies). Look at the form carefully to see what information you need to supply next, then simply type your answer and press the RETURN (or ENTER) key. Fill out the form truthfully and/or to the best of your ability; failure to do so will surely cause something to go wrong.

Questions

Every now and then, someone in *Bureaucracy* will want you to answer a specific question. When this happens, you will see two prompts (> >) instead of the usual one (>) on the command line. *You must answer the question(s) to proceed*; failure to do so will surely cause something to go wrong, or worse.

A Note About Mapping

In most text adventures, players are advised to draw a map of the game's geography as they explore its locations. Mapping is a useful and sometimes essential way to learn how to get from one place to another.

However, there are two places in *Bureaucracy* where mapping will not help. One such place is the Airport; like airports in real life, the airport in *Bureaucracy* is a cartographer's nightmare but a bureaucrat's dream. The other location where mapping is pointless is in the numbered rooms in the Jungle. (Don't ask what numbered rooms are doing in a jungle; just take our word for it that you don't want to map that area.)

Players who throw caution to the wind and insist upon mapping the Airport and the Jungle will miss the entire point of those areas. Such players deserve the fate that awaits them. (Everyone else does *not* deserve the fate that awaits them.)

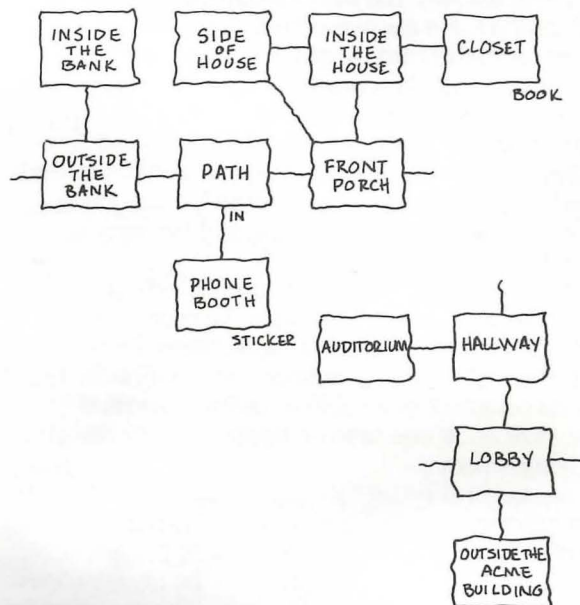
Some Recognized Verbs

This is only a partial list of the verbs that *Bureaucracy* understands. There are many more. Some of the verbs listed can be found in all Infocom stories; others are included especially for *Bureaucracy*. Remember you can use a variety of prepositions with some verbs. (For example, LOOK can become LOOK INSIDE, LOOK BEHIND, LOOK UNDER, LOOK THROUGH, LOOK AT, and so on.)

CALL	EXAMINE	PRESS	TAKE
CLIMB	GIVE	PULL	THROW
CONNECT	KNOCK	PUSH	TIE
CUT	LOOK	PUT	TOUCH
DRINK	OFFER	RAISE	TRADE
DROP	OPEN	READ	UNLOCK
EAT	PLUG	RING	
ENTER	POUR	SHOW	

Sample Transcript and Map

This transcript is not from *Bureaucracy*, but it does show many of the typical commands you might use in the story. It contains some simple puzzles and their solutions, and it will give you a good idea of how Infocom's interactive fiction works. The player's commands appear in capital letters after each prompt (>). The map represents the terrain in the sample transcript as you might have drawn it.



Front Porch

You're standing outside the closed front door to your house. The street runs east and west, and a path leads northwest around the side of the house.

> OPEN THE DOOR

The door is locked.

> INVENTORY

You are empty-handed. In your pocket is a wallet.

A mailman appears by your side, pulls an envelope from his bag, looks at it, and knocks on the door.

> TAKE THE ENVELOPE FROM THE MAILMAN

The mailman pulls the envelope out of your reach. "I'm supposed to deliver this to the resident of this house. Do you live here?"

> > YES

"Well, then, I wish you would hurry up and answer the front door." He knocks again on the door, a little more impatiently.

> NORTHWEST

Side of House

You are standing by the side of your house. A large closed window overlooks a path which leads southeast toward the front of the house.

> OPEN THE WINDOW

The window slides open.

> CLIMB IN

Inside the House

You are standing inside an unusually small house. On the west wall is a large open window, to the south is a closed front door, and to the east is a closed closet door. Someone knocks impatiently at the front door.

> OPEN THE DOOR

[Which door do you mean, the closet door or the front door?]

> FRONT

The mailman registers no surprise when you open the door. "One dollar postage due," he yawns. [Your blood pressure just went up.]

> TAKE THE WALLET

Taken.

> LOOK IN IT

Your wallet contains a driver's license and \$1.

> GIVE \$1 TO THE MAILMAN

[taking the \$1 from your wallet first]

The mailman stuffs the money into his pocket, hands you the envelope, and disappears down the street.

> LOOK AT THE ENVELOPE

The envelope is large and yellow and addressed to you. The return address says "Sweepstakes, Acme Building," and the post office has scrawled on the envelope "\$1 postage due."

> OPEN IT

Opening the envelope reveals a letter.

> READ THE LETTER

"Dear Occupant: You have already won \$5,000.00!! Simply bring this letter to our headquarters and collect your cash prize! Congratulations!" [You're feeling better now.]

> GO TO THE ACME BUILDING

That's too far away to walk.

> OPEN THE CLOSET DOOR

The closet door is now open.

> GO IN THE CLOSET

Closet

This closet is as small as a walk-in closet can be. An open door leads west. On the floor is a book.

> TAKE THE BOOK

Taken.

> LOOK AT IT

The book is entitled "How to Hug." You borrowed this book with great embarrassment from the library yesterday, hoping to pick up some pointers for your next date (heaven knows when that would be). Unfortunately, only after you got home did you realize this book was volume 26 of "The Pocket Encyclopedia to Words of Three Letters." Inside the book is a library card.

> W. S

Inside the House

Front Porch

> W

Path

A phone booth stands sentry on this path. Inside the phone booth you see a phone. The road runs east and west.

> IN

Phone Booth

This is just about the cleanest phone booth you've ever seen. The only imperfection is a sticker on the phone.

> LOOK AT THE STICKET

[The word "sticket" isn't in the vocabulary that you can use.]

> OOPS STICKER

"Acme Cab Company. We take you where you deserve to go. 555-7302."

> CALL 555-7302

This is a pay phone, and you don't have any money.

> OUT

Path

> GO WEST

Outside the Bank

Acme Bank can be entered to the north. The street runs east and west.

> ENTER THE BANK

Inside the Bank

Acme Bank is not much larger than the phone booth. (In fact, almost everything made by the giant Acme Corporation is about the same size. While this saves them lots of money, few women are willing to wear Acme's phone-booth-sized earrings.) A teller behind an iron-barred window looks at you and asks, "Do you wish to make a deposit?"

> > NO

The teller asks, "Do you wish to cash a check?"

> > NO

The teller asks, "Do you wish to make a withdrawal?"

> > YES

The teller gives you a form. "Fill this out, please."

> FILL OUT THE FORM

Amount of withdrawal: > \$20

Shoe size: > 8

The form is now complete.

> GIVE THE FORM TO THE TELLER

The teller takes the form and reads it, then looks at your feet. "May I see some ID, please," drones the teller.

> I

You are carrying a wallet, an envelope, a book, and a letter. Inside the wallet you see a driver's license. Inside the book you see a library card.

> GIVE THE DRIVER'S LICENSE TO THE TELLER

The teller laboriously studies your driver's license. Then she says, "Do you have a library card?"

> > YES

The teller asks, "Do you have it with you?"

> > YES

"Let me see your library card," demands the teller.

> GIVE THE LIBRARY CARD TO THE TELLER

[taking it from the book first]

The teller looks at the library card with disappointment. Then she gives you your driver's license and your library card and hands you \$20. Finally she says "Have a nice day." This last comment almost kills her.

> GO TO THE PHONE BOOTH

Phone Booth

There is a sticker here.

> READ THE STICKER

"Acme Cab Company. We take you where you deserve to go. 555-7302."

> CALL 555-7302

You put 10 cents into the phone and dial. An electronic voice comes on and says, "That will be \$2 for the next 30 seconds."

> PUT \$2 IN THE SLOT

"Thank you," says the electronic voice.

The number you called rings once. Someone answers the phone and says "Please hold." You hear a click, then the dreaded silence of Hold.

> WAIT

Time passes ...

> WAIT

Time passes ...

An electronic voice comes on and says, "That will be \$2 for the next 30 seconds."

[Your blood pressure just went up.]

> PUT \$2 IN THE SLOT

"Thank you," says the electronic voice.

> Z

Time passes ...

A voice gets on the phone. "Acme Cab Company. Where do you want to go?"

> > ACME BUILDING

"Acme Building, right. Listen, we got a cab going to the Acme Bank. You anywhere near that?"

> > YES

"Okay, that cab will take you to the Acme Building." Then you hear the phone on the other end hang up. [You're feeling better now.]

> OUT. WEST

Path

Outside the Bank

> WAIT FOR CAB

Time passes ...

A cab pulls up next to you. The driver leans out the window and shouts to you, "You going to the Acme Building?"

> > YES

"Well, get in!" The driver opens the door for you.

> GET IN THE CAB

As soon as you have one foot in the cab, the driver guns the engine. You are thrown into the back seat, the door closes on your fingers, and you have a nauseating ride to the Acme Building. You turn several shades of green and almost get very sick. Just when you're seriously considering jumping out of the cab and ending it all, the cab stops, the driver pours you out of the cab, and says, "That'll be \$10."

> GIVE \$10 TO THE DRIVER

The driver takes the money from you and speeds away. Outside the Acme Building

The green and pink exterior of the Acme Building, which is in the middle of nowhere, lurks before you. A landmark of bad taste, the building has been featured in "Architectural Digest" under the headline "Wrong." The building can be entered through a door to the north.

> NORTH

Lobby

You are standing in the lobby of the Acme Building. Hallways lead north, west, and east, and a door lies south. A receptionist sits behind a desk, reading a newspaper.

> GIVE THE LETTER TO THE RECEPTIONIST

The receptionist looks at you with a mixture of disgust and pity. "To collect your prize, all you have to do is sit through a short promotional film we've produced." She hands you a ticket. "Just go to the auditorium, to the north."

> LOOK AT THE TICKET

"Ticket number 69105. Seat 25F. Acme Building Auditorium."

> N

Hallway

This hallway stretches north and south. To the west is a closed door marked "Auditorium."

> WEST

The door is closed.

> OPEN THE DOOR

The door is now open.

> W

Auditorium Aisle 15

The lights are off in the auditorium, but from the light reflecting off the giant screen, you can tell that many people are sitting in the seats.

> GO TO SEAT 25F

You stumble your way through the dark aisles, step on lots of people's feet, and find your seat.

Seat 25F

Like all the seats in this auditorium, you have a painfully clear view of the screen. Fortunately for you, this sample transcript is ending, so you don't have to suffer through the inane promotional film produced by the Acme Company.

About the Authors

Douglas Adams graduated from Cambridge in 1974, where he was an active member of the Footlights Club, which has launched the careers of many of Britain's great comics. He has collaborated on several projects with Monty Python's Graham Chapman, and has served as a writer and script editor for the TV series "Dr. Who." In 1978 he wrote the radio serial *The Hitchhiker's Guide to the Galaxy*, and its popularity soon propelled it into a four-book trilogy, a television series, two records, a stage show, an Infocom computer game, and maybe a film. *Bureaucracy* is Adams's doomed attempt to have the last laugh on bureaucracies everywhere.

Original Implementer **W. E. B. "Fred" Morgan** was dragged out of an early retirement (spent developing new strains of Scotch) to collaborate on *Bureaucracy*. A prolific hacker, Fred worked on ZIL, the implementation language for Infocom games; Muddle, the implementation language for ZIL; and *Zork I*, *Zork II*, *Zork III*, *Enchanter*, *Deadline*, *Wishbringer*, *Ballyhoo*, *Trinity*, *Cutthroats*, and the sampler. Fred also helped develop Infocom's database manager, Cornerstone. After *Bureaucracy*, Fred plans to re-retire, and begin work on a hooked rug, roughly the size of Delaware, representing the Great Underground Empire.

SECTION II: About Infocom's Interactive Fiction

An Overview

Interactive fiction is a story in which *you* are the main character. Your own thinking and imagination determine the actions of that character and guide the story from start to finish.

Each work of interactive fiction, such as *Bureaucracy*, presents you with a series of locations, items, characters, and events. You can move from place to place, use the objects you find, and interact with the other characters, to affect the outcome of the story. An important element of interactive fiction is puzzle-solving. You should think of a locked door or a ferocious animal not as a permanent obstacle, but merely as a puzzle to be tackled. Solving puzzles will frequently involve bringing a certain item with you, and then using it in the proper way.

In *Bureaucracy*, time passes only in response to your input. You might imagine a clock that ticks once for each sentence you type, and the story progresses only at each tick. Nothing happens until you type a sentence and press the RETURN (or ENTER) key, so you can plan your turns as slowly and carefully as you want.

Starting and Stopping

Starting the story: To load *Bureaucracy*, follow the instructions on the Reference Card in your package. Because we do strange things to the disks (nothing satanic), owners of IBM (and compatible) computers, as well as all other computer owners, should follow the instructions on the Reference Card carefully.

After a brief introduction to the story, you'll see a description of the Front Room, the opening location. Then the prompt (>) will appear, indicating that *Bureaucracy* is waiting for your first command.

Here's a quick exercise to help you get accustomed to interacting with *Bureaucracy*. Try the following command first:

> GO WEST

Then press the RETURN (or ENTER) key. *Bureaucracy* will respond with a description of the Back Hall and all the items in the room, including a passport. Then try:

> LOOK AT THE PASSPORT

After you press the RETURN (or ENTER) key, *Bureaucracy* will respond:

You flip open your passport, glance to make sure your French visa is still readable, shudder at the picture and close the book.

Now *you* decide what to do next.

Saving and restoring: It will probably take you many days to complete *Bureaucracy*. Using the SAVE feature, you can continue the story at a later time without having to start over from the beginning, just as you can place a bookmark in a book you are reading. SAVE puts a "snapshot" of your place in the story onto another disk. You should also save your place before (or after) trying something dangerous or tricky. That way, even if you get lost or "killed" in the story, you can return to your saved position.

To save your place in the story, type SAVE at the prompt (>), and then press the RETURN (or ENTER) key. Then follow the instructions for saving and restoring on your Reference Card.

Some computers require a blank disk, initialized and formatted, for saves. Using a disk with data on it (not counting other *Bureaucracy* saves) may result in the loss of that data, depending on your computer. You can save your position as often as you like by using additional blank disks.

You can restore a saved position any time you want. To do so, type RESTORE at the prompt (>), and press the RETURN (or ENTER) key. Then follow the instructions on your Reference Card. You can then continue the story from the point where you used the SAVE command. You can type LOOK for a description of where you are.

Quitting and restarting: If you want to start over from the beginning, type RESTART and press the RETURN (or ENTER) key. (This is usually faster than re-booting.) Just to make sure, *Bureaucracy* will ask if you really want to start over. If you do, type Y or YES and press the RETURN (or ENTER) key.

If you want to stop entirely, type QUIT and press the RETURN (or ENTER) key. Once again, *Bureaucracy* will ask if this is really what you want to do.

Remember when you RESTART or QUIT: if you want to be able to return to your current position, you must first use the SAVE command.

Communicating with Infocom's Interactive Fiction

In *Bureaucracy*, you type your commands in plain English each time you see the prompt (>). *Bureaucracy* usually acts as if your commands begin with "I want to . . .," although you shouldn't actually type those words. You can use words like THE if you want, and you can use capital letters if you want; *Bureaucracy* doesn't care either way.

When you have finished typing a command, press the RETURN (or ENTER) key. *Bureaucracy* will then respond, telling you whether your request is possible at this point in the story, and what happened as a result.

Bureaucracy recognizes your words by their first nine letters, and all subsequent letters are ignored. Therefore, DEMONSTRation, DEMONSTRative, and DEMONSTRator would all be treated as the same word by *Bureaucracy*.

To move around, just type the direction you want to go. Directions can be abbreviated: NORTH to N, SOUTH to S, EAST to E, WEST to W, UP to U, and DOWN to D. Note that IN and OUT will also work in certain places. In some places, you can just type GO TO [a location]; for instance, on the airplane you can type GO TO SEAT 6A or GO TO THE LAVATORY.

Bureaucracy understands many different kinds of sentences. Here are several examples. (Note some of these objects do not actually appear in *Bureaucracy*.)

- > WALK NORTH
- > DOWN
- > GO UP
- > TAKE THE RED CANDLE
- > READ THE SIGN
- > LOOK UNDER THE BED
- > LIGHT THE CIGAR
- > TURN THE DIAL
- > EXAMINE THE LARGE RED MACHINE
- > PUSH THE BLACK BUTTON
- > DIG IN THE GROUND
- > PUT THE STICK IN THE HOLE
- > GIVE THE FLY TO THE FROG
- > LOOK INSIDE THE CAGE
- > CALL 555-1212
- > GO TO SEAT 7C

You can use multiple objects with certain verbs if you separate them by the word AND or by a comma. Some examples:

- > TAKE BOOK AND KNIFE
- > DROP THE YELLOW BALL, THE SPOTTED FROG, AND THE PEANUT
- > PUT THE LADYBUG AND THE SPIDER IN THE JAR

You can include several sentences on one input line if you separate them by the word THEN or by a period. (Note that each sentence will still count as a turn.) You don't need a period at the end of the input line. For example, you could type all of the following at once, before pressing the RETURN (or ENTER) key:

- > READ THE SIGN. GO NORTH THEN TAKE THE CROWBAR AND MALLET

If *Bureaucracy* doesn't understand one of the sentences on your input line, or if something unusual happens, it will ignore the rest of your input line (see "Common Complaints" on page 20).

The words IT and ALL can be very useful. For example:

- > TAKE THE APPLE. POLISH IT. PUT IT IN THE BOX
- > CLOSE THE HEAVY METAL DOOR. LOCK IT
- > TAKE THE SHOE. EMPTY IT. PUT IT ON
- > TAKE ALL
- > TAKE ALL EXCEPT THE WET EGG AND THE KEY
- > TAKE ALL FROM CABINET
- > DROP ALL BUT THE PENCIL

The word ALL refers to every visible object except those inside something else. If there were an apple on the ground and an orange inside a cabinet, TAKE ALL would take the apple but not the orange.

You can use quotes to say something out loud. For example:

- > SAY "HELLO"
- > SAY "TOTO, I DON'T THINK WE'RE IN KANSAS ANYMORE"

In many Infocom stories, you will meet other characters as you play. You can "talk" to some of them by typing their name, then a comma, then whatever you want to say to them. Here are some examples:

- > LOIS, HELLO
- > OLD WOMAN, GIVE ME A BOWLING BALL
- > SALESMAN, TELL ME ABOUT THE PLATYPUS [or ASK THE SALESMAN ABOUT THE PLATYPUS]
- > HANDSOME FELLOW, TELL ME ABOUT YOUR WIFE [or ASK THE HANDSOME FELLOW ABOUT HIS WIFE]
- > YOUNG WOMAN, PUT ON THE GLOVE THEN THROW THE BALL
- > HARRY, TAKE THE GUN. SHOOT THE PENGUIN

Notice that in the last two examples, you are giving a person more than one command on the same input

line. But remember: Most people don't care for idle chatter. Your deeds will speak louder than your words.

Bureaucracy tries to guess what you really mean when you don't give enough information. For example, if you say that you want to do something, but not what you want to do it to or with, *Bureaucracy* will sometimes decide that there is only one possible object you could mean. When it does so, it will tell you. For example:

> UNLOCK THE DOOR

(with the key)

The door is now unlocked.

If your command is ambiguous, *Bureaucracy* will ask what you really mean. You can answer most of these questions briefly by supplying the missing information, rather than typing the entire input again. You can do this only at the very next prompt. For example:

> CUT THE ROPE

What do you want to cut the rope with?

> THE KNIFE

As you cut the rope, you hear a loud crash in the tent.
or

> TAKE THE BUTTERFLY

Which butterfly do you mean, the delicate magenta butterfly or the fat yellow butterfly?

> DELICATE

The delicate magenta butterfly flutters away as you reach for it.

Bureaucracy recognizes over 1000 words, nearly all that you are likely to use in your commands. However, *Bureaucracy* uses many words in its descriptions that it will not recognize in your commands. For example, you might read, "The full moon is bright and clear, and the apple trees cast eerie shadows." If *Bureaucracy* doesn't recognize the words MOON or SHADOWS in your input, you can assume they are not important to your completion of the story, except to provide you with a more vivid description of where you are or what is going on.

Special Commands

There are a number of commands which have special meanings. You can use them over and over as needed. Some count as a turn, others do not. Type the command after the prompt (>) and press the RETURN (or ENTER) key.

AGAIN—*Bureaucracy* will respond as if you had repeated your previous command. For instance, typing CALL THE POLICE then typing AGAIN would be like calling the police twice in a row. You can abbreviate AGAIN to G.

BRIEF—This command tells *Bureaucracy* to give you the full description of a location only the first time you enter it. On subsequent visits, *Bureaucracy* will tell you only the name of the location and the objects present. This is how *Bureaucracy* will normally act, unless you tell it otherwise using the VERBOSE or SUPERBRIEF commands. The SUPERBRIEF command tells *Bureaucracy* to display only the name of a place you have entered, even if you have never been there before. In this mode, *Bureaucracy* will not even mention which objects are present. Of course, you can always get a description of your location and the items there by typing LOOK. In SUPERBRIEF mode, the blank line between turns will be eliminated. This mode is meant for players who are already very familiar with the geography. The VERBOSE command tells *Bureaucracy* that you want a complete description of each location, and the objects in it, every time you enter a location, even if you've been there before.

INVENTORY—*Bureaucracy* will list what you are carrying. You can abbreviate INVENTORY to I.

LOOK—This tells *Bureaucracy* to describe your location in full detail. You can abbreviate LOOK to L.

OOPS—If you accidentally mistype a word, such that *Bureaucracy* doesn't understand the word, you can correct yourself on the next line by typing OOPS and the correct word. Suppose, for example, you typed PUT THE LETTER INTO THE NAILBOX and were told "[The word 'nailbox' isn't in the vocabulary that you can use.]" You could type OOPS MAILBOX rather than retyping the entire sentence.

QUIT—This lets you stop. If you want to save your position before quitting, follow the instructions in the "Starting and Stopping" section on page 16. You can abbreviate QUIT to Q.

RESTART—This stops the story and starts over from the beginning.

RESTORE—This restores a position made using the SAVE command. See “Starting and Stopping” on page 16 for more details.

SAVE—This puts a “snapshot” of your current position on your storage disk. You can return to a saved position in the future using the RESTORE command. See “Starting and Stopping” on page 16 for more details.

SCORE—*Bureaucracy* will show your current score.

SCRIPT—This command tells your printer to begin making a transcript of the story as you venture onwards. A transcript may aid your memory but is not necessary. It will work only on certain computers; read your Reference Card for details.

SUPERBRIEF—See BRIEF above.

TIME—This gives you the current time of day in the story. You can abbreviate TIME to T.

UNSCRIPT—This commands your printer to stop making a transcript.

VERBOSE—See BRIEF above.

VERSION—*Bureaucracy* responds by showing you the release number and the serial number of your copy of the story. Please include this information if you ever report a “bug” in the story.

WAIT—This will cause time in the story to pass. Normally, between turns, nothing happens in the story. You could leave your computer, take a nap, and return to the story to find that nothing has changed. You can use WAIT to make time pass in the story without doing anything. For example, you can wait for a specific time, or wait for an event to happen, etc. You can abbreviate WAIT to Z.

Tips for Novices

1. Draw a map. It should include each location and the directions connecting it to adjoining locations. When you find yourself in a new location, make a note of any interesting objects there. (See the small sample map that goes along with the sample transcript on page 12.) However, *don't* draw a map of the Airport or the Jungle in *Bureaucracy*; see “A Note About Mapping” on page 11.

2. EXAMINE all objects you come across in the story.

3. TAKE all objects you come across in the story. Most objects that you can pick up are important for solving one or more of the puzzles you'll run into.

4. Save your place often. That way, if you mess up or get “killed,” you won't have to start over from the beginning. See page 16 for instructions.

5. Read the story carefully! There are often clues in the descriptions of locations and objects.

6. Try everything you can think of—even strange or dangerous actions may provide clues, and might prove to be fun! You can always save your position first if you want. Here's a silly example:

> GIVE THE ROLLER SKATES TO THE VULTURE

The vulture attempts to eat the roller skates, but eventually gives up. It continues to peck you on the head.

Here you have a clue that maybe giving something edible to the vulture (some raw meat?) would be better.

7. Unlike other “adventure games” you may have played, there are many possible routes to the end of *Bureaucracy*. If you get stuck on one puzzle, move on to another. Some puzzles have more than one solution; other puzzles don't need to be solved at all. Sometimes you will have to solve one puzzle in order to obtain the item(s) or information you need to solve another puzzle.

8. You may find it helpful to go through *Bureaucracy* with another person. Different people may find different puzzles easy and can often complement each other.

9. If you really have difficulty, you can order a hint booklet and a complete map using the order form in your package. You don't *need* this booklet to enjoy the story, but it will make solving the puzzles easier.

10. Read the sample transcript on page 12 to get a feel for how Infocom's interactive fiction works.

11. You can word a command in many different ways. For example, if you wanted to pick up a yellow hoop, you could type in any of the following:

> GET HOOP

> TAKE THE HOOP

> PICK UP THE YELLOW HOOP

If you type in a command that *Bureaucracy* doesn't understand, try rephrasing the command or using synonyms. If *Bureaucracy* still doesn't understand your command, you are almost certainly trying something that is not important in continuing your adventure.

Common Complaints

Bureaucracy will complain if you type a command that confuses it completely. *Bureaucracy* will then ignore the rest of the input line. (Unusual events, such as being attacked, may also cause *Bureaucracy* to ignore the rest of your command, since the event may have changed your situation drastically.) Some of *Bureaucracy*'s complaints:

The word "_____ " isn't in the vocabulary that you can use. The word you typed is not in the story's vocabulary. Sometimes using a synonym or rephrasing will help. If not, *Bureaucracy* probably doesn't know the idea you were trying to get across.

This story can't understand the word "_____ " when you use it that way. *Bureaucracy* knows the word you typed, but couldn't use it in that sense. Usually this is because *Bureaucracy* knows the word as a different part of speech. For example, if you typed PRESS THE LOWER BUTTON, you are using LOWER as an adjective, but *Bureaucracy* might know LOWER only as a verb, as in LOWER THE FLAG.

There aren't any verbs in that sentence. Unless you are answering a question, each sentence must have a verb (or one of the special commands).

There aren't enough nouns in that sentence. This usually means your sentence was incomplete, such as EAT THE BLUE or PUT THE BOOK IN THE.

There are too many nouns in that sentence. An example is PUT THE SOUP IN THE BOWL WITH THE LADLE, which has three noun "phrases," one more than *Bureaucracy* can digest in a single action.

What? You pressed the RETURN (or ENTER) key without typing anything.

You can't see any _____ here. The object you referred to was not accessible to you. It may be somewhere else, inside a closed container, and so on.

You can't refer to more than one object at a time with "_____ ". You can use multiple objects (that is, nouns or noun phrases separated by AND or a comma) or the word ALL only with certain verbs. Among the more useful of these verbs are TAKE, DROP, and PUT. An example of a verb that will not work with multiple objects is EXAMINE; you couldn't say EXAMINE ALL or EXAMINE THE BOWL AND THE SWORD.

Please try to express that another way. The sentence you typed may have been gibberish, such as TAKE ROPE WITH READ. Or you may have typed a reasonable sentence but used a syntax that *Bureaucracy* does not recognize, such as WAVE OVER THE MOUNTAIN. Try rephrasing the sentence.

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Your input is important. No matter how much testing we do, it seems some "bugs" never crawl into view until thousands of you begin doing all those wild and crazy things to the story. If you find a bug, or if you think a certain puzzle was too hard or too easy, or if you have some other suggestion, or if you'd just like to tell us your opinion of the story, drop us a note! We love every excuse to stop working, and a letter from you is just such an excuse!

Write to:

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Quick Reference Guide

1. To start the story ("boot up"), see the separate Reference Card in your *Bureaucracy* package. Since we do strange things to our disks (nothing satanic), you probably won't be able to figure out what to do unless you read the Reference Card.

2. When you see the prompt (>) on your screen, *Bureaucracy* is waiting for your input. There are four kinds of sentences or commands that *Bureaucracy* understands:

A. Direction commands: To move from place to place, just type the direction you want to go: NORTH, SOUTH, EAST, WEST, UP, DOWN, IN, or OUT.

B. Actions: Just type whatever you want to do. Some examples: READ THE BOOK or OPEN THE DOOR or LOOK THROUGH THE WINDOW or GIVE THE BALL TO THE CAT. Once you're familiar with simple commands, you'll want to use more complex ones as described on page 17.

C. Spoken commands: To talk to characters in the story, type their name, then a comma, then what you want to say to them. For example: JANE, GIVE ME THE AXE or OLD MAN, TELL ME ABOUT YOUR SHOES. To say something "out loud," use quotes. For example: SAY "HOWDY" or SAY "LONG LIVE THE QUEEN."

D. Special commands: Some commands, such as INVENTORY or VERBOSE, give you specific information or affect your output. A list of these appears on page 18.

Whenever you see *two* prompts (> >) on the screen, then someone has just asked you a question which you must answer before you can proceed in the story.

3. After typing your sentence or command, you must press the RETURN (or ENTER) key before *Bureaucracy* will respond.

4. You can pick up and carry many of the items you'll find in the story. For example, if you type TAKE THE FLASK, you will be carrying it. Type INVENTORY to see a list of the items you are carrying.

5. When you want to stop, save your place for later, or start over, read the "Starting and Stopping" section on page 16.

6. If you have trouble, refer to the specific section of the manual for more detailed instructions.

**FILLMORE
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Yours truly,

Mitch

Mitchell O'Connor
Vice President for Financial Services