# S I E R R A ®

# Phantasmagoria II:  A Puzzle of Flesh
## revised 2/14/97

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## SECTION 1 - HARDWARE REQUIREMENTS

**Requirements**
486/DX4 100 with 12MB RAM
16 MB hard drive space (Small install)
Quad Speed CD-ROM Drive
Windows 95
SVGA (640x480x256 colors)
Sound card with DAC (Sound Blaster compatible)
Mouse

**Recommended For Best Performance**:
Pentium with 16MB RAM
Quad speed CD ROM
High Color (16K colors)

## SECTION 2 - INSTALLATION PROCEDURES

**Note:** The following examples assume that you are using hard drive C: and CD-ROM drive D:. If not, substitute all references with the appropriate drive letters.

WINDOWS 95 INSTALLATION:
Run SCANDISK from the **Start, Programs, Accessories, System Tools** menu. Allow SCANDISK to correct any errors it finds. Check the "bytes available on disk" line to insure that you have sufficient hard drive space to do the installation. Please note that you should double the hard drive space requirement when installing to drives that are compressed with utilities like DriveSpace or Stacker.

Assuming that you have sufficient space to proceed, insert Disk 1 into your CD-ROM drive. After a few seconds, a window will automatically appear on your Desktop and ask you if you would like to install Phantasmagoria: A Puzzle of Flesh. Choose "Install" and follow the on-screen instructions.

If Windows 95 Autoplay is not enabled, the install window will not appear. In this case, go to **Start,** and then **Run**. Type in D:\Setup and click on Ok (where D is the letter assigned to your CD-ROM drive). Follow the on screen instructions to install the game.

To play Phantasmagoria II: A Puzzle of Flesh in Windows 95 after installation, insert the CD in your CD-ROM drive and follow the on-screen instructions. If Autoplay is not enabled, put the CD in the CD-ROM drive and click on **START, Programs, Sierra, and then Phantas-Puzzle of Flesh.**

## SECTION 2 - COMMON SETUP AND INSTALLATION PROBLEMS

**Problem:** When installing the game, you receive the message "Error reading drive D". The message will vary depending on what drive you are installing from.
**Solution:** There are several factors that can cause a "read" error of this type. The most common is a dirty or scratched CD. You should check the CD to make sure that there are no smudges, fingerprints, scratches or cracks on it. If you see any smudges on the CD, clean it off with a soft cloth and try it again. If the disk is scratched, it will need to be replaced.

You should check with the CD ROM drive manufacturer to make sure that you have the latest version of their CD drivers. Outdated or incompatible CD drivers can cause this type of problem.

If you need to replace your disks or CD, replacement is FREE for the first 90 days of product ownership. After 90 days there is a $10.00 handling fee per program. For the fastest service, simply mail the CD to us along with a copy of your sales receipt dated within 90 days or the $10.00 handling fee, and a note detailing your computer hardware and the problem that is occurring. Please include your full name, mailing address, and daytime telephone number so we can contact you if necessary. We will then send a complete replacement set of CDs to you. The address is: Sierra On-Line Customer Service, PO Box 485, Coarsegold CA 93614-0485.

**Problem:** Your computer fails the Memory test; you get a message stating you do not have enough memory to run Phantasmagoria II: A Puzzle of Flesh.
**Solution:** Phantasmagoria II requires a computer with a minimum of 12 MB of RAM to run. To free up memory in Windows 95, close any and all Windows programs (including screen savers, wallpaper, virus detection programs, shell programs like Norton Desktop or Packard Bell Navigator, etc.) that may be running. From Windows 95, press **CTRL+ALT+DELETE** on your keyboard to bring up the Close Programs list. The only programs you want running in this list are Explorer and Systray. If there are other programs listed, highlight them (one at a time) and then press End Task. Do this until only Explorer and Systray are listed. Now run the Setup test program again. If your system still fails the test, consult SECTION 7 near the end of this document and create a Windows 95 system disk for your system. Start your computer with the system disk in, disable any and all other Windows programs, and then run the Setup/Install program again. These steps should give you enough memory to run the program. NOTE: You may also want to read SECTION 5 - MEMORY AND SPEED TROUBLESHOOTING.

**Problem**: Your double-speed CD-ROM drive does not pass the hardware test.
**Solution**: The game requires a Quad speed CD-ROM.

**Problem:** Your computer fails the Sound Card test; you cannot hear the voice and fanfare in the Wave and MIDI tests.

**Solution:** Your sound card may be incorrectly configured for DAC (Audio) or your sound card drivers may not be properly installed or configured for Windows 95. Make sure your speakers are turned on and run the Windows mixer program for your sound card so you can increase its volume levels for DAC (Audio). You should consult your sound card documentation or the manufacturer for information regarding the correct configuration of your sound card in Windows 95.

**Problem:** "Setup was unable to add an item for Phantasmagoria II to a program group" message when installing the game. Game icon not created during game installation.
**Solution #1:** You may have run out of hard drive space. Free up more hard drive space and try again. See Section 1 for hard drive space requirements.
**Solution #2:** This can be caused by an alternate Windows desktop, like PC Tools, Norton Desktop or Packard Bell Navigator. You must disable your alternate desktop before installing the game. Tip For PC Tools: Once you finish installing the game, click on FILE, then IMPORT. Import the Sierra group so all the game icons will appear in PC Tools. PLEASE NOTE: Phantasmagoria II has not been tested under any alternate desktop environment, therefore Sierra cannot guarantee that the game will function properly under these desktops. If you wish to try, however, here are the game icon properties for an icon where the game is installed to your 'C:' drive and your CD-ROM drive is 'D:':

| | |
|---|---|
| Description: | Phantasmagoria II: A Puzzle of Flesh |
| Command Line: | C:\SIERRA\P2WIN\SIERRAW.EXE C:\SIERRA\P2WIN\RESOURCE.WIN |
| Working Directory: | D:\ |
| Shortcut Key: | None |

**Problem:** You get a message that suggests you run Phantasmagoria II in High Color (16 K) mode.
**Explanation:** Phantasmagoria 2 is optimized for a resolution of 640 x 480 and 16 bit color (High Color). The game will run at 8 bit color (256 colors) but it will usually perform slower and you may also loose some graphical clarity.
**Solution:** Click on the **Start** button, select **Settings**, then **Control Panel**. Double-click the **Display** icon. You will see four tabs: **Background**, **Screen Saver**, **Appearance**, and **Settings**. Click on **Settings**. In the box under **Color Palette**, it should say **High Color(16 Bit)**. If it does not, click on the down arrow next to the window to view a list of choices, and select the one that says **High Color(16 Bit).** You will also notice a slider bar under **Desktop Area** for adjusting resolution from 640 by 480 pixels (the lowest setting) upwards. If your video card failed the initial speed test, try adjusting the resolution to 640 by 480 pixels. This will decrease the screen resolution but may improve the speed of your video card.


## SECTION 4 - COMMON GAME PROBLEMS

**Problem:** After the first 7 or 8 movies, the film clips no longer play.
**Solution:** This may happen on systems that are using real mode CD ROM drivers, older drivers, or do not have the CD cache set up properly.

Real mode drivers are drivers that are intended for use with DOS. They are 16 bit and work poorly with Windows 95. To see if you have these, right click on the My Computer icon, choose Properties from the menu. Click on Device Manager. You should see a line near the top that says CD ROM. Click on the + symbol. There should now be a CD ROM driver showing on the next line. If there is no CD ROM line, then you have real mode drivers. Click on Start, then Settings and Control Panel. Go to Add New Hardware and let Windows detect the hardware. It may ask for the Windows 95 CD ROM to load the correct drivers. If Windows 95 is not able to detect your CD ROM, you should contact your system manufacturer and have them walk you through the process of installing protected mode drivers. The general performance of your entire system will be improved.

If you have drivers that are optimized for Windows 95, but have not updated them in the last few months, there may be a newer version available from the manufacturer of the CD ROM drive. As technology improves, manufacturers rewrite their drivers to keep the performance of their product up to par. Without an updated driver, you are not getting the full performance your hardware is capable of.

Finally, you must optimize the CD ROM cache. To check the caching for your CD-ROM drive:
Right-click on the My Computer icon and select properties. Click on the performance tab. Click on the File System button and select the CD-ROM tab. If you have a SCSI CD-ROM use the No Read-Ahead option for the Optimization Access Pattern otherwise make sure your Optimization Access Pattern is set to the proper speed (single, double,

triple...) for your CD-ROM drive and put the Supplemental Cache Size setting in the middle.  Click on OK and try the program.  If the problem persists try setting your Optimization Access Pattern to No Read-Ahead and try the program again.  If you are still having trouble you will need to experiment with the settings to see which ones work best on your system.

**Problem:**  You receive an "Error 47" message when playing Curtis as a child and trying to hug his mom.
**Solution:** This error message seems to be caused by a combination of factors.  The CD ROM may not be set up as efficiently as possible in Windows 95. As a result of this, the current saved game may have gotten corrupt.
Check to make sure you are loading 32 bit Windows 95 drivers (see above).
If your drivers are recognized by Windows 95, you will want to be sure that the CD ROM is optimized.  Go to My Computer and click on your Control Panel.  Go to the System icon.  Choose the Performance tab, then the File system button.  Go to the CDROM tab.  If you have an IDE CD ROM drive you will want to make sure your Supplemental Cache Size is set directly in between small and large.  Set the Optimize Access Pattern for the speed of your CDROM (for example, 4x or higher).  If you have a SCSI CDROM, set the Optimize Access Pattern for No Read Ahead.  Click on Apply, then Okay.  Close the next window and allow the computer to restart.

You will also want to be sure you have the most recent drivers available from the manufacturer for your CDROM drive.  The driver is the software that controls the CD ROM.  Manufacturers frequently rewrite this software to make the hardware run more efficiently.  You can usually go to the manufacturers web site and download newer drivers for free.

Finally, once the CD ROM is setup correctly in Windows 95, go to an earlier saved game (not the game that caused the error message).  You should now be able to play through the scene.

**Problem:**  You receive and "Error 47" when entering the computer room in chapter 5.
**Solution:**   Fixed by the patch, P2FIX.EXE (see Section 7- Obtaining A Sierra Patch Disk).

**Problem:** You receive "You need XXXXXX bytes more memory to run this application" "Insufficient memory" or "Out of Memory" messages when attempting to run Phantasmagoria II.
**Solution:** See SECTION 5 - MEMORY AND SPEED TROUBLESHOOTING for help with memory problems.

**Problem:** You receive the error message, "Cannot find 999.pal resource. If this is a CD-ROM game, please make sure that a CD-ROM is loaded. If you continue to experience this dialog, make sure your CD-ROM drivers are loaded properly."
**Solution:** This error occurs when the game program is unable to locate the Phantasmagoria II CD in the CD-ROM drive.  Make sure the proper CD is in the drive. If the CD is in the drive, then your CD-ROM drivers may not be loading properly and the game is not recognizing your CD drive.

**Problem:** You receive the error message, "Error 140 Decompression" or "Error 141 Decompression"
**Solution:** This error occurs when the game is having a hard time getting a sustained data stream from the CD-ROM drive.  It usually occurs during the game's movies.  First, you should check the CD to make sure that there are no smudges, fingerprints, scratches or cracks on it.  If you see any smudges on the CD, clean it off with a soft cloth and try it again. If the disk is scratched, it will need to be replaced. Please see Section 2 for our replacement policy.

If cleaning the CD doesn't help, check to see how Windows 95 is buffering and interfacing with your CD-ROM drive.  From the **Control Panel**, click on **System**, **Performance**, then **File System**. Click on the tab for **CD-ROM**. The **'Optimize Access Pattern For'** option should have the speed of your CD-ROM drive selected. To change it, click on the arrow in the settings box and choose the option that is compatible to the speed of your CD-ROM drive.  You may also want to try increasing or reducing the **'supplemental cache size'** to see if that improves the performance of your CD-ROM drive.

If you are still getting decompression errors, the problem may lie with the CD-ROM drivers you are using.  Check with the CD-ROM drive manufacturer to make sure that you have the latest version of their CD drivers and that the CD-ROM drive is set up properly.

**Problem:** Choppy video playback.
**Solution:**  If you chose the small (10 MB) or medium (15 MB) installation, delete and reinstall using the large (23  MB) installation.  This will let critical parts of the game run from your faster hard drive instead reading those parts from your CD-ROM drive.

**Problem:** You receive an "Error 111: Screen item does not exist in list" or "Error loading 2230.vmd" when prompted to switch CDs. (Error numbers may vary.)
**Solution:** These errors occur when you press the <Enter> key too soon after inserting the new CD. Wait for the light on your CD drive to go off before pressing the <Enter> key.

**Problem:** "General Protection Fault in Module ... " (the module name will vary) or "This program has performed and Illegal Operation…".
**Solution:** A General Protection Faults (GPFs) or an Illegal Operations is usually caused by a memory conflict. Make sure that there are no other Windows programs running; disable all screen savers, virus scans, etc.

You should also make sure that you are running Windows in High color. Running Phantasmagoria II in less or more colors can cause this type of error. (Consult the steps given for changing display settings in SECTION 2 - COMMON INSTALLATION PROBLEMS.)

Disabling some video acceleration through Windows 95 will often help correct Illegal Operation errors. To do this, click on **Start**, then **Settings**, **Control Panel**. Double-click the **System** icon, choose **Performance**, then **Graphics**. You should see a slider bar labeled Hardware Acceleration. Lower the bar a notch (slide it to the left), then restart Windows when you are prompted and run the game again. Continue doing this until you cannot lower the bar any more or the problem is corrected. If this corrects the problem, you should contact your video card manufacturer to see if they have updated video drivers available that will enable you to use this feature with Phantasmagoria II.

You can also free up memory by lowering your CD ROM Supplemental Cache Size. From **Control Panel**, click on **System**, then **Performance**, **File System**. Click on the tab for **CD ROM**. Adjust the slider bar for Supplemental Cache Size from "Large" to "Small", then click on OK.

A Windows 95 system disk may also help to eliminate with GPFs. Instructions for creating a system disk are in SECTION 7 near the end of this document. Check SECTION 5 - MEMORY AND SPEED TROUBLESHOOTING for addition troubleshooting. NOTE: GPFs and Illegal Operations can also be caused by outdated or incompatible sound or video drivers. If the above steps do not solve the problem for you, try contacting your video and sound card manufacturers to ensure that you have the latest versions of their Windows 95 drivers.

**Problem:** "Divide by Zero" error using a Gravis Ultrasound in Windows.
**Solution:** This error occurs when the GUS patches are not loaded correctly. To load the patches, use Media Player to play one of the following .MID files: LOAD256.MID, LOAD512.MID, LOAD1024.MID. For example, if you have 512k of memory on the GUS, play the LOAD512.MID file. Playing the appropriate .MID file will load the patches and prevent the error.

**Problem:** "Error 107" when trying to restore a saved game.
**Solution:** This error occurs when you try to restore a saved game with a CD other than the saved game CD in the CD-ROM drive. If the game was saved with CD #3 in the drive, then CD #3 must be in the drive to restore the game.

**Problem:** Sudden static when trying to change scenes.
**Solution:** ALT+TAB to another application or click outside of the game window. After the sound has stopped, click back into the Phantasmagoria II game window.

**Problem:** Cannot change the password.
**Solution:** The password can only be entered once, during the install. To change the password, the game must be reinstalled. After the password has been changed, old saved games cannot be accessed.

**Problem:** Error 47 when trying to restore a saved game.
**Solution:** This error will occur if the saved games are not compatible with the current installation. For example, if the saved games are saved to diskette from a game with a password, and then restored in a non-password game, the game will give an Error 47. Use the same installation that the saved games are from.

**Problem:** When the game starts, there is only a blank black screen.
**Solution:** This problem is usually due to driver compatibility problems with Microsoft's newest version of Direct X. To disable the Direct X feature, edit the resource.win: Click the **START** button, choose **Run,** and then type:

"notepad  c:\sierra\p2win\resource.win" in the dialog box and click on **OK**. Your Notepad program should start and automatically open the resource.win file. Find the lines that read "useDirectDraw=true" and "useDirectSound=true." Change the "true" to "false." The lines should look like this:

useDirectDraw=false
useDirectSound=false

Save the file and exit Notepad. Start Phantasmagoria II as you normally would.

**Problem:** Other Windows applications run differently after having installed Phantasmagoria II: A Puzzle of Flesh.
**Solution:** Phantasmagoria II uses the most recent technology available, Direct X 3. Some older drivers may not be compatible with this newest version of Direct X (from Microsoft). If after installing Direct X 3, you wish to restore your previous drivers, click on **START, Programs,** and then **Windows Explorer**. Open your C: drive, then open the 'Program Files' folder. Next double-click on the Direct X folder and then the Setup folder. In the Setup folder, there will be a file called "DXSETUP.EXE." Double-click on DXSETUP.EXE to run it. In the DXSETUP screen, choose to restore your old audio and/or video drivers.

**Problem:** You do not see your specific problem listed above.
**Solution:** These standard troubleshooting procedures will correct most problems running Phantasmagoria II:

**Step 1 - Run the program from a minimal system disk.**
A system disk is a tool that can be used to resolve most conflicts. System disks will free up more system resources and memory for your games in Windows 95. The system disk also creates an environment that is "cleaner" or free of extra TSR and utilities that can sometimes cause conflicts. System disk instructions are included in SECTION 7 of this document.

**Step 2 - Check for corrupted files.**
Run SCANDISK to detect and correct any hard drive errors and corrupted files. In Windows 95, go **to Start, Programs, Accessories, System Tools**, and choose SCANDISK. If you find any errors such as cross-linked or truncated files or lost allocation units, correct them, then delete and reinstall the game.

**Step 3 - Reinstall the game in a clean boot environment.**
Lockups and other technical problems can be caused by corrupted game files. No program will run correctly if the data or executable files are corrupted. These corruptions will occur during the installation of the game and are usually due to conflicts with TSRs or other utilities running during the installation. You should install the game in a "clean" boot environment. A "clean" boot environment means using a system disk and ending all extra tasks running in Windows 95 before reinstalling the game.

**Step 5 - Create a clean Windows environment (Windows version)**
Make sure that all screen savers, virus scans, and sound-related Windows programs (IconHear It, Wired for Sound, etc.) are disabled before starting the game. In addition, if you are using an alternate Windows desktop like Norton Desktop or PCTools, use the default Windows desktop instead. Check your swap file settings. If you are playing in Windows 95, make sure that your virtual memory is enabled.

**Step 6 - Check your drivers!**
Outdated or incompatible video or sound drivers can also cause lockups and errors in Windows. Sierra recommends you check with your sound and video card manufacturers to make sure you have the latest versions of these drivers. Some manufacturers update their drivers several times a year, so it's easy to get behind.

## SECTION 5 - MEMORY AND SPEED TROUBLESHOOTING

If you are having difficulties freeing up sufficient memory to play Phantasmagoria II or are experiencing problems with choppy video playback, try the following steps:

**Step 1 - Make a System Disk.**
A system disk will allow you to start your system with only the minimal memory-resident programs necessary to run and with a memory configuration optimal to the game. System disk instructions are in SECTION 7.

**Step 2 - Close Other Memory-Resident Programs.**
In Windows 95, try to free up as many resources as possible. From the desktop, press the CTRL+ALT+DELETE keys simultaneously. This will bring up a Close Programs list. The only programs that should be loading are Explorer and Systray. If there are other programs in the Close Programs list, highlight them (one at a time) and press END TASK. Repeat this process until only Explorer and Systray are left in the list.

**Step 3 - Make Virtual Memory Adjustments.**
In Windows 95, check the virtual memory setting in **Control Panel, System, Performance.** Virtual memory should be enabled, and the size of the swap file should be handled by Windows 95. For Virtual Memory to work properly you should also make sure that you have at least 20-30 MB of free hard drive space..

## SECTION 6 - SOUND CARD CONFIGURATION AND SOUND ISSUES

To make sure that your sound card is configured correctly in Windows 95, check the **Audio** and **MIDI** settings in the **Multimedia** section of **Control Panel**. The **Audio** setting defines what driver will be used to produce digitized sound (DAC). Speech and sound effects in a game are usually DAC sounds. The **MIDI** setting indicates what driver is being used for music playback. The following examples are for the SoundBlaster 16:

AUDIO: SB16 Wave Out
MIDI: MIDI for Internal OPL2/OPL3 FM Synthesis

The names of the Audio and MIDI drivers will vary, depending on your sound card. However, they should be similar to these SoundBlaster 16 drivers. For complete information (including driver names and installation instructions) on Windows 95 drivers for your sound card, contact your sound card manufacturer.

**Problem:** No sound or music.
**Solution:** This may be caused by incorrect driver selection or outdated or incompatible sound card drivers. See the above sections on Windows Sound Card Configurations for information on sound card drivers. Even if you have all of the required drivers installed sometimes they can become corrupted thereby not functioning properly. In these cases removing and reinstalling the driver will help. If you need help with this, contact your Sound card Manufacturer.

**Problem:** You hear no sound during the game in Windows 95.
**Solution:** This usually occurs when your sound card's Windows 95 drivers are not installed correctly. Click on **Start**, then **Settings**, **Control Panel**. Double-click the **System** icon and choose **Device Manager**. Then double click on the **sound, video and game controllers** line. If this line is not present or after clicking on it there is no soundcard driver listed, then the soundcard is not set up correctly for Windows 95. Contact your sound card manufacturer for the latest Windows 95 drivers and for the correct sound card set up. See the above paragraphs for further information on checking your Windows 95 sound card drivers.

**Problem:** Starting the game gives you a "Waveout Open" or "Waveout Prepare Header" error message.
**Solution:** This indicates that your sound card is in use by another program. This is usually caused by another sound program taking control in Windows and not sharing the sound card properly. Programs like Icon Hear It or Packard Bell Navigator can cause this type of problem. Some screen savers like After Dark will also access the sound card directly instead of using Windows to produce sounds. You should disable all programs of this type before playing the game.

## SECTION 7 - OBTAINING A SIERRA PATCH DISK

There is one patch available for Phantasmagoria II: A Puzzle Of Flesh. This patch (P2FIX.EXE) corrects the following:

1. Error 47 Not An Object when clicking on the door to the computer room in Chapter Five.

The fastest way to obtain this patch disk is to download it from one of the following on-line services: Sierra On-Line's Web site (http://www.sierra.com/support/patches), CompuServe (GO SIERRA) or America OnLine (KEYWORD SIERRA). You can also request a patch disk be mailed to you by calling Sierra Technical Support at 206-644-4343, faxing to 206-644-7697 or writing to Sierra Technical Support, PO Box 85006, Belleuve, WA 98015-8506.

## SECTION 8 - WINDOWS 95 SYSTEM DISK INSTRUCTIONS

**IMPORTANT NOTE:** Please read all instructions before beginning this procedure.

**STEP 1 -FORMATTING THE DISK**
To make a boot disk, you must system format a high density diskette in the A: drive. This procedure will transfer the "system files" to the disk and allow the computer to boot up correctly. The disk must be in the A: drive; the computer will not boot from the B: drive.

To format a disk in Windows 95, put the disk in the drive, open **My Computer**, then right click on the **A:** icon. From the pop-up menu, select **Format**. Under "Format type" select **Full**; under "Other options", choose **Copy system files**. Click on **Start.**

After the disk is formatted, you must copy the MSDOS.SYS file from the hard drive to the floppy disk. To do this, leave the floppy disk in the drive, open **Windows Explorer** and find the MSDOS.SYS file in the root of the C: drive. Right click on the file, then select **Send to** from the pop-up menu. Send the file to the A: drive.

**NOTE:** If you don't see the MSDOS.SYS file in Explorer, the file is hidden. To make the file visible, select **View, Options,** then **Show all files**. If you do not wish the hidden files to remain visible, you can hide them again after you've made the boot disk by choosing **View, Options, Hide files of this type**.

To use the system disk, restart you computer with the system disk in your A: drive.  **Please Note:** Many systems equipped with large IDE hard drives have special procedures that must be followed to boot from a system disk. Two common examples are holding the <Shift> key while pressing the Reset button or pressing the <Spacebar> after rebooting.  If your system has difficulties reading the boot disk, check your system documentation for the correct procedure to boot from a boot disk in the A: drive.


## SECTION 9:  CONTACTING SIERRA FOR FURTHER ASSISTANCE

Sierra On-Line has a full library of help documents available electronically.  You can download them from the following sources:

- America On-Line: Use keyword SIERRA and choose "Software Libraries", then "Troubleshooting Guides & FAQ's"
- CompuServe: Use go SIERRA, choose "The Sierra On-Line Forum", then search the "Help Documents" library.
- World Wide Web:  at http://www.sierra.com/support/ and follow the appropriate links.

Additionally, you can get your document via our automated faxback service.  Call (206) 644-4343, choose to use the automated technical support system and follow the voice instructions provided.  You will be faxed a catalog of all of the documents that we have to offer and you will then be able to get the documents you need.  If you prefer, you can also fax us at (206) 644-7697 with your document request.

If you prefer to get assistance from a technician, Sierra Technical Support will be happy to assist you.  All of the online services listed above are staffed by Sierra technicians.  Additionally, you can send e-mail to support@sierra.com.

Additionally, a Sierra Technical Support, Support Request Form has been enclosed in case you wish to contact us via fax or U.S. mail.  Simply fill it out and return it to us.  Our fax number is (206) 644-7697 and our mailing address is:


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

For phone assistance, you can reach Sierra Technical Support at (206) 644-4343 between 8:00 am and 4:45 pm, Monday through Friday.  Please try to be at your system or have a copy of a Microsoft Diagnostics (MSD) report from it when you call.

If you are in Europe, please contact our office in England. The Customer Service number is (0118) 920-9111, between 9:00 am and 5:00 pm, Monday through Friday.   The fax number is (0118) 987-5603.  Customer Service can also be reached at the following address:

Sierra On-Line Limited
2 Beacontree Plaza
Gillette Way
Reading, Berkshire
RG2 0BS United Kingdom

Thanks for choosing Sierra!

**SIERRA ON-LINE TECHNICAL SUPPORT REQUEST FORM** *(for IBM PC's & Compatibles)*

*Please provide as much of the information requested below as possible. Attach additional pages if necessary.* **Please Print clearly.)**

| | |
|---|---|
| **Name :** | |
| **Full Mailing Address :** | |

| **FAX Number:** | | **Phone Number:** | | **Email Address:** | |
|---|---|---|---|---|---|

**Name/Description of Program:**

**Description of Problem** *(Please be as specific an detailed as possible. Again, feel free to attach additional sheets if necessary.)*

| **How are you running the program?** *(Circle one)* | * As a DOS Application in DOS | * As a Windows Application in Windows | * As a DOS application in or through Windows |
|---|---|---|---|

**Computer Brand**: _____    **Computer Model**: _____

| **Operating System** *(circle all that apply)* | DOS 5 | DOS 6 | DOS 6.2+ | Win 3.1/3.11 | Win 95 | OS/2* | Windows NT* |
|---|---|---|---|---|---|---|---|

***NOTE: Windows NT, OS/2 & Other Operating Systems are not officially supported.***

| CPU Brand *(circle)*: | INTEL | | AMD | | CYRIX | NEXGEN | | Other: | |
|---|---|---|---|---|---|---|---|---|---|
| CPU Type *(circle)*: | 386SX | 386DX | 486SX | 486DX | Pentium | Pentium Pro | | Other: | |
| CPU Speed *(circle)*: | 25 | 33 | 40 | 50 | 66 | 75 | 100 | 120 | 133 | 150 | 166 | Other: |

| Total RAM installed in the system in MB *(circle)* | | 1 MB | 2 MB | 4 MB | 8 MB | 16 MB | 32 MB | Other: | |
|---|---|---|---|---|---|---|---|---|---|
| Total Hard Drive Space in MB: | | Free Hard Drive Space after installing the Program (in MB): | | | | | | | |

| CD ROM Brand *(circle)*: | NEC | Mitsumi | Creative Labs | Diamond | Sony | Teac | Other: | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| CD ROM Model: | | | CD ROM Speed *(circle)* | | 1x | 2x | 3x | 4x | 6x | 8x |

| Video Card *(circle):* | Diamond | ATI | Number9 | STB | Cirrus | Matrox | Hercules | Trident | Other: | |
|---|---|---|---|---|---|---|---|---|---|---|
| Video Card Model: | | Video Memory *(circle)*: | | 512k or less | 1 MB | 2MB | | 4MB or more | | |

| Screen resolution you are using in Windows currently *(circle)* | 640x480 | 800x600 | 1024x768 | 1280x1024 | 1600x1200 + |
|---|---|---|---|---|---|
| Color Depth you are using in Windows currently *(circle)* | 16 | 256 | 32,768+ (High Color)* | 16.7 Million (True Color)* | |

***NOTE: If you are using anything other than 256 colors, we generally recommend using 256 for most programs.***

**Sound Card Brand/Model/Description** *(please write in)*:

| DMA *(circle)* | **0** | **1** | **3** | **5** | Other: | IRQ *(circle)* | **3** | **5** | **7** | **10** | Other: | Port Address *(circle)* | **220** | **240** | Other: |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|

| Disk Compression Software *(circle)*: | Doublespace | DriveSpace | Stacker | SuperStor | **None** | Other: |
|---|---|---|---|---|---|---|

**Please check any steps below which you have tried:**

| | SCANDISK, Delete & Re-install program | | A DOS & Windows installation (for programs supporting both) |
|---|---|---|---|

| | | | |
|---|---|---|---|
| | Boot Disk | | Disk or CD replacement |
| | Patch Disk (If applicable) Name of patch: | | Updated Drivers |
| | Temporarily disabling Sound card/Sound in Program | | Other: |