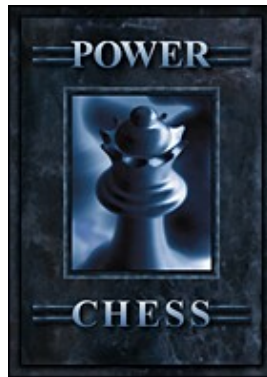


THANK YOU FOR PURCHASING POWER CHESS!



TECHNICAL TIPS AND SUGGESTIONS FOR POWER CHESS

Thank you for purchasing Power Chess. In order for you to receive the best possible performance, Sierra has included additional technical tips and game information that was not available when the documentation was printed. The following supplemental information should be considered part of the game documentation. However, Sierra makes no warranty, either express or implied, as to the accuracy, effectiveness, or completeness of the information contained in this documentation.

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INSTALLATION PROCEDURES

If you are using file deletion tracking utilities such as Mirror, SmartCan, Undelete, etc., please disable these utilities before installing Power Chess.

- 1) Turn on your computer.
- 2) Wait until the system has come into Windows and has finished loading.
- 3) Open the CD-ROM tray door.
- 4) Insert Power Chess INSTALL CD.

- 5) Close the door.
- 6) Autoplay should automatically bring up a screen which prompts you to install the game.
- 7) Click on the button that says INSTALL.
- 8) The installation program should guide you through the rest of the process.

FYI - If Autoplay is disabled on your computer, place the Power Chess CD-ROM in the CD-ROM tray and close the door. Click on START then RUN then type in the letter of your CD-ROM drive where the Power Chess CD is located. After the drive letter type in a ":" then SETUP.EXE. For example, for a drive letter named D, this is the line you would type in.

D:\SETUP.EXE

Then click **O.K.** to setup Power Chess.

To run Power Chess in Windows after it is installed:

Eject INSTALL CD and insert PLAY CD into the CD-ROM tray, then click on **RUN** to automatically start the game or click **START - PROGRAMS - SIERRA**, then the Power Chess icon.

New Features in 1.0.0.6

New in Version 1.0.0.5

- *Queen Speed improvement:*

The Queen now alters her speed correctly when playing long games, making her a more formidable opponent.

- *Save File Fix:*

Save File no longer causes a crash n-moves later.

Version 1.0.0.6

- *Continue Saved Game:*

You can now continue a game against the Queen from the Lab. Any time you're in the Lab, you can continue playing from the main line of the Variation View. (You are "droppedoff" in the Lab at the conclusion of a game. You can also call up a saved game by clicking on the File menu and choosing Open.Or you can go straight to the Lab and make n-number of moves to create a Move List.)

Just as a reminder, the Move List always shows you the Variation View's main line. To change the Move List, click on the move in the Variation View that you want to start from and move a piece. You'll be told that you're leaving the main line. Click "yes."

Only the Queen will continue a game against you. Go to "Game-Change Opponent" and select the Queen. You will be asked if you want to continue the game, or start a new game. If you select "Continue" you will be playing the Queen. If you choose any opponent other than the Queen, you will be starting a new game rather than continuing a saved game.

- *Disable 256 Color Warning:*

You can now disable the warning messages informing you that running Power Chess in color modes other than 256 colors can cause speed/performance problems. Select "Game-Preferences" from the menu and uncheck the "Warn 256 color" check box.

- *Menu Change:*

Some minor changes to the Menu have been implimented, including moving the 'Window' menu item next to 'Help' to match most Windows and Windows95 programs.

- Default File Extensions:

The 'File Save' and 'File Open' dialog boxes now include drop down lists of file extensions. This feature was added to accommodate the localization of the file extensions for French and German. For instance: .GAM for English = .JEU for French and .SPL for German.

MINIMUM REQUIREMENTS

Pentium 60
Windows 95
2X CD-ROM DRIVE
MOUSE
12 MB RAM
SVGA 640x480 x 256 colors
Windows compatible sound card

RECOMMENDED FOR BEST PERFORMANCE

Pentium 90 or better
16 MB RAM
SVGA 800x600 x 256 colors
4X CD-ROM Drive

HANDY TO KNOW

The only instance that requires switching back to the INSTALL CD is when you wish to view 3D variable boards. When it's time to switch CDs you will be prompted to insert the INSTALL CD. Do not switch CDs until prompted to do so.

Power Chess is designed to be played at screen resolutions from 640x480 to 1280x1024. Power Chess looks best at 800x600, which allows large images and room for additional tool windows. For those with displays supporting higher resolutions who don't mind slightly smaller fonts, 1024x768 is an ideal setting. Power Chess is optimized for 256 (8-bit) color resolution, but can also be run in High Color (16-bit). However, particularly on lower-performance systems, proceeding in High Color may cause animation, color, and sound degradation. It is strongly suggested that you run Power Chess in 256 colors for optimal performance.

Power Chess contains a list of BBS and Technical Support numbers for sound card, video card, miscellaneous computer peripheral and software manufacturers. To view this file, run SETUP.EXE on the Power Chess INSTALL CD, select SUPPORT, click on the CONTENTS button, then select CONTACT INFORMATION.

WINDOWS 95 DIRECT X ISSUES and INFORMATION

Power Chess has the option to use Microsoft's DirectSound support. DirectSound allows Windows 95 to play the enhanced sounds in Power Chess. During Power Chess installation, if you are currently running a version of DirectX older than version 2, you will be given the option to install DirectX version 2. DirectX version 2 is an upgrade to DirectX provided by Microsoft. Power Chess will run with the older version of DirectX's DirectSound version 1, so if you have it installed on your computer already you can choose not to install the update. If you do not already have DirectX on your system, it will be automatically installed.

Not all soundcards support DirectX but most will. It is recommended that you refer to your sound card manufacturer to find out if your sound card is compatible with DirectX before installing it.

WINDOWS PROBLEMS AND SOLUTIONS

-INSTALLING THE GAME-

Problem: Your computer fails the Sound Card test under the Windows setup; you cannot hear the voice in the wave test.

Solution: Your sound card is incorrectly configured for Windows. See the section "Sound Issues and Sound Card Settings" for information on setting up your sound card.

Problem: Your computer fails the Display test under the Windows setup; you get a message saying "Your video display supports 16 colors..."

Solutions: Sierra's Windows games require that Windows is running in 256 or better color mode. Even though your monitor and video card may be capable of displaying 256 colors, Windows may not be set up to use this resolution. Power Chess plays best in **256 colors, at 800x600 (or 640x480)**. To check this, right click your screens background, go to properties. When the Display Properties box appears, click on settings. Here you will see what mode you are running in, 16 colors, 256 colors, etc..(Color palette) and what screen size, 640x480 , 800x600 , etc...(Desktop area). After changing to the correct Color and Desktop size, click on the Apply box. You will get a "...you must restart your computer..." dialog box. Click O.K. Your system will reboot and when it comes back into Windows 95 your settings should be set to what Power Chess needs to properly run with. Or you will see a "Windows will now resize your desktop..." dialog box. Follow the dialog boxes and Confirm the default choices of O.K.

Problem: Your video card does not meet the pixels-per-second speed requirement for Power Chess.

Solutions:

#1: Make sure your video card in Windows is set to 256 colors, not 16 million colors. This may speed up the video performance.

#2: Contact your video card manufacturer for the most current Windows 95 video drivers.

#3: Make a boot disk. Refer to the section "BOOT DISK INSTRUCTIONS" for more information how to do this. Some testers have noticed an improvement in video speed after using a boot disk for Windows.(Refer to the "BDWIN95.TXT" file for Boot Disk instructions.)

Problem: Your computer fails the Memory test; you get a message stating you do not have enough memory to run the game, but you do meet the 12MB minimum requirement.

Solution: First you should try making a bootdisk for optimal performance, see the file named **BDWIN95.TXT** for instructions on how to accomplish this. Additionally you will want to make sure that there are no other Windows programs running. Disable all screen savers, virus scanners, and any other programs which may be open. If you have system utilities such as Norton Utilities for Windows 95, Norton Navigator, etc... please disable them. Microsoft Plus! can take up considerable amounts of memory, if you're finding that your 12MB machine isn't getting enough memory try switching your "Theme" to a 256 color version. If this does not help, try switching your background image to none.

Information: You might want to make sure that your SWAP configuration is properly established. Click on Start - Settings - Control Panel. Then double click on the System icon, when the system properties sheet appears click on the Performance tab, then click on the Virtual Memory button. You should see:

Let Windows manage my virtual memory settings (recommended)

with a dot to the left of it. This is preferred. Also, under Hard disk you should see the amount of room on the Hard Drive where your swap file is being created. Due to Windows 95's use of multi-tasking the recommended size of your "C:\????MB Free" should be above 50 MB's. Power Chess does not require you to have this amount free, but Video caching, CD-ROM caching, and the other "background" caching which Windows 95 automatically does, may warrant such safe zones of free space.

Note: Pressing the CTRL-ALT-DEL keyboard command will bring up the CLOSE PROGRAM dialog box, you should highlight everything except for Explorer and hit end task. In some cases programs in memory may require you to hit a second end task button. The second dialog box will automatically appear in these cases.

Problem: "Setup was unable to add an item for Power Chess to a program group" message, or a "DDE Connect" error message when installing the game. The game icons were not created during installation.

Solution #1: Disable other programs that are running during the installation of the game. These background applications may be interfering with the installation process. Hold down the CTRL and ALT keys and press the DEL key. This will bring up a Close Program Box. The Close Program Box will show the currently running programs. The only programs we want listed here are Explorer and Systray. If there are other programs in the task list highlight one of them and click on the End Task button.Repeat these steps until the only programs listed in the Close Program Box are Explorer and Systray. NOTE: Some programs can not be shut down using these steps. You will need to shut down those programs according to the instructions specific to the program.

Solution #2: Free up more hard drive space and try again.

Users will want to exit Windows and type:

DIR C:*.TMP /S /P

This will look in the root drive (C:\) and all sub directories (/S) for any "temp files" (*.TMP), when temp files are found it will display the findings per page (/P). You will want to note the exact directory found. Once you have the directory which contains the *.TMP files, you can delete them. Example:

DEL C:\TEMP*.TMP

Caution: Care must be taken to correctly execute the delete command. Sierra takes no responsibility for incorrect files deleted by the User, for not executing instructions properly.

[Temp files are temporary files used by windows and windows based programs to help the application run with Multi-tasking qualities. They are supposed to be made and deleted. Sometimes the program for various reasons (windows locked up, user incorrectly shut down the machine, etc...), leaves these small non-harmful, yet space-consuming files behind.]

Information: Internet browsers such as Netscape can take up unneeded space. The reason being is that each web-site you look at is kept in a compressed file, so that future inquiries to each previously viewed site will load faster. This is a good thing for slower modems (9600, 14,400, etc...), but the drawback is a need to take up Hard Drive space on your Computer. You should periodically delete your browser's cache directory. The location of your cache directory will vary depending on what Internet Browser you are using. To find your cache directory try this:

DIR C:\CACHE*. * /S /P

This will look in the root drive (C:\) and all sub directories (/S) for any "CACHE" file or directory named CACHE, and display the findings one page at a time (/P). You will want to note the directory structure found (example "C:\NETSCAPE\PROGRAM\CACHE")and delete the contents of the directory. An example is listed below:

DEL C:\NETSCAPE\PROGRAM\CACHE*. *

Caution: Care must be taken to correctly execute the delete command. Sierra takes no responsibility for incorrect files deleted by the User, for not executing instructions properly.

Question: Why is the tested MHz number different than your computer's marked MHz number?

Explanation: These numbers should be close to each other. Our tests indicate that is the actual speed of the CPU when we ran our tests, not the rated speed. Any difference between these numbers will not affect gameplay.

Note: On brand new processors, such as the Pentium Pro or the P6 chip, the CPU type may be misidentified as a 386. For NexGen processor users, you can contact AMD/NEXGEN for utilities which may improve identification numbers (www.nextgen.com). This will have no affect on gameplay. Ignore this CPU report, if you feel it tested lower than it should have. Again, this is mainly used for tech-support reference only.

-STARTING THE GAME-

Problem: When the game starts in Windows, it displays a black screen or throws you out.

Solution: Make sure your drivers are certified by Microsoft for DirectX compatibility. To check for certification

1. Put the Install CD in your CD-ROM drive.
2. Click on the Start button then select Run.
3. In the Open box type X:\DIRECTX\DXSETUP and press enter.NOTE: the X represents the letter of your CD-ROM drive, so if your CD drive letter is 'D', you would type:

D:\DIRECTX\DXSETUP

There will be list of the DirectX components. The word Certified will be next to any drivers Microsoft considers compatible. If one of the components is not certified. The game may not function properly. Check with your hardware manufacturer for DirectX certified drivers and any bios updates they may have. One you have installed driver and/or bios updates, please re-install Power Chess.

Problem: "General Protection Fault in Module ... " The module name will vary.

Solution: A General Protection Fault (GPF) in a module other than POINTER.DLL can be caused by a memory conflict. Make sure that there are no other Windows programs running. Disable all screen savers, virus scans, etc.

Old and outdated Video and Sound drivers are usually at fault. Please refer to the SUPPORT button displayed when the game's SETUP.EXE is run in Windows for more information how to upgrade your Windows drivers. Look under SUPPORT - CONTENTS - CONTACT INFORMATION.

A Windows boot disk also helps with GPFs. Instructions for creating a boot disk are at the end of this document. GPFs can also be caused by outdated or incompatible sound or video drivers. If the above steps do not solve the GPF for you, contact your video and sound card manufacturers to obtain the latest versions of their Windows drivers.

Problem: "Your current display driver is not supported by this game. We require a driver which can display at least 256 colors."

Solutions: Sierra's Windows games require that Windows is running in 256 or better color mode. Even though your monitor and video card may be capable of displaying 256 colors, Windows may not be set up to use this resolution. Power Chess plays best in **640x480 at 256 colors**. To check this, right click your screens background, go to properties. When the Display Properties box appears, click on settings. Here you will see what mode you are running in, 16 colors, 256 colors, etc..(Color palette) and what screen size, 640x480, 800x600 , etc...(Desktop area). After changing to the correct Color and Desktop size, click on the Apply box. You will get a "...you must restart your computer..." dialog box. Click O.K. Your system will reboot and when it comes back into Windows 95 your settings should be set to what Power Chess needs to properly run with. Or you will see a "Windows will now resize your desktop..." dialog box. Follow the dialog boxes and Confirm the default choices of O.K.

Problem: "Working directory is invalid", then "System Error: Cannot read from drive D: <Cancel/Retry>"

Solution: The CD is not in the drive before you started the game. Insert the game CD and click on RETRY.

-MUSIC, SPEECH, AND SOUND EFFECTS-

Power Chess does not have an internal sound volume feature. If you want to control the volume of music and speech, use the volume control in Windows 95.

Question: Why does Power Chess not support General MIDI, Roland MT-32, AWE32, Wave Synthesizer or FM Synthesizer?

Answer: All music, speech, and sound effects in Power Chess are digitized, not synthesized. This allows more control over the game's sound quality and timing on every SB compatible sound card without the need for MIDI Mapper setup issues, music volume control too loud or too soft, hanging notes, etc.

-VIDEO AND GRAPHICS-

Problem: The game's play-screen is too small.

Explanation: Power Chess was designed to play in a full screen with a 640x480 Windows video driver. It can also be played at resolutions up to 1280x1064, but at the higher resolutions, some of the play screens (such as smaller chess boards) will appear small.

Solution: In order to view the game in the full dimensions of your computer screen, you will need to load a 640x480 video driver that is created for your specific brand of video card. For more information about configuring Windows or obtaining this driver, please contact your video card manufacturer. Look at the next question for more information about changing resolutions and color modes in Windows.

Problem: You're in 1024x768 video mode. How do you switch back down to 640x480 video mode so the game fills the whole screen?

Solution: Right click on the desktop background to select Properties, then click on the Settings tab to access video resolution/color controls.

Problem: You notice minor glitches in the video performance, such as horizontal lines across the screen at resolutions higher than 640x480.

Solution: Set your display resolution to 640x480. It is also recommended that you contact your video card manufacturer find out if you have the most current drivers for you video card.

-SPEED ISSUES-

Problem: The game has slowed down in certain parts of the game.

Explanation: Certain areas of the game require more memory, CPU, and Windows attention. On some systems, like the Hewlett Packard Multimedia 6100, the MSCDEX buffer is /M:32, taking memory away from Windows use. If this value is reduced to MSCDEX /M:10 on a boot disk, the game will run faster.

Solution: You can go into your CD-ROM's optimization setting, and adjust both the "Supplemental Cache Size" and the "Optimize Access Pattern" for the most suitable combination for your system. You'll find these settings by following the procedure below:

Start - Settings - Control Panel - System - Performance - File System - CD-ROM

Try changing the cache size down to the lowest setting (64 kilobytes) and the "Access Pattern" down to No Read-Ahead. Start at this level and slowly work your way up, to a comfortable medium.

Question: The hard drive or CD-ROM drive "thrashes", accessing the drive excessively. Why?

Answer: We've noticed that Windows 95 doesn't always seem to maximize the performance of the CD-ROM drive by setting up the correct speed or cache size. If these settings are changed to correctly reflect the system, it may speed up CD-ROM access dramatically. To check this setting, click on the following:

Start - Settings - Control Panel - System - Performance - File System - CD-ROM

Try changing the cache size down to the lowest setting (64 kilobytes) and the "Access Pattern" to the appropriate setting for your drive speed (ex. Quad-Speed or Higher). Start at this level and slowly work your way to a comfortable medium.

-RUNNING THE GAME-

Problem: "Out of Moveable Memory" or "Panic: Out of Memory"

Solution: Read the file BDWIN95.TXT located on the Power Chess INSTALL CD. This will explain how to make and use a boot disk in Windows 95 to free up more memory for the game.

Problem: "...Caused a Stack Fault in Module KRNL386.EXE"

Solution: The Kernel32 driver which comes with Windows 95, is on some systems, unstable. An updated KERNEL32 driver can be downloaded from Microsoft's Web site. The address is "www.microsoft.com/windows/software/updates.htm" This Kernel update for Windows 95 should fix sporadic problems which might pop up.

-OTHER COMMENTS-

Please make sure you have enough hard drive space for a swap file for Windows. If your hard drive is full, Windows may not have enough room to operate properly. To check how much hard drive space you have free, double-click on My Computer and right-click on the hard disk on which you are trying to install Power Chess. Select Properties to determine amount of free space available. If this number is less than 30 meg, you may want to delete extra games or files you no longer need from your hard drive to give Windows 95 more room to work with.

Please make sure you are using Microsoft's MSCDEX program for CD-ROM drive access. If you are using Corel's CORELCDX program instead, you may experience "Out of Memory" messages and other random problems playing Sierra games. The easiest way to bypass CORELCDX is to make a boot disk. Please refer to the "Making and Using a Boot Disk" section of this README file.

Note: If you are using Teac CD-ROM drives in Windows 95, you may want to install the Windows 95 specific drivers for 32-bit performance.

If you don't see your question listed in this document, most difficulties with Power Chess including "fatal" and "panic" errors can be resolved by simply running the game with a boot disk in a clean Windows environment. Please look in the Memory Troubleshooting section of this file under "Create a Boot Disk" and "Create a Clean Windows Environment". Refer to the file "BDWIN95.TXT" located on Power Chess INSTALL CD for more information.

McAfee Virus Scan for Windows 95 can cause failures during setup, causing the CD-ROM to test inaccurately with every retest. This can be corrected by turning off the "Scan on Copy" setting. This is not a statement for you to disable your Virus scanner altogether. Virus scanning software is a protection for the user to guard against outside viruses, and is a good thing to have running when you are downloading or copying files. The "Scan on Copy" setting should not hinder your Virus scanner from doing its primary goal and protection capabilities. Note: Some users have also experienced conflicts during game play when virus protection programs are running - you may need to turn off the virus protection before launching Power Chess.

If you are using PC-DOS version 6.3, we have found that it is preferred to NOT cache your CD-ROM drive. This can be accomplished by editing your AUTOEXEC.BAT file (preferably on a bootdisk) and adding the minus sign plus your CD-ROM drive letter. If your CD-ROM drive is E: , then it would look something like this:

**Ex. EDIT A:\AUTOEXEC.BAT <ENTER>
C:\DOS\SMARTDRV.EXE -E**

PC-DOS does not fully recognize the Power Chess CD's rather large directory size. It can only see a certain amount of files in a directory and Power Chess goes beyond what it is able to see when cached.

SOUND CARD CONFIGURATIONS AND SOUND ISSUES

All the music in Power Chess is digitized (DAC). This means there is no need to adjust your MIDI Mapper in the Windows Control Panel.

If you experience sound problems, you may need to update your sound drivers. If you do not have the current Windows drivers for your sound device, you may need to contact the manufacturer of your sound device or your local hardware supplier for an updated set of sound drivers. Check your Windows documentation or your sound device documentation for full instructions on updating your sound drivers.

Problem: My IBM Mwave sound card won't play when I use a Boot Disk.

Solution: You must manually edit your CONFIG.SYS file on the boot disk (ex. EDIT A:\CONFIG.SYS). You must add this line:

DEVICE=C:\DSP2\SOLO\MWDDSOLO.EXE

This will allow the Sound Card to be seen, for the Windows drivers to be able to use the Sound Card.

Mixer Control: Most sound cards' volume can be controlled through software provided by the sound card manufacturer. If your sound card supports the use of a Mixer Control, look for it in the system tray at the lower right of your screen (a yellow speaker icon). Double click to bring up all your sound controls, or just single click it to have the master volume switch pop up.

Helpful Hint: If you do not see a yellow speaker in the system tray, you can double check your configuration to see if it's not accidentally turned off. Follow the below instructions:

Start - Settings - Control Panel - Multimedia. Show Volume Control on Taskbar should be checked. If it is not, then click on the box to the left and hit the O.K. button. If the option is grayed, and cannot be checked, then your sound card drivers do not currently support the use of a volume control device. Looking for updated Windows 95 sound drivers may help this option become available.

MEMORY TROUBLESHOOTING

Some game players have experienced not getting enough free memory to run Power Chess. Power Chess users are required to have at least 12MB of memory. If you are having trouble starting the game because of memory problems or are receiving memory-related errors during the game (such as "Out of Moveable Memory"), here is a list of troubleshooting steps to try:

Check to make sure that you're letting Windows 95 use it's Virtual Memory manager:

Follow the below steps to ensure a standard memory configuration.

Start - Settings - Control panel - System - Performance - Virtual Memory. The following line should have a dot in the circle to the left of the line, indicating that it's been selected.

Let Windows manage my Virtual Memory settings (recommended)

If it is not, then click on the circle to the left and hit O.K.

Reboot and enjoy Power Chess.

Create a Boot Disk: Sierra has included Windows '95 bookdisk instructions with Power Chess. If you want to try a boot disk in Windows 95, please follow the instructions listed in the file "BDWIN95.TXT" on the Power Chess INSTALL CD.

-MAKING AND USING A BOOT DISK-

Question: What is a boot disk?

Explanation: A boot disk is a way to make games work faster and better on your computer. All you need is a blank floppy disk for your A: drive. This will not work in your B: drive. To make a boot disk, click on the Boot Disk icon in the Sierra group.

Note: Boot Disks do not permanently change your computer's settings. To have your computer "Boot up" like normal, simply remove the disk in drive A:, and turn off or hit the reset button on your system. When your system comes back on it'll be back to normal.

Problem: "Can't find FORMAT.COM--Unable to make boot disk"

Solution: Please view or print the file "BDWIN95.TXT" located on Power Chess INSTALL CD for the correct steps on making a Windows 95 Boot Disk.

Problem: "Can't make Boot Disk since you're not using COMMAND.COM" or "Boot Disk was not created"

Solution: Please view or print the file "BDWIN95.TXT" located on Power Chess INSTALL CD for the correct steps on making a Windows 95 Boot Disk.

Problem: "Invalid Drive Specification" using a boot disk on a Western Digital IDE controller.

Explanation: The Western Digital IDE hard drive controller displays a message "Press the SPACEBAR to boot from a floppy disk." If you insert the boot disk and reboot before seeing this message, you'll get the message "Invalid Drive Specification" and won't have hard drive access until you reboot without the boot disk.

Solution: Windows 95 does not support these Hard Drive formatting utilities. In other words, when Windows 95 installed, it should not allow your drive to keep these tools. You should have had to reformat your drive clean.

Problem: "Invalid Drive Specification" using a boot disk on a removable media drive, such as Bernoulli, Seagate, SyQuest, or the Zip-Drive or Jazz-Drive drives from Iomega.

Explanation:

Our boot disk maker does not load the removable media drive software drivers. If your removable drive was D: and your CD-ROM was E: when the game was installed, then you booted with our boot disk to free up more memory, your Bernoulli drive would not be seen, and your CD-ROM drive would now be D:. The Power Chess icon's properties will not be correct to run the game in this case.

Solution: Edit the Sierra.ini file, so that the program will try to access the CD from the correct drive. This text file is located in your C:\Windows directory. When you open this file, you will see a section titled [PowChess], and this tells the program where to access the CD. If your CD drive switches to drive D when you are using a boot disk, the lines should read:

CDPath=D:

CD2Path=D:

After making changes to this file, be sure to click on Edit and choose Save before closing the file.

BOOT DISK INSTRUCTIONS

Please refer to the BDWIN95.txt located on the Power Chess INSTALL CD.

LEGAL INFORMATION

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4, 884, 972, and 5, 11, 409, and 5, 430, 835, and 5,377,997.
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IF YOU STILL HAVE PROBLEMS...

If you continue to experience any problems with Power Chess, or if you have any questions, our Technical Support Department will be more than happy to assist you. You can reach Technical Support at (206) 644-4343 between 8:15 am and 4:45 p.m., Monday through Friday. We can also be reached by fax at (206) 644-7697 or by mail at the following address:

Sierra On-Line Technical Support
PO Box 85006
Bellevue, WA 98015-8506

In Europe, please contact our office in England. The Customer Service number is (44) 1734-303171, between 9:00 am and 5:00 p.m., Monday through Friday.
The BBS number is (44) 1734-304227 and the fax number is (44) 1734-303201. Customer Service can also be reached at the following address:

Sierra On-Line Limited
4 Brewery Court
The Old Brewery
Theale, Reading, Berkshire
RG7 5AJ UNITED KINGDOM

You can also contact our Technical Support Team on one of the following services:

Sierra BBS	(206) 644-0112
CompuServe	GO SIERRA
America Online	KEYWORD SIERRA
Internet	support@sierra.com

If you decide to write or fax, please fill out the attached "Technical Support Request" form and return it to Sierra Technical Support. This will give us the information we need to help you as efficiently as possible.

SPECIAL NOTE:

This form can also be found in the root directory on Power Chess INSTALL CD, for help in printing multiple copies for technical support issues. It is called **HELPPFORM.TXT**

Sierra Technical Support Request

To help us help you, please fill out this information and return it to Sierra Technical Support.

Name:
Fax number:
Phone number:
Address:

Game name, version number and Serial Number (from INSTALL CD):

What problem are you having? Be VERY specific. Is there an error message? What is it? Where does it occur? Does it happen the same way each time?

Type of computer (486, Pentium, etc.)

Brand of video card (Trident, Diamond, etc.)

Amount of RAM (8 meg, 16 meg, etc.)

CD-ROM speed (2x, 4x, etc.)

Brand of sound card and sound card settings (SoundBlaster Pro, Forte16, Mozart, etc. Please be VERY specific with the brand name. Sound card settings include DMA, IRQ and I/O values.)

Any disk compression? What kind? (Double-space, Stacker, Drivespace 3, etc.)

Any third-part memory manager? What kind? (QEMM, 386MAX, etc.)

Largest executable program size or bytes free after booting with the boot disk. (Type MEM to find out.)

What have you tried so far? (Boot disk, no sound, etc.)

Please attach copies of your CONFIG.SYS and AUTOEXEC.BAT from your hard drive and the boot disk.