

Technical Tips for Windows 3.1 and Windows 95 Last-Minute Information

Version 1.2nre - 25 September 1996

This document will be easiest to read if you maximize it, and can be printed if you have a printer attached to your computer. The first half of this document refers to questions regarding running programs under Windows 95. The second half covers Windows 3.1. At the end is information on how to contact Maxis Technical Support. Please refer here for information on how to contact us should the information in this document not solve your problem.

What Is This Document?

This document is intended to be a source of technical information and tips to help you get your Windows 3.1 or Windows 95-based Maxis product running.

This document is NOT a replacement for the documentation for Windows, for you computer, or for your video or sound cards. You should use those other docs as your primary source of information and as the final authority on how Windows, your computer or your cards work.

Warning!

Some of the information in this document is very technical. Read it very carefully before you do anything to your computer. If you don't understand something, don't do it. It is possible to cause bigger problems than you're trying to solve if you aren't experienced--and careful.

With that in mind, read on!

Windows 95 Information

Some Common Questions and Answers

What Are System Conflicts and What Can I Do About Them?

Conflicts are rare but they do occur. If you are using other programs in Windows 95 that load on startup, you may want to disable those programs to prevent potential conflicts and free up additional memory and system resources. The most common potential conflicts come from screen savers. If you are using a screen saver other than the default Windows 95 screen saver, you may wish to disable it to prevent conflicts. Some virus protection programs may also cause conflicts. If you experience trouble running a Maxis product for Windows 95, try disabling virus protection programs.

How do I disable or check open applications?

Your Taskbar will show you which applications are currently open and running. A clean (empty) Taskbar is the best way to run your Maxis program. To turn off an application using your Taskbar, click on the Taskbar item with your *right* mouse button, and select **Close** from the menu.

How can I free up memory?

One of the benefits of Windows 95, is that it manages memory on it's own so you don't have to free up memory. If you have 8 MB (megabytes) of RAM memory physically installed in your system, then Windows 95 will always keep that number at 8 MB, regardless of how many programs you turn on. There are some things, however, that you should know about Windows 95 memory management...

Windows 95 relies on *virtual memory* to keep your memory at a specific amount while running applications. When you start an application, Windows 95 borrows a portion of hard-drive space as needed to emulate RAM in order to keep your free memory constant. This means that the more applications you open, the more hard-drive space Windows 95 will require. If your hard-drive is close to full with very little space free, then Windows 95 can't borrow any space for RAM, and you'll likely receive an error telling you there's not enough memory, or program operation will become very slow.

How can I remove the Taskbar?

If the Taskbar interferes with the normal operation of the program, or if you want it removed for aesthetic reasons, you can hide the Taskbar out of view.

1. Click on the **Start** button.
2. Select **Settings** from the menu.
3. Select **Taskbar** from the next menu.
4. Click the **Always on top** option *off*, and the **Auto hide** option *on*.
5. Click on the **OK** button to accept the changes.

To retrieve your taskbar, you must minimize or close your open application and return to the desktop. Move your mouse cursor to where your Taskbar used to be, and your Taskbar will now show itself. To undo the changes, follow the above procedure and reverse the settings in Step 4.

How can I set my computer for 256 colors?

Although this program will run in any resolution and color depth over 256 colors, best performance is achieved when running in 256 colors. To change or verify the color depth at which Windows 95 is running, access your Display control panel.

1. Click on the **Start** button.
2. Select **Settings** from the menu.

3. Select **Control Panel** from the next menu.
4. Double-click on the **Display** control panel.
5. Click on the **Settings** tab at the top of the window.

Your color depth is shown in the middle of the window, on the left side. If the colors are not set to **256**, then you may wish to click on the arrow next to the color selection and change the color depth to 256 colors. When done, click on the **OK** button, restart your computer when prompted. The computer must restart in order for new Display changes to take place. You will then restart in 256 color mode.

Why am I not hearing any sound?

Your Maxis program comes complete with music and sound effects. You'll only hear sound if you have a sound card installed in your computer. If you know you have a sound card installed, but you still don't hear any music or sound effects, try the following:

»»» If your sound speakers require power, make sure you've installed fresh batteries or have the power adapter plugged in properly.

»»» If you're not hearing any sound with other applications either, chances are the problem isn't specific to your Maxis program. Follow the "*How can I test my sound system?*" instructions below for further assistance.

I'm hearing sound, but why is the music 'choppy' or pausing?

Running your Maxis program directly from the CD-ROM may cause your computer to pause occasionally while it is performing other internal tasks. CD-ROM drives operate much slower than your hard-drive. Sound (as well as video and speed) performance will improve by installing your Maxis program to the hard-drive, if that option is available.

There are many different sound cards on the market today, and sound performance will vary from manufacturer to manufacturer.

How can I test my sound system?

Most Maxis programs utilize music (MIDI) and sound effects (Wave samples) for your enjoyment. If music or sound effects are not playing cleanly, or if you hear no sound at all, it is best to make sure your sound system is properly running on your computer.

»»» First, check to see if your problem is solved by reading "*Why am I not hearing any sound?*" and "*I'm hearing sound, but why is the music 'choppy' or pausing?*" above.

»»» Windows 95 uses a sound mixer control panel to set the volume of different sound devices, like music and Wave samples. Make sure that your volume

levels are turned on and turned up.

1. Click on the **Start** button.
2. Select **Programs** from the menu.
3. Select **Accessories** and then **Multimedia** from the next menus.
4. Select **Volume Control** from the Multimedia menu.

This will display your sound mixer control panel. Make sure all volume controls are about 3/4 of *maximum*, and that none of the **Mute** boxes are selected. Close the Volume Control control panel when done.

Caution: *Be aware that some speakers are amplified, and the sound may be much louder than anticipated. You may have to fine-tune the volume levels of your speakers (if applicable) or the sound mixer control panel to suit your taste.*

»»» Make sure your sound card's software is properly installed. Follow the sound card manufacturer's instructions to verify proper installation of the sound drivers in Windows 95.

»»» You can verify the playback of MIDI and Wave sounds on your computer, using the Windows 95 Media Player utility. This will help determine if your computer is having a global problem playing sound, or if it's only with your Maxis product. If the problem is global, affecting all applications, then contact your computer vendor or sound card manufacturer.

1. Click on the **Start** button.
2. Select **Programs** from the menu.
3. Select **Accessories** and then **Multimedia** from the next menus.
4. Select **Media Player** from the Multimedia menu.



Play a sample MIDI file to see if MIDI music is playing properly on your system.

1. Make sure Media Player is open.
2. Click on **Device** in the menu bar and select **MIDI Sequencer**.
3. Scroll to the end of the folders of the Open window, and double-click on the music file **Canyon.mid**. This will load the sample CANYON.MID MIDI file into Media Player.

4. Click on the "play" button (the **triangle** button on the bottom-left) to start playing CANYON.MID. You should see the position bar scrolling along as music plays through your speakers. Pressing the "stop" button (the **square** button next to the "play" button) will stop playing the file.

If you hear music playing through your speakers, then MIDI is working on your system and the problem is likely specific to the Maxis program which you are running.

» To verify that your system is playing Wave samples properly, follow the same procedure for MIDI music above, substituting **Sound** instead of *MIDI Sequencer* from the **Device** menu, and loading **Chimes.wav** instead of *Canyon.mid* from the Open box.

Again, if you hear the sound through your speakers, then the problem is most likely specific to your Maxis program.

Media Player works fine, but I'm still not getting sound!

If you hear music and sound playing properly through your speakers while running Media Player, but do not hear any sound from your Maxis program, then make sure sound is turned *on* in the program (usually found in a **Sound** or **Options** menu.)

If you still don't have music or sound effects, then the Maxis program may not be using MIDI or Wave samples, or still yet another issue to be addressed. First, check the **Read-Me** file (icon in the Goodies folder) for additional information. Or refer to the Quick Start Guide inside the box or CD-ROM jewel case of your Maxis product for more information about your problem or how to contact Maxis Customer Support for technical assistance.

I'm still stuck! What do I do?

If this document does not answer your question, and you've tried solving your problem through your vendor or manufacturer **first**, then you may want to contact Maxis Customer Support for technical assistance with your Maxis program.

Windows 3.1 Information

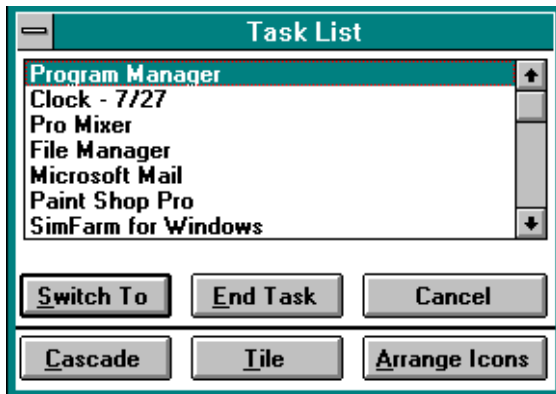
Some Common Questions and Answers

What Are System Conflicts and What Can I Do About Them?

Conflicts are rare but they do occur. If you are using other programs in Windows that load on startup, you may want to disable those programs to prevent potential conflicts and free up additional memory and system resources. The most common potential conflicts come from screen savers. If you are using a screen saver other than the default Windows screen saver, you may wish to disable it to

prevent conflicts. Some virus protection programs may also cause conflicts. If you experience trouble running a Maxis product for Windows, try disabling virus protection programs.

The best way to determine if there is something else running in Windows is to press the **Ctrl** and **Esc** keys on your keyboard at the same time. This will bring up the Windows Task List:



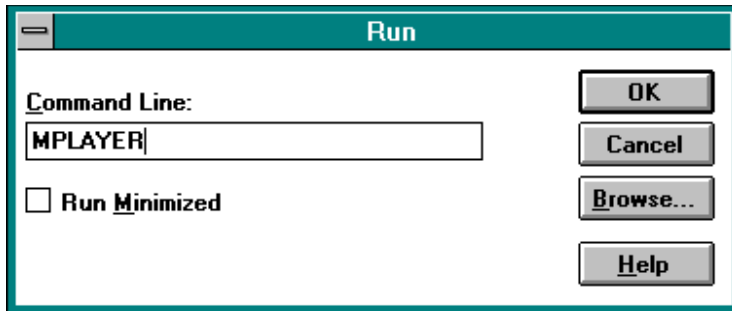
The only item shown in the Task List window should be Program Manager. If there are any other items shown, and you want to disable them, simply click on the item to highlight it and press the End Task button to shut it off. If there are several programs running, hit **Ctrl+Esc** again, and follow the previous steps. Do this until only Program Manager is active, then close the Task List window. Now run your Maxis game.

What Do I Do About Problems with Sound or Music?

Maxis products for Windows support all sound cards that are compatible with Windows 3.1. If you do not have a sound card, you will not hear sound effects or music.

If you do have a sound card, check the Options menu (if any) in your Maxis game. There may be two menu items in the Options menu called "Music" and "Sound." For music and sound effects to play, both menu items **MUST** be checked.

If you have a sound card and the "Music" and "Sound" menu items are both checked, but you cannot hear sound or music, your sound card or its Windows drivers may not be installed correctly for Windows. To check if your sound card is installed properly, choose "Run" from the Program Manager's File menu. In the Command Line type "MPLAYER" as shown below:



"MPLAYER" is the command to run a Windows program called Media Player. Select the File option by clicking once with the mouse on the word File in the upper left of the Media Player window. Select Open and a list of available files will be displayed. Find the file called **canyon.mid** (in your Windows directory), click on it so that it is highlighted, then click on the OK button. You will now see the Media Player again, and the title bar will say "Media Player - CANYON.MID [stopped]." Click on the play arrow (the black triangle pointing to the right) to play the file. If you do not hear music, or if you get an error, your sound card is probably not installed properly. Please consult the documentation that came with your sound card or contact the manufacturer for assistance on correcting the problem, or see the next section about Sound Card Drivers.

Now, select the File option again. Select Open, and find the file **tada.wav**, and click on it so that it is highlighted, then click on the OK button. You will see Media Player again, but now the title bar will say "Media Player - TADA.WAV [stopped]." Again, click on the play arrow. If you do not hear a sound effect, or if you get an error, your sound card is probably not installed properly. Please consult the documentation that came with your sound card or contact the manufacturer for assistance on correcting the problem, or see the next section about Sound Card Drivers.

What's the Deal With Sound Card Drivers?

Sound cards use drivers in Windows to play sounds. We take advantage of sound cards to play music and sounds via the Windows drivers that are installed for your sound card. If you are using a sound card and you experience lock-ups or General Protection Faults, your sound card drivers may be out of date. Below are some steps that you can take to determine if your sound card drivers need to be updated to the latest version.

1. Read **ALL OF THE DIRECTIONS BELOW** before you make any changes to your system.
2. Open the Main window located in the Program Manager.
3. Double-click on the Control Panel icon. (This will open the Control Panel window)

4. Double-click on the Drivers icon located within the Control Panel window.
5. Remove all drivers that make reference to MIDI and Wave. NOTE: Different sound cards have different names for their sound drivers. Most drivers do make reference to Wave or MIDI, though.
6. Restart Windows after your sound card drivers have been removed and run your Maxis game.
7. If the problem is corrected, you will need to obtain the latest version of your sound card drivers from your sound card's manufacturer. Please consult the documentation that came with your sound card for more information.
8. If the problem persists, please refer to the **Video Card Drivers** section of this document.
9. To re-install the sound card drivers, consult the documentation that came with your sound card.

Video, Palettes and Pictures

What Are Video Drivers?

Windows uses a set of programs called **Video Drivers** to control how it accesses your particular hardware to display things on the screen. Usually, the video card that you have installed in your machine will come with a set of video drivers that you can install for use with Windows. Windows comes with some video drivers that work on almost any video card and allow Windows to display 16 colors at a resolution of 640x480 pixels.

What does this have to do with your Maxis Game?

Most Maxis games are written for a 256-color environment. For absolutely best results, we recommend that you run our games on a system configured for exactly 256 colors.

The steps to change the type of video driver you are using are system-specific; you may well have an icon in your Control Panel or even a separate Program Group in Program Manager for setting and changing resolutions (screen size) and color depths (number of colors). **We recommend that you check with your vendor or manufacturer for information on your display card**, but here are some general hints and tips we can run through:

Find and double-click the **Windows Setup** icon, usually located in the group **Main**. Check what you are set to for **Display**. If it's just "VGA", that means it has 640x480 resolution (which is fine) but only 16 colors (which we need to change). To change, you will likely need your original Windows disks, so keep them handy. Go to **Options** and choose **Change System Settings**. After clicking on the down arrow on the far right end of the **Display** bar, you'll want to scroll up and down to see the available selections. We want one that lists specifically 256 colors. ***Important: Do not select the 'Video 7', 'XGA', or any other 256 color driver without making sure you have that type of adapter installed!*** Selecting the wrong video driver **will** result in an improper or unreadable Windows display. The

proper display driver is specific to your video hardware, and is supplied by your vendor or video card manufacturer.

Once you find the proper video driver, select that setting, click on **OK** and insert disks as requested. Let Windows restart itself (click on **Restart Windows**) and off you go. If the driver has already been installed, you *may* not need the disks and you can just select **Current** when prompted.

If you don't see the proper video drivers in the list of available drivers, then chances are the video card software is not installed on your system. Contact your vendor or video card manufacturer to obtain the proper software for your video card. We cannot get 256 colors on a system without software from the video card manufacturer.

An alternative...

If you have Windows for Workgroups 3.11, you should see the option for "SuperVGA"; make sure to select one that lists 256 colors. "SuperVGA (640x480, 256 colors)" or "SuperVGA (800x600, 256 colors)" should be good choices. This is a generic Microsoft driver that works with many cards; although it isn't optimized for your card specifically, it should get you going. If you experience problems with it, we would recommend that you obtain a driver that is specific to your card from your dealer or the card's manufacturer. This Microsoft generic driver is available through many shareware dealers or from Microsoft.

It is possible that after Windows restarts with the new driver that your display will blank out or not function properly. This indicates that you will need a specific driver for your card, but here's how to put things back the way they were. At the **C:** prompt, go to the Windows directory (type **CDWINDOWS [Enter]**) and then start the configuration program (**SETUP [Enter]**). Use the up arrow to highlight the display, then hit **[Enter]** and scroll down to **VGA**. Go back down to **Accept these settings...** and off you go.

Video Card Drivers

Cirrus Logic Chipset

Certain older drivers shipped with Cirrus Logic video cards may be incompatible with Maxis games. Make sure you have the absolutely most recent versions of the video drivers for your card or use the Microsoft Generic SVGA drivers, available on most on-line systems or from Microsoft.

Diamond Stealth 64 DRAM/VRAM

>>Important! Really Important!<< If you have a Diamond Stealth 64 VRAM or DRAM video card, you need to disable **all** "Power Saver" features (**even the DOS ones**)! Otherwise, your system may inexplicably power off while the game is in the foreground.

Memory Issues

Overview of memory

Most Maxis games for Windows require that you run Windows in **386 Enhanced Mode** (Microsoft calls it that whether you've got a 386, 486 or a Pentium). You can check to see if you are in Enhanced Mode by choosing Help in your Program Manager, then going to About Program Manager.... If About Program Manager says you are in Standard Mode, exit Windows, then restart with the command **WIN/3 [Enter]** instead of **WIN**. This will force Windows to start in Enhanced Mode. If you cannot run Windows in Enhanced Mode, please verify that your system meets or exceeds the minimum system requirements printed on the system requirements label on the box that the game came in.

Depending in the game (check the box or the Quick-Start Guide) it may require either 4 or 8 Megabytes (MB) of real RAM, and require at least a 2-4 Megabyte swap file in Windows. Under Windows, we prefer you to have about 8 MB free (between both the real RAM and the swap file). Most computer systems with 4 Megabytes of real RAM can have up to 10 or 12 MB free under Windows by using Virtual Memory (a swap file).

Virtual Memory and Win32s...

The newer Maxis games for Windows use a 16-bit Microsoft memory extension called Win32s. Win32s allows us to take advantage of the advanced processing nature of the 386, 486, and Pentium systems. Using Win32s will result in faster performance.

Win32s will automatically be installed on your system when you install the game. It is a Microsoft Extension for Windows, and will not interfere with the performance of your system.

Win32s requires a swap file (Virtual Memory) in Windows. This means that in addition to the RAM installed in your system, Windows must use a portion of your hard-drive to "emulate" RAM. On a 4 MB system, you should be able to get about 10-12 MB of free memory in Windows. On an 8 MB system, it is possible to obtain over 20 MB of free memory.

A Windows swap file is required when using Win32s, regardless of how much RAM is installed on the system. This is due to the advanced 32-bit addressing which is performed by Win32s.

Win32s will alert you to any problems if it is unable to allocate virtual memory. If Windows is not set up for using a swap file, or if the current swap file has been corrupted, Win32s will prompt you to set up a swap file before running the application.

For more information about setting up a swap file under Windows, refer to

your documentation for Microsoft Windows. If you're industrious, we have provided some information about setting up a swap file in the next section below.

If your computer doesn't have enough memory...

If you don't have enough memory available to run your Maxis game, first ensure that you close any other program that may be running to free up the necessary memory. If this doesn't correct the problem, consult your Windows manual and refer to the section entitled MEMORY. There are several different options explained within this area, from editing your startup configuration files to using virtual memory. Virtual memory actually uses your system's hard drive to temporarily store information that would normally be kept in the system RAM memory. With most Maxis games, a swap file will be required on your system.

WARNING!!

DON'T USE VIRTUAL MEMORY IF YOU ARE USING DISK COMPRESSION!

(e.g. DoubleSpace/DriveSpace, Stacker, Super Stor, etc.) Most of these programs will come with their own utilities to use virtual memory, so **refer to the documentation that came with your compression program** for more information.

You may run Virtual Memory by following these steps:

1. Open the Main window from within the Program Manager.
2. Double-click on the Control Panel icon. (This will open the Control Panel window.)
3. Double-click on the Enhanced icon (the icon looks like a computer chip -- if it is not there, you are not running Windows in Enhanced Mode. See the instructions above on how to start Windows in Enhanced Mode).
4. Click on the Virtual Memory... button located on the right side of the window.
5. This will open the Virtual Memory window from which you can view the current virtual memory settings. You can increase the size by clicking on the Change button and increasing the size of virtual memory available on your system.
6. Please see your Windows manual for more information concerning virtual memory.

Finally, if you are using Sound and Music in your Maxis game for Windows, you will need as much free conventional memory as possible. Conventional memory is memory below 640K. Please see your DOS manual for instructions on freeing conventional memory.

Installing or running with Windows shells other than Program Manager

Shell programs are third party replacement programs that you can use in place of the standard Windows Program Manager, such as HP Dashboard, the Norton Desktop, and XSoft's TabWorks (which comes installed on most Compaq computers). If you are having trouble installing or running a Maxis game for Windows, try either turning off the shell you are using, or using that program's

File - Run command to run Program Manager. The command line to run Program Manager is **C:\WINDOWS\PROGMAN.EXE**. Once you have installed the game, you should be able to close Program Manager and run the game through the shell program you usually run.

Some shell programs simply won't let you run our games properly. This will depend on which shell you are running. Once you have successfully installed the program, if you find that the game still won't run, try turning off the shell program you have been using.

A Special Note About TabWorks

If you are running TabWorks, you might be able to eliminate any conflicts you are having by going to the Options menu. Select File Tracking Options, and unselect (make sure there is no check mark) Track File Creation and Track File Modification. This will allow you to install the game through TabWorks without having to run Program Manager.

Error Messages / Troubleshooting

General troubleshooting

Before diving into the depths of what causes error messages, it is a good idea to make sure that we do our best to resolve conflicts before they occur. Anytime you run more than one Windows application at the same time, you run the risk of encountering errors. To help solve and/or prevent errors, it is a good idea to shut down all other applications before running large programs (like our games).

If you get General Protection Faults, memory errors, blank screens, glitched graphics, sound glitches, or other problems, first disable all other applications that are not necessary to run your system. Follow the guidelines outlined above under the **Some Common Questions and Answers** section about System Conflicts. Windows is designed to operate several applications at the same time, but sometimes it burps a little. (You can't pull two carts with the same horse at the same time!)

<something> caused a General Protection Fault...

General Protection Faults (GPFs) occur when the program is unable to perform a specific operation. This operation may be anything from putting a dot on the screen to playing a sound effect. Windows is a collaboration of many different types of software working together; all from different manufacturers. Sometimes it's hard to get all of these different software products to agree in the same system.

Rarely are GPFs harmful to your system. In some cases, they will lock-up your computer, but they shouldn't destroy or corrupt anything. GPFs just warn you that something couldn't be done because there's a problem with some of the software on the system. Updating the "problem" software with a new version usually fixes

these Faults.

In order to identify what software is conflicting with the program, we try to interpret the error. The important part of the General Protection Fault is the Module that it reports. That tells us what part of your computer's memory crashed. Here are some of the important Modules, and what they usually mean:

KRNL386.EXE - A basic memory error occurred. This is usually due to a conflict with video or sound card drivers. Video and sound card manufacturers update their software as frequently as every other month. Contact the manufacturers and obtain the latest version of software for your computer.

If you receive a General Protection Fault in Module KRNL386.EXE, and you've also had problems with WinG detecting errors, then you can almost bet that your video card software needs updating.

MM<whatever> or MCI<whatever> - The game is having problems with your sound card. If you are able to actually start the game, then try turning off the sound to see if this corrects the problem.

Follow the tests given above in the **Common Questions and Answers** section. Perform the tests for Music and Sound. If these tests fail, then most likely your sound card software is not properly installed. Refer to your sound card documentation or contact the vendor or sound card manufacturer for assistance with properly setting up your sound card's software.

If your system passes these tests, then you should probably contact the sound card vendor or manufacturer for an updated version of your sound card software. Meanwhile, you can see if this will help:

From Program Manager, open up your Main group, then open up Control Panel. Inside the Control Panel, open up the Drivers section. In the list of drivers, find the one marked MCI [sound] and select it. Either double-click on MCI [sound] or click the Setup button. The sound buffer setting defaults to 4 seconds. Increase this to at least 8 or 10 seconds. Then click OK, close the Drivers Window, and restart Windows before running the game.

Again, if you still get errors after making sure the sound card software is fully installed, try to obtain an updated version of your sound card drivers from the vendor or sound card manufacturer.

256_1280.DRV or <whatever>.DRV - Usually you'll see numbers in this one, like 256_1280.DRV, W31-62B.DRV, or some other number/letter combination with a .DRV at the end. This is usually the video software. If you get this error along with problems reported by WinG, you can bet that your video card software should be updated.

With errors like this, it is best to update your video card software. Contact the vendor or video card manufacturer and obtain the latest release of the video card drivers for Windows. If you've already got the latest version, then you may wish to try the Microsoft SuperVGA drivers which may conform closer to Windows specifications. The Microsoft generic SVGA drivers are available through many shareware dealers or from Microsoft. You may wish to read the section above entitled **An alternative...** in the **Video, Palettes, and Pictures** section.

How to Reach Maxis Customer Support

What To Do Before You Call Customer Support

Before you call Customer Support, please be sure that you have read this file and any other appropriate material first. When you are at your wit's end, scratching your head and grumbling, read on to find out what to have ready when you call, so that we can get you up and running as quickly as possible.

Note: Please make sure that your computer system meets or exceeds the requirements defined on the system label. The system label is located in the lower-left portion on the front of the box or on the spine of the box. If your computer doesn't meet these requirements, then there's nothing Maxis Customer Support can do for you. Sorry.

What You Should Have With You When You Call

1. Have a printout of your WIN.INI and SYSTEM.INI files as well as your CONFIG.SYS and AUTOEXEC.BAT files. You can easily print all of these files by typing MSD [ENTER] at the C:\ prompt. This will run the Microsoft Diagnostics program which will allow you to print out a report of your system. If you can't print out your system files (you don't have a printer), it isn't the end of the world, as *long as you are at your computer when you call!*

2. If you are getting error messages or General Protection Faults (GPFs), write down *exactly what the error message says*. That will help us diagnose the problem.

3. Write down all of the steps you have taken to solve the problem. If we know what you've already done, we may be able to get you running faster.

4. Have your program disks, your manual, and your Quick-Start Guide available and within easy reach.

Where You Should Be When You Call

Please, please call us *from your computer!* We need to have you at your computer to explore your system to identify what is causing your problem.

Let's Do the Numbers!

There are a number of different options that you can use to contact Customer

Support. The best way to reach us is by e-mail, FAX, or telephone. If you decide that you would like to call and hear a friendly voice, you'll find the number for Customer Support listed on the Maxis Maxims sheet, included in the box your program came in. There's lots of other useful info there, so keep your Maxis Maxims somewhere handy.

We have established an automated Support service in addition to our live Support team. Automated Support is available 24 hours a day, 7 days a week. By calling our Customer Support technical line, you may select automated Support in lieu of live assistance. Calling during non-Support hours will automatically prompt you for automated Support. Automated Support allows us to help you find a solution quicker, and helps to reduce on-line waiting time.

We are present on all of the major on-line services and the Internet if you subscribe to any of these services. If you don't currently subscribe, many on-line services will give you a 30-day trial membership. Refer to the Maxis Maxims for more information.

If you have a modem, on-line support is often a better option for you. We maintain a BBS that is free-of-charge (excluding long distance charges from your phone company) to all registered users of Maxis products. The BBS number is (510) 927-3910 and it is available 24 hours a day, 7 days a week. We support up to 28.8k bps and currently have four nodes. The settings are 8-N-1. You can also find the latest FAQs (Frequently Asked Questions), hints and tips from other users and other good stuff.

Fill in That Card!

Make sure you register your software! We've included a handy little postcard for you to send in. This will entitle you to FREE Customer Support for the life of the product. The product life ends when a new version is released or the product is discontinued.

Introducing Maxis Customer Support...

And now what you've all been waiting for. Here's a little bit about the support staff: It just wouldn't be fair to give you all of this information without mentioning a little bit about the guys in Customer Support. No, they didn't make or write the code and no, they didn't write the manual, but they do provide support for the product which far outlasts jelly doughnuts (and other comestibles).

Roger "It's *my* turn for donuts?" Johnsen
Jeff "The Quam" Feil
Nolan "Rasputin" Erck
Rick "Rocket" Marazzani
Scott Locke
Michael Walch

Michael Choi
Kirk "Blud" Lesser
Todd "Metamorf" Wysuph
Serdar "Quicksilver" Copur

© 1996 - Maxis, Inc. Names or trademarks appearing in this document are registered trademarks of their respective owners.