ROMAN EMPRESS

Prior to installing this disc, you should confirm that your system meets the following requirements:

| Minimum | Hardware | Requiremen | ıts: |
|-----------------------------|----------|------------|------|
|-----------------------------|----------|------------|------|

| \checkmark | A personal computer with an 486 or faster CPU. |
|--------------|--|
| \checkmark | A CPU speed of 25 MHz or higher. |
| √ | 8 megabytes of conventional and extended memory highly recommended. (may work on some systems with only 4MB of RAM) |
| √ | A CD-ROM drive supported by Microsoft Windows (access time less than 350ms, and sustained transfer rate of at least 150K per second) |
| √ | A hard disk with at least 4 megabytes free for the basic QuickTime for Windows software |
| \checkmark | Mouse (or other pointing device) supported by Microsoft Windows. |
| \checkmark | A ".WAV" compatible sound card supported by Microsoft Windows. |
| \checkmark | Additional free disk space if you want to keep movies and pictures on your hard disk. |

Troubleshooting

Sympton: Unsteady, jerky play back.

Possible causes: Double and single spin CD rom players may take a few seconds to steady after using select - a - shot or any other event that interrupts the continuous play back of a Quicktime movie. Try exiting to the main menu and returning to the movie.

Sympton: No sound.

Possible causes: If you have a SoundBlaster 16 or compatible you will need the updated driver from Creative Labs. Call the Creative Labs BBS at (405) 242 - 6660 and down load the file SB16UP.EXE. This will unzip into an install that will update your drivers.

Sympton:

"Can't Load Customer Control DLL": 'D:\QTMOVIE.VBX' Message

Possible causes:

Path name error. You should have windows in your path statment as a minimum (example "DRIVE:\DOS;DRIVE:\WINDOWS;"). Refer to your DOS Manual on how to modify the AUTOEXEC.BAT file.

Symptom:

Program locks up during game play.

Possible causes:

Screen saver, disable screen saver and restart.

Alternative Desktop (Norton Desktop, etc.), disable and use Program Manager

Background Process, disable all other programs.

Symptom:

"Parity Error" Message

Possible causes:

Memory problem. Check with your computer owner's manual for proper machine speed/memory wait-state setting.

Symptom:

"General Protection Fault Error..." message box

Possible causes:

Video or Audio driver conflict. Check with the manufacturer for the latest driver.

Symptom:

"Not a Valid Movie" message box

Possible causes:

Conflict with other CD-ROM titles that use QuickTime. If you have "The Journeyman Project", you will need to run the MoviePlayer before starting Scissors & Stones.

Symptom:

Scrambled Video Display

Possible causes:

Confilict with you Video Display Card. Edit the file QTW.INI in your WINDOWS direstory on your hard drive, change the line:

[Video]

Optimize=Hardware

to

[Video]

Optimize=driver

If problem persists, try other options documented at the end of this README file.

We also recommend some type of CD-ROM caching program such as SMARTDRIVE from DOS 6.2 for better performance during gameplay. (SMARTDRIVE form DOS 6 and earlier does not support CD-ROM caching).

PC AUDIO CARD COMPATIBILITY

The following chart summarizes the audio hardware products that were tested with QuickTime for Windows 1.1.1 Most compatibility issues are based on driver versions. With some boards, more than 1 driver was tested. In most cases, the latest available driver was tested. THE DRIVER TESTED MAY NOT BE THE SAME VERSION AS THAT WHICH CAME WITH THE AUDIO CARD. Contact the vendor for the latest driver version. Known bugs are included.

Supported Audio Cards

Adapter Driver date

Creative Labs SoundBlaster Pro SBPSND.DRV 05/15/92

This driver has a know bug that effects all Windows applications that use sound where at times a portion of the sound will be repeated several times.

Creative Labs SoundBlaster Pro SBPSND.DRV 02/05/92

This driver some times 'sticks' on a sound.

Creative Labs SoundBlaster Pro 16 SB16SND.DRV 04/14/93

Creative Labs ThunderBoard SNDBLST2.DRV 03/10/92 Creative Labs ThunderBoard SNDBLST2.DRV 05/13/92

Media Vision ProAudio Spectrum MVPROAUD.DRV 02/03/93 1.3

Media Vision ProAudio Spectrum Plus MVPROAUD.DRV 02/03/93 1.3

Make the following modifications to the QTW.INI file.

[Sound]

RequestedRate=22095 ActualRate=22536

Media Vision ProAudio Spectrum 16 MVPROAUD.DRV 02/03/92

Media Vision Audio Port MVAPORT.DRV 04/14/92

Does not support sound sampled at above 11khz. Make the following modifications to the QTW.INI file.

[Sound]

RequestedRate=11025 ActualRate=11025

Microsoft Sound System SNDSYS.DRV 09/21/92 1.0

Cardinal Technologies Sound Studio TAPIGSS1.DRV 12/28/92

Orchid Sound Producer Pro. PRODUCER.DRV 01/13/93

Orchid Sound Producer Pro. PRODUCER.DRV 10/01/92

Turtle Beach MultiSound MULTISND.DRV 08/27/92 1.1

ATI Stereo F/X SFX.DRV 05/04/92

Compatible Audio Cards

| Adapter | | Driver | | date |
|--|----------------------------------|------------------------------|-------------------------------------|------|
| Creative Labs Creative Labs | ThunderBoard ThunderBoard | SNDBLST2.DRV SNDBLST2.DRV | 03/10/92 05/13/92 | |
| Creative Labs Sound 'Sticks' with | Sound Blaster 2.0 h this driver. | | 02/16/93 | |
| Digispeech Port | tAble Sound Plus | PRTSND.DRV | 04/14/93 | |
| restart the movie. Sound may skip v | - | | 10/29/92 1 to be muted. To resto | |

IBM M/Audio ACPA.DRV 8/28/92

Limited volume control from keyboard.

MediaVision Thunder and Lightning TLWAVE.DRV 08/25/92

Make the following modifications to the QTW.INI file. [Sound] RequestedRate=22222

In-Compatible Audio Cards

Media Vision Thunder and Lighting * QTW has very poor through-put with this card.

Media Vision CDPC *

QTW does not work well with this system with movies over 10 seconds in length.

Media Vision CDPC II

QTW does not work well with this system with movies over 10 seconds in length.

Sigma Design WinStorm

8/21/92

Very poor QTW performance when running audio and video together.

Tandy 'Gold Card'

Only one unconfirmed report on this line of cards. A developer states that he has a Tandy "Gold Card" and QTW crashed whenever he trys to play a movie. Removing the card seems to fix the problem.

PC VIDEO CARD COMPATIBILITY

The following chart summarizes the video display cards that were tested with QuickTime for Windows 1.1.1. Most compatibility issues are based on driver versions. With some boards, more than 1 driver was tested. In most cases the latest available driver was tested. THE DRIVER TESTED OR SUPPORTED MAY NOT BE THE SAME VERSION AS THAT WHICH CAME WITH THE VIDEO CARD. Contact the vendor for the latest driver version. Known bugs are included. For Pixel Depth: 8 bits = 256 colors, 15 bits = 32,768, 16 bits = 65, 536 and 24 bits = 16 million colors.

If your video card is not listed below and you are having SEVERE compatibility problems, you may consider modifying the QTW.INI file. Change the [Video] setting to Optimize = Driver. This may resolve severe compatibility problems with a specific video card but will also reduce the performance of Movie playback. See MODIFYING QTW.INI FOR COMPATIBILITY.

NEW FEATURES IN QuickTime 1.1.1

- . Support for P9000 Graphics accelerator.
- . Support for the Cirus Logic CL-GD54xx GUI accelerator.
- . Support for the WD 90C33 Graphcs accelerator.

Supported Video Cards

| Adapter | Driver | Depth | Resolution | Optimized? | ptimized? | |
|--------------|-------------|-------|------------|------------|-----------|--|
| Standard VGA | Windows VGA | 4 | 640x350 | No | | |
| Standard EGA | Windows EGA | 4 | 640x480 | No | | |

| Windows | 8 | 1024x768 | No |
|-------------------------------|--|---|--------------------------------|
| 07/27/92 | 4 | 640x480 | No |
| 07/27/92 | 16 | 1024x768 | No |
| color. Do NOT use the drivers | supplied wit | th Windows 3.1. Ins | tead, use the drivers supplied |
| 04/09/92 | 4 | 800x600 | Yes |
| 04/10/92 | 8 | 1024x768 | Yes |
| 04/20/92 | 16 | 800x600 | Yes |
| 04/22/92 | 8 | 1024x768 | No |
| OEM | 16 | 640x480 | No |
| 01/05/93 | 8 | 640x480 | Yes |
| 01/05/93 | 16 | 1024x768 | Yes |
| 03/01/92 | 8 | 800x600 | Yes |
| 03/01/92 | 16 | 800x600 | Yes |
| 03/10/92 | 8 | 800x600 | Yes |
| 02/19/93 | 8 | 640x480 | Yes |
| 08/10/92 | 8 | 640x480 | Yes |
| 08/10/92 | 16 | 800x600 | Yes |
| 09/25/92 | 8 | 640x480 | Yes |
| 09/25/92 | 16 | 640x480 | Yes |
| 04/28/92 | 8 | 1024x768 | Yes |
| 04/28/92 | 16 | 800x600 | Yes |
| 04/28/92 | 24 | 640x480 | Yes |
| | 07/27/92 07/27/92 color. Do NOT use the drivers : 04/09/92 04/10/92 04/20/92 04/22/92 OEM 01/05/93 01/05/93 03/01/92 03/10/92 02/19/93 08/10/92 09/25/92 09/25/92 04/28/92 04/28/92 | 07/27/92 4 07/27/92 16 color. Do NOT use the drivers supplied with 04/09/92 4 04/10/92 8 04/20/92 16 04/22/92 8 OEM 16 01/05/93 8 01/05/93 16 03/01/92 8 03/01/92 16 03/10/92 8 02/19/93 8 08/10/92 16 09/25/92 8 09/25/92 8 09/25/92 16 04/28/92 8 04/28/92 8 | 07/27/92 |

Compatible Video Cards

| Adapter | Driver | Depth | Resolution | Optimized? |
|---|---------------|---------|----------------------|------------|
| Active Completes Francisco I Iltra Place | 03/25/93 | 16 | 4004700 | No |
| Actix Graphics Engine Ultra Plus Actix Graphics Engine Ultra Plus | 03/25/93 | 8 | 1024x768 1024x768 | No No |
| Actix Graphics Engine Ultra Plus | 03/25/93 | o 16 | 800x600 | No No |
| Actix Graphics Engine Ultra Plus | 03/25/93 | 8 | 800x600 | No |
| Actix Graphics Engine Ultra Plus | 03/26/93 | 24 | 640x480 | No |
| Actix Graphics Engine Ultra Plus | 03/25/93 | 16 | 640x480 | No |
| Actix Graphics Engine Ultra Plus | 03/25/93 | 8 | 640x480 | No |
| Activ Graphics Engine Otta Flus | 03/23/93 | O | 0408400 | NO |
| ATI VGA XL | 08/14/92 1.42 | 16 | 640x480 | No |
| ATI VGA XL | 04/20/92 | 8 | 800x600 | Yes |
| ATI VGA XL | 04/10/92 | 16 | 640x480 | Yes |
| ATI VGA XL | 04/20/92 | 8 | 640x480 | Yes |
| ATI VGA XL | 06/25/92 | 8 | 1024x768 | Yes |
| ATI VGA XL | 06/25/92 | 8 | 800x600 | Yes |
| ATI VGA XL | 07/28/92 | 16 | 640x480 | Yes |
| ATI VGA XL | 06/25/92 | 8 | 640x480 | Yes |
| ATI VGAWONDER XL24 | 06/25/92 | 8 | 1024x768 | Yes |
| ATI VGAWONDER XL24 | 07/28/92 | 16 | 800x600 | Yes |
| ATI VGAWONDER XL24 | 06/25/92 | 8 | 800x600 | Yes |
| ATI VGAWONDER XL24 | 07/28/92 | 16 | 640x480 | Yes |
| ATI VGAWONDER XL24 | 06/25/92 | 8 | 640x480 | Yes |
| ATI Graphics Ultra | 08/14/92 | 4 | 800x600 | No |
| ATI Graphics Ultra | 08/14/92 | 4 | 640x480 | No |
| ATI Graphics Ultra | 06/25/92 | 8 | 640x480 | No |
| ATI Graphics Ultra Pro | 03/10/92 | 8 | 8514/a | No |

| ATI Graphics Ultra Pro ATI Graphics Ultra Pro ATI Graphics Ultra Pro | 03/13/93 03/13/93 03/13/93 | 8 16 8 | 1280x102 1024x768 1024x768 | 3 | Yes Yes Yes |
|---|--|---|---|--|--|
| ATI Graphics Ultra Pro ATI Graphics Ultra Pro ATI Graphics Ultra Pro | 03/13/93 03/13/93 03/13/93 | 24 16 8 | 800x600 800x600 800x600 | | No No Yes |
| ATI Graphics Ultra Pro ATI Graphics Ultra Pro ATI Graphics Ultra Pro ATI Graphics Ultra Pro | 03/13/93 03/19/93 03/19/93 03/19/93 | 16 24 16 8 | 640x480 640x480 640x480 640x480 | | No No No Yes |
| ATI Graphics/Pro ATI Graphics/Pro | 11/27/92 11/27/92 | 8 16 | 1024x768 640x480 | 3 | No No |
| Dell 466/M S3 | 09/04/92(1.2) 09/04/92(1.2) 09/04/92(1.2) 09/04/92(1.2) 09/04/92(1.2) | 4 8 8 4 15 | 1280x102 1024x768 800x600 800x600 640x480 | 3 | Yes Yes Yes Yes Yes |
| Dell 466/M S3 Diamond Stealth Pro | 09/04/92(1.2) 12/07/92 12/07/92 12/16/92 01/06/93 01/06/93 | 2 2 3 2 | 640x480 8 8 16 8 16 8 | 1280x96 1280x10 1024x76 1024x76 800x600 800x600 | 24 8 8) |
| Diamond Stealth Pro Diamond Stealth Pro Diamond Stealth Pro | 02/23/93 01/06/93 01/06/93 | 3 | 24 16 8 | 640x480 640x480 640x480 |) |
| Diamond SpeedStar 24 Diamond SpeedStar 24 Diamond SpeedStar 24 Diamond SpeedStar 24 Diamond SpeedStar 24 | 04/14/92 04/14/92 04/14/92 04/14/92 04/14/92 | 8 15 8 15 8 | 1024x768 800x600 800x600 640x480 640x480 | | Yes No Yes No Yes |
| Diamond Viper VLB Support for the P9000 was added in Q | 04/27/93 04/27/93 04/27/93 04/27/93 04/27/93 04/27/93 04/27/93 04/27/93 04/27/93 TW 1.1.1. | 8 16 8 24 16 8 24 16 8 | 1152x900 1024x768 1024x768 800x600 800x600 640x480 640x480 | 3 3 0 0 0 | Yes Yes No Yes Yes No Yes Yes |
| Genoa Windows VGA 8500 Support for thge Cirus Logic CL-GD542 | 02/16/93 10/23/92(turbo) 08/24/92 10/28/92 12/01/92(turbo) 10/14/92 11/11/92(turbo) 08/24/92 10/28/92 26 GUI was added ir | 8 16 16 8 24 24 16 16 8 | 1024x768 800x600 800x600 800x600 640x480 640x480 640x480 640x480 | | Yes Yes Yes No No Yes Yes Yes |
| IBM XGA2 IBM XGA2 IBM XGA2 IBM XGA2 IBM XGA2 QTW supports IBM XGA2 starting with | 07/27/92 07/27/92 07/27/92 07/27/92 version 1.1. | 8 16 8 16 | 640x480 640x480 800x600 800x600 | | No No No No |
| Orchid Fahrenheit VA Orchid Fahrenheit VA | 02/19/93 10:00 02/19/93 10:00 | 16 24 | 1024x768 640x480 | | Yes Yes |
| Orchird VLB (Local Bus) Orchird VLB (Local Bus) | 02/19/93 02/19/93 | 16 15 | 800x600 800x600 | | Yes Yes |

No No No No No No No No

| Orchird VLB (Local Bus) Orchird VLB (Local Bus) Movies shifted to the left, a few pixels in Orchird VLB (Local Bus) Orchird VLB (Local Bus) Orchird VLB (Local Bus) | 02/19/93 02/19/93 24 bit mode . Reboo 02/19/93 02/19/93 02/19/93 | 8 24 oting fixes 16 15 8 | 800x600 640x480 the problem. 640x480 640x480 640x480 | Yes No Yes Yes Yes |
|---|---|---|---|--------------------------------|
| Orchid Fahrenheit 1280 | 08/10/92 10:00 | 15 | 800x600 | No |
| Orchid Fahrenheit 1280 | 08/10/92 10:00 | 8 | 800x600 | Yes |
| Orchid Fahrenheit 1280 | 08/10/92 10:00 | 16 | 640x480 | No |
| Orchid Fahrenheit 1280 | 08/10/92 10:00 | 15 | 640x480 | No |
| Orchid Pro designer IIs/D 1.1 | 04/7/92 | 15 | 800x600 | No |
| Orchid Pro designer IIs/D 1.1 | 04/7/92 | 8 | 800x600 | Yes |
| Orchid Pro designer IIs/D 1.1 | 04/7/92 | 8 | 640x480 | Yes |
| Orchid Pro II | 03/01/92 | 8 | 1024x768 | Yes |
| Orchid Pro II | 03/01/92 | 15 | 800x600 | No |
| Orchid Pro II | 03/01/92 | 8 | 800x600 | Yes |
| Orchid Pro II | 03/01/92 | 15 | 640x480 | No |
| Orchid Pro II | 03/01/92 | 8 | 1024x768 | Yes |
| Sigma Legend GX Sigma Legend GX Sigma Legend GX Sigma Legend GX | 04/01/92(1.13) 04/01/92(1.13) 03/31/92(1.13) 04/01/92(1.13) | 8 8 8 | 1024/768 800x600 640x480 640x480 | No No No |
| Sigma Legend 24X Sigma Legend 24X Sigma Legend 24X Sigma Legend 24X Sigma Legend 24X Sigma Legend 24X | 11/13/92 11/13/92 11/13/92 11/14/92 11/13/92 11/13/92 | 8 16 8 24 16 8 | 1024x768 800x600 800x600 640x480 640x480 640x480 | No No No No No |
| Matrox 1024 | 08/21/92 2.07 | 24 | 1024 x 768 | No |
| MiroCrystal 8S | 04/13/93 | 8 | 1024x768 | No |
| MiroCrystal 8S | 04/13/93 | 16 | 800x600 | No |
| MiroCrystal 8S | 04/13/93 | 8 | 800x600 | Yes |
| MiroCrystal 8S | 04/15/93 | 16 | 640x480 | No |
| MiroCrystal 8S | 04/13/93 | 8 | 640x480 | Yes |

In-Compatible Video Cards

ATI VGAWONDER XL24 07/29/92 24 640x480 Yes In 24 bit mode (16 Million Colors) Reds and Blues seem to be reversed.

ATG CatsEye/X

Field reports of systems hanging when movies are played with this board.

Compag Q-Vision

We have field reports that QTW does not work with this card.

Diamond SpeedStar 24 * 04/14/92 24 640x480 Yes Movies render as a thin line at the top of the screen in 24 bit mode. All other functions are normal.

MediaVision

We have a field report that QTW does not work with the orginal MediaVision video display adapter. The report indicates that the movies sound is played but the movie can not be seen. Problem persists when Optimize is set to driver

OmiCorp Texan

We have field reports of sound but no movie (video) with this card.

PackardBell

We have several field reports dealing with a PackardBell. Reports of a "shutters" type effect on local bus systems have been noted. The shutters effect is where a few lines of movie can be seen, then a few lines of background, then a few lines of movie, and so on. The reports also state that the image is also shifted down and to the right about 10 pixels.

Further reports tell of a lack of Movie image when running on Local Bus Packard Bell Machines.

| Sigma WindStorm | 08/21/92 | 8 | 1024x768 | No |
|-----------------|----------|----|----------|----|
| Sigma WindStorm | 08/21/92 | 16 | 800x600 | No |
| Sigma WindStorm | 08/21/92 | 8 | 800x600 | No |
| Sigma WindStorm | 08/21/92 | 24 | 640x480 | No |
| Sigma WindStorm | 08/21/92 | 16 | 640x480 | No |
| Sigma WindStorm | 08/21/92 | 8 | 640x480 | No |

QTW has very poor performance with is adapter.

Video 7 SPEA 7 OEM

We have field reports that the Optimize = Driver must be added to the QTW.INI before the movie will appear in the movie window frame. Audio and all other actions seems to be OK with out the change.

Optimizing Quicktime for Windows

MOVTEST.EXE

This program is used to evaluate your system's QuickTime performance. To use it, you must run it from this CD. (type [CD-ROM_drive]:\MOVTEST.EXE to run) When activated, MOVTEST.EXE first plays 500 frames of a QuickTime movie clip without sound and then plays another 5 seconds this time with the audio track enabled so you can hear if your sound card is installed properly. MOVTEST.EXE measures your system to for both CD-ROM transfer speed and display performance. A rating of 80% or better is required to play QuickTime properly.

MODIFYING QTW.INI FOR COMPATIBILITY

NOTE: Modification of the QTW.INI file should be done at your own risk. Typically one does not need to make any modifications to this file. For some compatibility issues, modifying the file will make video or audio cards work properly, but with reduced performance. Be sure to make a backup of the QTW.INI file before modifying it.

The most common modification to the QTW.INI is to change the [Video] setting to Optimize = Driver. This may resolve severe compatibility problems with a specific video card but will also reduce the performance of Movie playback.

Once, again modify at your own risk.

[Video] (in order of priority)

Optimize = Hardware (default)

Driver BMP RAW DIB

[Video Optimize]

This is not used

[Override] // group

DREF = no or yes {NO forces QTW to use the file as self referencing, useful for QT 1.0 files}

[Data Handler]

CDROM Xfer Rate* = [integer] ranges from 100 to 600, where number is in K, default is 328. CDROM Seek TIme* [integer from 0 to X] where x is 100 to 350 in ms for average seek, default is 200.

CDROM Block Size = [integer, expressed in K] default is 8, range is 1 to 64.

Max Open Files =[integer] default is 64.

Max Consumers = [integer] usually same as Max Open Files. You can have multiple consumers per file.

Max Cache Size = [integer] expressed in K, default is 128, ranges from 64 to 512.

Disk Xfer Rate = [integer] same as CDROM Xfer Rate, default is 300.

Disk Seek Time [integer] expressed in millisecon s per average seek, defgault is 35.

Disk Block Size = [integer, expressed in K] default is 16, range is 1 to 64.

Network Xfer Rate = [integer] same as CDROM Xfer Rate, default is 250

Network Seek TIme [integer] expressed in millisecon s per average seek, default is 40.

Network Block Size = [integer, expressed in K] default is 16, range is 1 to 64.

Floppy Xfer Rate = [integer] same as CDROM Xfer Rate, default is 18.

Floppy Seek Tlme [integer] expressed in millisecon s per average seek, default is 100.

Floppy Block Size = [integer, expressed in K] default is 2, range is 1 to 64.

[Sound]

Requested Rate = [integer] ranging from 5000 to 44000 (has to be exact rate for MPC cards) Actual Rate = same possible rates as requested

* Set dynamically by QuickTime for Windows, based on what it senses as the CD-ROM speed.

Hardware Optimization:

An accelerated graphics card will significantly boost video performance. Quicktime movies are optimized for 16-bit color so a High Color, 32K, 65K, or 16 million color graphics card is highly recommended.

Make sure your CD-ROM drive is configured properly. If your CD-ROM controller/host adapter is capable of DMA transfer, always use the DMA option. Sample "C0NFIG.SYS" for Mitsumi CD-ROM drive:

```
device = mtmcde.sys /d:mscd001 /m:32 /i:10 /t:5
```

Software configuration:

"SETUP.EXE" should have changed your "AUTOEXEC.BAT" to show a path declaration to include the new QuickTime driver software. (Sample)

```
SET PATH=C:\DOS;C:\WINDOWS;[path]:\qtw\bin
```

To optimize playback on your machine, read the QTW.INI file inside your \WINDOWS directory for more instructions.

For optimal performance, use Microsoft CD-ROM driver 2.0 or higher. Edit your "AUT0EXEC.BAT" file to allocate at least 30K drive buffer. Example :

MSCDEX /d:mscd001 /m:30

If you use Windows For Workgroup, the installation process will append a "/s" switch to MSCDEX. EXE. This will cause problem with the viewer program. Please remove the switch with a text editor and restart the computer.

For more detailed instructions on CD-ROM driver software, please consult your CD-ROM owner's manuals.

When calling for tech support please fax us a printed listing of your AUTOEXEC.BAT and CONFIG.SYS if possible.

If you have more questions regarding this product, you may contact us at: