

# Ref Card

## SYSTEM REQUIREMENTS

### MINIMUM CONFIGURATION

- Windows® 95/Windows® 98 (Windows NT is not supported)
- Without supported 3-D graphics accelerator: 166 MHz or faster Intel® Pentium®, Cyrix® 6x86™, or AMD® K6™ processor
- With supported 3D graphic accelerator: 133 MHz or faster processor
- 16 MB free system RAM
- 4x CD-ROM drive (600K/second transfer rate) using 32-bit Windows 95/Windows 98 CD-ROM driver
- High Color (65,535 color) capable 1 MB PCI video card with DirectDraw™ compatible driver
- 70 MB free hard disk space plus space for saved games (additional space required for DirectX™ 5 installation)
- High Color (65,535 color) capable 1 MB PCI video card with DirectDraw™ compatible driver
- DirectX 5 or higher compatible sound card with DirectSound™ support

### RECOMMENDED CONFIGURATION

- 200 MHz Pentium II processor or faster
- 32 MB RAM
- 8x or faster CD-ROM drive using a 32-bit Windows 95/Windows 98 CD-ROM driver
- 210 MB free hard disk space plus space for saved games (additional space required for DirectX 5 installation)
- DirectX 5 compatible sound card with DirectSound™ support **3-D graphics accelerator:** 3Dfx Voodoo™, Voodoo Rush™, or Voodoo 2 chipset
- 3-D graphics accelerator using the 3Dfx Voodoo™ Graphics or Voodoo Rush™ chipset **D3D graphics accelerator:** Riva 128, Intel 1740, or ATI Rage Pro chipset

### REQUIRED FOR MULTIPLAYER GAMES

- 200 MHz Pentium processor or faster
- 32 MB RAM

#### Network (2-8 players)

- IPX or TCPcompliant network
- 1 CD per network game

#### Modem (2 player)

- 100% Hayes-compatible 28800 bps or faster modem
- High speed serial port (16550 UART) for external modems

#### Serial play Link (2 player)

- Null modem cable
- High speed serial port (16550 UART)

### SUPPORTED INPUT DEVICES

- Mouse, keyboard, Windows 95/Windows 98 supported gamepad (10 or more buttons recommended), Windows 95/Windows 98 supported joystick

# DISK PREPARATION

Before you install any software, it is critical that your hard drive be in proper working order. We recommend running ScanDisk and Disk Defragmenter. ScanDisk searches your hard drive for lost allocation units and cross-linked files and directories. Disk Defragmenter ensures that your data is sorted properly. Failure to verify this may result in corrupt data.

1. Run ScanDisk. To start ScanDisk, left-click the **Start** button from the Taskbar. The Start menu opens.
2. From the Start menu, select **Run**. Then, in the Run dialog box, type **scandisk** and click **OK**.
  - Once the program starts, make sure there is a check mark in the **Automatically Fix Errors** box and select the hard drive to which you wish to install the game (e.g., C:). Once everything is set up correctly, click **Start**. The program scans the drive and corrects any errors it discovers.
3. Run Disk Defragmenter. To start Disk Defragmenter, left-click the **Start** button from the Taskbar. The Start menu opens.
4. From the Start menu, select **Run**. Then, in the Run dialog box, type **defrag** and click **OK**. As with ScanDisk, select the drive to which you wish to install game and click **OK**.

# DIRECTX INSTALLATION NOTES

## READ THIS SECTION COMPLETELY BEFORE PLAYING NFS3 OR INSTALLING THE DIRECTX DRIVERS.

DirectX is an Application Programming Interface that gives Windows 95/Windows 98 based applications high-performance, real-time access to your hardware, while reducing the complexity of installing and configuring your hardware. This makes the DirectX API well suited for Windows 95 /Windows 98 games. NFS3 uses the DirectX 5 API (the latest iteration of DirectX at the time of release) and includes DirectX 5 files which you can install.

Two DirectX components, DirectDraw and DirectSound, may require updating your video card and sound card drivers respectively for proper operation of these components. Using video card and sound card drivers that do not have DirectX support will result in display and audio problems in DirectX applications. During the installation of DirectX, your video card and sound card drivers will be updated if required. The DirectX 5 files included with NFS3 include drivers for most video cards and sound cards from the major manufacturers of these peripherals. For new hardware, and for lesser-known brands of peripherals, you may have to contact your manufacturer to obtain drivers that support DirectX.

**After installing DirectX 5**, check to see if your video card or sound card drivers have DirectX support:

1. With the NFS3 CD in your CD drive, click the **Start** button on your Windows 95/Windows 98 Taskbar. Then click **Run**....
2. From In the Run dialog box, type **d:\redist\directx5\directx\dxsetup**, then click **OK** (substitute the correct letter of your CD drive if other than 'D:').
3. Look at Display Driver and Audio Driver.

The second column displays the driver's version number. The next column displays whether or not your driver is Certified by Microsoft® as supporting DirectX.

- If your Display Driver or Audio Driver says "No Hardware Support" in this column, you must contact your manufacturer to obtain updated drivers that support DirectX.
- If your Display Driver or Audio Drivers says "Certified" in this column, your video card or sound card supports DirectX and should work properly in DirectX applications.
- If your Display Driver or Audio Driver is blank in this column, your video card or sound card driver supports DirectX but is waiting for approval from Microsoft to be Certified.

**Note:** During the installation of DirectX 5, if you are using a video card or sound card driver from your manufacturer that supports DirectX, but is not yet Certified by Microsoft, you are asked if you want to replace the driver with a Certified driver. For video cards, we recommend that you do not replace your manufacturer's video card driver in this situation. Some manufacturers rely on their own specific driver for functionality of their display utilities programs. Replacing the manufacturer's driver with Microsoft's driver may disable the functionality of these utility programs.

# INSTALLING THE GAME

1. Start the Windows 95/Windows 98 operating system.
2. Insert the *NFS3* CD into your CD drive. The Language Select screen appears.

**Note:** If the Language Select screen does not automatically appear, click **Start \ Run**, then type **d:\autorun.exe** in the text box and click **OK**. (Substitute the correct letter of your CD drive if other than 'D:'). The Language Select screen appears.

## Language Select Screen

Choose the English, German, Swedish or Spanish version of the game.

- To select a language, click your choice. The Installation menu appears.
- If you re-install *NFS3*, your computer remembers your language selection, and the Installation menu appears first.

## Installation Menu

To install the game, click **INSTALL**. The Setup program begins. (see *Setup Program* below).

To view the Readme file, click **READ ME**. The Readme file is an addendum to the printed manual and reference card. It may contain additional last minute game information.

To find out how to contact Electronic Arts, click **ABOUT EA**. ABOUTEA refers you to this reference card for technical support information.

To access technical support information, click **TECHNICALSUPPORT**. This information includes a Windows help file and links to EA's Technical Support department.

To exit the Installation menu, click **QUIT**.

## Setup Program

1. The Setup program steps you through *NFS3* installation. Click **Next>**. The Destination Location screen window appears.
2. This is the location to which the *NFS3* files will be copied. Click **Next>** to accept the default. The Components screen window appears.
- To choose a custom location, click **Browse...** select the location, then click **Next>**.
3. Select the game size you want to install, then click **Next>**. The Program Folder screen window appears.
4. This is the folder from which you can access a shortcut to the *NFS3* executable file. Click **Next>** to accept the default. The game files are copied to your hard drive.

To choose another folder, select the folder, then click **Next>**.

- When file transfer is complete the Shortcut prompt appears.
5. Shortcut icons sit on your desktop. You can quickly begin a program by double-clicking its icon. Choose **Yes** or **No**. Choose **Yes** if you want an *NFS3* shortcut icon placed on your desktop. This completes the Setup program.
  6. To install DirectX 5.0 to your computer, click **Yes**. If the prompt displays "(not recommended)", click **No**. Click **OK** at the information prompt. The Registration prompt appears.

## Registration Prompt

Choose to register your copy of *NFS3* **Now** or **Later**.

To select a registration option, click your choice.

**REGISTER NOW:** The registration form appears. Complete the form, and send it to Electronic Arts™. The DirectX 5 prompt appears.

**REGISTER LATER:** The registration prompt closes, and the DirectX 5 prompt appears.

## DirectX 5 Prompt

**Note:** For more information on DirectX 5.0, see the *DirectX Installation Notes* section.

7. To install DirectX 5 to your computer, click **Yes**. If the prompt displays "(not recommended)", click **No**.
- This completes the Setup program. Click **OK** at the information prompt, and you're ready to play..

## UNINSTALLING/RE-INSTALLING THE GAME

If you are having problems or the game did not install correctly the first time, we recommend re-installing the game.

1. Start the Windows 95/Windows 98 operating system.

2. Insert the NFS3 CD into your CD drive. The Installation menu appears.

Note: If the Installation menu does not automatically appear, click Start \ Run, then type d:\autorun.exe in the text box and click OK. (Substitute the correct letter of your CD drive if other than 'D:'). The Installation menu appears.

3. Click UNINSTALL to uninstall the game from your hard drive or RE-INSTALL to uninstall the game followed immediately by the Setup programme.

## STARTING THE GAME

1. Start the Windows 95/Windows 98 operating system.

If the NFS3 CD is in your CD drive, double-click the NFS3 shortcut icon on your desktop or click **Start \ Programs \ Electronic Arts \ Need for Speed III \ Need for Speed III**. The introductory screens appear and the game begins. (this is the default Program Folder path). The introduction video appears, followed by the Game Setup screen.

If the NFS3 CD is **not** in your CD drive, insert the CD into your CD drive. The introduction video screen appears, followed by the Game Setup Screen.

**Note:** If the Installation menu does not automatically appear, click Start \ Run, then type d:\autorun.exe in the text box and click OK. (Substitute the correct letter of your CD drive if other than 'D:'). The Installation menu appears..

2. Click PLAY to start NFS3.

**Note:** Please see the enclosed NFS3 manual for gameplay instructions.

## MULTIPLAYER RACING

Race head-to-head against a friend on one computer in Split Screen mode, link two computers together for Modem and Serial link racing, or connect-computers over a Network.

In Modem, Serial link, and Network racing, only the Host needs the NFS3 disc in its drive. All other computers may participate by installing the Remote version of the game.

- For information on connecting via RaceNet, refer to the {README.TXT} file on the NFS3 disc.

**Note:** If you have trouble establishing a link between computers, see the enclosed Reference Card.

## TWO PLAYER RACES

Two Player races let two players race on a single PC using a split screen.

- In Split Screen mode, menus such as Player Car and Player Name have settings for Player 1 and Player 2.
- The In Car camera option isn't available in Split Screen mode.
- In Split Screen mode, the Controls menu adds a column for Player 2's controls. The defaults are as follows (note that Player 1's controls are different than they are in 1-player mode):

Action	Player 1	Player 2
Steer left/right	G/D	Arrow keys Left/Right
Accelerate	R	Arrow key <b>Up</b>
Brake	F	Arrow key <b>Down</b>
Handbrake	SPACEBAR	<b>INS</b>
Shift gears up/down	A/Z	<b>_PAGE DOWN</b>
Cycle camera views	Q	—
Horn (Siren in Hot Pursuit mode)	W	<b>DEL</b>
Look behind	E	<b>HOME</b>
Reset car	X	<b>END</b>
Lay spike strip (Hot Pursuit mode)	S	<b>P</b>
Cycle lights ON/HIGHBEAMS/OFF	U	<b>+</b>

## NETWORK (IPX)

If you have access to an IPX network (LAN), you can host or join network games of up to eight NFS3 drivers.

### To begin a Network (IPX) race:

1. From the Game Setup menu, select CONNECTPLAYERS... The Connect Players menu appears.
  2. Select NETWORK (IPX). The current games list appears.
  3. Choose CREATE GAME to host a Network game, or select a game from the current games list and click JOIN GAME to be a client in a game.
- The host is prompted to configure network settings for data transfer and data updates:
  - Choose **CLIENT-SERVER** for network games with more than two players or **PEER-TO-PEER** to optimise data transfer for two-player games.
  - For data updates, **CONTROLLER** updates are best for fast, local area networks. **POSITIONAL** updates are better suited for slow network connections.
4. Make your data choices, then click OK. Choose a Race Mode and the Multiplayer Main menu appears.-

## NETWORK (TCP)

If you have an IP address and access to a TCP network, you can link with up to eight computers for multiplayer racing.

### To begin a Network (TCP) race:

1. Select NETWORK (TCP), then choose to HOST or JOIN the game.
  - The host is prompted to configure network settings for data transfer and data updates:
  - Choose **CLIENT-SERVER** for network games with more than two players or **PEER-TO-PEER** to optimise data transfer for two-player games.
  - For data updates, **CONTROLLER** updates are best for fast, local area networks. **POSITIONAL** updates are better suited for slow network connections.
  - If you are joining a game, type the IP address of the host computer, then click OK.
2. Make your data choices, then click-OK. The Multiplayer Main menu appears.

## MODEM

Two players can hook up via modem for two player racing.

1. From the Game Setup menu, select CONNECT PLAYERS... The Connect Players screen appears.
2. Select MODEM... Then choose whether to DIAL or ANSWER a call. A host is determined at random.
- If you are hosting the game, you must choose whether the game is **PEER-TO-PEER** or **HOST/CLIENT** and whether it **POSITIONALUPDATES** or **CONTROLLER UPDATE**, then click OK.
- If you are making the call, type the modem number of the host computer, then click OK.
3. Select a Race Mode and the Multiplayer Main menu appears.

## Serial Link

In this mode, two PCs are linked via a serial cable for head-to-head action.

1. From the Game Setup menu, select CONNECTPLAYERS... The Connect Players screen appears.
2. Select SERIAL... The Serial Connection menu appears.
3. Check the com port number displayed on the screen, if this is correct for your serial cable, click-CONNECT.
  - To cycle to the correct com port, click COM PORT.
4. Select a Race Mode and the Multiplayer Main menu appears.

## MULTIPLAYER MAIN MENU

This is where you set up the race and chat with your opponents before you begin.

Although the host is responsible for setting up the multiplayer race, clients can communicate their suggestions via the chat window.

- To chat, click the chat box to highlight it, then type the message you want to send, and press **ENTER**. The message, labeled by your name, appears in the chat window.

Clients have minimal control on the Multiplayer Main menu. They may configure their cars and enter their names.

- When a client is set to race, they click **READY TO RACE**. The red signal next to the client's name turns green indicating that they are good to go.
- When all clients are ready, the host clicks **START RACE**. The game loads, the computers sync up, and the race starts.

# PROBLEMS WITH YOUR SOFTWARE?

If you experience problems installing or using your software, we want to help.

- Please make sure you have thoroughly read the *System Requirements* and *Installing the Game* sections above.

If you followed the directions and still have trouble installing or operating the game, below are some hints that might help solve the problem.

## CD PROBLEMS

A quad-speed or faster CD-ROM drive is required to run *NFS3*.

### Receive “File not found” error message when installing or running the game

- Make sure that the CD is in the CD drive. The CD must be in the drive to install or run the game.
- Make sure that the CD is not scratched or damaged.

### CD-ROM Performance Problems

*Be sure that you are using a 32-bit native Windows 95/Windows 98 driver to control your CD-ROM drive. You can configure check these drivers from Start \ Settings \ Control Panel \ System \ Device Manager \ CDROM \ Performance.*

**Note:** *File System must be “32-bit.” If it is listed as “MS-DOS Compatibility Mode,” contact your computer manufacturer to find out how to configure your File System as 32-bit.*

- Do not use a DOS-based 16-bit driver (loaded in CONFIG.SYS) to control your CD-ROM. Performance may be significantly reduced.

### Choppy or stuttering video or audio

These problems may be improved by adjusting the CD-ROM read-ahead cache.

#### To adjust the read-ahead cache:

1. At the Windows 95/Windows 98 desktop, right-click the My Computer icon, then choose **Properties** from the pop-up menu.
2. Click the Performance tab, then click **File System...**
3. Click the CD-ROM tab, then click in the **Optimize access pattern for:** box, and choose QUAD-SPEED OR HIGHER.
4. Move the **Supplemental cache size:** slider to SMALL, then click **Apply**.

**Note:** *Moving the slider to LARGE will not improve NFS3 video performance, and may actually hinder performance by reserving RAM that would otherwise be available for the game.*

## VIDEO PROBLEMS

*NFS3* requires a PCI SVGA video card capable of 640x480 resolution with 65,535 colors (1 MB or more video memory). It is normal for the videos to have a single black line between each line of video on the screen.

**Note:** *If your Windows 95/Windows 98 display driver does not support DirectDraw, you may experience difficulties installing or running NFS3.*

### General Video Card Information

- During DirectX installation, the DirectX setup program attempts to install a display driver that supports DirectDraw for your video card. If your video card driver does not support DirectDraw, the DirectX setup program replaces your existing video card driver. In some cases, this may disable manufacturer specific utilities for your video card. If you want to keep these utilities functional, you may have to obtain the latest drivers with DirectDraw support directly from the manufacturer of your video card.
- If your video card driver already has DirectDraw support, but is not yet Certified by Microsoft, you are asked if you want to replace your current driver. In most cases, you do not want to replace your existing driver as this may disable Manufacturer manufacturer specific utilities for your video card. If you do have video-related problems using your manufacturer's uncertified DirectDraw drivers, you may solve these problems by reinstalling DirectX and replacing your current video driver with a DirectX 5 video driver.

Please refer to the *DirectX Installation Notes* for more information.

## WINDOWS 95/WINDOWS 98 VIDEO PROBLEMS

### 3-D Accelerator Tips

If you experience problems with the detection of your supported 3-D accelerator card, please check the installation documentation provided with your 3-D accelerator card.

### Voodoo Graphics™ Boards

*NFS3* requires the Glide run-time drivers for the Voodoo Graphics chip set and Voodoo 2 chipsets. If you do not have these drivers installed or you have drivers older than version 2.422.42, the *NFS3* installation program starts the Glide 2.422.43 installation, which installs the Glide 2.422.43 driver on your system. Alternatively, you may contact your board manufacturer to obtain the latest drivers for your board. If you are using a version of the Glide run-time drivers later than 2.422.43, no Glide drivers are installed.

### Voodoo Rush Boards

*NFS3* requires the Glide 2.422.43 or higher run-time drivers specific for the Voodoo Rush chipset. If you do not have these drivers installed or you have driver older than version 2.422.43, the *NFS3* installation program starts the Glide 2.422.43 installation, which installs the Glide 2.422.43 driver to your system. Alternatively, you may contact your board manufacturer to obtain the latest drivers for your board.

**Note:** *There is a limitation with the 3Dfx detection function in the Glide 2.422.43 Installer that may prevent it from properly detecting your 3Dfx card. If during installation you get the message "Error: Cannot detect hardware", press OK until setup continues and install the game as normal. You cannot install the Glide 2.422.43 drivers from the CD-ROM. If you experience problems running NFS3 after getting this error message, please download the newest version of the Glide drivers from the 3Dfx web site at [www.3dfx.com](http://www.3dfx.com).*

## Issues with Specific Video Cards

### Diamond Viper Pro™

You may experience problems with the Diamond Viper Pro video card with some Electronic Arts™ games. If you are experiencing difficulties, you can disable PCI burst mode transfers in your PC's BIOS setup. If your BIOS does not have this feature, Diamond supplies a utility that you can use to disable PCI burst mode transfers. If you have access to the Internet, you can download the utility at Diamond's FTPsite at <ftp://ftp.diamondmm.com/pub/misc/burst.exe>.

- For assistance with this utility, please contact the card's manufacturer.

### Oak Driver Package 6.01

We have experienced problems using Oak Driver Package 6.01 with *NFS3*. Avoid using this version of the driver package. Use Oak Driver Package Version 4.01 for best results.

### Tseng Labs® W32p PCI Video Card

We have experienced poor performance problems using the Microsoft-provided "Tseng Labs ET4000/W32 PCI" drivers and with *NFS3*. We recommend that you use the latest Tseng Labs provided "Tseng Labs ET4000/W32 PCI" drivers for better results.

### Trident TGUI9680 Video Card

With this Trident card, we have experienced problems with the driver installed by DirectX 5. Please use your standard Trident TGUI9680 driver for better results.

### Sierra Screamin' 3D® Screamin 3D PCI Drivers

We have experienced problems when *NFS3* is run with the "Sierra Screamin'3D® Screamin '3D PCI" v.4.03.00.9001-1.13 driver. This can be taken care of when DirectX is installed. At that time, DirectX 5 prompts you to replace the existing drivers with the Certified "Rendition Verite 100" "Rendition™ Verite 1000" drivers. DirectX 5 recommends that you choose YES and replace your existing drivers. This corrects the problem. If you do not replace the drivers, you will continue to experience problems running *NFS3*. Keep in mind that this only happens with the driver listed above. If you use the more recent driver "Sierra Screamin'3D PCI" v.4.03.00.9001-2.10.06, the game will work properly.

## MEMORY PROBLEMS

*NFS3* requires 16 MB RAM and Virtual Memory **Enabled**. We advise that you let Windows 95/Windows 98 manage the amount of virtual memory automatically (the default setting), and that you have **at least** 50 MB free hard disk space after installation.

You can verify and/or modify your virtual memory settings from **Start \ Settings \ Control Panel \ System \ Performance \ Virtual Memory...**

## SOUND PROBLEMS

*NFS3* requires a sound card with DirectSound support. If your sound card driver does not support DirectSound you may experience choppy or stuttering sound, or sound that cuts in and out. If your sound card driver does not support DirectSound, we recommend obtaining updated drivers from your sound card manufacturer.

### Installed sound card, but there is no sound

- Make sure your speakers or headphones are plugged into the appropriate jack and the volume control is turned up.

### General Sound Card Information

- During DirectX installation, the DirectX setup program attempts to install a sound driver which supports DirectSound for your sound card. If your sound card driver does not support DirectSound, the DirectX setup program attempts to replace your existing sound card driver.
- Please consult your sound card manufacturer for updated drivers if DirectSound drivers are not available for your sound card in DirectX 5 or higher.

Please refer to the *DirectX Installation Notes* for more information.

## CONTROLLER ISSUES

### Gravis Gamepad™ and 4 button controllers

Although *NFS3* supports multiple buttons when using a single controller, you are limited to 2-button support when using two gamepads (or other 4-button controllers) with a Y-cable adapter.

#### Joystick Calibration in Windows 95/Windows 98

You must calibrate your joystick from the Control Panel in order for the joystick to be recognized within the game.

- To install or calibrate your joystick in Windows 95/Windows 98, access the **Control Panel**, and launch the **Game Controllers** applet. Some gaming devices use their own applets or software for installation and calibration.

### Gravis GriP™ Users

- Make sure the Gravis MultiPort is connected to the joystick port correctly.
- Make sure the Gravis MultiPort switch is in the left position for GriP support.
- Make sure that the Gravis GriP drivers are installed. If they are not, please refer to your GriP documentation for installation instructions.
- Make sure that the Gravis GriP controls are calibrated under Windows 95/Windows 98

#### To calibrate the Gravis GriP in Windows 95/Windows 98:

- To install or calibrate your joystick in Windows 95/Windows 98, access the **Control Panel**, and launch the **Game Controllers** applet.
- Once the steps are complete the green light should activate on the left wing of the Gravis MultiPort.

**Note:** In Windows 95/Windows 98, the Gravis GriP requires that you set the Gameport Input/Output range to 0201-0201. Otherwise, the GriP may stop functioning after the current use upon rebooting, and you may need to reinstall the gameport and GriP drivers.

#### To set your joystick Input/Output Range:

1. From the **Control Panel**, choose the **System** icon.
2. Select the **Device Manager** tab and double-click the **Sound, video and game controllers** option.
3. Double-click the **Gameport Joystick** option and select the **Resources** tab.
4. Make sure the **Use Automatic settings** checkbox is cleared and select the **Change Setting...** button.
5. Change the **Input/Output Range** to 0201-0201.

Some Plug and Play sound cards do not allow this setting to be modified. Please contact your sound card manufacturer or Gravis for a resolution.

## MODEM PROBLEMS

*NFS3* requires a 100% Hayes compatible 28800 bps or faster modem for modem play. A high-speed (16550 UART) serial port is required for external modems.

### General Modem Information

*NFS3* uses the Windows 95/Windows 98 settings to initialize your modem. You must install your modem in Windows 95/Windows 98 in order for it to work properly in the game.

#### To install your modem in Windows 95/Windows 98:

1. Click the **Start** button from the Taskbar. The Start menu opens.
2. From the Start menu, highlight **Settings**, and then select **Control Panel** from the pop-up menu.
3. From the **Control Panel**, click **Modems**.
4. If you have not installed a modem before, let Windows 95/Windows 98 detect your modem by clicking the **Next>** button.

If your modem came with a Windows 95/Windows 98 driver disk or .INF file, follow the manufacturers directions for installing your modem.

### Modem does not initialize

- Make sure your modem is installed correctly in Windows 95/Windows 98 and is turned on.
- Make sure that your modem works properly in Windows 95/Windows 98. If your modem is installed correctly and works with other modem applications in Windows 95/Windows 98, but you are having problems initializing your modem in *NFS3*, try changing your modem type in Windows 95/Windows 98 to "Standard Modem".
- Some computers may have telephone answering or FAX applications pre-installed. Sometimes these applications tie up the modem, and do not allow other applications to access it. You must exit all applications that use your modem before playing a modem game.

**Note:** *You may not be able to run your modem on COM4 if you have a video card based on the S3 chip set. If you experience any difficulty making a modem connection on COM4, we suggest changing contacting your modem or serial port to manufacturer for assistance in selecting an alternate COM port.*

## **NETWORK PROBLEMS**

*NFS3* requires an IPX or TCP protocol network and network interface card for network play.

- If you experience difficulties with network play, you may want to consult your network manual or network administrator for specific information on loading drivers.

### **Connection Problems**

- Make sure the computers you are trying to connect are on the same network, and are using the same protocol.

### **Network Performance Issues**

There are various adjustments you can make to be sure you get the best performance out of your network game. These apply to the host computer as well as the clients, but try them on the host alone first as this may solve all the problems.

- Make sure the host computer (the one that creates the network game) is the fastest of the computers, as it controls the game speed.
- High-traffic networks slow games down considerably. Avoid playing the game at peak traffic hours, while there are large file transfers or print jobs being done.
- The slowest computer limits performance. Adjusting the screen size and decreasing graphics settings on a slow machine can help boost performance in a network game.

### **General Network Information**

- Do not run any Windows 95/Windows 98 applications that communicate over the network in the background (e.g., mail programs, personal schedulers, system or network monitors).
- Make sure you have disabled Network Messages. If you are connected to a Novell network, run the batch file `NONETMSG.BAT` that is found in the root directory of the game CD.

## TECHNICAL SUPPORT

If, after thoroughly reviewing ALL the procedures, you are still having a problem running this software, please read the following section.

### **Important: Read This Section Carefully Before You Phone Us**

Today's PCs run with millions of different hardware and software combinations.

The following information **MUST** be obtained from the manufacturer of your PC or from within your enclosed documentation **BEFORE** calling our technical support line:

(N.B. The following information can be obtained direct from your PC manufacturer)

1. The error message displayed when the problem occurred (if any).
2. A listing of your machine spec , including:

CPU speed and make

Amount of RAM

CD-ROM speed and make

Sound card make

Video card make

Network card (If any)

Hard disk size and amount of free space

DirectX™ driver versions (see DirectX installation notes)

Joystick and Game card (If any)

3D Accelerator card (If any)

If you cannot find the above information then you will need to consult your supplier or manufacturer.

## How To Obtain The Information Required Windows® 95/Windows® 98 Users

1. Right click on **My Computer**.
2. Left click on **Properties**.
3. The General information screen will detail how much RAM you have and the CPU make eg. Intel/Cyrix.

**Please note:** Windows 95/Windows 98 does not always detect the Cyrix chip correctly, and therefore may describe it as a 486.

4. Now click on Device Manager.
5. Click on the '+' symbol on the relevant devices i.e.
  - CD-ROM
  - Display adapters
  - Sound, video & game controllers.
  - Network Adapters

You will then be able to see the manufacturer of these devices.

1. The CPU speed can be seen if you reset your PC and look towards the top left corner of the screen. You should see a CPU clock speed eg 166 MHz. This is the processor speed that you need.
2. Double left click on "**My Computer**" then click square symbol to maximise screen.
3. Left click on your hard drive (**C:**) and this will list how much free disk space you have and the total amount of disk space you have on the system. Now close all windows down.

With this information you will be able to configure your machine correctly. If you have obtained this information, and are still having problems, then Electronic Arts has a Customer Service Department that is ready to help you with any problems you may encounter with the game.

However before you call the Customer Service Department, please check the Help File that is supplied with all of our software and can be accessed from the Windows 95/Windows 98 Tool Bar. You may find a very quick answer to the problem you are experiencing as this file contains answers to the most common problems.

Electronic Arts Customer Service has an Automated Help service on (01753) 546465, which is available, 24 hours a day, 7 days a week. This service contains Help documents (on Faxback, which are automatically sent back at the end of the call) and recorded messages that cover most common problems at present and these services are updated regularly. We also have manned lines available on the number above Monday to Thursday from 9.00 a.m. to 6.00 p.m. and 9.00 a.m. to 4.30 p.m. on Friday. Or you may write to us at the following address, including a daytime telephone number and the above information.

Electronic Arts Customer Service, PO BOX 835, Slough, Berkshire, England SL3 8XU.

By Fax: 01753 546817

### How to reach us On-Line

Internet e-mail: [uk-support@ea.com](mailto:uk-support@ea.com)

World Wide Web: <http://www.ea.com>

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