SIERRA

GAME
MANUAL

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README FILES

PLEASE NOTE: If there is a README file on your game diskette, it may contain important information and instructions that were not available at the time the documentation and other materials for this game were printed.

MS-DOS README Instructions

NOTE: The readme file is on the STARTUP disk. You may read this file during installation on some games. For other Sierra games, do the following:

From DOS, change to the drive containing the startup disk. Then type more<readme to see the README file on-screen.

      Example A: more<readme or
      Example B: more<read.me

MACINTOSH README Instructions

With the STARTUP DISK in your diskette drive, double-click on the README icon.

ALL SYSTEMS

Make Back-ups. It is always advisable to make back-up copies of your master program diskettes to increase the life of the masters and guard against accidents. Follow your computer's instructions to make copies of all game diskettes. Create a 'Save Game' Disk even if you will be playing from a hard drive, you may want to format a blank diskette for saving games. Follow your computer's instructions to format a blank diskette and keep it handy for saving your game as you play.

ONE

MS-DOS SYSTEMS

LOADING INSTRUCTIONS

IMPORTANT: In order to play your Sierra Game, you MUST have a hard drive.

Install will copy the contents of all game disks to your hard drive.

Installing Your Sierra Game

1. Find the diskette entitled STARTUP/DISK 1. Place this diskette in your floppy drive.
2. Type the letter of the drive containing the STARTUP disk followed by a colon and press [ENTER]. Then type INSTALL and press [ENTER]. Example: a: and press [ENTER]. Type install and press [ENTER].
3. You will be asked to type the letter of the hard drive on which you want to install the game (usually c). Type the letter and press [ENTER].
4. The Install program will then examine your system's equipment and select the best of the available options. If you're satisfied with the options selected for you, press [ENTER] to confirm those choices. If you wish to change any or all of the preselected options, highlight the option you wish to change and press [ENTER]. Follow the prompts at the bottom of the main window to complete the installation process.

NOTE: If you wish to view all the installation options, type install - m at step 3 above.

PLAYING INSTRUCTIONS

From the game directory, type the game initials (example: kq6 for King's Quest VI) and press [ENTER].

NOTE: The game initials will ALWAYS be the same as the game subdirectory name.

MACINTOSH

HARD DRIVE INSTALLATION

You must have a Hard Drive in order to play this Sierra game.

The Complete Install program will copy the contents of all game disks to your hard drive.

1. Place the back-up copy you have made of the STARTUP Disk in the diskette drive.
2. Double click on the INSTALL icon, and follow the on-screen prompts to complete the installation.

Starting Instructions

After completing the INSTALL procedure:
1. Double-click on the Sierra folder.
2. Double-click on the Sierra Game folder.
3. Double-click on the Sierra Game icon.

If you receive any of the following messages while playing your Sierra game:

CRC ERROR: This message means you have a bad disk. It stands for Cyclic Redundancy Check, a way to check for disk errors.

DATA ERROR READING DRIVE A or B: This message means you have a bad disk.

GENERAL FAILURE READING DRIVE A or B: This message means you probably have a low density FLOPPY drive and are trying to read incompatible high density disks.

INSERT DISK #__: (When you have inserted that disk) This message means you may need to create a boot disk.

YOU NEED "_____" MORE BYTES OF FREE MEMORY AVAILABLE TO RUN THIS GAME: This message means that there is not enough free memory to successfully run the program. You may need to boot your system with a Boot Disk.

OUT OF HUNK: This message means you may be running RAM-resident programs such as Windows, Sidekick, a DOS shell, or other programs that remain resident in your computer's memory even when you are not using them. Booting your computer with a BOOT DISK will solve this problem.

PACKED FILE IS CORRUPT: This error occurs primarily when using DOS 5.0. Typing LOADFIX before running either the install procedure or starting the game with the BAT file will correct this error message (i.e., LOADFIX INSTALL [ENTER] OR LOADFIX SQ4.BAT[ENTER]).

SECTOR NOT FOUND READING DRIVE A: (While reading any MS-DOS game disk) This message means you have a bad disk. See page seven for more information on disk replacement.

"CAN'T FIND RESOURCE.CFG": This error message means that the file RESOURCE.CFG was never created. Running the install procedure again from the game sub-directory on your hard drive (i.e. C:\SIERRA\SQ4) should correct this error.

MEMORY REQUIREMENTS

Sierra's programs require a large amount of memory (RAM) in order to function properly. If you are encountering difficulties and want to see how much memory is available through DOS, type CHKDSK [ENTER]. An example of a typical system is:655,360 Bytes Total Memory (640K)597,842 Bytes Free (584K)If the "Bytes Free" line is below 570K, please use a boot disk.

Technical assistance is only a telephone call away. Call (209) 683-8989 in the U.S. or (0)734-303-171 in the U.K. for convenient, person-to-person service, or if you prefer, you may request assistance by Fax (209) 683-3633 in the U.S. or (0)734-303-201 in the U.K. or by mail. If you choose to write or fax us with your request, please give us detailed information on both your computer system and the nature of your problem. In addition, please include your address and telephone number should we need further information.

Send to:

U.S. *Sierra On-Line*	U.K. *Sierra On-Line Limited*
P.O. Box 800	*Attention:Technical Support*
Coarsegold, CA	*Unit 2, Technology Centre*
93614-0800	*Station Road Theale,*
Attention:Technical Support	*Berkshire RG7 4AA*
	United Kingdom

Sierra Technical Support is also available through:
Sierra BBS: U.S. (209) 683-4463 or U.K. (0) 734-304-227
CompuServe - Gampub Forum (Technical Support ID -
76004,2143) Prodigy (Technical Support ID - WBWW55A)
America's On-Line
GEnie

If you find that you need to send for replacement diskettes, send the original disk labeled "Disk #1" in the size you need (3.5" or 5.25") to:

U.S. *Sierra On-Line*	U.K. *Sierra On-Line Limited*
P.O. Box 485	*Attention: Returns*
Coarsegold, CA	*Unit 2, Technology Centre*
93614	*Station Road Theale*
Attention: Fulfillment	*Berkshire RG7 4AA,*
	United Kingdom

Be sure to include a note stating your computer type, and the size of diskette you need (3.5" or 5.25").We will gladly replace your program free of charge for the first 90 days of ownership (please enclose a copy of your dated sales receipt with your request). After 90 days, there is a $10.00 (£6.00) charge for 3.5" or 5.25" diskettes.

For faster, more efficient service, here are a few things you should have ready when you call. This will help you get the proper answer on your first call and save you time and money.

1. **Know the type of computer you own.** Consult your owner's manual, label on the back of your computer, or your sales invoice. It is very important that Sierra's representatives know what type of computer you own.

2. **Try to be as specific as possible.** Read the error message on your screen and write it down if necessary. The customer service people at Sierra are trained to handle most computer problems, but they'll need to know exactly what's not working in order to help you.

3. **Always check the label on your game box.** Make sure it is compatible with your computer equipment. Many times people receive games as gifts from friends who don't know if the game's system requirements match the computer of the person receiving the gift. If this happens to you, no problem. If the dealer it was purchased from does not have the type of game for your computer, send it directly to Sierra On-Line with your computer specifications and they'll send you a replacement, no charge.

4. **Have the phone near your computer.** This way the representative can 'lead' you through solving your problem. If you can't bring the phone near your computer, take notes.

5. **CUSTOMER SERVICE WILL NOT GIVE OUT ANY GAME HINTS, OVER THE PHONE.** Sorry, but this is the only way Customer Service can offer efficient support for all its customers. See next page for more information on how to get hints.

Write on to Sierra Service...

Sierra On-Line is dedicated to helping their customers with each and every question or problem. Whether it's memory shortages, software compatibility, or any other issue that has to do with their products, Sierra will go to any length to solve, repair and guarantee your satisfaction.

To ensure prompt and efficient service, direct your requests to the appropriate department below:

CUSTOMER SERVICE Direct your inquiries to the Customer Service department for issues pertaining to returned merchandise, back orders, defective merchandise, company policy, and general game information.

TECHNICAL SUPPORT Hardware and software compatibility questions that are specific to Sierra games, sound cards, modems, etc. (including computer free-memory problems). Technical assistance is only a telephone call away. **Call (209) 683-8989** Monday through Friday 8:15 a.m. - 4:45 p.m. in the U.S. or **Call (0) 734 303171** 9:00 a.m. - 5:00 p.m. in the U.K. for convenient, person-to-person service. If you prefer, you may request assistance by **Fax (209) 683-3633 in the U.S.** or **Fax (0) 734 303201 in the U.K.** If you choose to write or fax us with your request, please include your address and telephone number should we need further information.

ORDERS Order games or hardware directly from Sierra On-Line, redeem coupons, use special discounts, or to get a list of software dealers in your area where you can purchase Sierra games.

PATCH DISKS If you have spoken to a Sierra Technical Support Representative or have read about an available patch disk in our InterAction Magazine, please send in your request for a patch (repair) disk to the "Patch Disks" address below. Please let us know the game and disk size you are having problems with.

HINTS Game hints are available by mail. Please specify the name of the game and what version it is. Describe where you're at in the game, and what situation you're hung up on. If you want an immediate response, you can call our 24 hour Hint Line at:

our 24 hour Hint Line at:	**900-370-5583**
or in California, call	**900-370-5113.**
In the U.K. call	**(0) 734 304004.**

$.75 1st minute, $.50 each additional minute. Long distance charges are included in the fee. U.K. customers will be charged the normal rate for U.K. telephone calls. Callers under the age of 18 must get their parent's permission before calling the hint line. ABSOLUTELY NO HINTS WILL BE PROVIDED THROUGH OUR CUSTOMER SUPPORT LINES. At this time, the automated hint system is only available within the United States. All contents are copyrighted by Sierra On-Line and may not be reproduced in any form without express written permission.

CUSTOMER SERVICE	TECHNICAL SUPPORT	ORDERS	PATCH DISKS	HINTS
SIERRA	SIERRA	SIERRA	SIERRA	SIERRA
Customer Support	Technical Support	Sales Department	Dept. 10	Hint Department
P.O. Box 600	P.O. Box 800	P.O. Box 978	P.O. Box 485	P.O. Box 200
Coarsegold, CA	Coarsegold, CA	Coarsegold, CA	Coarsegold, CA	Coarsegold, CA
93614-0600	93614-0800	93614-0978	93614-0485	93614-0200
(U.K.) Sierra	Monday-Friday (U.S.)	For direct orders:		24 hour Hint Line
On-Line Limited	8:15a.m. - 4:45p.m.	Call 1-800-326-6654		U.S.
Unit 2,	Call (209) 683-8989	Fax (209) 683-4297		1-900-370-5583
Technology Centre	Fax (209) 683-3633			
Station Road,				California
Theale, Berkshire	Monday-Friday (U.S.)	International orders:		1-900-370-5113
RG7 4AA	8:15a.m. - 4:45p.m.	Call (0) 734 303171		
United Kingdom	Call (0) 734 303171	Fax (0) 734 303201		U.K.
	Fax (0) 734 303201			(0) 734 304004

NEED A HINT?

Let's face it, even the most experienced gamer needs a hint once in a while. Sierra games are challenging, and we know it. Next time you need a hint, give the Sierra Bulletin Board Service [BBS] a try. To use the Sierra BBS you must have a modem set to 8 Data; N Parity; 1 Stop Bit. The Sierra BBS phone number is: U.S. (209) 683-4463; U.K. (0) 734 304227. Compuserve users can quickly access the Sierra BBS by typing GO SIERRA while in Compuserve. Many other bulletin boards can provide hints for Sierra games. For more information on these various BBS lines, you can call the following toll-free numbers:

Compuserve	[800] 848-8199
Prodigy	[800] 822-6922
PCLink	[800] 827-8532
America Online	[800] 827-6364
GEnie	[800] 638-9636

THE SIERRA NO RISK GUARANTEE!

If you find that you need to send for replacement diskettes, send the original disk #1 in the size you need (3.5" or 5.25") to:

U.S.
Sierra On-Line
P.O. Box 485
Coarsegold, CA 93614
Attention: RETURNS

U.K.
Sierra On-Line Limited
Attn: Returns
Unit 2, Theale Technology Centre,
Station Road
Theale, Berkshire RG7 4AA
United Kingdom

Be sure to include a note stating your computer type, and the size of diskette you need (5.25" or 3.5"). We will gladly replace your program free of charge for the first 90 days of ownership (please enclose a copy of your dated sales receipt with your request). After 90 days there is a $10.00 (£6.00) charge for 5.25" or 3.5" diskettes.

THE PROMISE: We want you to be happy with every Sierra product you purchase from us. Period. If for any reason you're unhappy with the product, return it within 30 days for an exchange or a full refund...EVEN IF YOU BOUGHT IT RETAIL! (Hardware ordered direct must be returned within 10 days.)

THE ONLY CATCH: You gotta tell us why you don't like it. Otherwise we'll never get better. Send it back to us and we promise we'll make things right. (If you bought it at a retail outlet, please send your original sales receipt).

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SIERRA as a member of the Software Publishers Association (SPA), supports the industry's effort to fight the illegal copying of personal computer software. Report copyright violations to:

SPA,
1101 Connecticut Avenue NW,
Suite 901,
Washington, DC 20036

The best customer service in the industry..."You don't just buy our games, you buy the support of the whole company."
Sierra On-Line is dedicated to helping their customers with each and every question or problem. Whether it's memory shortages, software compatibility, or any other issue that has to do with their products, Sierra will go to any length to solve, repair and guarantee your satisfaction.

To ensure prompt and efficient service, direct your requests to the appropriate department on page 7.

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Compact Disk Replacement Policy

We will gladly replace your program free of charge for the first 90 days of ownership (please enclose a copy of your dated sales receipt with your request). After 90 days there is a $10.00 charge.

Sierra On-Line, Inc.
Attn: Returns
P.O. Box 485
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