SimTunes™ for Windows 3.1 and Windows95 Last-Minute Information and Technical Help

This document will be easiest to read if you maximize it, and can be printed if you have a printer attached to your computer.

Help!

Any time while playing SimTunes, you may press F1 for help. This will toggle on the HELP system - drag the cursor over any of the tools, and a Help Bubble will pop-up with information about that tool.

This document contains all the last minute information we weren't able to put in the instruction manual or Quick Start Guide. To make it easier to read, this document is divided into three parts.

I.   Common Gameplay Questions and Answers
II.   Common Technical Questions and Answers
III.   Maxis Maxims (information on refunds, our current mailing address, etc.)

I - Common Gameplay Questions and Answers

When I try to launch SimTunes without the SimTunes CD-ROM in my drive, or when I eject the SimTunes CD-ROM while I'm playing SimTunes, the program stops working. What can I do about this?
You must leave the SimTunes CD-ROM in your CD-ROM drive to play SimTunes.

The volume is too loud or too soft. How do I change it?
Volume in SimTunes (and Windows programs in general for that matter) is actually not controlled by the game, but by Windows and your sound card drivers.

If you're in Windows95, follow these steps to change the volume:

Click on the **Start** button
Select **Programs**
Select **Accessories**
Select **Multimedia**
Select **Volume Control**

A panel will appear with several volume levels on it you can adjust. Depending on how you're using SimTunes, you'll want to adjust either **Wave Volume**, **MIDI Volume** or **Volume Control** to adjust the volume to your liking. For best results, we recommend exiting SimTunes before making these adjustments.

If you're running Windows 3.1, things are a little trickier. Depending on what type of sound card you have, your volume controls could be a key you press on your keyboard, a knob on the back of your computer, or a program in Windows that you have to run. We recommend checking the documentation that came with your sound card to find out how to adjust the volume to your liking.

How can I make the "notes" the Bugz play longer or shorter in duration?
Unfortunately, you can't. In SimTunes, the light patterns the Bugz emit are designed to fit

perfectly with the notes a Bug plays, and the Bugz were designed to work together nicely, even for younger users, so we had to standardize the length of a Bugz' notes. You can, however, adjust the speed of the individual Bugz as they crawl across the screen which may give you the results you're looking for. Click on the **Bugz** menu and reveal the advanced menu. There will be two sets of four colored bars(one for each bug) at the bottom of the screen. The set on the left controls Volume, and the set on the right controls Tempo. With the Tempo controls, drag a colored tab to the right to make a Bug speed up, or to the left to slow a Bug down. Adjusting the speed (or volume) of the Bugz greatly increases the kinds of music you can create.

Where are the .WAV files for each bug stored? I want to alter the sounds the Bugz make.
You can't alter the Bugz in SimTunes. There are no .WAV or .MID files on the CD-ROM. All the notes that each Bug makes are imbedded in the program. You might check the Maxis Trading Post on America On Line or the Maxis Web Site to find Tunes that other people have created if you're looking for new ideas.

How can I have more than four Bugz on the screen?
SimTunes can only play 4 Bugz at a time. However, you can pick four from a variety of different sounding Bugz within the game. If you click on the **Bugz** menu and select **Choose**, you will find 48 different Bugz, (12 of each color) you can choose from to make lots of different types of music. You must select 1 Yellow, 1 Green, 1 Blue, and 1 Red Bug.

Can I play with two Bugz of the same color?
While you must choose 1 Bug from each color, you can find a few Bugz that play the same instruments. For example, if you choose Yellow, Green, Blue and Red Keys, you can have 4 separate Bugz playing the piano. This allows you to create music with some very interesting harmonies.

What is Saving as a Stand-Alone all about?
We've made it easy for you to share your SimTunes with others. When you save your SimTune as a Stand-Alone file, a special SimTune player is saved with it. Then you can give the Stand-Alone file to anyone, even to people who don't have the SimTunes program software on their computer. (But their computer must meet the same specifications your computer met to run SimTunes. Look in the SimTunes Quick Start Guide for the minimum system requirements).

It's a good idea to always save your SimTune the regular way first, *before* you save as a Stand-Alone, so that your creation will appear in the Load Tunes screen when you want to see it again.

Saving a SimTune as a Stand-Alone File:

Step 1: Create a really cool SimTune.
Step 2: Click on Save to bring up the Save Tune screen. Type in your name, the title and any comments as you normally do when you save.
Step 3: Click the box that says "Save as a Stand-Alone." Two other boxes will be checked automatically, "With Restart Flags" and "With Backdrop." Keep those boxes checked unless you don't want the Restart Flags and Backdrop to be saved with your SimTune. (If you don't save the Backdrop, there will be a plain black screen behind the dots and the Bugz).
Step 4: Click OK and the saving process will begin. It may take a few minutes, so be patient.

Please Note: The filename of your Stand-Alone will be automatically chosen for you. Simtunes will take the first 6 letters of the name of your SimTune and add "sa.exe" (for stand-alone) to create the Stand-Alone file (for example, a file called "musical" will become "musicasa.exe"). Once decompressed, the actual file name of your SimTune will be the first 6 letters plus "st.exe" (SimTune). However, the name that you typed in on the SAVE screen will always appear on the screen when the Stand-Alone is playing.

That's it! The Stand-Alone is saved on your hard drive in the SimTunes "Alone" directory. From there, you can copy it to a floppy disk or even attach it to an e-mail message. Now you can bring it to school to show your friends!

Playing a Stand-Alone
When a person receives a Stand-Alone, they should first copy it to their hard drive. Then all they need to do to play it is double-click on the file. The 'Tune will decompress itself and automatically start playing.

While a Stand-Alone SimTune is playing, the cursor will act like the Magnifying Glass tool; you can click to zoom in or zoom out. And we've even tossed in a few keyboard commands, just for fun.

Space Bar	Stop/Start all Bugz
Arrow Keys	Scroll the screen
Ctrl + R	Make Bugz jump to Restart Flags
Ctrl + Q	Quit
Alt + F4	Quit

Where can I find some more cool SimTunes?
If you're searching for more SimTunes to check out, there are a couple of good places to look. For starters, we've included a few "hidden" musical pictures on the SimTunes CD-ROM. To find these SimTunes, go to the SETUP screen and set your CUSTOM DIRECTORY to the "Tunesb" directory on your CD-ROM (the default directory is "Tunes," please see the users manual for more information on how to set your custom directory). Now when you click on LOAD, you'll see a few more example SimTunes. Another good place to look, if you have access to the Internet, is the Maxis site on the World Wide Web. Point your browser to http://www.maxis.com. From the home page, look for the SimTunes-specific pages.

OTHER LAST MINUTE GAMEPLAY INFORMATION
The tutorial can only be launched from the main menu when you start the game. If you're in the game and want to play the tutorial, exit SimTunes and restart. When the main menu appears, you can run the tutorial.

SimTunes has control of the sound card during the entire time it's running (even in the background). This is the functionality of Windows. Windows only allows one program to control the sound card at any given time. If SimTunes is running, no other Windows programs will be able to produce sound. We recommend running programs one at a time for optimum performance.

The colored dots can be used in combination with the function dots. For example, you can click on the blue dot to place a note, then click on the "turn left dot" and you now have a "turn left dot" that will play the sound corresponding to the blue dot (pretty clever, huh). This can't be done with the rainbow pen. If you want to change the colors of the function dots in your game, they must be done one by one.

The Advanced Stamp Menu tools to decrease and increase the size of a selected image are independent of each other. What this means is, if you make an image smaller, the image doubler won't be able to tell what the image looked like before. Instead, it will take what the image currently looks like and make *that* twice as big. This new image may not be exactly what you had intended when using the tool. If that's the case, just click the "undo" button in the lower, right corner and try again.

Backdrops in saved tunes don't show up in the thumbnail picture when you view all of the available saved tunes. Since the thumbnails are so small, all the thumbnail pictures have the

same black background to make it easier to see the musical picture that was saved.

The patterns with arrows on them pick a random direction each time they're used. For example, even though a pattern has arrows pointing down and to the right, the arrows that appear in the game might face up and to the left. If you want a set of arrows facing a specific direction, you can keep clicking on the Pattern until you get one you prefer.

Check out some

II - Common Technical Questions and Answers

HELPFUL INFORMATION ABOUT YOUR COMPUTER
Several of the problems you may encounter while using SimTunes might be related to a setting in your computer. Below are common questions that the Technical Support department will ask you should you need to contact them for assistance. It is very helpful (and will make the phone call shorter, thus saving you money) if you know this information ahead of time. You may also figure out what is causing the problem while gathering this information and be able to play your game without even waiting for Technical Support to help you.

WHAT OPERATING SYSTEM ARE YOU RUNNING THE GAME IN?
If you had to type something to get the game to run at a C:\> prompt, you're probably running DOS. If your screen has a Start button in one of the corners, you're running Windows 95. If you press <Ctrl> and <ESC> at the same time and a box called "Task List" appears, you're running Windows 3.1.

WHAT DOS VERSION ARE YOU RUNNING?
First, get to a DOS prompt (they usually look like this: C:\>) and type " VER" <enter>. A line should appear that tells you your DOS version. Write this information down as it is very helpful.

HOW MUCH MEMORY (RAM) DO YOU HAVE?
If you're running DOS 6.0 or higher, go to a DOS prompt (see above) and type "MEM" <enter>. A chart with a bunch of numbers will appear. The number you want is on the left, next to the words "Total Memory" about half way down the screen.

WHAT TYPE/BRAND OF VIDEO CARD DO YOU HAVE?
Sometimes this can be a tough one. The only fool-proof way is to ask the sales person when you buy your computer.

If you're running Windows95, try these steps: Click on the Start button, select "Settings" and then "Control Panel". Double click on "Display" and click on the "Settings" tab. Click on "Change Display Type" and write down the information in the box called "Adapter Type" at the top. (To exit this box, click "Cancel" to make sure you don't accidentally click something. The buttons in this box can cause problems if they are set incorrectly).

If you're running Windows 3.1, try this: Double click on "Windows Setup" (usually in the main group). The line next to the word "Display" will say something that may be the type of video card you have. It may also have some funny numbers or other information there instead. You might wish to write that information down anyway as it might be helpful as well.

WHAT TYPE/BRAND OF SOUND CARD DO YOU HAVE?
Again, the only surefire way is to ask the sales representative when you purchase the computer.

ARE YOU *SURE* IT'S A SOUND BLASTER 16 AND NOT A CLONE CARD?
It is possible to tell the difference between a Creative Labs Sound Blaster 16 card and a card that just "thinks" it is a Sound Blaster 16, and there are differences between the two. First, go to a DOS prompt and type "SET" <enter>. You'll have several lines worth of information appear. If your card is a true Creative Labs Sound Blaster 16, these two lines will appear:

SOUND=C:\SB16
BLASTER=A220 Ix Dx ....and maybe some other information here.

If you have only one or neither of these lines, the sound card is either not an actual Creative Labs Sound Blaster 16 or it is set up incorrectly.

HOW BIG IS YOUR HARD DRIVE?
Once again, from a DOS prompt, type "CHKDSK" <enter>. Your hard drive will spin and a list of several numbers will appear. One of them should have the words "Total disk space" next to it. That is the size of your hard drive.

HOW MUCH FREE HARD DRIVE SPACE DO YOU HAVE?
If you're running DOS 6.0 or newer (see above to learn what version you're running) go to a DOS prompt and type "DIR" <enter>. Some information will fly up the screen and at the very bottom it should say "bytes free" and have a number next to it. That is your amount of available hard drive space.

SimTunes tells me that I have to be in "256" color mode. What does that mean?
The artwork in SimTunes was created with a 256 color palette, so your computer must be set to display 256 colors to run SimTunes properly. Please see the Quick Start Guide (in the CD jewel case), or the TechTips document on the CD for more information on setting your video mode to 256 colors.

While playing the game, I get the following error:
"EMM386 has detected error #06"
The error message can be caused by conflicts between the program and your sound card drivers for Windows. The first thing to try is to change the memory buffer for your sound card to 6 seconds from whatever it is currently set for. To do this, open your Control Panel icon (usually in the MAIN group), and select the control panel for Drivers. Find the driver for [MCI]Sound. Click on it once, then click on the Setup button. The default memory buffer is 4 seconds. If you are set to anything other than 6 seconds, change the setting to 6 seconds. Now, choose OK, then Close, then close the control panels and try running the program. If you still have trouble running the program you'll probably want to contact the manufacturer of your sound card for an updated set of Windows drivers.

When trying to start the game, I get the message: "This program cannot be run in DOS mode".
There are two possible solutions to this problem, depending on which operating system you're running.

If you're running Windows 95, you need to restart your computer (usually by typing "win" at the DOS prompt) and run the game via the icon in your Start menu that was created during installation.

If you're running Windows 3.1, this message is caused by a problem that occurred during the installation of Win32s and you'll need to reinstall it. First exit any programs that are running and go to your Windows Program Manager. Insert your SimTunes CD in the CD player. Click on the File menu and select Run. In the box next to the words "Command Line" type:

D:\SETUP\WIN32S\DISK1\SETUP

and click OK. If you're CD ROM drive is a different letter than D, use that letter instead. Your CD will spin a bit and you may be prompted to answer a couple of questions. Just click OK and follow the on-screen instructions. When Win32s is done installing, your computer will need to be restarted. Once you restart, SimTunes should run properly.

I started SimTunes (under Windows95) and got the message "SimTunes caused a general protection fault in module SIMTUNES.EXE". The game used to work fine.
The problem is caused because one of the DirectX files on your computer has expired. To fix this, we'll need to reinstall DirectX on your computer. Put your SimTunes CD in the CD player, click on the **Start** button, select Run and in the box that appears, type:

D:\SETUP\DIRECTX\DIRECTX\DXSETUP

and click **OK**. In the window that appears, click on **Reinstall DirectX**. You'll have several windows appear. Just click **OK** in each of them. After some files are copied to your system, your computer should restart. Once it's done restarting, SimTunes should be back to normal.

SimTunes just isn't working right with my video and sound card.
We've heard of some problems with **DirectX** and various sound or video drivers. Sometimes, simply re-installing DirectX will do the trick. Also, for best results with SimTunes we recommend that you install the DirectX drivers, even if this means replacing your current drivers. To do so, put your SimTunes CD in the CD player, click on the **Start** button, select Run and in the box that appears, type:

D:\SETUP\DIRECTX\DIRECTX\DXSETUP

and click **OK**. In the window that appears, click on **Reinstall DirectX**. You'll have several windows appear. Just click **OK** in each of them. After some files are copied to your system, your computer should restart. Once it's done restarting, SimTunes should run fine.

We have found, however, that some video cards do not support DirectX.

When trying to install SimTunes, I got the error message: "DirectX could not find WSOCK32.DLL"
WSOCK32.DLL is a file that should be included with Windows95, and this message is saying that DirectX can't find this required file. We recommend installing this file from your Windows95 CD. If you do not have a Windows95 CD, or have questions about how to install it, please contact Microsoft or your computer vendor.

After I installed SimTunes for Windows95 on my computer, my system crashed, and the screen was unreadable.
This is most likely due to a conflict between DirectX and the front end software on your computer. We recommend installing and running SimTunes with any front end software disabled. If you have questions about how to disable your specific front end software, please contact your computer manufacturer.

Sometimes the Bugz seem to move too slowly across the screen. Is there anything I can do to speed them up?
SimTunes requires your computer to keep track of a lot of information at once. This can cause performance problems, especially on slower machines, or with slower video cards, etc. There are a couple of ways to make SimTunes run faster on your computer. The first step is to go to the SETUP screen and set the PROGRAM PRIORITY to "PERMORMANCE." You can also set your SOUND OUTPUT to "INTERNAL MIDI" - the Bugz won't sound as good with MIDI selected, but this should help with any tempo problems. You can also press Ctrl+A while SimTunes is running -

this will turn off the light animations the Bugz emit when they play notes, and help them move faster on your computer.

Sometimes on my Windows95 machine the Bugz stop emitting light pattern animations when they hit colored dots. What gives?
This is actually related to the above problem, and has to do with how fast your computer can draw to the screen (frame rate). When your computer's video card using DirectX can't draw onto the screen fast enough, SimTunes will automatically stop the light pattern animations to help the Bugz and music play properly. If you are comfortable editing your .ini file, there is a way to force SimTunes to run without using DirectX. To do this, look for the [OPTIONS] parameters in the SimTunes.ini file, and change the "UseDirectDraw=TRUE" line to "UseDirectDraw=FASLE". SimTunes will now run in a 640x480 window without utilizing DirectDraw, and this may improve your frame rate.

What is DirectX and why do I need it?

Microsoft's DirectX 3 is an API (Application Programming Interface) set that increases the speed at which games run under the Windows 95 operating system. These APIs allow direct access to the enhanced features of hardware under Windows 95. With DirectX 3, programs have instant access to hardware, allowing for great advances in graphics, sound, video, 3-D, and network capabilities.

Since Windows 95 and DirectX 3 are relatively new in the computer world and have not achieved compatibility with some older video cards, many manufacturers are releasing updated drivers for Windows 95 to meet the DirectX standard. If you are not sure about your video card's compatibility, consult the company that makes your video card.

If the Microsoft DirectX Installer does not detect DirectX 3 on your computer, it will install DirectX 3. After installation is complete, you will need to restart your computer in order for DirectX 3 to take effect.

If you have other Windows 95 games on your computer, chances are you already have an earlier version of DirectX installed on your computer. In this case, the Microsoft Installer will write over that version with DirectX 3. At that point, the DirectX installation process will be complete. You will need to restart your computer for the changes to take effect.

If however, you already have DirectX 3 installed on your computer, the Microsoft DirectX 3 installer will detect that and not overwrite any DirectX 3 files. You will not need to restart your computer after installation in order to run SimTunes.

DirectX 3 should not affect any programs designed for the original version of DirectX. Should you encounter difficulties with DirectX 3, please contact Microsoft for further information.

How do I check to see if my computer supports Direct X?

1.   Place the SimTunes CD in the CD-ROM drive and exit from any autoplay screens.
2.   Click on the START button and choose RUN.
3.   Assuming D: as your CD-ROM drive, Type D:\SETUP\DIRECTX\DXSETUP and press <Enter>.

If any of the components of DirectX are not certified please call your hardware manufacturer for the updated drivers that support DirectX.

I have heard DirectX is not compatible with some video cards. What can you tell me about that?

Windows 95 and DirectX are relatively new in the computer world and have not achieved compatibility with some older video cards. Many manufacturers are releasing updated drivers to meet the DirectX standard. If you are not sure about your video card's compatibility, consult the company that makes your video card.

If I don't have DirectX will SimTunes for Windows 95 install it for me?

Yes. If the Microsoft DirectX Installer does not detect DirectX on your computer, it will install DirectX for you. After installation is complete, you will need to restart your computer in order for DirectX to take effect.

I already have other Windows 95 games installed on my computer. Will the Microsoft DirectX Installer change my DirectX files?

If you have other Windows 95 games on your computer, chances are you already have some version of DirectX installed on your computer. In this case, the Microsoft installer will detect and overwrite any previous versions with DirectX 3. At that point, the game installation process will be complete. You will need to restart your computer for the changes to take effect.

If however, you already have DirectX 3 installed on your computer, the Microsoft DirectX 3 installer will detect that and not overwrite any DirectX 3 files. You will not need to restart your computer after installation in order to run SimTunes.

If the Installer copied over DirectX, will the UnInstaller remove DirectX 3? How will this affect my other Windows 95 games?

DirectX 3 will remain on your computer and you will be able to run other Windows 95 games that use Microsoft's DirectX libraries. DirectX 3 should not affect any programs designed for the original version of DirectX. Should you encounter difficulties with DirectX 3, please contact Microsoft for further information.

In some cases where video cards may not be compatible with DirectX, you can uninstall DirectX 3 from the Add/Remove programs icon in your control panel folder.

OTHER LAST MINUTE TECHNICAL INFORMATION
We experienced problems under Windows 3.1 with Sound Blaster 1.0 sound cards. After trying several sets of drivers and configurations, it was determined that sound is "chunky" or disappears entirely on this particular sound card. If you'd like to use SimTunes, we recommend upgrading your sound card to eliminate any possible hardware conflicts or contact Creative Labs for further information.

If you're running SimTunes under Windows95 and *didn't* install DirectX you may experience poor sound quality. (DirectX should install automatically when you install SimTunes. In some instances, it's possible that a problem may occur that causes DirectX to not install). There is a simple fix for this problem. First, exit any programs that are running so you're at your Windows95 desktop. Put the SimTunes CD in the CD drive.

Click on the **Start** button and select **Run…**
In the box that appears, type in **D:\SETUP\DIRECTX\DIRECTX\DXSETUP.EXE** and click **OK**.
This will start the DirectX installation. Click on **Reinstall DirectX** and follow the prompts on the screen. After DirectX is done installing, there's one more step before running SimTunes. Click on

the **Start** button, select **Programs** and select **MS-DOS Prompt**. At the prompt type in the following:

C: <enter>
CD\WINDOWS <enter>
DEL SIMTUNES.INI <enter>
EXIT <enter>

This will bring you back into Windows95. The next time you start SimTunes it should sound much better.

On some machines running Windows95, the screen will intermittently flicker while playing the game. This is called *screen tearing* and is a problem with DirectX. It does not appear to cause any problems with SimTunes. We recommend contacting Microsoft for more information on this topic.

While using SimTunes with a Number Nine video card with an S3 chipset, the screen turned black a few seconds after starting the game as if it locked up, but music could still be heard. There is a solution for this. If you press <alt><tab> and then press it again until you're back in SimTunes, the cursor will come back. Then, click on the screen and the game should be restored. It should not do this again for the duration of play. It appears to be either a driver problem or hardware problem. You might wish to contact S3 or Number Nine for further information.

We have noticed that some Trident video cards are not completely compatible with Microsoft's DirectDraw, so if you are experiencing weird colors on the screen and you have a Trident card, this is probably the reason. This may be remedied in the future with an updated driver that is more compatible with DirectX - please check with Trident. However, at the time of release, there is not much to do about this problem unless you feel comfortable editing your Simtunes.ini file. If you are comfortable editing your .ini file, there is a way to force SimTunes to run without using DirectX. To do this, look for the [OPTIONS] parameters in the SimTunes.ini file, and change the "UseDirectDraw=TRUE" line to "UseDirectDraw=FASLE". SimTunes will now run in a 640x480 window without utilizing DirectDraw, and this may help your problem.

III - Maxis Maxims

The Maxis Guarantee
We want you to be happy. We do our best to make software that is both fun and trouble-free, but if there is a problem, let us know. If you are not completely satisfied with your purchase, for any reason, you should first consult the return or exchange policy at the place of purchase. If all else fails, you may exchange it for a different Maxis catalog product of equal or lesser value. Just send back the program to the address below, with your dates sales receipt within 30 days of purchase and a check or money order for $5 to cover return freight, and specify your choice of product for exchange. If the exchange order amount is higher than your return credit please include the additional payment. Dealers and distributors are not eligible.

Disk Warranty
Maxis provides a 30-day limited warranty on all recording media (beyond 30 days, include $5 to cover shipping and handling costs). For disk replacement, send your disks to:

Maxis Customer Service
2121 North California Blvd. #600
Walnut Creek, CA 94596-3572
Attn.: Disk Warranty Replacement

Maxis Customer Service
For the location of your nearest software retailer, exchange information, software updates, warranty disk replacement, catalog orders, direct order status, shipping information or general stuff contact Maxis Customer Service at 510-927-3900, M-F 8:00am-5:00pm (Pacific Time), or by Fax at (510) 927-3581, or by mail at:

Maxis Customer Service
2121 North California Blvd. #600
Walnut Creek, CA 94596-3572
Attn.: Customer Service

Maxis Technical Support
For technical questions dealing with hardware and software compatibility, startup problems, system errors, and other unexplained phenomena, refer to section II of this README document, the TechTips document on the CD-ROM, or your Quick Start Guide. If the problem persists, follow these directions before contacting technical support:

1). Gather all information that applies to the problem. Note or print out any onscreen error messages you get when the problem occurs.

2). Write down all of the steps that you have taken to correct the problem.

3). Be sure to know your hardware configuration, operating system version etc.

4). When you call, please be in front of your computer with the power on. Have your manual, product disks and registration number available and contact Maxis Technical Support by calling (510) 927-3905 (M-F 8:00am-6:00pm Pacific Time), or by Fax at (510) 927-3581 or by mail at:

Maxis Customer Service
2121 North California Blvd. #600
Walnut Creek, CA 94596-3572
Attn.: Technical Support

24-Hour Technical Support!
Technical Support is now available 24-hours-a-day, seven days-a-week with the use of a touch-tone-telephone via our automated support line. Our automated system is designed to provide answers to a majority of support questions. We also provide a fax-on-demand system with detailed step-by-step instructions for a majority of technical support issues. Both are available at (510) 927-3905, 24-hours-a-day, 7 days-a-week. Our 24-hour response system will answer a majority of questions with a few responses on your touch-tone telephone in the evenings and on weekends, letting you play with your Software Toy, on Saturday morning when you really should be mowing the lawn.

The Maxis Bulletin Board Service (BBS)
Modem users can take advantage or our free BBS via modem at (510) 927-3910. It provides on-line access to the latest software demos, updates, extra files, swap-able files, and the Technical Support message base. There is no charge for Maxis BBS usage, and full user access is granted upon completion of a brief questionnaire. We run at 28.8k and all lower baud rates and require a setting of 8 data bits, no parity, and 1 stop bit (8-N-1).

Technical Support Is Available On-Line on the Following Subscription Services:
America Online: Keyword "Maxis"; E-mail "Maxis". AOL can be obtained by calling 1-800-827-6364 and asking for a FREE introductory sign-on kit. Five hours of free time are provided with the first month.

CompuServe: Go "gambpub" and select "Maxis" (section 8); CompuServe can be obtained by

calling 800-524-3388 and asking operator #420 to receive a free introductory membership, $15.00 usage credit, and a month's worth of basic service FREE.

Internet: We provide the following support services via Internet:

World Wide Web: www.maxis.com - Access the latest demos, patches, & support information.
File Transfer Protocol: ftp.maxis.com - Download the latest updates, demos, and Technical FAQs.
E-mail: support@maxis.com - Correspond with a trained support professional.

If you have any further questions that this document didn't address, feel free to contact Maxis at the phone numbers or address listed above. Thanks again and have fun!

Simcerely,

Maxis Customer Service