Product Support Information

To get the most out of your Virgin Games computer entertainment, take advantage of the following **free** Product Support:

Technical Support
For technical support, please refer to the other side of this card. When calling for technical support, please position a phone near your computer. You may be instructed to retrieve information using your computer.

BBS Support
For computer users who also own a modem and telecommunications software, the Virgin Games On-Line BBS can provide the latest news and information about our products as well as file patches for program updates and upgrades.

To access our BBS, set your telecommunications settings to 300, 1200, or 2400 baud and no parity, 8 data bits, and 1 stop bit. Then, using your telecommunications software, dial (714) 833-1999. While there is no charge for the use of our BBS, long-distance phone call charges may apply to some callers.

Order line
The latest Virgin Games products can be ordered over the phone using your credit card! The toll-free number is 1-800-874-4607 (for you mnemonic addicts, that's 1-800-VRGIN07)

Hint Information
Mail requests for free hints to: Virgin Games, 18061 Fitch Avenue, Irvine, CA92714, re: Hint Request. We will address such requests and send hint information if available. These free hints do not include information found in our hint books (which are not free, but can be ordered toll-free through our Order Line as described above).

Please do not call our Technical Support or Customer Service for a hint. Such calls take time away from customers calling specifically for these services. Besides, we don't let them give out individual hints (or the calls would never stop!)

Please Note:
Since this card lists free product support services, we have intentionally withheld information about our hint line. Although the 1-900-28-VIRGIN hint line costs next to nothing (75 cents a minute), we felt it would be inappropriate to include such information with our other free services, even though this 24-hour support is available to any caller with a touch tone phone. It's probably just as well since callers under 18 should have to obtain parent or guardian permission before calling anyway.

Technical Support Information

If you experience technical difficulties installing or operating your Virgin Games software don't get mad, get help! Our technical Support Team is ready to provide help and information so that you can stop playing games with your computer, and start playing games on it! You might also want to check the following before picking up the phone:

• Verify that your computer configuration matches or surpasses the product requirements listed on the product packaging. When you call, this is the first thing we'll ask about, so if you are unsure about the details of your system, it is in your best interest to find out.

• If you install our product onto your hard disk, check the available space after installation. If the free space is less the 1 Megabyte, some of the program files may be missing. In such cases you should remove the product, free 1 Mb and re-install. Repeat until the leftover amount exceeds 1 Mb of disk space.

• Users of 286, 386, or 486-based machines should note that with most operating systems many programs will only load into the first 640k of memory. If you have megs of memory, but only 400k of the first 640k is free, our software may not run. Check the **Largest Executable Program Size** with the **MEM** or **CHKDSK** (free bytes) commands. While the necessary amount of free memory for a product varies, 590,000 bytes free is usually a good amount.

• If you believe the product manual to be in error, please verify by rereading and performing the instructions a second time (better yet, get a friend or relative to do it!)

• Ensure that sufficient memory is currently available to run software. Try starting your machine using a system boot disk to ensure you have sufficient RAM available. Instructions for creating a system boot disk should be available in the documentation for your operating system.

If you have performed the above checklist without results, go ahead and call or write:

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Virgin Games Technical Support Team
18061 Fitch Avenue, Irvine, CA 92714
(714) 833-1999

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Phone support is available from 8:00 a.m. to 5:00 p.m. Pacific Standard Time.
Please include your telephone number in any written correspondence.

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