

# REF CARD



## SYSTEM REQUIREMENTS

### MINIMUM CONFIGURATION

- 133MHz Pentium®
- 32MB RAM
- High Colour 1MB PCI video card with DirectDraw™ 5.0 compatible driver (800x600 16 bit)
- Quad-speed CD-ROM drive (600K/second transfer rate)
- Windows® 95 or Windows® 98
- 100MB free hard disk space (additional space required for DirectX™ 5.0 installation)
- Keyboard and Mouse
- Sound Blaster™ or 100% compatible sound card with DirectX™ compatible driver

### RECOMMENDED CONFIGURATION

- Pentium 200MHz or higher processor
- 64MB RAM
- Supported Graphic Acceleration boards:
  - 3Dfx Voodoo1, 3Dfx™ Voodoo™2, 3Dfx Voodoo2 w/SLI, and 3Dfx Voodoo Rush (via Glide), Intel740 (via D3D), nVIDIA Riva 128 (via D3D), and ATI 3D Rage Pro (via ATI D3D)
- 4MB video card (1600x1200 maximum)
- Quad-speed or higher CD-ROM drive with a 32 bit native Win95 CD-ROM driver
- 100MB free hard disk space (additional space required for DirectX™ 5.0 installation)
- Sound Blaster 16/32/AWE32® sound card

### RECOMMENDED FOR LAPTOPS

- 800x600 16 bit display supported by Microsoft® DirectDraw
- 32MB RAM
- 100MB Hard Drive space available
- Quad-speed CD-ROM drive

### REQUIRED FOR MULTIPLAYER GAMES

#### Internet (1-4 players)

- Internet service provider

#### Network (LAN) (2-4 players)

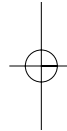
- IPX/SPX or TCP/IP compliant network
- Network card

#### Modem (2 player)

- 100% Hayes-compatible 14,400 bps or faster modem

### Supported Input Devices

- Mouse, keyboard, microphone





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## ABOUT THE AUXILIARY DISC

The Auxiliary disc is our way of rewarding our loyal EA SPORTS fans. It contains files that are used by the More Courses and Golfers utility to update your older EA SPORTS Golf add-on discs.

### Course Upgrades

We have gone to great lengths to make sure that all the add-on golfers and courses in your collection from earlier EA SPORTS golf games are compatible with Tiger Woods 99 PGA TOUR Golf. We also made it easy to install and upgrade them by using the More Courses and Golfers utility.

## DISC 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 any lost allocation units as well as any cross-linked files and directories. Disk Defragmenter ensures that your data is sorted properly. Failure to verify this may result in corrupt data.

1. First, run ScanDisk. To start ScanDisk, left-click on 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 you are installing the game to (e.g., C:). Once everything is set up correctly, click Start to have the program scan the drive and correct any errors.
3. Next, run Disk Defragmenter. To start Disk Defragmenter, left-click on 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 you are installing the game to and click **OK**.

## DIRECTX INSTALLATION NOTES

**READ THIS SECTION COMPLETELY BEFORE PLAYING Tiger Woods 99 PGA TOUR Golf OR INSTALLING THE DIRECTX DRIVERS.**

DirectX is an Application Programming Interface that allows Windows 95/Windows 98 based applications to have high-performance, real-time access to your hardware. It also reduces the complexity of installing and configuring your hardware. This makes the DirectX API well suited for Windows 95/Windows 98 games. Tiger Woods 99 PGA TOUR Golf 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 Tiger Woods 99 PGA TOUR™ Golf 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 have DirectX support.

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

1. With the *Tiger Woods 99 PGA TOUR Golf* CD in your CD drive, click the **Start** button on your Windows 95/Windows 98 Taskbar. Then click **Run...**
2. From the Run dialog box, type **d:\redist\directx\dxsetup** then click **OK** (substitute the correct letter of your CD drive if other than 'D:').
3. Look at Primary Display Driver and Primary Audio Driver.  
The second column displays the version number of the driver. The next column displays whether or not your driver is Certified by Microsoft® as supporting DirectX.
  - If your Primary Display Driver or Primary Audio Driver says "No Hardware Support" in this column, you will have to contact your manufacturer to obtain updated drivers that have DirectX support.
  - If your Primary Display Driver or Primary Audio Drivers says "Certified" in this column, your video card or sound card has DirectX support, and should work properly in DirectX applications.
  - If your Primary Display Driver or Primary Audio Driver is blank in this column, your video card or sound card driver supposedly has DirectX support, and is waiting for approval from Microsoft to be Certified.

**IMPORTANT NOTE:** During the installation of DirectX 5, if you are using a video card or sound card driver from your manufacturer that has DirectX support, but is not yet Certified by Microsoft, you will be 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 *Tiger Woods 99 PGA TOUR Golf* CD into your CD drive. The Autorun menu appears.

**NOTE:** If the Autorun menu does not automatically appear, double-click the My Computer icon on the Desktop. Then double-click the icon corresponding to your computer's CD drive. The Autorun menu begins.

3. Click **Install**. The Welcome screen appears.
4. Click **Next>**. The Choose Destination screen appears.

The default install directory is C:\Program Files\EA SPORTS\TIGER WOODS 99. To change the directory, click **Browse**, then choose the folder and/or drive you want to install to.

5. Click **Next>**. The Setup Type screen appears.
6. Select the type of setup you want and click **Next>**. The Select Program Folder screen appears.
  - When you select a setup type, a description appears at the bottom of the screen.

### **To select individual components:**

- a. Select CUSTOM and click **Next>**. The Select Components screen appears.
  - b. Select the components you want.  
To add/remove a component from your install list, click the box next to the component you want.  
To see a description of a component, click the name of the component you want.
  - c. Click **Next>**. The Select Program Folder screen appears.
1. Select a Program Folder then click **Next>**.  
The default Start menu Program folder is EA SPORTS\TIGERWOODS 99; select a different folder if you want to change this.
  2. You are prompted to install DirectX if you do not have a current version. Follow the onscreen recommendation.
  3. You are prompted to install Glide 2.43 if you do not already have it installed. The program begins copying files to your hard drive
  4. When the files have been copied, you have the option to create a *Tiger Woods 99 PGA TOUR Golf* shortcut on your desktop. Click **Yes** to accept; **No** to decline.
  5. If you do not have an Internet service provider or are interested in AT&T WorldNet Service, select **Yes** to install an AT&T WorldNet Service shortcut icon on your desktop. After installing the game, click on this icon to install and register for AT&T WorldNet Service. (For more information, see the AT&T WorldNet Service insert included in this package.)
  6. The Setup Complete Screen appears and you have the choice to start the game or view the Readme file.  
To view the readme file, click the appropriate box then click **Finish**.  
To start the game, click the box next to **Yes I want to run Tiger Woods 99 PGA TOUR Golf now** then click **Finish**.  
To exit the installer without starting the game, click **Finish** without any boxes selected.

## **INSTALLING ADDITIONAL COURSES AND GOLFERS**

**NOTE:** For instructions on installing Tiger Woods 99 PGA TOUR Golf add-on courses, see the Reference Card that came with the course CD.

## **INSTALLING COURSES AND GOLFERS FROM PREVIOUS EA SPORTS GOLF GAMES**

- Course discs from the following products are compatible with *Tiger Woods 99 PGA TOUR Golf*: PGA TOUR Pro, PGA TOUR 96, PGA TOUR 96 for Windows 95, Spanish Bay Course add-on disc, Classic Courses CD, and Internet TOUR CD.



**NOTE:** You are not allowed to install courses or golfers from previous games that are already included with *Tiger Woods 99 PGA TOUR Golf*.

1. Make sure that *Tiger Woods 99 PGA TOUR Golf* is installed on your hard drive.
2. Select Start>Programs>EA SPORTS>TIGER WOODS 99 PGA TOUR Golf>More Courses and Golfers. You are prompted to insert your course CD.
3. Insert your course CD. The Installer screen appears and displays install options for courses and golfers *not* already installed or included on the *Tiger Woods 99 PGA TOUR Golf* CD.
4. Select the courses and golfers you want to install. The Installer copies those files to your hard drive and then you are prompted to reinsert the Bonus disc.
- The bonus disc is not needed when installing golfers.
5. Insert the Bonus disc. The Installer copies the necessary updates to your hard drive and the new courses and golfers are available the next time you play *Tiger Woods 99 PGA TOUR Golf*.

## 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. To uninstall the game, select Start>Programs>EA SPORTS> *Tiger Woods 99 PGA TOUR Golf* >Uninstall *Tiger Woods 99 PGA TOUR Golf*.
2. To reinstall the game after uninstalling it, follow the steps listed in *Installing the Game*.

## STARTING THE GAME

1. Start the Windows 95/Windows 98 operating system.
- If the *Tiger Woods 99 PGA TOUR Golf* CD is already in your CD drive, double-click the *Tiger Woods 99 PGA TOUR Golf* shortcut icon on your desktop. The introductory screens appear and the game begins.

**NOTE:** If you did not add a shortcut to *Tiger Woods 99 PGA TOUR Golf* to your desktop, open the folder you installed the game in and start the program by double-clicking the *Tiger Woods 99 PGA TOUR Golf* icon.

- If the *Tiger Woods 99 PGA TOUR Golf* CD is not already in your CD drive, insert the CD in your CD drive. The Autorun menu appears.

**NOTE:** If the Autorun program does not automatically begin, double-click the My Computer icon on the Desktop. Then double-click the icon corresponding to your computer's CD drive. The Autorun program begins.

1. Click TEE OFF to start *Tiger Woods 99 PGA TOUR Golf*. The introductory screens appear and the game begins.

**NOTE:** Please see the enclosed manual for gameplay instructions.

## UPGRADE YOUR GAME

Occasionally, we may enhance the *Tiger Woods 99 PGA TOUR Golf* software and make those upgrades available to you via the Internet.

To upgrade *Tiger Woods 99 PGA TOUR Golf*, click YES when prompted (the prompt appears the first time you start the game and then every 30 days) or:

1. Log on to your Internet Service Provider (ISP).
2. Go to Start>Programs>EA SPORTS>TIGER WOODS 99 PGA TOUR Golf>Upgrade Check.

3. Follow the onscreen recommendations. Your game is upgraded to the latest version of *Tiger Woods 99 PGA TOUR Golf*.

## PROBLEMS WITH YOUR SOFTWARE?

If you are having a problem installing or using your software, we want to help.

First, please make sure you have read thoroughly the *Installing the Game* and *System Requirements* sections above.

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

## GENERAL PROBLEMS

*Tiger Woods 99 PGA TOUR Golf* requires keyboard mapping to be set to default in order for "hotkeys" to function properly i.e. If you have manually reconfigured your keys the hot keys will not function correctly.

## CD PROBLEMS

A quad-speed or faster CD-ROM drive is required to run *Tiger Woods 99 PGA TOUR Golf*.

### RECEIVE "FILE NOT FOUND" ERROR MESSAGE WHEN INSTALLING OR RUNNING THE GAME

- Make sure the game was properly installed.
- Make sure that the CD is in the CD drive. The CD must be in the drive to install or run the game unless you installed all the files necessary to run the game without the CD (a COMPLETE install).
- 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. These drivers can be configured from the Device Manager in the Control Panel>System Properties.
- 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 *Tiger Woods 99 PGA TOUR Golf* video performance, and may actually hinder performance by reserving RAM that would otherwise be available for the game.



## VIDEO PROBLEMS

*Tiger Woods 99 PGA TOUR Golf* requires a PCI SVGA video card capable of 640x480 resolution with 65,535 colors (1MB 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 *Tiger Woods 99 PGA TOUR Golf*.

### GENERAL VIDEO CARD INFORMATION

- During DirectX installation, the DirectX setup program will attempt to install a display driver that has DirectDraw support for your video card. If your video card driver does not have DirectDraw support, the DirectX setup program will replace your existing video card driver. In some cases, this may disable any 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 will be 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 any Manufacturer specific utilities for your video card. If you do have video-related problems using the uncertified DirectDraw drivers from your manufacturer, you may solve these problems by reinstalling DirectX and replacing your current video driver with a generic DirectX 5 video driver.

### WINDOWS 95/WINDOWS 98 VIDEO PROBLEMS

Choppy or stuttering video or audio problems while running in Windows 95/Windows 98 may be corrected by adjusting the CD-ROM read-ahead caching. This option is available by right-clicking on the My Computer icon, selecting Properties, then Performance, File System, CD-ROM and choosing "Optimize access pattern for quad-speed or higher" from the menu. The "Supplemental Cache Size" should be set to small. Setting this to large will not improve performance in *Tiger Woods 99 PGA TOUR Golf*, and may actually harm performance by reserving RAM that would otherwise be available for the game.

### 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

*Tiger Woods 99 PGA TOUR Golf* requires the Glide run-time drivers for the Voodoo Graphics chipset. If you do not have the Glide run-time drivers for the Voodoo Graphics chipset installed or you have drivers older than version 2.43, the *Tiger Woods 99 PGA TOUR Golf* installation program starts the Glide 2.43 installation, which installs the Glide 2.43 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 2.43, no Glide drivers are installed.

#### Voodoo Rush Boards

*Tiger Woods 99 PGA TOUR Golf* requires the Glide 2.43 or higher run-time drivers specific for the Voodoo Rush chipset. If you do not have the Glide run-time drivers for the Voodoo Rush chipset installed or you have a driver older than version 2.43, the *Tiger Woods 99 PGA TOUR Golf* installation program starts the Glide 2.43 installation, which installs the Glide 2.43 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 2.43 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 will not be able to install the Glide 2.43 drivers from the CD-ROM. If you experience problems running *Tiger Woods 99 PGA TOUR Golf* after getting this error message, if you have access to the Internet 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 FTP site at [ftp://ftp.diamondmm.com/pub/misc/burst.exe](http://ftp.diamondmm.com/pub/misc/burst.exe).

### Oak Driver Package 6.01

We have experienced problems using Oak Driver Package 6.01 with *Tiger Woods 99 PGA TOUR Golf*. 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 *Tiger Woods 99 PGA TOUR Golf*. 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 PCI Drivers

We have experienced problems when *Tiger Woods 99 PGA TOUR Golf* is run with the "Sierra Screamin '3D PCI" v4.03.00.9001-1.13 driver. This can be taken care of when DirectX 5 is installed. At that time, DirectX 5 will prompt you to replace the existing drivers with the Certified "Rendition Verite 100" drivers. DirectX 5 will recommend that you choose YES and replace your existing drivers. This will correct the problem. If you choose not to replace the drivers, you will continue to experience problems running *Tiger Woods 99 PGA TOUR Golf*. Keep in mind that this only happens with the driver listed above. If you use the more recent driver "Sierra Screamin '3D PCI" v4.03.00.9001-2.10.06, the game will work properly.

## MEMORY PROBLEMS

*Tiger Woods 99 PGA TOUR Golf* requires 32MB 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 100MB free hard disk space after installation.

## SOUND PROBLEMS

*Tiger Woods 99 PGA TOUR Golf* requires a sound card with DirectSound support. If your sound card driver does not have DirectSound support 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 will attempt to install a sound driver which has DirectSound support 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.



## MODEM PROBLEMS

*Tiger Woods 99 PGA TOUR Golf* requires a 100% Hayes compatible 14400 bps or faster modem for modem play. A high-speed (16550 UART) serial port is required for external modems.

### GENERAL MODEM INFORMATION

*Tiger Woods 99 PGA TOUR Golf* uses the Windows 95/Windows 98 settings to initialize your modem. You must install your modem in Windows 95/Windows 98 for it to work properly in the game.

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

1. Click on 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 *Tiger Woods 99 PGA TOUR Golf*, 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 will tie up the modem, and will not allow other applications to access it. You must exit all applications that may 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 your modem or serial port to an alternate COM port.

## NETWORK PROBLEMS

*Tiger Woods 99 PGA TOUR Golf* requires an IPX 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 will slow the game 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 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.

## TECHNICAL SUPPORT

The *Tiger Woods 99 PGA TOUR Golf* CD includes a Windows Help file that provides solutions and answers to the most common difficulties and questions about how to properly run this product.

To access the Help file select **Start > Programs > EASPORTS > TIGER WOODS 99 PGA TOUR Golf > EA Help**.

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)

(See the following section titled "How to obtain the information required")

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 e.g. Intel/Cyrix.  
**Please note:** Windows 95 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 e.g. 166MHz. 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.

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

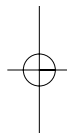
**Please note:** We do not give out hints or cheats on the line above. For hints, tips and cheats for many of our games please call the Electronic Arts Games Hint line Number on **0891 66 99 44**.

**Please note:** Calls are charged at 50p per minute. Please ask the permission of whoever pays the bill before you call. The average call length is 2 minutes.

### ***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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