

# AST Computers

## Contact Information:

### Online Services:

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

### Phone Contacts in the U.S.:

Telephone: 800-876-4278

Technical Support: 800-727-1278

817-232-9824

BBS: 714-852-1872

E-Mail: [web.support@ast.com](mailto:web.support@ast.com)

### Available Phone Contacts Outside the U.S.:

Canada: (800) 758-0278

France: 0591-0278

UK: 0990-278-278

Japan:

Tokyo: 813-3669-7281

Osaka: 816-306-3461

Australia: 02-9952-6400.

# ATI Technologies Inc.

## Known Problems:

### **Mach 64 Video Cards in Windows® 95**

*A-10 Cuba* may have difficulties unless you have updated your video drivers to the latest Mach 64 Windows® 95 drivers. If you are having technical difficulties with this video card, please contact ATI Technologies, Inc. for assistance.

### **Mach 32 Video Cards**

Some ATI Mach 32 video cards are labeled as having 1 MB of [RAM](#), but actually only contain 512K of RAM. ATI Mach 32 cards should support a high color 16 bit display setting with 1 MB of video memory. These mislabeled cards that have only 512K of video memory are not capable of supporting High Color (16-bit) mode. To check the amount of RAM on your ATI Mach 32 video card, run the diagnostic utilities that came with the card.

At the time of writing this technical help file, in Windows® 95 there was no DirectX support for this card. Please contact ATI Technologies, Inc for availability or an alternative.

### **COM4: Conflict**

There is also a known problem in trying to get Mach 32 cards to run if you are using COM4: since the Mach 32 uses the memory address at 2E0-2EF.

### **Mach 32 Series DOS VESA Support**

To enable [VESA](#) support run VVESA.COM. You may need to include X=C000-C7FF on the EMM386 line of CONFIG.SYS or you may experience problems.

## Contact Information:

### **Online Services:**

Internet E-mail:	74740.667@compuserve.com
FTP Site:	ftp://ftp.atitech.ca/pub/support
World Wide Web:	http://www.atitech.ca

### **Phone Contacts in the U.S.:**

Customer Support:	905-882-2626
Fax:	905-882-0546
BBS:	905-764-9404

### **Available Phone Contacts Outside the U.S.:**

Germany	
Customer Support	89-460907-77
Fax:	89-460907-76



# Acer America

## Contact Information:

### Online Services:

America Online:	Keyword Acer
Prodigy:	Jump Acer
CompuServe:	Go Acer
FTP Site:	<a href="ftp://ftp.acer.com/">ftp://ftp.acer.com/</a> .
World Wide Web:	<a href="http://www.aci.acer.com/aac/">http://www.aci.acer.com/aac/</a> .

### Phone Contacts in the U.S.:

Technical Support:	800-445-6495
Acer BBS:	408-428-0140 (28.8K bps, 8-N-1)

### Available Phone Contacts Outside the U.S.:

None available. Please contact your local retailer.

# AdLib MultiMedia, Inc

## **Contact Information:**

### **Online Services:**

None Available

### **Phone Contacts in the U.S.:**

Telephone: 418-529-1159

Fax: 418-529-9676

### **Available Phone Contacts Outside the U.S.:**

None available. Please contact your local retailer.

## **I have an Ad-Lib/Ad-Lib Gold sound card and I can't get any digital sound effects to play.**

An Ad-Lib sound card does not have a DAC (digital audio converter) to play digital effects, therefore, you will only hear synthesized musical effects.

# Advanced Gravis

## Contact Information:

### Online Services:

Internet E-mail: [tech@gravis.com](mailto:tech@gravis.com) or [support@gravis.com](mailto:support@gravis.com)  
World Wide Web: <http://www.gravis.com>

### Phone Contacts in the U.S.:

Telephone: 604-431-1807  
604-431-5020  
Fax: 604-431-5155  
BBS: 604-431-5927

### Available Contacts Outside the U.S.:

#### Netherlands

Telephone: (31)36-5364443  
Fax: (31)36-5366011  
BBS: (31)36-5360379

#### Technical Support:

[pcstick@gravis.com](mailto:pcstick@gravis.com) (joysticks)  
[macstick@gravis.com](mailto:macstick@gravis.com) (joysticks)  
[sound@gravis.com](mailto:sound@gravis.com) (ultrasound cards)  
For other countries, please contact your local retailer.

# Advanced Integration Research

## Contact Information:

### Online Services:

<http://www.airwebs.com/>

### Phone Contacts in the U.S.:

Telephone: 408-428-0800

Technical Support: 408-428-1547

BBS: 408-428-1735

### Technical Support

Phone: (408) 428-1547

Fax: (408) 428-2845

BBS.: (408) 428-1735

E-Mail: [support@airwebs.com](mailto:support@airwebs.com)

### Available Contacts Outside the U.S.:

None available. Please contact your local retailer.

# Aztech Labs

## Contact Information:

### **Aztech Labs, Inc. (U.S. Office)**

Telephone: 510-623-8988  
Fax: 510-623-8989  
BBS: 510-623-8933  
World Wide Web: <http://www.aztechca.com>  
FTP Site: <ftp.aimnet.com/pub/users/aztech>  
E-mail: [support@aztechca.com](mailto:support@aztechca.com)

### **Aztech Systems, Ltd. (Main Office-Singapore)**

Telephone: 741-7211  
Fax: 741-8678~9  
Telex: RS 36560 AZTECH  
BBS: 748-6879  
World Wide Web: <http://www.aztech.com.sg>  
FTP Site: <ftp://ftp.aztech.com.sg>  
E-mail: [support@aztech.com.sg](mailto:support@aztech.com.sg)

## Available Contacts Outside the U.S.:

### **Aztech Systems, GMBH. (Germany Office)**

Telephone: 421-162-560  
Fax: 421-162-5633  
BBS: 421-169-0843

### **Aztech UK, Ltd. (UK Office)**

Telephone: 1734-814-121  
Fax: 1734-819-951

### **Az-Technology SDN BHD (Malaysia Office)**

Telephone: 704-8450  
Fax: 704-8457  
BBS: 756-3412

### **Aztech Systems Beijing, Ltd. (China Office)**

Telephone: 10-253-6659  
Fax: 10-253-4544



**BIOS: Basic Input/Output System.** A set of programs encoded in Read Only Memory (ROM) to facilitate the transfer of data and control instructions between the computer and peripherals.

# Boca Research Inc.

## Contact Information:

### Online Services:

Standard Support Service: 561-241-8088  
Priority Support Service: 900-555-4900 (\$2/min)  
Internet E-Mail: support@bocaresearch.com  
World Wide Web: <http://www.boca.research.com>  
CompuServe: GO BOCA

### Phone Contacts in the U.S.:

Phone: 407-997-6227  
Fax Server: 407-994-5848  
"QuickFax" Fax Retrieval Service: 407-995-9456  
Fax Server: 407-997-0918  
BBS: 407-241-1601

### Available Phone Contacts Outside the U.S.:

#### Western Europe (Netherlands)

Internet: rienboca@ib.com  
Phone: 31-1803-21606  
Fax: 31-1803-12690  
BBS: 31-1803-21382

#### Asia Pacific (Singapore)

Internet: samhs@singnet.com.sg  
Phone: 65-584-6703  
Fax: 65-584-6704

## CD-ROM Drive Manufacturers List

[Mitsubishi](#)

[Mitsumi](#)

[NEC](#)

[Panasonic](#)

[Sony](#)

[Teac](#)

[Zenith Data Systems](#)

CD-ROM drives

CD-ROM drives

Computers, CD-ROM drives

CD-ROM drives

CD-ROM drives

CD-ROM drives

Computers, CD-ROM Drives

**CMOS: Complementary Metal-Oxide Semiconductor.** An energy-saving chip fabricated to duplicate the functions of other chips, such as memory chips or microprocessors. The system settings for most PCs are stored in the CMOS.

# CSS Laboratories, Inc.

## Contact Information:

### Online Services:

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

### Phone Contacts in the U.S.:

Technical Support: 800-966-2771

714-852-8161

Fax: 714-852-0410

BBS: 714-852-9231

### Available Phone Contacts Outside the U.S.:

None available. Please contact your local retailer.

# Cardinal Technologies

## Contact Information:

### Online Services:

Internet E-mail: support@cardtech.com  
World Wide Web: <http://www.cardtech.com>  
America Online: Keyword: Cardinal

### Phone Contacts in the U.S.:

Telephone: 717-293-3000  
Fax: 717-293-3055  
Technical Support: 717-293-3124  
Technical Sup Fax 717-293-3043  
BBS: 717-293-3074  
Fax Back: 717-399-2308

### Available Phone Contacts Outside the U.S.:

None available. Please contact your local retailer.

# Cirrus Logic

## Contact Information:

### Online Services:

Email (Graphics):	ui-support@corp.cirrus.com
Email (Modems):	dcom-support@corp.cirrus.com
Email (Sound):	audio-support@corp.cirrus.com
World Wide Web:	<a href="http://www.cirrus.com">http://www.cirrus.com</a>

### Phone Contacts in the U.S.:

Technical Support:	510-226-2323 (West Coast)
Technical Support:	508-470-3380 (East Coast)
Fax:	510-252-6020
BBS:	510-440-9080

### Available Phone Contacts Outside the U.S.:

Technical Support:	
France	1-48-12-2812
Germany	(49) 81-52-40084
Italy	(39) 2-3360-5458
U.K.	(44) 1727-872424

For other countries, please contact your local retailer.

# Colorgraphic Communication

## Products:

Colorgraphic Communication has an extensive Windows® 95 support section at their World Wide Web site. Driver updates are available there for all of their video adapters.

## Contact Information:

### Online Services:

E-mail:	<a href="mailto:tech@colorgfx.com">tech@colorgfx.com</a>
FTP Site:	<a href="ftp://ftp.colorgfx.com/colorgfx">ftp://ftp.colorgfx.com/colorgfx</a>
World Wide Web:	<a href="http://www.colorgfx.com">http://www.colorgfx.com</a>

### Phone Contacts in the U.S.:

Technical Support:	770-455-3921
BBS:	770-452-8238

### Available Phone Contacts Outside the U.S.:

None Available. Please contact your local retailer.



# Compaq Computer Corporation

## Contact Information:

### Online Services:

BBS: 713-378-1418  
E-mail: Support@Compaq.Com  
World Wide Web: <http://www-es.compaq.com>

### Phone Contacts in the U.S.:

Technical Support: 800-652-6672 (desktop and portable hardware)  
800-386-2172 (server hardware)  
713-378-2000

### Available Phone Contacts Outside the U.S.:

#### Australia:

Phone: 61 2 9911 1999  
Fax: 61-2-9911-1800

#### France:

Phone: 331-4133-4100  
Fax: 331-4133-4400

#### Germany:

Phone: 49-89-9933-0  
Fax: 49-89-9933-1158

#### Japan:

Phone: 03-5402-5700  
Fax: 03-5402-5974

#### UK:

Phone: 44-1-81-332-3000  
Fax: 44-1-81-332-3409

# Creative Labs

## Known Problems:

*A-10 Cuba* may have trouble working with some 1993 or earlier Matsushita CD-ROM drives. These CD-ROM drives have trouble reading beyond 63 minutes on CDs, and *A-10 Cuba* uses the full CD. These drives were sold under the names of Panasonic, JVC, Reveal, Creative Labs and Plextor. Gameplay may occasionally slow down and the CD-ROM drive will be accessed constantly. We highly recommend that you upgrade to a newer CD-ROM drive to avoid problems with other programs in the future.

## Contact Information:

### Online Services:

CompuServe: GO BLASTER  
World Wide Web: <http://www.creaf.com>

### Phone Contacts in the U.S.:

Technical Support: 405-742-6622  
Fax: 405-742-6633  
BBS: 405-428-6660

### Available Phone Contacts Outside the U.S.:

Technical Support:  
U.K.  
Phone: 44-1734-344-744  
Fax: 44-1734-320-271

France  
Phone: 33-1-3920-0421  
Fax: 33-1-3920-9010

Germany  
Phone: 49-089-957-9081  
Fax: 49-089-957-7453

Asia & Rest of the World:  
Singapore Support  
Phone: 065-773-4048  
Fax: 065-773-0353  
BBS: 065-776-2423

# Dell Computers

## Contact Information:

### Online Services:

World Wide Web: <http://www.us.dell.com>  
Technical Support: <http://www.dell.com/techinfo/support.html>  
Anonymous FTP: <ftp://ftp.us.dell.com/dellbbs>  
CompuServe: GO DELL  
America Online: keyword DELL  
Dell Online Support Mailbox: email to [support@dell.com](mailto:support@dell.com)  
Prodigy: In manufacturers' corner  
Electronic Information Service: email to [info@dell.com](mailto:info@dell.com)

### Phone Contacts in the U.S.:

Technical Support 800-624-9896  
TechFax: 800-950-1329  
AutoTech: 800-624-9896  
Dell TechConnect BBS: 512-728-8528

### Technical Support Phone Contacts Outside the U.S.:

Australia 2-930-3355  
Austria 2243-34100-0  
Belgium/Luxembourg 2-466-91-99  
Canada 416-758-2100  
Czechoslovakia 2-879250  
Finland 0-692-3122  
France 1-30-60-6900  
Germany 61-03-971-0  
Ireland 61-304091  
Japan 3-5420-5353  
Mexico 5-228-7800  
Netherlands 20-6812666  
Norway 67-125711  
Poland 644-2525  
Singapore 32-08370  
Spain 1-32-91080  
Sweden 8-590-05-100  
Switzerland 22-979-0101  
United Kingdom 344-860-456

For other countries, please contact your local retailer.

# Diamond Multimedia Systems

## Contact Information:

### Known Issues:

#### **Diamond 3000 and 2001 Stealth 64 with VRAM**

The current version of the Diamond 3000 series and 2001 Stealth 64 Video Cards use an S3 chipset, which is DirectX compatible. Diamond has released the FINAL VERSION of it's Windows® 95 native-Drivers & InTools for these cards. They are available on the World Wide Web and are shipping with these cards now. These Drivers are DirectX-compliant and accelerated for the particular card.

As the certification process by Microsoft is still in progress, these drivers will not, however, come up as DirectX Compatible during *A-10 Cuba* installation - Diamond includes a note that, once installed, the user should opt NOT to let them be overwritten by any generic drivers (i.e., *A-10 Cuba* users should NOT install DirectDraw Drivers if they have these new Diamond ones). These 3000 Series Cards were formerly sold as Diamond Stealth 64 Video VRAM.

#### **DOS VESA Support**

For Stealth 64 VRAM, Stealth 64 DRAM, Video VRAM and Speedstar Alpine, S64DIAG.EXE will run a series of diagnostics. S64DBIOS.COM will enable the VESA BIOS on the **VLB** versions of these cards *only*. You may need to include the command X=A000-C7FF on the EMM386 line of your CONFIG.SYS file. In addition, do not use Stealth mode in **QEMM**, or else add XST=C000 to the QEMM386.EXE line of your CONFIG.SYS file.

## Contact Information:

### **Online Services:**

World Wide Web: [www.diamondmm.com](http://www.diamondmm.com)  
Email:: [techsupt@diamondmm.com](mailto:techsupt@diamondmm.com)

### **Phone Contacts In the U.S.:**

Telephone: 408-325-7100  
Fax: 408-325-7171  
BBS: 408-325-7080 (2400-14400 baud)  
BBS: 408-325-7175 (9600-28800 baud)  
Voice Support is available from 5:00am to 7:00pm M-F (Pacific Time), 8:00am to 4:00pm Saturday (Pacific Time), and closed Sunday.

### **Available Contacts Outside the U.S.:**

#### **France**

Tech Support: +44-1753-501430

Voice Support is available from 8:30am to 6:30pm M-F GMT, and closed Saturday and Sunday.

**Germany**

Telephone: +49-8151-26630

Fax: +49-8151-26631

Voice Support is available from 8:30am to 6:30pm M-F GMT, and closed Saturday, and Sunday.

**United Kingdom**

Tech Support: +44-1753-501410

Voice Support is available from 8:30am to 6:30pm M-F GMT, and closed Saturday, and Sunday.

**Japan**

Telephone: +81-3-5695-8405

Fax: +81-3-5695-8403

Voice Support is available from 10:00am to 12:00pm, 1:00pm to 4:00pm M-F GMT+9, and closed Saturday, and Sunday.

For other countries, please contact your local retailer.

# Epson America

## Contact Information:

### Online Services:

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

CompuServe: GO EPSON

### Phone Contacts in the U.S.:

Telephone: 800-922-8911

310-782-0770

Fax: 310-782-5220

Fax-On-Demand: 310-782-2110

BBS 310-782-4531

### Available Phone Contacts Outside the U.S.:

None available. Please contact your local retailer.

# Gateway 2000

## Contact Information:

### Online Services:

America Online:	Keyword: Gateway OR Moo
CompuServe:	GO GATEWAY
Delphi:	GATEWAY2000@Delphi.COM
EMail:	
Technical Support:	tech@gw2kbbs.com
Customer Service:	custserv@gw2kbbs.com
Mailing List Subscriptions:	gateway2000-request@sei.cmu.edu
Mailing List Postings:	gateway2000@sei.cmu.edu
Fidonet:	1:288/17.0: 800-846-1786
GEnie:	Keyword: GATEWAY2000
Prodigy:	JUMP: Computer Support
Usenet Newsgroup:	alt.sys.pc-clone.gateway2000
World Wide Web:	<a href="http://www.gw2k.com">http://www.gw2k.com</a>

### Phone Contacts in the U.S.:

Main Number:	800-846-2000
Fax:	605-232-2023
Technical Support:	800-846-2301
Technical Support Fax:	605-232-2182
Automated Tech. Support:	800-846-2118
Notebook/Laptop Support:	800-846-2302
Notebook/Laptop Fax:	800-846-4526
Sales and Customer Service:	800-846-2042
TDD - Hearing Impaired:	800-846-1776
BBS - drivers only:	800-846-7562
BBS - complete access:	605-232-2224

### Available Contacts Outside the U.S.:

#### Ireland

Customer Service	800-45-2000
Technical Support	800-46-2000
Fax:	848-2022
BBS:	867-0433

#### UK

Customer Service	0800-80-2000
Technical Support	0800-80-2000
Fax:	848-2022
BBS:	867-0433

#### Australia

Tech Support Phone:	800-251-782
Tech. Support Fax:	800-251-782

#### France:

Phone:	0590-6490
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**Germany:**

Phone: 0130-82-0840

For other countries, please consult your local retailer.



# Genoa Systems

## Contact Information:

### Online Services:

Internet E-mail: support@genoasys.com  
World Wide Web: http://www.genosys.com

### Phone Contacts in the U.S.:

Technical Support: 408-362-2900  
Fax: 408-362-2999  
BBS: 408-943-1231

### Available Contacts Outside the U.S.:

Genoa Systems  
Schimmelbuschstraße 9  
D-40699 ERKRATH, GERMANY

Telephone: 02104-39877  
Fax: 02104-39770  
BBS: 02104-35370

For other countries, please contact your local retailer.

# Hercules Computer Technology Inc.

## Known Problems:

### Dynamite Video Card using MS-DOS

When using EMM386.EXE or QEMM386.EXE in DOS, adding one of the three following exclusions to the EMM386.EXE or QEMM386.EXE line in CONFIG.SYS should solve any display problems. X=A000-A7FF or X=B800-BDFF or X=BFF0-C7FF.

Users of Qualitas 386MAX should try the parameters RAM=A000-B000 or RAM=B800-C800.

## Contact Information:

### Online Services:

E-mail: support@hercules.com  
World Wide Web: <http://www.hercules.com/>  
CompuServe: GO HERCULES (Address email to 71333,2532)  
Anonymous FTP: ftp.hercules.com

### Phone Contacts in the U.S.:

Technical Support: 800-323-0601 (M-F, 6:00am to 6:00pm Pacific Time)  
510-623-6050 (M-F, 6:00am to 6:00pm Pacific Time)  
Technical Support Fax: 510-490-6745  
Toll-free faxback service: 800-711-4372  
BBS: 510-623-7449 (V.32 bis)  
510-623-7034 (9600 baud)  
510-623-7142 (2400 baud)

### Available Contacts Outside the U.S.:

#### Germany

Technical Support: 089 8989 0573 (Monday-Friday, 10:00 AM-4.00 PM)  
Technical Support Fax: 089 8989 0584  
BBS: 089 8989 0576

For other countries, please contact your local retailer.

# Hitachi

## Contact Information:

### Online Services:

World Wide Web: <http://www.hitachi.co.jp>

### Phone Contacts in the U.S.:

Technical Support: 800-241-6558

### Available Contacts Outside the U.S.:

Technical Support:

France 1-48-21-6015

Spain 3-33-08652

For other countries, please contact your local retailer.

# IBM (International Business Machines)

## Contact Information:

### Online Services:

World Wide Web: <http://www.ibm.com/>  
<http://vm.cfsan.fda.gov/ibmlist.html>

### Phone Contacts in the U.S.:

Technical Support: 404-238-1234  
Technical Support Multimedia: 908-329-7131  
Technical Support PS/1 PRO: 800-765-4747  
Technical Support Valuepoint: 800-772-2227  
213-621-5576  
BBS: 919-517-0001

### Available Phone Contacts Outside the U.S.:

None available. Please contact your local retailer.

# Intel Corp.

## Contact Information:

### Online Services:

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

### Phone Contacts in the U.S.:

Technical Support: 800-538-3373

Post Sales Tech Support: 503-264-7000

BBS: 503-264-7999

### Available Phone Contacts Outside the U.S.:

None available. Please contact your local retailer.

# Liberty Electronics USA

## Contact Information:

### Online Services:

None available.

### Phone Contacts in the U.S.:

Telephone: 800-745-7011

510-623-6000

Fax: 510-623-7021

### Available Phone Contacts Outside the U.S.:

None available. Please contact your local retailer.

# Logitech

## Contact Information:

### Online Services:

CompuServe: 76702,1367 or GO LOGITECH for forum  
Internet E-mail: support@logitech.com  
World Wide Web: <http://www.logitech.com>

### Phone Contacts in the U.S.:

Technical Support: 510-795-8100  
BBS: 510-795-0408

### Available Phone Contacts Outside the U.S.:

Technical Support:  
France 34-48-9050  
Switzerland 21-869-9851

For other countries, please contact your local retailer.

# Matrox Graphics Inc.

## Known Problems:

### MGA Millennium Video Card

The movies in *A-10 Cuba* will not play unless you have updated your video drivers to the latest Matrox Millennium Windows® 95 drivers.

### MGA Impression

The program to load VESA support is MGAVESA.COM. This would be used for the MS-DOS version of the game.

## Contact Information:

### Online Services:

CompuServe:	GO MATROX
Internet E-mail:	graphics.techsupport@matrox.com
FTP Site:	ftp://ftp.matrox.com/pub/mga/
World Wide Web:	http://www.matrox.com

### Phone Contacts in the U.S.:

Telephone:	514-685-0270
Fax:	514-969-6363
MATFax (fax-back system):	514-685-0174
BBS:	514-685-6008

### Available Contacts Outside the U.S.:

#### Germany

Phone:	89 614 474 33
Fax:	89 614 97 43
BBS:	89 614 00 91

#### UK

Phone:	1 793 441 144
Fax:	1 793 614 336
BBS:	1 793 489 906
CompuServe e-mail:	100634.2033@compuserve.com

#### France

Phone:	1 45 60 62 00
Fax:	1 45 60 62 05
BBS:	1 45 60 62 08
CompuServe:	MATFR (Matrox France's Forum)
CompuServe e-mail:	100631.2376@compuserve.com (Matrox France Tech. Support)

Minitel:	3615 MATROX - (1.39 ff/mn)
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For other countries, please contact your local retailer.

# Media Vision

## Contact Information:

### Online Services:

America Online: Keyword: MEDIA VISION  
CompuServe: Type GO MEDIAVISION  
World Wide Web: <http://www.mediavis.com>  
FTP Site: FTP.MEDIAVIS.COM

### Phone Contacts In the U.S.:

Technical Support: 900-555-1133 8am to 8pm Pacific Time, M-F  
(541) 882-1177  
BBS: 510-770-0527 (N,8,1) Z-Modem recommended

### Outside the U.S.:

Please contact your local vendor.

# Metheus Corporation

## Contact Information:

### Online Services:

Internet E-mail: [info@metheus.com](mailto:info@metheus.com)  
World Wide Web: <http://www.techexpo.com/firmp/metheus.html>.

### Phone Contacts in the U.S.:

Technical Support: 503-690-1550  
Fax: 503-690-1525  
BBS: 503-690-1559

### Available Phone Contacts Outside the U.S.:

Technical Support:  
United Kingdom 734-312-112

For other countries, please contact your local retailer.

# Microsoft

## Contact Information:

### Online Services:

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

### Phone Contacts in the U.S.:

Technical Support: 206-635-7000

### Available Contacts Outside the U.S.:

Technical Support:

France 33-1-69-86-10-20

Germany 089-3176-1120

Italy 39-2-70-398-351

Spain 91-807-99-60

For other countries, please contact your local retailer.

# Mitsubishi

## Contact Information:

### Online Services:

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

### Phone Contacts in the U.S.:

Technical Support: 800-344-6352

BBS: 714-236-6286

### Available Phone Contacts Outside the U.S.:

None available. Please contact your local retailer.

# Mitsumi

## Contact Information:

### Online Services:

World Wide Web: <http://www.mitsumi.com/text/home.htm>

### Phone Contacts in the U.S.:

Technical Support: 408-970-9699

408-970-9730

BBS: 415-691-4469

### Available Phone Contacts Outside the U.S.:

None available. Please contact your local retailer.

# NEC

## Known Problems:

### Alliance ProMotion Video Card

Certain NEC computers, one of which is the NEC Ready 7022 model, come equipped with the Alliance ProMotion video card. Some of the systems equipped with this card may have an older video driver that is incompatible with DirectX, a major component of *A-10 Cuba*. Contact video card manufacturer for updated driver for your video card.

### Combination Modem/Sound Card

Certain NEC systems, one of which is the NEC Ready 9542 model, come equipped with a Harmony card that is a combination modem and sound card. We have determined that this card is not compatible with *A-10 Cuba*. You may need to contact NEC to obtain new drivers for Windows® 95.

## Contact Information:

### Online Services:

America Online:	Keyword NECTECH
AT&T Interchange:	ZDNet Companies Online section
CompuServe:	GO NECTECH
Microsoft Network:	go word: NECTECH
Internet Email Technical Support:	tech-support@nectech.com
Internet FTP Site:	ftp.nectech.com
World Wide Web:	<a href="http://www.nec.com">http://www.nec.com</a>

### Phone Contacts in the U.S.:

Technical Support:	800-388-8888
NEC Technical Support Fax:	1-508-635-4666
NEC BBS:	1-508-635-4706 (300-28.8K bps, 8 data bits, 1 stop bit, No parity bits)

### Available Phone Contacts Outside the U.S.:

None available. Please contact your local retailer.

# Number Nine Visual Technology

## Known Problems:

### **Imagine 128, Motion 531/771, Vision 330, Trio, GXE64 Pro and GXE64 Video Cards**

The movies in *A-10 Cuba* will not play unless you have updated your video drivers to the latest Number Nine Windows® 95 drivers.

### **GXE 64 cards based on the S3 Vision 864 chipset**

These cards are known to be incompatible with DirectX. Drivers are expected to be available in 1996. Please contact Number Nine for further details.

### **GXE64 or FX Vision 330**

When using EMM386.EXE in DOS, add the X=C000-C7FF parameter to the EMM386.EXE line in CONFIG.SYS.

## Contact Information:

### **Online Services:**

World Wide Web: <http://www.nine.com/>  
CompuServe: GO NINE

### **Phone Contacts in the U.S.:**

Technical Support: 617-674-8595  
Fax: 617-273-0899  
Fax Back: 617-674-8595  
BBS: 617-862-7502

### **Available Contacts Outside the U.S.:**

Germany  
Technical Support: 96-14-491-0  
BBS: 96-12-139-0

For other countries, please contact your local retailer.



# Oak Technology

## Contact Information:

### Online Services:

Internet E-mail: [tech@oaktech.com](mailto:tech@oaktech.com) .  
World Wide Web: <http://www.oaktech.com>

### Phone Contacts in the U.S.:

Technical Support: 408-523-6666 (M-F, 8:00am to 5:00pm Pacific Time)  
BBS: 408-774-5307

### Available Phone Contacts Outside the U.S.:

None available. Please contact your local retailer.

# Orchid Technology

## Known Problems:

### **Kelvin 64, and Fahrenheit 64 Video Cards**

The movies in *A-10 Cuba* will not play unless you have updated your video drivers to the latest Orchid Windows® 95 drivers.

### **Kelvin 64, Fahrenheit 64, Fahrenheit Pro 64**

When using EMM386.EXE in DOS, add the X=A000-C7FF parameter to the EMM386.EXE line in CONFIG.SYS.

## Contact Information:

### **Online Services:**

World Wide Web: <http://www.orchid.com>  
CompuServe: GO ORCHID

### **Phone Contacts in the U.S.:**

Technical Support: 510-661-3000  
BBS: 510-651-6837  
Fax: 510-651-6982

### **Available Contacts Outside the U.S.:**

Technical Support:  
France 1-48-10-7550  
Germany 89242-9041  
UK 256-479-898

For other countries, please contact your local retailer.

# Packard Bell

## Contact Information:

### Online Services:

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

### Phone Contacts in the U.S.:

Hardware Support: 800-733-4411

Software Support: 801-579-0161

BBS: 801-250-1600

818-773-7207

### Available Phone Contacts Outside the U.S.:

Technical Support:

France 1-40-64-1000

Germany 89-83-703-1

Italy 2-29-52-7444

Spain 1-45-80055

For other countries, please contact your local retailer.

# Panasonic Interactive Media

## Known Problems:

*A-10 Cuba* for Windows® 95 may have trouble working with some 1993 or earlier Matsushita CD-ROM drives. These CD-ROM drives have trouble reading beyond 63 minutes on CDs, and *A-10 Cuba* uses the full CD. These drives were sold under the names of Panasonic, JVC, Reveal, Creative Labs and Plextor. Gameplay may occasionally slow down and the CD-ROM drive will be accessed constantly. We highly recommend that you upgrade to a newer CD-ROM drive to avoid problems with other programs in the future.

## Contact Information:

### Online Services:

World Wide Web: <http://www.mitl.research.panasonic.com>

### Phone Contacts in the U.S.:

Technical Support: 408-653-1898

BBS: 201-863-7845

### Available Phone Contacts Outside the U.S.:

Technical Support:

France 1-49-46-4300

Germany 32-18-702-0

Spain 7-24-81100

For other countries, please contact your local retailer.

# Paradise\*/Phillips Electronics

\*Western Digital sold the Paradise line to Phillips Electronics in 1995.

## Known Problems:

### Bali 32, Pipeline Video Cards

The movies in *A-10 Cuba* will not play unless you have updated your video drivers to the latest Paradise Windows® 95 drivers.

### Bali 32 Video Card Under MS-DOS

When using EMM386.EXE in DOS, add the X=A000-C7FF parameter to the EMM386.EXE line in CONFIG.SYS.

## Contact Information:

### Online Services:

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

### Phone Contacts in the U.S.:

Literature/Driver Distribution: 800-978-3079

BBS: 415-335-2744

### Available Contacts Outside the U.S.:

Technical Support:

Austria 0660-8142

Belgium 0800-15532

Denmark 80017941

Finland 08001-13170

France 05-917909

Germany 0130-823983

Greece 00800311207

Ireland 1-800-553178

Italy 1678-79499

Holland 068406

Norway 800-11365

Luxembourg 0800-2974

Portugal 0505313338

Spain 900-983181

Sweden 020-795344

Switzerland 155-3497

UK 0800-966185

Helpdesk Fax: 20 6002589

Internet Email: [pcaddon.u4ia.philips@pi.net](mailto:pcaddon.u4ia.philips@pi.net)

BBS: 40 2731112

Helpdesk hours are Monday-Friday, 10am-10pm, Saturday-Sunday, 10am-6pm.

For other countries, please contact your local retailer.

# Reveal

## Known Problems:

*A-10 Cuba* may have trouble working with some 1993 or earlier Matsushita CD-ROM drives. These CD-ROM drives have trouble reading beyond 63 minutes on CDs, and *A-10 Cuba* uses the full CD. These drives were sold under the names of Panasonic, JVC, Reveal, Creative Labs and Plextor. Gameplay may occasionally slow down and the CD-ROM drive will be accessed constantly. We highly recommend that you upgrade to a newer CD-ROM drive to avoid problems with other programs in the future.

## Contact Information:

### Online Services:

World Wide Web:	<a href="http://support.reveal.com">http://support.reveal.com</a>
CompuServe:	GO REVEAL
Prodigy:	Jump Reveal / GOTO Reveal

### Phone Contacts in the U.S.:

Technical Support:	800-473-8325
BBS:	818-713-8188

### Technical Support outside US:

Phone:	818-713-1400
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# STB Systems, Inc.

## Known Problems:

### DirectX Compatibility

The movies in *A-10 Cuba* will not play unless you have updated your video drivers to the latest STB Windows® 95 drivers.

## Contact Information:

### Online Services:

CompuServe: 75300.1664@compuserve.com (or) GO STBSYS for forum  
Internet E-mail: support@stb.com  
FTP Site: ftp.stb.com  
World Wide Web: <http://www.stb.com>

### Phone Contacts in the U.S.:

Technical Support: 800-234-4334 (8am to 6pm Central Time, M-F)  
Technical Support: 214-669-0989  
Technical Support Fax: 214-669-1326  
BBS: 214-437-9615 (N81) up to 28.8K bps

### Available Contacts Outside the U.S.:

UK  
Telephone Support 44-897-0662 (9am to 6pm GMT)  
BBS 44-181-897-1008

France  
Telephone support 44-181-897-1008  
Fax: 33-1-40365938  
BBS: 44-181-897-1008

Germany  
Telephone Support 1-44-897-1008  
Fax: 1-49-69-6655

For other countries, please contact your local retailer.



# Sigma Designs

## Contact Information:

### Online Services:

World Wide Web:

<http://www.sigmadesigns.com>

Technical WWW:

<http://www.techsupport@sigmadesigns.com>

### Phone Contacts in the U.S.:

Technical Support:

970-339-7120

Fax:

510-770-2905 or 510-770-2904

BBS:

510-770-0111

### Available Phone Contacts Outside the U.S.:

Technical Support

Germany

89-33-644-3

For other countries, please contact your local retailer.



**Contact Information:**

**Online Services:**

World Wide Web: <http://www.sel.sony.com>

**Phone Contacts in the U.S.:**

Technical Support: 408-894-0555

BBS: 408-955-5107

**Available Contacts Outside the U.S.:**

None available. Please contact your local retailer.

## Sound Card Manufacturers List

[AdLib Multimedia, Inc.](#)

[Advanced Gravis](#)

[ATI Technologies Inc.](#)

[Aztech Labs](#)

[Boca Research Inc.](#)

[Cardinal Technologies](#)

[Creative Labs](#)

[Diamond Multimedia Systems Inc.](#)

[Intel](#)

[Logitech](#)

[Media Vision](#)

[Microsoft](#)

[Oak Technology](#)

[Reveal](#)

[Turtle Beach](#)

Sound cards

Joysticks, sound cards

Video cards, sound cards

Sound cards

Video cards, sound cards, modems

Video cards, sound cards, modems

Video cards, sound cards, modems

Video cards, sound cards

Video cards, sound cards, modems

Sound cards, input devices

Sound cards

Operating systems, sound cards

Video cards, sound cards

Video cards, sound cards

Sound cards

# Swan Technologies, Inc.

## Contact Information:

### Online Services:

World Wide Web: <http://swantech.com>

### Phone Contacts in the U.S.:

Technical Support: 800-468-7926

814-238-1820

BBS: 814-237-6145

814-237-6143

### Available Phone Contacts Outside the U.S.:

None available. Please contact your local retailer.

## System Manufacturers List

<a href="#"><u>Acer America</u></a>	Computers
<a href="#"><u>AST Computers</u></a>	Computers
<a href="#"><u>Compaq Computer Corporation</u></a>	Computers
<a href="#"><u>Dell Computers</u></a>	Computers
<a href="#"><u>Epson America</u></a>	Computers
<a href="#"><u>Gateway 2000</u></a>	Computers
<a href="#"><u>Hitachi</u></a>	Computers
<a href="#"><u>IBM</u></a>	Computers
<a href="#"><u>NEC</u></a>	Computers
<a href="#"><u>Packard Bell</u></a>	Computers
<a href="#"><u>Swan Technologies, Inc.</u></a>	Computers
<a href="#"><u>Tandy Computer</u></a>	Computers
<a href="#"><u>Toshiba</u></a>	Computers
<a href="#"><u>Zenith Data Systems</u></a>	Computers, CD-ROM drives

# Tandy Computer

## Contact Information:

### Online Services:

World Wide Web: <http://www.tandy.com>  
E-Mail: [TRS.customer.support@Tandy.com](mailto:TRS.customer.support@Tandy.com)

### Phone Contacts in the U.S.:

Technical Support: 817-878-6875

### Available Phone Contacts Outside the U.S.:

Technical Support  
UK 922-434-000

For other countries, please contact your local retailer.

# Teac

## Contact Information:

### Online Services:

World Wide Web: <http://www.lookup.com/homepages/44913/home.html>

### Phone Contacts in the U.S.:

Technical Support: 213-726-0303 (or) 213-727-4860

BBS: 213-727-7660

Fax on Demand: 213-727-7629

### Available Phone Contacts Outside the US:

None Available: Please contact your local retailer.



**Contact Information:**

**Online Services:**

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

**Phone Contacts in the U.S.:**

Technical Support: 800-999-4273

Technical Support: 714-859-4273

Fax: 714-587-6034

BBS: 714-837-4408

415-656-5159

**Available Phone Contacts Outside the U.S.:**

None available. Please contact your local retailer.



# Trident Microsystems Inc.

## Known Problems:

### 9440 Video Cards

Cards based on the 9440 chipset need to be updated to the absolute latest video drivers to work properly with the [DirectX](#) standard. Check out Trident's web site for details on these new drivers.

### 8900c Video Card

This card was found to be incompatible with DirectX, even when using the latest Windows® 95 drivers. We suggest using the MS-DOS version of the game if you own this video card until Trident releases DirectX compatible drivers for Windows® 95 for this card.

### TVGA 8900 Series DOS VESA Support

SVM.EXE, a utility supplied by Trident, will test all of the video modes supported by this card. Running VESA or VESA -F from the directory where the video drivers are installed will enable [VESA](#) support for these cards. Most of these cards manufactured after January 1993 have this support within the [BIOS](#).

## Contact Information:

### Online Services:

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

### Phone Contacts in the U.S.:

Technical Support: 415-691-9211

BBS: 415-691-1016

### Available Phone Contacts Outside the U.S.:

None available. Please contact your local retailer.

# Tseng Labs

## Contact Information:

### Online Services:

<http://www.tseng.com/>  
[prodsupp@tseng.com](mailto:prodsupp@tseng.com)

### Phone Contacts in the U.S.:

Technical Support: 215-968-0502  
Fax: 215-860-7713  
BBS: 215-579-7536

### Available Phone Contacts Outside the U.S.:

Technical Support:  
Germany 49-00-004-9  
Belgium 2-716-50-00

For other countries, please contact your local retailer.

# Turtle Beach

## Contact Information:

### Online Services:

Internet E-mail: [support@tbeach.com](mailto:support@tbeach.com)  
FTP Site: <ftp.tbeach.com>  
World Wide Web: <http://www.tbeach.com>

### Phone Contacts in the U.S.:

Technical Support: 510-624-6265 Mon-Fri 8:00AM to 5:00PM (PST)  
Support Fax: 510-624-6292  
Faxback: 510-624-6296  
BBS: 510-624-6279(up to 21.6K bps, 8 data bits, no parity, 1 stop bit)

### Available Phone Contacts Outside the U.S.:

Technical Support  
Switzerland 22-347-1181

For other countries, please contact your local retailer.

# Vendor List

We have tried to include the most up-to-date contact information for major manufacturers of software, computers, video cards, sound cards and other peripheral devices. We include this information to assist you in quickly diagnosing any compatibility problems with hardware or software in your system. In each vendor's section, we also try to include Tips & Troubleshooting information on issues we are aware of with their products and the fastest solution to those issues.

Activision has made every effort to ensure that this information is correct. However, you may want to consult the documentation included with your computer, software, video card, sound card, CD-ROM drive, or other peripheral devices for more up-to-date information from each company.

**For Customers Outside the US:** Where possible, we have included international contact information. If there is no contact in your country, please refer to the documentation included with your hardware or contact your local vendor. You may also call vendors in the US or other international phone numbers. US numbers beginning with "800" can only be reached from within the US.

## Specific Lists

[System Manufacturers List](#)

[Sound Card Manufacturers List](#)

[Video Card Manufacturers List](#)

[CD-ROM Drive Manufacturers List](#)

## Manufacturer

## Products

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<a href="#">Acer America</a>	Computers
<a href="#">AdLib Multimedia, Inc.</a>	Sound cards
<a href="#">Advanced Gravis</a>	Joysticks, sound cards
<a href="#">Advanced Integration Research</a>	Video cards
<a href="#">AST Computers</a>	Computers
<a href="#">ATI Technologies Inc.</a>	Video cards, sound cards
<a href="#">Aztech Labs</a>	Sound cards
<a href="#">Boca Research Inc.</a>	Video cards, sound cards, modems
<a href="#">Cardinal Technologies</a>	Video cards, sound cards, modems
<a href="#">Cirrus Logic</a>	Video cards, modems
<a href="#">Colorgraphic Communication</a>	Video cards
<a href="#">Compaq Computer Corporation</a>	Computers
<a href="#">Creative Labs</a>	Video cards, sound cards, modems
<a href="#">CSS Laboratories, Inc.</a>	Video cards
<a href="#">Dell Computers</a>	Computers
<a href="#">Diamond Multimedia Systems Inc.</a>	Video cards, sound cards
<a href="#">Epson America</a>	Computers
<a href="#">Gateway 2000</a>	Computers
<a href="#">Genoa Systems</a>	Video cards
<a href="#">Hercules Computer Technology Inc.</a>	Video cards
<a href="#">Hitachi</a>	Computers
<a href="#">IBM</a>	Computers
<a href="#">Intel</a>	Video cards, sound cards, modems
<a href="#">Liberty Electronics USA</a>	Video cards

<a href="#"><u>Logitech</u></a>	Sound cards, input devices
<a href="#"><u>Matrox Graphics, Inc.</u></a>	Video cards
<a href="#"><u>Media Vision</u></a>	Sound cards
<a href="#"><u>Metheus Corporation</u></a>	Video cards
<a href="#"><u>Microsoft</u></a>	Operating systems, sound cards
<a href="#"><u>Mitsubishi</u></a>	CD-ROM drives
<a href="#"><u>Mitsumi</u></a>	CD-ROM drives
<a href="#"><u>NEC</u></a>	Computers
<a href="#"><u>Number Nine Visual Technology</u></a>	Video cards
<a href="#"><u>Oak Technology</u></a>	Video cards, sound cards
<a href="#"><u>Orchid Technology Inc.</u></a>	Video cards
<a href="#"><u>Packard Bell</u></a>	Computers
<a href="#"><u>Panasonic</u></a>	CD-ROM drives
<a href="#"><u>Paradise</u></a>	Video cards
<a href="#"><u>Reveal</u></a>	Video cards, sound cards
<a href="#"><u>Sigma Designs</u></a>	Video cards
<a href="#"><u>Sony</u></a>	CD-ROM drives
<a href="#"><u>STB Systems</u></a>	Video cards
<a href="#"><u>Swan Technologies, Inc.</u></a>	Computers
<a href="#"><u>Tandy Computer</u></a>	Computers
<a href="#"><u>Teac</u></a>	CD-ROM drives
<a href="#"><u>Toshiba</u></a>	Computers
<a href="#"><u>Trident Microsystems Inc.</u></a>	Video cards
<a href="#"><u>Tseng Labs</u></a>	Video cards
<a href="#"><u>Turtle Beach</u></a>	Sound cards
<a href="#"><u>Western Digital</u></a>	Video cards
<a href="#"><u>Willow Peripherals</u></a>	Video cards
<a href="#"><u>Zenith Data Systems</u></a>	Computers, CD-ROM drives

## Video Card Manufacturers List

<a href="#"><u>Advanced Integration Research</u></a>	Video cards
<a href="#"><u>ATI Technologies Inc.</u></a>	Video cards, sound cards
<a href="#"><u>Boca Research Inc.</u></a>	Video cards, sound cards, modems
<a href="#"><u>Cardinal Technologies</u></a>	Video cards, sound cards, modems
<a href="#"><u>Cirrus Logic</u></a>	Video cards, modems
<a href="#"><u>Colorgraphic Communication</u></a>	Video cards
<a href="#"><u>Creative Labs</u></a>	Video cards, sound cards, modems
<a href="#"><u>CSS Laboratories, Inc.</u></a>	Video cards
<a href="#"><u>Diamond Multimedia Systems Inc.</u></a>	Video cards, sound cards
<a href="#"><u>Genoa Systems</u></a>	Video cards
<a href="#"><u>Hercules Computer Technology Inc.</u></a>	Video cards
<a href="#"><u>Intel</u></a>	Video cards, sound cards, modems
<a href="#"><u>Liberty Electronics USA</u></a>	Video cards
<a href="#"><u>Matrox Graphics, Inc.</u></a>	Video cards
<a href="#"><u>Metheus Corporation</u></a>	Video cards
<a href="#"><u>Number Nine Visual Technology</u></a>	Video cards
<a href="#"><u>Oak Technology</u></a>	Video cards, sound cards
<a href="#"><u>Orchid Technology Inc.</u></a>	Video cards
<a href="#"><u>Paradise</u></a>	Video cards
<a href="#"><u>Reveal</u></a>	Video cards, sound cards
<a href="#"><u>Sigma Designs</u></a>	Video cards
<a href="#"><u>STB Systems</u></a>	Video cards
<a href="#"><u>Trident Microsystems Inc.</u></a>	Video cards
<a href="#"><u>Tseng Labs</u></a>	Video cards
<a href="#"><u>Western Digital</u></a>	Video cards
<a href="#"><u>Willow Peripherals</u></a>	Video cards

# Willow Peripherals

## Contact Information:

### Online Services:

Internet E-mail: [peripherals@willow.com](mailto:peripherals@willow.com)  
World Wide Web: <http://willow.com/peripherals>

### Phone Contacts in the U.S.:

Technical Support: 800-444-1585  
Phone: 718-402-0203  
Fax: 718-402-9603  
BBS: 718-993-2066

### Available Phone Contacts Outside the U.S.:

None available. Please contact your local retailer.

# Zenith Data Systems

## Known Problems:

The Zenith Z-Player portable CD-ROM drive for laptop PCs has a known problem with *A-10 Cuba*. As of the version 1.0 beta driver release for Windows® 95, MIDI Synthesis doesn't function properly, so MIDI files will not play. Attempting to play MIDI files may cause system instability, including system lock-up. Later releases of the Z-Player drivers for Windows® 95 should correct this problem. Please contact Zenith for updates and further information.

## Contact Information:

### Online Services:

E-Mail:

zed@zds.com

CompuServe:

GO ZDSFORUM

The Microsoft Network:

GO ZDS

World Wide Web:

<http://www.zds.com>

Mail:

Zenith Data Systems

2150 East Lake Cook Road

Buffalo Grove, IL 60089

### Phone Contacts in the U.S.:

Telephone:

800-416-7591

Telephone (TDD):

800-316-3207 (M-F, 8:00am to 4:30pm Central Time)

Fax:

800-582-8194

BBS:

708-808-2264 - 14,400 bps

### Available Phone Contacts Outside the U.S.:

International Customer Assistance: 847-808-4300



