AutoPlay

If the game title screen does not appear, try performing the following steps:

1. With the disc in your CD-ROM drive, double-click on the **My Computer** icon on your desktop or right-click on it and select the **Open** option.

2. In the **View** pull-down menu, select **Refresh**.

3. Double-click on the **CD icon** in the window or right-click on it and choose the **AutoPlay** option.

4. After the game title screen appears, click on the **Play** button (it will appear as **Install** before you have installed the game).

If the title screen still does not appear, please check the following:

1. Make sure the CD is clean and properly placed in the CD-ROM drive.

2. Verify that your CD-ROM driver is optimized for use with Windows 95. To do this:

   a. Open the **Control Panel** and double-click on the **System** icon. Click on the **Performance** tab. If any of your hardware drivers are not fully optimized for use with Windows 95, they will be listed here with an explanation of the exact problem and suggestions on how to fix it. If you cannot get your system to perform optimally, please consult <u>Microsoft</u> support.

   b. Or, click here to begin the <u>Hardware Conflicts Troubleshooter</u>.

3. Verify that the Auto-Insert Notification for your CD-ROM is enabled. To do this:

   a. Choose the System Properties dialog box by right-clicking on the **My Computer** icon and then clicking on **Properties**.

   b. Choose the **Device Manager** tab in the dialog box.

   c. Select and double click **CD-ROM**.

   d. Select your CD-ROM drive and click the **Properties** button.

   e. Select the **Settings** tab of the Properties dialog box.

   f. Make sure the **Auto-insert notification** box is checked. If not, click on it to make it checked.

   g. Click **OK** to accept your changes.

4. Double-click on the **My Computer** icon on your desktop. Select the **Refresh** option located in the **View** pull-down menu of your system window. When the game icon appears, double click on it. The game title screen should appear.

If for some reason you do not wish to use AutoPlay, you can turn it off using the following steps:

1. Choose the **System Properties** dialog box by right-clicking on the **My Computer** icon and then clicking on **Properties**.

2. Choose the **Device Manager** tab in the dialog box.

3. Select and double click **CD-ROM**.

4. Select your CD-ROM drive and click the **Properties** button.

5. Select the **Settings** tab of the *Properties* dialog box.

6. Click the **Auto-insert notification** box so that it is unchecked.

7. Click **OK** to accept your changes.

Can I install the game to a compressed hard drive?

We do not recommend installing this program to a compressed drive. Please install to a non-compressed drive and run the program from there.

Changing Standard Windows 95 Cursors

Check to make sure that you have not changed the standard Windows 95 cursors. Doing so may cause video corruption. We have especially found this to be the case with 3D and animated cursors.

Checking Your Sound Card for Conflicting Settings

To check your sound card for conflicting settings:

1. Left-click the **Start** button on your task bar. Select **Settings**è**Control Panel**.

2. Double-click on the **System** icon, then choose the **Device Manager** tab.

3. Select and double click **Sound, Video, and Game Controllers**, then double-click on your specific sound card.

4. Check the **Device Status** box to see if your card is working properly.

5. Select the **Resource** tab and check the **Conflicting device list** for any conflicting devices.

If you purchased your sound card before the release of Windows 95, you may obtain updated drivers from a variety of places. Most hardware retailers have access to the most recent drivers. Additionally, most sound card manufacturers maintain a BBS containing the latest drivers for free downloading. Drivers are also available on CompuServe, America Online, the Microsoft Network, and other popular online services. A list of sound card manufacturers and their Technical Support and BBS numbers is available in this document. Please make every effort to install the latest Windows 95 sound drivers before calling Activision Customer Support.

Common Installation Problems

I uninstalled the game and there is no option to re-install the game (i.e. I can only choose play as an option). What should I do?

Can I install the game to a compressed hard drive?

I have a Nexgen Pentium compatible processor, and it is not being detected correctly within the installation process. What do I do?

I have a Cyrix 686 processor, and it is not detected correctly within the installation process. What do I do?

Ctrl-Alt-Del Locks Up My System

Do not use the **Ctrl-Alt-Del** function to quit the game. Instead, select **Quit** from the **Option** menu to exit the game.

Customer Support: Australia and Pacific Rim

ACTIVISION AUSTRALIA and PACIFIC RIM
P.O. Box 873
Epping, NSW 2121
Australia

Phone: 1902 962 000

Online Services:

Services with Activision Forums, E-mail and File Library Support (available in English only):

America Online:	Use keyword "Activision" to locate the Activision forum
CompuServe:	76004,2122 or [GO GAMBPUB]
Activision BBS:	310-255-2146 Up to 33,600 baud; Settings: 8 Bits, No Parity, 1 Stop Bit (8, N, 1)
E-mail:	support@activision.com
World Wide Web:	http://www.activision.com

Customer Support: North America

Online Services:

Services with Activision Forums, E-mail and File Library Support:

America Online:	Use keyword "Activision" to locate the Activision forum
CompuServe:	76004,2122 or [GO GAMBPUB]
Activision BBS:	310-255-2146 Up to 33,600 baud; Settings: 8 Bits, No Parity, 1 Stop Bit (8, N, 1)
E-mail:	support@activision.com
World Wide Web:	http://www.activision.com

Fax:

310-255-2151, 24 hours a day

FaxBack:

310-255-2153, 24 hours a day

Mail:

Activision
Customer Support
P.O. Box 67713
Los Angeles, CA 90067

Phone:

Call our 24-hour voice-mail system for answers to our most frequently asked questions at 310-255-2050. Contact a Customer Support representative at the same number between the hours of 9:00am and 5:00pm (Pacific Time) Monday through Friday, except holidays.

Customer Support: UK and Europe

Activision
Gemini House
133 High Street
Yiewsley
West Drayton
Middlesex UB7 7QL
United Kingdom

Technical Support: 1895 456700
Customer Service: 1895 456700

You can contact UK Customer Service between the hours of 1:00pm and 5:00pm (UK Time) Monday through Friday.

Online Services:

Services with Activision Forums, E-mail and File Library Support (available in English only):

America Online:	Use keyword "Activision" to locate the Activision forum
CompuServe:	76004,2122 or [GO GAMBPUB]
Activision BBS:	310 255-2146 Up to 33,600 baud; Settings: 8 Bits, No Parity, 1 Stop Bit (8, N, 1)
E-mail:	support@activision.com
World Wide Web:	http://www.activision.com

Cyrix

Unfortunately, the Cyrix 686 processor is not recognized as a Pentium processor by Windows 95. When Windows 95 checks the hardware, it detects the processor as a 486. During installation, the installer checks for verification with Windows 95 that the correct processor type is available. Windows 95 reports to the installer that the processor is a 486. The solution to the problem is to continue the installation, by choosing the NEXT button.   This will not degrade game performance.

Diamond Telecommander Sound/Modem Card

You will want to contact Diamond Multimedia and get a new driver for your Telecommander 2500XL/3500XL sound/modem card.   The Telecommander update at the Digital and/or Diamond web site is NOT a Windows 95 driver.   The only way to get the correct updated driver is to call Diamond and they will mail it to you.   The version of the driver you need is 1.12 or higher.

After the new driver has been installed, reinstall the game.   This should allow the game to run without crashes or sound problems.

It is recommended that the help file be read from the **<u>Readme.hlp</u>**.   The Help.hlp is designed for linking purposes only.

Game graphics are faded and/or strange in appearance

1. Make sure your video card is 100% Windows 95-compatible. Using a non-Windows 95-compatible video card and drivers may result in display problems.

2. Make sure that you have closed all other programs on your computer when playing the game.

3. Make sure that your video driver supports the Color Settings required for the game to be played.

   If you purchased your video card before the release of Windows 95, you may obtain updated drivers from a variety of places. Most hardware retailers have access to the most recent drivers. Additionally, most video card manufacturers maintain a BBS containing the latest drivers for free downloading. Drivers are also available on CompuServe, America Online, The Microsoft Network, and other popular online networks. A list of Video Card Manufacturers and their Technical Support and BBS numbers is available in this document. Please make every effort to install the latest video drivers before calling Activision Customer Support.

Game Updates and/or Patches

(available in English only)

You may check our web page for updates to your game at:

http://www.activision.com

If you are uncertain of a game update and/or patch, please E-mail all questions to our internet mailing address at:

support@activision.com

General Troubleshooting for Joysticks and Game Pads

1. Make sure your joystick is properly calibrated in Windows 95. To do this, perform the following steps:

    a.   Click on the **Start** button on your taskbar. Select **Settings**è**Control Panel.**
    b.   Open the Windows 95 **Control Panel** folder and double-click the **Joystick** icon.
    c.   Select the appropriate settings in the Current Joystick and Joystick Selection drop-down menus.
    d.   Calibrate your controller.

2. Although Windows 95 contains several built-in gamepad and joystick drivers, you may need to obtain a Windows 95-compatible driver from the gamepad or joystick manufacturer.

3. Be sure to connect your input device to the correct joystick port. If you are using a game card to run your joystick, be sure to disable the joystick port on your sound card. Please refer to your sound card manual for instructions on disabling the joystick port.

4. Make sure your joystick properties are configured for only one joystick.   Please follow the steps below:

    a.   **Click on the Start** button on your taskbar. Select **Settings**è**Control Panel.**
    b.   Double-click the **Joystick** icon.
    c.   Pull down the menu for **Current Joystick** and choose **Joystick 2**.   Make sure the Joystick selection below changes to **none**.   If it states otherwise, select none.
    d.   Click on the **Apply** button.
    e.   Now, click on the **OK** button.

How can I improve performance?

1. Close all other programs while playing.

2. Set Graphics Acceleration to maximum in your System Control Panel.
   a. Go to the **Start** menu on your taskbar. Select **Settings**è**Control Panel**.
   b. Double-click on the **System** icon.
   c. Click on the **Performance** tab.
   d. Click on the **Graphics** button.
   e. In the Graphics box, position the Hardware Acceleration slider to **Full**.

I Uninstalled the Game and there is no Option to Reinstall it.

Unfortunately the Windows 95 registry thinks the game is installed.   You will want to delete it from the registry.   You can do so by following these instructions:

1. Click on the **Start** button and choose **Run.**
2. Type in **REGEDIT** and then press **<Enter>**.
3. You should see the regedit screen.   Double-click on **HKEY_LOCAL_MACHINE** folder.
4. Now double click on the **SOFTWARE** folder.
5. Double click on the **Titanic Entertainment** folder.
6. Right mouse click on the game title folder you wish to delete.
7. Choose the **delete** option on the pop up menu.
8. Confirm it by choosing the **YES** button.
9. Close the regedit application.
10. Put in the game CD and you should have the option to reinstall now.

I have a Packard Bell with little and/or no sound when playing the game.

If the game has no volume or it is too low, you will want to use the mixer utility provided by Packard Bell. Please follow the instructions listed below for volume control settings.

1. From MS-DOS Mode or MS-DOS 6.22, type **CD\SOUND144\UTILITY** and press **<Enter>** (SOUND144 can be replaced with FORTE16 or SOUND16A depending on the sound card you have installed).
2. Type **MIXTSR** and press **<Enter>**.
3. Hold down the **ALT** key while you press the **/** key. This will activate a menu with the following options:

TAB	Moves your selection choice to the next device to manage.
Right arrow	Turns the volumes up.
Left arrow	Turns the volumes down.
S	Save
E	Exit

Once you are finished choosing your settings in the volume control area, follow the next two steps.

1. Start Microsoft Windows 95.
2. Begin game play as you normally would.

If problems persist, contact Packard Bell.

I have an Advanced Gravis UltraSound ACE and I am experiencing severe lock-up problems.

There have been some questions regarding the *Gravis UltraSound (GUS) ACE* operating in Windows 95. Please consult [Advanced Gravis](#) regarding updated drivers.

I have only partial or no sound when running the game.

1. Make sure your sound card is 100% Windows 95 compatible. Using a non-Windows 95-compatible sound card and drivers may result in sound problems.

2. Make sure your speakers are plugged in correctly and turned on. Also make sure the volume is set at an audible level.

3. Your sound drivers for Windows 95 may require updating. Check the installation and setup parameters of your sound card using Device Manager in Windows 95.

   If you purchased your sound card before the release of Windows 95, you may obtain updated drivers from a variety of places. Most hardware retailers have access to the most recent drivers. Additionally, most sound card manufacturers maintain a BBS containing the latest drivers for free downloading. Drivers are also available on CompuServe, America Online, The Microsoft Network, and other popular online services. A list of sound card manufacturers and their Technical Support and BBS numbers is available in this document. Please make every effort to install the latest sound drivers before calling Activision Customer Support.

I installed a new video card, and the game doesn't look right. What do I do?

If you install a new video card into your system after you have installed the game, you may need to <u>uninstall</u> and <u>reinstall</u>   the game in order to get it to properly recognize the new hardware. Be sure to uninstall using the uninstaller, other methods of deleting the game are not recommended.

I just installed a new sound card. How come I'm not getting any sound?

Be sure you are using a 100% Windows 95-compatible sound card capable of playing 16-bit digital audio. Sometimes Windows 95 fails to recognize your peripheral. If this happens, please consult your Windows 95 manual.

Some sound cards are advertised as 16-bit sound cards, while not really being capable of playing 16-bit sound. Many of these cards go into a 16-bit bus slot on your motherboard, yet only emulate Sound Blaster or Sound Blaster Pro 8-bit sound. Should you experience problems with your sound card, you may wish to review the documentation that came with it to verify that the card has 16-bit playback capability.

Through our testing, we have found that many of the combination sound/modem cards that come in many consumer model PC's are not capable of playing back 16-bit digital audio. Please consult the manufacturer of your PC for more information.

I've installed the game, set up DirectX, but the game screen is blank.

This is a characteristic of having the incorrect video driver loaded. To correct this:

1. Go to the **Start** menu on your taskbar and select **Settings**è**Control Panel**.

2. Double-click on the **Display** icon, select the **Settings** tab.

3. Click on the **Change Display Type** (if you have OSR/2 this reads "Advanced Properties") button.

4. From the Change Display Type dialog box, confirm that the adapter type matches the card you have installed in your computer. If it is incorrect, click on the **Change** button.

5. In the Select Device dialog box, choose the correct video adapter. Click **OK**.

6. In certain cases, you will need to insert your original Windows 95 CD in order to load the appropriate driver.

7. After Windows 95 corrects your monitor settings, it will ask you to restart your computer. Click **Yes** and allow the computer to restart.

8. Upon completion of this process, <u>uninstall</u> the game and then <u>reinstall</u> it.

Installing A New Sound Card

If you install a new sound card into your system after you have installed the game, you may need to uninstall and reinstall the game in order to get it to properly recognize the new hardware. Be sure to uninstall using the uninstaller, other methods of deleting the game are not recommended.

Joystick Calibration

1. Make sure it is securely plugged into the correct game card. If you have questions on how to do this, please see the documentation supplied with your sound and/or game card.

2. Use the Windows 95 joystick calibration program to make sure that your joystick is calibrated properly. To do this, go to the Windows 95 Control Panel and click on the **Joystick** icon. Once you have reached the Joystick Control Panel, select the joystick you are using from the menu and select Calibrate to set it. Follow the steps and then exit the Control Panel.

3. If you do not see a **Joystick** icon in the Control Panel, make sure you have a driver installed. To do so, go to the Control Panel and select System. Select the Device Manager tab and click on the Plus Sign (**+**) next to **Sound, Video, and Game Controllers**. Your joystick driver should be listed here. Click **Properties** to ensure that there are no conflicts. If you do not have a joystick driver installed, or you do not see a Plus Sign (+), follow these steps to install a joystick driver:

   a.   Go to the **Start** menu on your taskbar. Select **Settings**è**Control Panel**.
   b.   Double-click on the **Add New Hardware** icon and then click **Next**.
   c.   Select **No** and press **Next**.
   d.   From the list, select **Sound, Video and Game Controllers** and press **Next**.
   e.   From Manufacturers, select **Microsoft**, and from Models select **Gameport Joystick**, then click **Next**.
   f.   Follow the directions to complete the installation of your joystick driver.

Mouse

Systems with Wraparound Mouse Pointer Features

Some systems may have a mouse driver feature that allows the mouse cursor to "wrap around" the screen (e.g., when you move it off the right side of the screen, it reappears on the left side). This feature may cause problems with the game interface, and should be turned off before playing the game.

My screen saver runs really slow when the game is running. What can I do about that?

Because the game makes heavy use of the system resources, screen savers may loss performance. We highly recommend disabling your screen saver when playing the game. Click here to open the Windows 95 Help procedure to change your screen saver settings.

NexGen

Unfortunately, the NexGen processor is not recognized as a Pentium processor by Windows 95. When Windows 95 checks the hardware, it detects the processor as a 386. During installation, the installer checks for verification with Windows 95 that the correct processor type is available. Windows 95 reports to the installer that the processor is a 386. There are two alternatives that can be used to remedy this problem.   They are as follows:

(The easier solution)
Continue installation, by choosing the NEXT button.   This will not degrade game performance.

Or

There is a file that will help the operating system identify the processor correctly. This is available from AMD, on their web site (http://www.amd.com). These files will not improve game performance in any way. Before downloading and installing, please make sure you choose the correct file for your system.

If you are running a Nexgen processor with a VLB board, download UPDTVL30.EXE.   If you are running a Nexgen processor with a PCI board, download UPDTPI31.EXE. If problems persist, contact AMD Technical Support Staff.

Power Saver Functions

We have discovered through the course of testing that many computers equipped with a power saver feature in their system CMOS have problems running the game when this feature is turned on. This feature only activates after the computer is left idle for a certain period of time. To solve this problem, you should exit the game if you plan to be away from the computer for a long period of time. Another option is to turn this feature off in your system CMOS.

Quality Assurance and Customer Support Team

Front Row (L to R):
Eric "The Human Thesaurus" Zala, Tim "Outlaw" Vanlaw, Jay Sosnicki, Dave "Drago" Arnspiger

2nd Row (L to R):
Michael Spann, Kip Stolberg, Bryant Troupe, Tony Villalobos, Nadine Theuzillot, Marietta Pashayan, Mark Robertshaw, Willie Bolton, Steve Ewell, Neil Barizo, Robert Fournier, Sean Hendon, Derek Johnstone

3rd Row (L to R):
Perigil Ilacas, Dylan "Style" Taylor, Rick "What's that up in the sky?" Omori, Todd Komesu, Jenny Park, Drew Bittner, Jorge Catedral, Curtis Shenton, Brian Jennings, Brian Diggs, David Ghys, Jimmie D. Hudson III, David Berenbaum, Marc Turndorf, Marty Stratton, Nancy Hills

Everyone Else In The Back Row (L to R):
James Corriston, Todd Hill, J. Tyler Scott, Jameson Wang, Jonathon Eubanks, Indra Gunawan, Jon Doellstedt, Chris Keim, Kelly Wand, Jason Wong, Mattt "N.F." Stubbs, Cliff Maraschino, Dave Nash, Judith Chlipala, Bob McPherson, Ron Weibel, Doug Jacobs, Sam Nouriani, Matthew Paul, Anthony Korotko, Kenny Ramirez, Chuck Bonini, Ed Tretter, 2 smokers from our programming team.

Not Pictured (In no particular order):
Gina Swanson, Jim Summers (He took the picture!), Mitch Goldman, Dan Hagerty, Tanya Langston, Ed Velez, Tim McMahon and the rest of Activision Studios who were upstairs working hard while we goofed off taking this picture!

The fonts are too large and/or extend off the screen.

Systems using a font manager, like Adobe Acrobat, installed to Windows 95, may have the game fonts appear larger than normal because the font manager will redirect Windows 95 to use the fonts it supplies. This will cause some text printing across the game window, and the text sometimes becomes unreadable. The general solution is to disable the font manager temporarily.

If you have no font manager and are still encountering this problem, please make sure your "display font size" is set to small.   Instructions are as follows:

1. Place your mouse cursor over an empty area of your desktop and right-mouse click.   At the bottom of the list that appears, click on **Properties**. This will bring up the Display Properties window. You can also open this window by choosing the **Start** button **Settings**è**Control Panel** and double-clicking the **Display** icon.

2. Choose the **Settings** tab and change the font size setting to **small**.

The images are very choppy and slow while playing the game.

1. Close all other programs while playing.

2. Make sure your <u>Color Settings</u> are correct.

3. Set Graphics Acceleration to maximum in your System Control Panel.

    a.   Go to the **Start** menu on your taskbar and select **Settings**è**Control Panel**.

    b.   Double-click on the **System** icon.

    c.   Click on the **Performance** tab.

    d.   Click on the **Graphics** button.

    e.   In the Graphics dialog box, position the Hardware Acceleration slider to **Full**.

To Check Your Display Type Settings

If you are not sure of the type and capabilities of your video card, follow the steps below to find out what is currently in your system. Once you know what type of video card is in your system, please consult the <u>Vendor List</u> for the company that manufactures it.

1. Place your mouse cursor over an empty area of your desktop and click the right button on your mouse. At the bottom of the list that appears, click on **Properties**, and then choose the **Settings** tab. You can also bring this window up by clicking on the **Display** icon in the Control Panel, and choosing the **Settings** tab.

2. Click on the **Change Display Type** (if you have OSR/2 this reads "Advanced Properties") button.

Change Display Type...

3.   Under <u>A</u>dapter Type in the window that appears, make sure that the adapter type is appropriate for your video card.
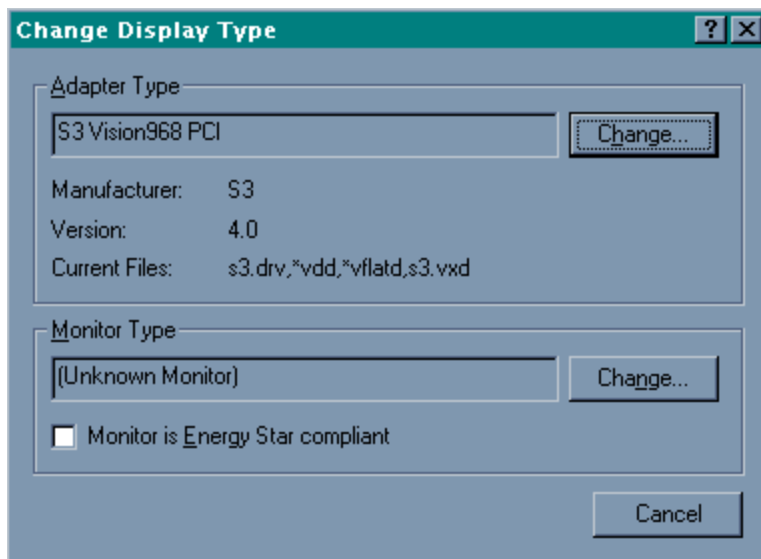
4. If you are still having problems with your video card at this point, consult the manual for your video card or the <u>Vendor List</u> in this document for information on how to contact your video card manufacturer.

Why is the sound fuzzy on my Sound Blaster Pro 2 sound card?

This may be due to a compatibility problem between the Sound Blaster Pro 2 and certain video cards. We discovered it with an Orchid Kelvin card installed. A small amount of distortion plays near the beginning and end of sound effects. We have no solution for it at this moment.