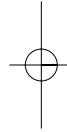


# FUTURE COP<sup>TM</sup>: L.A.P.D.

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## FUTURE COP:L.A.P.D.

[ PC ]

# PC SYSTEM REQUIREMENTS

## MINIMUM CONFIGURATION

- Windows® 95 or Windows® 98 (Windows® NT is not supported)
- 150MHz or faster Intel® Pentium®, Cyrix® 6x86™, or AMD® K6™ processor
- 32MB RAM
- 4x CD-ROM drive (600K/second transfer rate) using 32-bit Windows 95/98 CD-ROM driver
- 16-bit video card with DirectDraw™ compatible driver
- 20MB free hard disk space plus space for saved games (additional space required for DirectX™ 6 installation and Windows 95/98 swap file)

## RECOMMENDED CONFIGURATION

- 200MHz or faster Pentium processor
- 64MB RAM
- 8x or faster CD-ROM drive using 32-bit Windows 95/98 CD-ROM driver
- 280MB free hard disk space to allow for a copy of the "Mission" folder plus space for saved games (additional space required for DirectX 6 installation and Windows 95/98 swap file)
- 16-bit sound card with DirectX compatible sound driver
- 3D graphics accelerator or D3D compatible accelerator card

## REQUIRED FOR MULTIPLAYER GAMES

### NETWORK (2 PLAYER)

- 200MHz Pentium
- IPX or TCP/IP compliant network
- 1 CD per PC

### MODEM (2 PLAYER)

- 28.8 Kbps or faster modem
- High speed serial port (16550 UART)

## SERIAL PLAY (2 PLAYER)

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

## SUPPORTED INPUT DEVICES

- Mouse, keyboard, Windows 95/98 supported gamepad (10 or more buttons recommended), Windows 95/98 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 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, ensure that you have selected **THOROUGH** in the Type of test section, 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 *Future Cop: L.A.P.D.* 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. *Future Cop: L.A.P.D.* uses the DirectX 6 API (the latest version of DirectX at the time of release) and includes DirectX 6 files which you can install.

The DirectDraw, DirectSound and Direct3D components of DirectX may require updating your video, sound or 3D card drivers respectively, for proper operation of these components. Using video, sound and 3D card drivers that do not have DirectX 6 support will result in display, audio and 3D problems in DirectX 6 applications. During the installation of DirectX 6, your video, sound and 3D card drivers will be updated if required. The DirectX 6 files included with *Future Cop: L.A.P.D.* includes drivers for most video, sound and 3D 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 6 support.

**After installing DirectX 6**, check to see if your video, sound and 3D card drivers have DirectX 6 support:

1. Click the **Start** button on your Windows®95/98 Taskbar. Then click **Run...**
2. From the Run dialog box, type **c:\program files\directx\setup\dxdiag.exe** then click **OK**.

The DirectX diagnostics program gives you information on your video, sound and 3D card drivers. To check your video card drivers click on the **Display 1** tab, to check your sound card drivers click on the **Sound** tab and to check your 3D card drivers click on the **Display 2** tab. On each of these screens, the **Drivers** section tells you whether your driver is certified by Microsoft as supporting DirectX 6.

If your driver is reported as 'Certified: Yes' your device has DirectX 6 support and should work properly in DirectX 6 applications.

If your driver is reported as 'Certified: No' your device does not have DirectX 6 support and may experience problems running DirectX 6 applications. If this is the case please consult the notes section at the bottom of the DirectX Diagnostic Tool application.

Windows 98 users may also consult the **Troubleshoot** button, accessed from the **Still Stuck ?** tab.

*Important Note: During the installation of DirectX 6, the setup program detects whether or not your drivers can be updated successfully. If the driver being replaced has not been tested or replacing the driver is known to cause problems, the setup program warns you accordingly. We recommend you abide by these warnings.*

## INSTALLING THE GAME

1. Start the Windows 95/98 operating system.
2. Insert the *Future Cop: L.A.P.D.* CD into your CD drive. The Autorun menu appears.

*Note: If the Autorun menu does not automatically appear, click the START button on your Windows 95/98 Taskbar, then click RUN.... At the Run dialog box:*

Type **d:\autorun**, then click **OK**. The Autorun menu appears.

Substitute the correct letter of your CD drive if other than 'D:'

3. Click **INSTALL**.
  - You may exit the *Future Cop: L.A.P.D.* setup program at any time by clicking **Cancel**.
4. Read the general installation information, then click **Next**.
  - The default install type is **Typical**.
  - The default install directory is **C:\Program Files\ElectronicArts\FutureCop**. To choose a different destination directory, click **Browse**, select the desired directory, then click **OK**.
5. Click **Next**.
6. Choose the destination folder in which you want *Future Cop: L.A.P.D.* to appear in the **Start** menu, then click **Next**. *Future Cop: L.A.P.D.* is copied to your hard drive.
  - When the *Future Cop: L.A.P.D.* file transfer is complete, you have the option to create a *Future Cop: L.A.P.D.* shortcut on your desktop.
7. Click **Yes** to accept, **No** to decline. The DirectX 6 prompt appears.
  - If you do not have DirectX 6 installed on your computer, we recommend you click **Yes**.
  - If you have DirectX 6 or higher installed on your computer, we recommend you click **No**.

*Note: For more information on DirectX 6, refer to the DirectX Installation Notes section.*

8. Click your DirectX choice. (If you select **Yes**, follow the on-screen instructions for installing DirectX 6 and restart your computer.) The On-line Registration Card appears.
  - Fill out the On-line Registration Card to complete the installation program.
  - When the Installation Complete prompt appears, click **OK**. You're ready to play *Future Cop: L.A.P.D.* (see the Starting the Game section).

## 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. Insert the *Future Cop: L.A.P.D.* CD in your CD drive. The Autorun menu appears.

*Note: If the Autorun menu does not automatically appear, click the START button on your Windows 95/98 Taskbar, then click RUN.... At the Run dialog box:*

- Type **d:\autorun**, then click **OK**. The Autorun menu appears.
  - Substitute the correct letter of your CD drive if other than 'D:'
2. At the Autorun menu, click **RE-INSTALL**. A prompt appears asking you to confirm your choice.
    - To exit the Re-install program, click **No**.
  3. Click **Yes**. *Future Cop: L.A.P.D.* is removed from your hard drive.
  4. Click **OK**. The Setup menu appears.
    - Continue from Step 4 of the Installing the Game section.

## TO UNINSTALL FUTURE COP: L.A.P.D.

At the Autorun menu, click **UNINSTALL**. When the prompt appears, click **Yes** to continue. When uninstall is complete, click **OK**.

*Note: If you uninstall **Future Cop: L.A.P.D.** from your system, a **save.cfg** file remains in the Electronic Arts folder. This is your saved game data. If you choose to reinstall the software, the data will remain in your folder allowing you to continue gameplay from your save point.*

# STARTING THE GAME

1. Start the Windows 95/98 operating system.
- If the *Future Cop: L.A.P.D.* CD is already in your CD drive, double-click the *Future Cop: L.A.P.D.* shortcut icon on your desktop. The introductory screens appear and the game begins.

*Note: If you did not create a shortcut to **Future Cop: L.A.P.D.** on your desktop, click the START button on your Windows 95/98 Taskbar, and select PROGRAMS\ELECTRONIC ARTS\FUTURE COP\FUTURE COP.*

- If the *Future Cop: L.A.P.D.* 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.*

2. Click PLAY to start *Future Cop: L.A.P.D.*

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

# 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 thoroughly read the Installing the Game and System Requirements sections.

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

## CD PROBLEMS

A quad-speed or faster CD-ROM drive is required to run *Future Cop: L.A.P.D.*

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

- Make sure the game was properly installed. See the Installing the Game section.
- 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, damaged, or dirty.

## 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 95/98 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 **Optimise 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 **Future Cop: L.A.P.D.** video performance, and may actually hinder performance by reserving RAM that would otherwise be available for the game.*

## VIDEO PROBLEMS

*Future Cop: L.A.P.D.* requires a PCI/AGP SVGA video card capable of 640x480 resolution with 65,535 colours (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 95/98 display driver does not support DirectDraw, you may experience difficulties installing or running **Future Cop: L.A.P.D.***

## 3D ACCELERATOR TIPS

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

## VOODOO GRAPHICS™ BOARDS

*Future Cop: L.A.P.D.* requires the Glide® run-time drivers for the Voodoo Graphics chipset. If you do not have those drivers installed or you have drivers older than version 2.43, the *Future Cop: L.A.P.D.* 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

*Future Cop: L.A.P.D.* 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 driver older than version 2.43, the *Future Cop: L.A.P.D.* 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 Future Cop: L.A.P.D. 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).*

## MEMORY PROBLEMS

*Future Cop: L.A.P.D.* requires 32MB RAM and Virtual Memory Enabled. We advise that you let Windows 95/98 manage the amount of virtual memory automatically (the default setting), and that you have at least 50MB free hard disk space after installation.

## SOUND PROBLEMS

### 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 in the Control Panel.

### 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.

## CONTROLLER ISSUES

### JOYSTICK CALIBRATION IN WINDOWS 95/98

You must calibrate your joystick from the Control Panel for the joystick to be recognised within the game. To install or calibrate your joystick in Windows 95/98, access the Control Panel, and launch the **Game Controllers** applet. Note that 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 95/98.

### TO CALIBRATE THE GRAVIS GRIP IN WINDOWS 95/98:

- To install or calibrate your joystick in Windows 95/98, 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 95/98, the Gravis GrIP requires the Gameport Input/Output range to be set 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

*Future Cop: L.A.P.D.* requires a 28.8 Kbps or faster modem, for modem play. A high-speed (16550 UART) serial port is required for external modems.

### GENERAL MODEM INFORMATION

*Future Cop: L.A.P.D.* uses the Windows 95/98 settings to initialise your modem. You must install your modem in Windows 95/98 for it to work properly in the game.

### TO INSTALL YOUR MODEM IN WINDOWS 95/98:

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 95/98 detect your modem by clicking the **Next** button.

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

### MODEM DOES NOT INITIALISE

- Make sure your modem is installed correctly in Windows 95/98 and is turned on.
- Make sure that your modem works properly in Windows 95/98. If your modem is installed correctly and works with other modem applications in Windows 95/98, but you are having problems initializing your modem in *Future Cop: L.A.P.D.*, try changing your modem type in Windows 95/98 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

- 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 95/98 applications that communicate over the network in the background (e.g., mail programs, personal schedulers, system or network monitors).



## FUTURE COP:L.A.P.D.

[ MACINTOSH ]

# MACINTOSH® SYSTEM REQUIREMENTS

## MINIMUM CONFIGURATION

- Macintosh 120MHz PowerPC®
- Operating System 7.5
- 24MB RAM
- 4x CD-ROM drive
- QuickTime® 3.0
- 20MB of hard disk space
- 16-Bit Video Card

## RECOMMENDED CONFIGURATION

- Macintosh 180MHz PowerPC or faster processor
- 32MB RAM
- 3Dfx Card or ATI Rage Pro
- 200MB of hard disk space to allow for a copy of the "Missions" folder

## REQUIRED FOR MULTIPLAYER GAMES

### NETWORK (2 PLAYER)

- Apple Talk or TCP/IP compliant network
- 1 CD per PowerPC

## SUPPORTED INPUT DEVICES

- Mouse, keyboard, gamepad (10 or more buttons recommended), joystick.

## INSTALLING THE GAME

1. Start your Macintosh system.
2. Insert the *Future Cop: L.A.P.D.* CD into your CD drive. The *Future Cop: L.A.P.D.* CD icon appears.
3. Double-click the *Future Cop: L.A.P.D.* CD icon.
4. Double-click the *Future Cop: L.A.P.D.* Installer icon, then click **Continue...** . The *Future Cop: L.A.P.D.* Installer dialog box appears.
5. Choose an install location in which to install *Future Cop: L.A.P.D.*
6. Click **Install**. A progress meter is displayed as the files are copied to your hard drive followed by a Successful Installation confirmation message.
  - To abort the installation in progress, click **Stop**.
7. Click **Quit** to finish and exit the installation or **Continue** to return for an additional installation.
  - The *Future Cop: L.A.P.D.* folder will be created in the install location you chose.

## OTHER INSTALLATION DETAILS

- If you don't have Quicktime 3.0 installed, you'll find the Quicktime folder on the CD.
- To install Quicktime 3.0, open the volume and double-click on the installer icon.
- You may want to create an alias of *Future Cop: L.A.P.D.* on your desktop.
- If you have an ATI Rage Pro card, you can upgrade to the version of the driver on the CD. *Future Cop: L.A.P.D.* has been tested with this version.

## STARTING THE GAME

1. Start your Macintosh system.
2. Insert the *Future Cop: L.A.P.D.* CD into your CD drive. The *Future Cop: L.A.P.D.* CD icon appears.
3. Double-click the *Future Cop: L.A.P.D.* application installed on your hard drive to begin play.

## 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 thoroughly read the Installing the Game and System Requirements sections.

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

- If you experience choppy gameplay, it's likely to be a CD access problem.
- To correct this, we recommended that you copy the Missions folder onto your Hard Disk.



## NETWORK PLAY

[ PC / MACINTOSH ]

## NETWORK PLAY

Network play lets you challenge or team up with another player through a variety of connection protocols. For two players to compete, each must have *Future Cop: L.A.P.D.* installed before trying to connect their computers. Both must have the *Future Cop: L.A.P.D.* CD-ROM inserted in his/her drive.

- To host a network game, click HOST GAME at the setup menu. The Connection menu appears.
- To join a network game, click JOIN GAME at the setup menu. The Connection menu appears.

## STARTING A NETWORK GAME

The Connection menu lets you select a connection protocol, name your game, or enter a name for your character. In all cases, one player is the Host and the other player is the Client.

### TO MAKE THE CONNECTION:

1. Click your chosen protocol (see below).
  2. Enter a Player Name or use the default name.
  3. Click HOST or JOIN. The setup screen appears.
  4. Select your game options, and click START.
- Gameplay begins when both players click the START button.

## PC CONNECTION PROTOCOLS

### INTERNET TCP/IP CONNECTION

When you select this protocol, *Future Cop: L.A.P.D.* asks for the IP address of the server to which you want to connect.

*Note: If you lose network connection, the other player's vehicle will no longer move. However, you can still continue gameplay.*

### IPX CONNECTION

This protocol is reserved for Ethernet local network connections. To use this option, your computer must be equipped with an IPX compatible network card and driver.

## MODEM CONNECTION

When the players select the Modem connection, one must choose to CONNECT and the other must choose to ANSWER the call. The computer that answers the call is the Host.

## SERIAL CONNECTION

This protocol lets two people play by connecting two computers using a Null Modem cross-cable. When you select this protocol, you must specify several connection characteristics. These settings must be identical for both the Host and the Client and must be set according to the slower computer.

## MACINTOSH® CONNECTION PROTOCOLS

### APPLE TALK CONNECTION

AppleTalk is the standard network protocol on Macs. It is reserved for Ethernet local network connections or simple serial cable connections.

When this option is selected, each player selects their desired gameplay options, the host waits for Player 2 to click READY, then the Host clicks START GAME to begin.

### INTERNET TCP/IP CONNECTION

When you select this protocol, *Future Cop: L.A.P.D.* asks for the IP address of the server to which you want to connect.

*Note: If you lose network connection, the other player's vehicle will no longer move. However, you can still continue gameplay.*

*Note: It is not possible to play a network game between a PC and a Macintosh or vice-versa.*



## TECHNICAL SUPPORT

[ PC / MACINTOSH ]

# TECHNICAL SUPPORT FOR THE PC/MAC

The *Future Cop: L.A.P.D.* CD includes Read Me files for both the Mac and the PC that provide solutions to the most common problems associated with running this product. These files contain important technical information that became available after this Reference Card went to press. Refer to them first if you experience any technical difficulties.

## CUSTOMER SERVICES - CAN WE HELP YOU?

Do you have a problem or do you just want to ask a question?

If so, there are several ways you can obtain help or have your questions answered.

Mac users please note, the On-line help file and support program are not available on the mac version of *Future Cop: L.A.P.D.*, therefore please have the following information available prior to contacting Customer Services. This information can be obtained from your Mac manufacturer/supplier.

1. The error message displayed when the problem occurred (if any).
2. A listing of your machine spec, including:
  - Macintosh model
  - System Software version.
  - Amount of installed RAM memory
  - Amount of installed free RAM memory. (Select about this macintosh... from the Apple menu while in the Finder.)
  - A list of installed extensions and control panels including any startup items. (Look in these folders inside your system folder to find out, or refer to the extensions manager control panel)
  - Any special hardware i.e. large monitors, AV cards
  - Any additional software you have installed on your Macintosh.

## ON-LINE HELP FILE

All our new releases now include on-line help files with hints and tips on how to resolve problems that you may confront while trying to run the game. The help guide can be accessed from the Windows Start Bar in the same program folder as your game's shortcut. This gives you access to relevant support sites via web links as well as a support program to help diagnose problems that may stop you enjoying your game. The support program also gives you the option to send us your details via E-mail or Fax.

## ON-LINE SERVICES

Website: <http://www.ea.com>

Electronic Arts offers 24-hour support via our on-line services. Here you will find extensive product support and other information. In addition, this site provides answers to Frequently Asked Questions (FAQ's) plus patches, updates and demos. If you still cannot find an answer to your query, please E-mail us at [uk-support@ea.com](mailto:uk-support@ea.com). You will receive an automated reply within minutes; giving details of all the games you can request troubleshooting information on, as well as a number of standard help guides and information sheets. If this does not help, you can contact a representative for a personal reply.

## CUSTOMER SUPPORT BY PHONE (INCLUDING FAXBACK)

Electronic Arts have a staff of Customer Services Representatives ready to help you with any technical problems you may have with our games.

Please ensure you have run the support program from the on-line help file before calling us. To run the support program:

1. Open the help file, navigate to the **Contents** page, and follow the link to **Support Information**.
2. Next, click on the **Contact Tech Support** button. After a few moments, you should see a dialog box with the option to Print, Save to Desktop, or E-mail your information to us.
3. Click on Save to Desktop, or Print (if you have a printer connected to your PC) and have the contents of the report in front of you when you call.

*Note: If you choose to Save to Desktop, a file called **EAConfigInfo.txt** will be placed on your desktop. Simply double-click on this icon to view the file.*

Customer Services are open 9am-6pm Monday to Thursday & 9am-4:30pm Friday, and can be reached on the following number

**01753 546465**

You have access to a number of automated services, including Faxback and recorded messages. You can also talk to one of our Customer Services Representatives, who will be pleased to help you with your questions. However, please ensure you have followed all normal troubleshooting steps and have all relevant information to hand before you call.

Alternatively, you may write to us at the following address, including a daytime telephone number and the above information contained in the help file support program.

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

Or fax us, including a complete report from the help-file's support program, on:

**01753 546817**

When contacting us by fax or letter, please include a daytime telephone number whenever possible, so we can contact you if necessary.

## GAME HINTS AND CHEATS

To acquire hints and cheats for the majority of our new releases you will need to call the Electronic Arts Hintline (open 24 hours a day)

**09067 532253**

*Note: This is a premium charge line (calls cost 50p per minute). Please obtain permission to call this number from the person who pays the phone bill, before you call.*

## HAVING PROBLEMS OBTAINING ONE OF OUR GAMES?

Electronic Arts has a Direct Sales department who will be happy to assist you in finding the game you're looking for. If you have a problem finding any of our games at your local store then please call our Direct Sales department on

**01753 546465**



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