

Dark Reign 2, 1.1 patch

This document contains a list of bug fixes and new improvements for Dark Reign 2.

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Dark Reign 2 v1.1 Patch Size: 3 MB

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Installation Instructions:

To upgrade your version of Dark Reign 2, simply download dr2_1_1.exe (3 mb) and double-click it. Click on Setup. Then click on "Install The Patch" to continue the installation.

Under "Location of system to patch" it will normally update Dark Reign 2's installation in the following directory:

C:\Program Files\Dark Reign 2.

If you have not changed your installation directory, then click Apply Patch. If you have a custom installation directory for Dark Reign 2 then select "." to browse to your installation folder if the current directory is incorrect. After you have selected your appropriate installation folder for Dark Reign 2 then click Apply Patch.

After the installation is complete you can then launch Dark Reign 2 and take advantage of the updated functionality.

Notes:

The update will work for all Microsoft Windows 95/98 CD-ROM versions of Dark Reign 2. It will upgrade Dark Reign 2 from the release version, to version 1.1.

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Minimum System Requirements:

- Windows® 95 or Windows® 98
- Pentium® II 233 Mhz processor
- 64 MB of RAM
- Requires 550 MB of uncompressed disk space for game files, plus an additional 100 MB for the Windows swap file
- 100% DirectX® 7.0a compliant 4MB 2D Card (or 2D capable 3D card*) and Drivers
- 100% DirectX 7.0a compliant 3D Card and Drivers **
- 100% DirectX 7.0a compliant true 16-bit sound card and Drivers
- 100% Windows 95/98 compatible Quad speed CD-ROM drive (600k/sec sustained transfer rate) and Drivers

- 100% Windows 95/98 compatible mouse or trackball and Drivers
- 100% Windows 95/98 compatible keyboard
- Requires DirectX 7.0a (included) or higher
- Requires Winsock 2

Multiplayer Minimum System Requirements:

- Internet (TCP/IP) and LAN (TCP/IP) play supported
- Internet play requires a 100% Windows 95/98 compatible 28.8 Kbps (or faster) modem and Drivers
- LAN play (and high-speed Internet play over DSL and cable modems) requires a 100% Windows 95/98 compatible network interface card and Drivers

Supported Chipsets for Windows 95/98***

- 3DFx Banshee
- 3DFx Voodoo 2
- 3DFx Voodoo 3
- ATI Rage 128
- Matrox G200
- Matrox G400
- NVIDIA TnT
- NVIDIA TnT2
- NVIDIA GeForce
- NVIDIA GeForce 2

* Some 3D cards do not have refined 2D capabilities. Your 3D card may meet this requirement without the need for additional hardware. Please contact your 3D card manufacturer for further information on your card's capabilities.

** 3D Accelerator Card Required - A 100% DirectX 7.0a (or higher) compliant 3D video card and driver with z-buffering capability is Required to play Dark Reign 2. Dark Reign 2 uses Microsoft's Direct3D to support 3D hardware acceleration. It has been tested on many, but not all of the major cards incorporating the chipsets whose names are listed above. Some 3D accelerator card brands utilizing the chipsets whose names are listed above may not be fully compatible with the 3D acceleration features utilized by Dark Reign 2. For a full list of cards and drivers that have been tested, please visit <http://www.activision.com>.

*** Some, but not all of the cards with the chipsets above have been tested on Windows 2000. For Windows 2000 3D Support, please refer to your hardware manufacturer for 100% DirectX 7.0a (Direct 3D) compliant Windows 2000 Drivers.

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Bug Fixes:

1. Fix to line of sight to correct Lightning Tower not being able to attack in certain situations
2. Fixed flyers to move more smoothly and path plan better...especially though urban environments.
3. Fixes to beam effects to correctly show them when created under shroud (fence beams, artillery etc).
4. Fix for a crash created by several people in the WON lobbies switching rooms
5. Fix for "unresolved transporter" crash
6. Changes to the way the redbook audio device is found to help with multiple CD-Rom drives
7. Changes to handle packet corruption in multiplayer (cheating attempts / denial of service)
8. Fix for intermittent "illegal var name" crash
9. Upgraded to the latest WON library to fix various problems.
10. Building footprint & traction type / surface type changes to improve air unit pathing over pipes.
11. Change to prevent interpolation while stalled (units flying into the air)
12. Fixed boat Range bug, which allowed certain boats to fire much farther than expected
13. Fixes to aspects of Strategic AI (some of these would have lead to some of the stalls in the AI which prevent it from constructing);
14. Minor problems in bombardier system (air strikes and mojos)
15. Building placement bugs
16. Money allocation bug which occurred when higher priority items displaced lower priority items (the usage of the lower priority item was not refunded which resulted in that item not being built for a long time)
17. Clamped the maximum range defense would attempt to maximize enemy threat (this lead to the AI believing that the gun towers in your base were threatening its base and it would send every available unit to that location)
18. Interface vars which point at READONLY vars cannot be modified (this was the source of one of the cheats found by players)

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New Improvements:

1. Addition of status icons for low performance (simulation, display and networking). If your performance drops below a certain level it will notify you if the drop is caused by your CPU, your video card, or your net connection.
2. Added frame advance when performance drops so player doesn't feel game has locked up
3. Added a few more checks for cheating prevention

4. Change to allow low detail lights
5. Clear player selection when joining a game (so chat isn't locked onto a player once you're in the room).
6. Addition of 'Resource Configuration' in Multiplayer / IA setup. This will allow you to set whether all Resources will regenerate or not
7. Changes to layout in WON lobby
8. Addition of ignore functionality in WON lobby
9. Addition of player icons for ignored / muted and moderator
10. Added new key-bindings. They include:
 - e - select all units on map
 - l - leave (unload) transport
 - shift r - recycle
 - h - cycle through HQ's
 - d - drop map marker
 - c - activate comms menu

squad ai behaviors

 - alt s - scout
 - alt k - skirmisher
 - alt d - defender
 - alt w - warrior
 - alt t - terminator
11. Sped up the Pre-Post fire animations on several units to make them react faster
12. Decreased speed and LOS on Construction Rigs to help reduce the chance of a 'Turret Rush'
13. Reduced rotation of Scorpion tank turret to 180 degrees.
14. Several tweaks to the Baron Samedi to make it more effective.
15. Several other minor balance tweaks.
16. Improvements to Strategic AI:
 - Builds a lot more gun towers (defensive personality builds more than aggressive)
 - Builds multiple facilities when cash is available
 - Builds water and air units when applicable
 - Addition of OrdererLevel manifest in construction system (which is used for GunTowers, primary rigs)
 - When adjusting the difficulty level of an AI it also multiplies the incoming money that AI gets (hard x2 brainsick x4 and easy /2)
 - Improved use of disruptors around the base
 - Tweaked the monetary allocations for defensive and aggressive
 - Gun towers are recycled when recycling a refinery where the resource has been exhausted
 - The rigs the AI gets from recycling facilities are now reused

17. Added support for language specific auto updated patches
18. New patches need only be the actual RTP patch file (no need for redistributing the patch installer and the RTPatch DLL as these have been added to the games data via the 1.1 patch)
19. Added axes, which allow symmetrical painting of textures and colors on maps.
 - Linked buildings (like public telepads) now display their link in the studio and also there was a bug in the studio, which prevented you from changing a telepad link once it had been set.
20. If any player has different data they are notified at game start so that they need not wait for the OOS message.
21. Made the OOS message more confrontational giving the player to exit immediately.

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Customer Support

You should read through the manual and the readme file on the CD before contacting Activision Customer Support. Additionally, if you have internet access, check out our Top Solutions and/or search our troubleshooting database at: <http://www.activision.com/support>.

Please ensure that your computer system meets the minimum system requirements that are listed on the bottom of the box. Our Customer Support representatives will not be able to help customers whose computers do not meet the requirements. So that we can better help you, please have the following information ready:

- Complete product title (include version number)
- Exact error message reported (if any) and a brief description of the problem
- Your computer's processor type and speed (e.g. Pentium 200 MHz)
- Amount of RAM
- Make and model of your video and sound cards (e.g. Diamond Viper V770, Creative Sound Blaster Live Platinum)
- Make and model of your CD-ROM or DVD-ROM drive (e.g. Samsung SC-140)
- Operating system

NOTE: Please do not contact Customer Support for hints/codes/cheats; only technical issues.

NOTE: Internet/e-mail support is handled in English only.

Internet:

<http://www.activision.com/support>

Our support section of the web has the most up-to-date information available including patches that can be downloaded free-of-charge. We update the support pages daily so please check here first for solutions. By selecting the game you are inquiring about you can view the Top Solutions

for the game to date. If you don't find your question/solution there try using the Search.

NOTE: You must be at least the age of 13 years old in order for us to assist you when contacting Customer Support.

E-Mail:

support@activision.com

The best way for you to help us aid you is through the use of the E-Mail Support Request Form. Simply click on the E-Mail link from our Support section of our website. You can also e-mail us directly at the above e-mail address. Please ensure that you include all of the bulleted information asked above for the computer you are running the program from when e-mailing to the above address. A response may take anywhere from 24-72 hours depending on the volume of messages we receive and the nature of your problem. During the first few weeks of a game release and during holiday seasons the response time may take a little longer.

NOTE: The multiplayer components of Activision games are handled only through internet/e-mail.

Phone:

(310) 255-2050

You can call our 24-hour voice-mail system for answers to our most frequently asked questions at the above number. Contact a Customer Support representative at the same number between the hours of 9:00 am and 5:00 pm (Pacific Time), Monday through Friday, except holidays. When calling please make sure you are in front of your computer with the power on and have all the necessary information as listed above at hand.

Customer Support:

**Australia and Pacific Rim
France
Germany
Italy
Japan
Korea
Latin America
North America
Spain
UK and Australia
UK and Europe
Taiwan
Electronic Arts- Brazil**

Please do not send any game returns directly to Activision. It is our policy that game returns must be dealt with by the retailer or online site where you purchased the product.

Customer Support: Australia and Pacific Rim

ACTIVISION AUSTRALIA and PACIFIC RIM

P.O. Box 873
Epping, NSW 2121
Australia
Phone: 1902 263 555

Calls charged @ \$1.50 per minute

NOTE: Multiplayer components of Activision games are handled via online only

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

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

E-mail: support@activision.com

NOTE: E-mail is for technical issues only, no hints or codes will be given.
Please note that online support is available in English only.

Assistance Technique En France

SERVICE CLIENTS

Avant de contacter notre service d'assistance, veuillez consulter le fichier d'aide technique. Il contient les réponses aux questions les plus fréquentes et peut vous permettre de résoudre vos problèmes rapidement et facilement. Si vous avez toujours des problèmes après avoir consulté ce fichier, n'hésitez pas à nous contacter par le biais de l'un des services repris plus bas. En raison de la nature complexe des jeux en réseau, veuillez fournir les informations suivantes lorsque vous demandez de l'assistance :

1. Le titre exact du produit.
2. Le message d'erreur reçu (si message il y a) et une courte description du problème.
3. Le système d'opération de chaque joueur (par ex. : Windows 95 ou DOS).
4. Le type de processeur de chaque machine (par ex. : Intel Pentium® 90).
5. Le type de carte d'affichage et de carte son de chaque machine (par ex. : Diamond Stealth 64 video, Sound Blaster).
6. Utilisez-vous un joystick ? Si oui, de quelle marque et de quel modèle ? Quel type de port utilise-t-il ? (carte son, port spécial) ?
7. De quelle taille d'espace disque disposez-vous ?
8. Taille de la mémoire RAM de chaque machine ?

Si vous rencontrez des difficultés avec l'option multijoueur ou le jeu en réseau, merci d'avoir les informations suivantes à portée de la main au moment de votre appel.

Si vous utilisez un modem:

1. Quel type de modem utilisez-vous de part et d'autre de la connexion (marque, modèle, vitesse, interne ou externe) ?
2. Avez-vous plus d'un modem ?
3. Sur quels ports sont-ils configurés ?
4. Hyper Terminal (ou tout autre logiciel de communication) fonctionne-t-il avec votre modem ? Ceci vous permet de vérifier aisément que votre modem est correctement configuré.

5. Quelle est votre vitesse de connexion ?
6. Etes-vous certain d'avoir déconnecté la compression de données, la détection des erreurs et le contrôle de flux ? Reportez-vous au manuel de votre modem pour savoir comment faire.

Si vous utilisez un modem interne:

1. Quel type de carte série utilisez-vous ?
2. Disposez-vous d'un câble série à sept fils ?

Si vous utilisez un réseau local:

1. Pouvez-vous voir les autres ordinateurs sur le réseau ?
2. Quelle type de configuration réseau utilisez-vous ?
3. Quelle est la marque de votre carte réseau ?
4. Quel logiciel réseau utilisez-vous ? Quel est son numéro de version ?

Support Technique

Services en ligne, forums, courriers et fichiers Activision

Library SupportAssistance

E-mail : support@activision.co.uk

Internet: www.activision.com/support

Assistance technique et service clientèle en Europe

Pour l'assistance technique, veuillez contacter Activision au + 44 870 241 2148 entre 8h et 19h (heure britannique) du Lundi au Vendredi et entre 8h et 17h le Samedi, à l'exception des journées fériées.

Pour le service clientèle, contactez Activision en Grande-Bretagne au + 44 1895 456 789 entre 13h et 17h (heure britannique) du Lundi au Vendredi, à l'exception des jours fériés.

Votre appel peut être enregistré

Pour l'assistance technique et le service clientèle dans les pays francophones, veuillez contacter votre revendeur local ou Activision par les services en ligne.

ASSISTANCE TECHNIQUE EN FRANCE

Assurez-vous d'avoir lu et vérifié chacune des sections de ce guide avant de contacter TEOFIL. Nous sommes toujours ravis de pouvoir vous aider, mais les problèmes qui nous sont soumis la plupart du temps pourraient être résolus avec l'aide des indications données dans le manuel, la carte de référence ou le fichier Readme.

Si vous nous appelez, restez près de votre ordinateur ou préparez une liste complète des spécifications de votre système et des logiciels utilisés, pour que nous puissions mieux localiser la source du problème.

Un technicien répondra à toutes vos questions techniques et vous aidera à installer ou à lancer votre logiciel ACTIVISION.

Notre hot-line technique : 01 41 06 59 95 (les lundi, mercredi et vendredi de 17 h à 19 h).

Vous pouvez également nous écrire à l'adresse suivante :

TEOFIL

Service Consommateurs ACTIVISION
6, bd du Général-Leclerc
92115 CLICHY Cedex
France

AUCUNE AIDE SUR LES JEUX NE SERA DONNÉE SUR LA LIGNE

D'ASSISTANCE TECHNIQUE.

Pour tout savoir sur les produits ACTIVISION, pour connaître les astuces et les solutions qui vous permettront de progresser dans nos jeux, pour télécharger des démos** ou pour participer à nos concours et gagner nos dernières nouveautés...

Contactez le service consommateurs ACTIVISION 24 h / 24 et 7 jours/ 7.

Par minitel : 3615 ACTIVISION*

Par téléphone : **08 92 68 17 71*** ou **08 36 68 17 71***

Sur notre site Web : www.activision.com, si vous avez un accès à Internet.

Un spécialiste pourra aussi répondre à toutes vos questions et vous guider dans vos quêtes et aventures (réponse personnalisée sous 24 h, jours ouvrés).

* Tarif en vigueur au 01/02/98, pour la France métropolitaine : 2,21 F/min.

** Uniquement sur notre site Web.

Kundendienst in Deutschland

Kundendienst

Bevor Sie sich mit dem Kundendienst in Verbindung setzen, sollten Sie die technische Hilfedatei zu Rate ziehen. Diese enthält Antworten auf häufig gestellte Fragen und bietet Ihnen möglicherweise eine schnelle und einfache Lösung Ihres Problems. Wenn Sie auch nach dem Lesen der Hilfedatei noch technische Probleme haben, können Sie sich jederzeit an einen unserer unten aufgeführten Online-Dienste wenden.

Aufgrund der Komplexität von Netzwerkspielen bitten wir Sie, die folgenden Informationen bereitzuhalten, wenn Sie sich an den technischen Kundendienst wenden:

1. Vollständiger Produkttitel
2. Die genaue Fehlermeldung (falls vorhanden) sowie eine kurze Beschreibung des Problems
3. Art des verwendeten Betriebssystems (z. B. Windows 95 oder Windows 98)
4. Prozessortyp des Computers (z. B. Intel Pentium® 166)
5. Art der verwendeten Grafik- und Soundkarten (z. B. Diamond Stealth 64 Video, SoundBlaster) sowie Versionsnummern der installierten Treiber
6. Marke und Modell des verwendeten Joysticks (falls vorhanden) sowie der verwendete Spielanschluß (Gameport - z. B. Soundkarte, fester Spielanschluß)
7. Menge des freien Festplattenspeichers

8. Menge des verfügbaren RAM

Sollten Sie Schwierigkeiten mit dem Mehrspieler-Modus oder beim Online-Spiel haben, halten Sie bitte auch folgende Informationen bereit:

Wenn Sie ein Modem verwenden:

1. Art des Modems an jedem Ende (Marke, Modell, Geschwindigkeit, intern oder extern)
2. Anzahl der Modems
3. Anschluß (Port), auf dem jedes Modem konfiguriert ist
4. Kann Hyperterminal (oder ein beliebiges Terminal-Programm) mit Ihrem Modem verwendet werden? So können Sie auf einfache Weise überprüfen, ob Ihr Modem richtig konfiguriert ist.
5. Verbindungsgeschwindigkeit
6. Haben Sie überprüft, ob die Datenkomprimierung, Fehlererkennung und Flusskontrolle deaktiviert sind? Informationen hierzu finden Sie im Handbuch zu Ihrem Modem.

Wenn Sie ein externes Modem verwenden:

1. Typ der verwendeten seriellen Karte
2. Verfügen Sie über ein 7adriges serielles Kabel?

Wenn Sie in einem LAN spielen:

1. Können Sie die anderen Computer im Netzwerk sehen?
2. Art der Netzwerkkonfiguration
3. Marke der Netzwerkkarte
4. Typ der von Ihnen verwendeten Software sowie die Versionsnummer

Kundendienst in Deutschland

Es stehen Ihnen werktags von 14.00 bis 18.00 Uhr und am Wochenende von 16.00 bis 18.00 Uhr (außer an gesetzlichen Feiertagen) folgende deutsche Hotline-Nummern zur Verfügung:

Hintline: 01 90/51 00 55 (Tipps & Tricks zum Spielablauf - 1,21 DM/0,62 Euro pro Minute*)

Technische Hotline: 0 18 05/22 51 55 (ausschließlich bei technischen Problemen - 0,24 DM/0,12 Euro pro Minute*)

E-Mail: support@activision.de

Deutsche Website: www.activision.de

*Der Tarif hängt von Ihrem Netzbetreiber ab - hier Telekom AG.

Online-Dienste US

Internet: support@activision.com oder www.activision.com/support (nur in englischer Sprache)

Assistenza Tecnica Clienti in Italia

SERVIZIO CLIENTI

Prima di contattare il nostro servizio clienti vi preghiamo di cercare la soluzione al vostro problema nel file di aiuto presente sul CD del gioco; usandolo si possono superare la maggior parte dei problemi che si verificano più frequentemente. Se anche dopo averlo consultato continuate a non essere in grado di sistemare la situazione mettetevi pure in comunicazione con uno qualsiasi dei servizi elencati qui di seguito.

Per consentirci di aiutarvi con più efficacia cercate di chiamarci da vicino al vostro computer, e di avere sotto mano le seguenti informazioni:

1. Il titolo completo del prodotto.
2. Il messaggio d'errore che compare (se c'è) e una breve descrizione del problema.
3. Il tipo di sistema operativo che state utilizzando (per esempio Windows 95 o DOS)
4. Il tipo di processore montato sul vostro computer e la sua velocità (per esempio Intel Pentium®90).
5. La marca e il modello della scheda video e della scheda sonora (per esempio Diamond Stealth 64 video, Sound Blaster 16 audio).
6. State usando un joystick? Di che tipo e modello? A quale porta gioco è collegato (es., scheda audio, porta gioco dedicata)?
7. Di quanto spazio libero su hard disk disponete?
8. Di quanta RAM dispone il vostro computer?

Se riscontrate dei problemi con le sezioni multiplayer o on-line del prodotto, vi preghiamo di fornirci le seguenti informazioni quando chiamate.

Se state usando un modem:

1. Che tipi di modem state usando (per entrambi i giocatori coinvolti -marca, modello, velocità, interno o esterno)?
2. Avete più di un modem?
3. In quali porte sono configurati?
4. L'Hyperterminal (o qualunque altro programma per terminale) funziona con il vostro modem? Questo è un modo molto facile di verificare che il vostro modem sia configurato correttamente.
5. A quale velocità state effettuando la connessione?
6. Vi siete assicurati che compressione dati, rilevazione d'errore e controllo di flusso siano disattivati? Fate riferimento al manuale del vostro modem per ottenere maggiori informazioni.

Se state usando un modem esterno:

1. Che tipo di scheda seriale state usando?
2. Avete un cavo seriale a sette fili?

Se siete su rete LAN:

1. Riuscite a vedere gli altri computer in rete?
2. Qual è la vostra configurazione di rete?
3. Qual è la marca della vostra scheda di rete ?

4. Che software di gestione di rete state usando? Che versione è?

Servizi on-line con forum Activision, e-mail e librerie di supporto

Internet: www.activision.com/support

E-mail: support@activision.co.uk

ASSISTENZA TECNICA CLIENTI IN EUROPA

Per ottenere assistenza tecnica si può contattare Activision in Gran Bretagna al numero +44 870 241 2148 negli orari 08.00 - 19.00 (ora locale), da lunedì venerdì, il Sabato dalle 08.00 alle 17.00. Sono esclusi i giorni festivi.

Per assistenza clienti si può contattare Activision in Gran Bretagna al numero +44 1895 456789 negli orari 13.00 - 17.00 (ora locale), da lunedì a venerdì, esclusi i giorni festivi.

Le sue telefonate potrebbero essere intercettate

IN ITALIA

Servizio di Assistenza Tecnica Leader Distribuzione SpA

Tel: +39 167 821177 da lunedì a venerdì Dalle 10.00 alle 20.00

Fax: +39 0332 870890

E-Mail: collegarsi al sito <http://www.leaderspa.it> e lasciare un messaggio

Internet: www.leaderspa.it

Per il supporto tecnico e il servizio clienti nei paesi non menzionati fate riferimento al distributore locale dei prodotti Activision o ai nostri servizi on-line (tenete presente che questi servizi sono esclusivamente in lingua inglese).

Activision Japan Support

Phone: 052-773-1615

email: support@activision.co.jp

Customer Support: Korea

SEGO ENTERTAINMENT

Phone:

080-214-4545

Contact a customer service representative:

Between the hours of 9:00 AM and 6:00 PM (Korean time) - Monday through Friday

Between the hours of 9:00 AM and 12:00 PM (Korean time) - Saturday

Mail:

Sego Entertainment, Customer Service

Hanshin Electronic Town A dong 3F, 82 Hankangro 3ka, Yongsangu, Seoul Korea

FAX:

02) 3273-2409, 24 hours a day

Email: help@sego.co.kr

ISP:
Hitel SEGOGAME
Nownure SEGOGAME
Unitel SEGOGAME
Chollian SEGOGAME

Asistencia Técnica: America Latina

MEXICO
Funny Life, S.A. de C.V.
Lago Chalco 130
Col. Anahuac
México, 11320, D.F.
En D.F. y Area Metropolitana:
5396-8731
Lada sin costo:
01-800-712-5459

BRAZIL
ELECTRONIC ARTS LTDA BRAZIL
TELEFONE: (011) 5506-0232 - Solicitar soporte técnico
FAX: (011) 5505-1173 - Enviar A/C soporte técnico
INTERNET: suporte@ea.com
How to contact us:
Electronic Arts Ltda
Tel (011) 5506-0232
Fax : (011) 5505-1173 - to customer support
Internet : suporte@ea.com

ARGENTINA
Tele Opcion
Av. Roque Saenz Peña 811 Piso 4 "E" - Buenos Aires - Argentina
Hot Line (54) 11 - 4326-7752
soporte@teleopcion.com

Customer Support: North America

NOTE: Multiplayer components of Activision games are handled online only.

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

E-mail: support@activision.com

NOTE: E-mail is for technical issues only, no hints or codes will be given.
Please note that online support is available in English only.

Fax: 310-255-2151

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.

Servicio de Atención al Cliente: España

ASISTENCIA TÉCNICA

Antes de ponerte en contacto con nosotros no olvides consultar el archivo de ayuda técnica, el cual contiene respuestas a las preguntas más frecuentes. Si aún así

continúas teniendo problemas de tipo técnico asegúrate de conseguir la siguiente información:

1. Título del producto.
2. Mensaje de error exacto (si lo hay) y una breve descripción del problema.
3. Sistema operativo que estás utilizando (Windows 95, MS-DOS, etc.)
4. Tipo y velocidad del procesador de tu ordenador (Pentium 90, Pentium 133, etc.)
5. Fabricante y modelo de las tarjetas de vídeo y sonido de tu ordenador.
6. Memoria RAM y memoria convencional libre.

Servicios en línea con los Foros de Activision, E-Mail y Biblioteca de archivos

Internet: <http://www.activision.com/support>

E-mail: support@activision.co.uk

Asistencia Técnica de Activision para el resto de Europa: +44 870 241 2148

Asistencia al Cliente de Activision en el Reino Unido: +44 1895 456 789

Horario de Atención: Lunes a Viernes de 08:00 a 19:00 horas, sábado de 08:00 a 17:00 Solo se ofrece asistencia en línea en inglés.

Sus llamadas pueden ser grabadas.

ATENCIÓN AL USUARIO Y SOPORTE TÉCNICO

Si tienes algún problema con la instalación o ejecución de este programa no dudes en ponerte en contacto con nosotros en:

PROEIN, S.L.

Av. De Burgos, 16 D 1º

28036 MADRID

Atención al cliente

91 384 69 70

Fax

91 766 64 74

Nuestro horario es de Lunes a Viernes de 10:00 a 14:00 horas y de 16:00 a 18:00 horas.

También puedes contactar con nosotros a través de correo electrónico en: soporte@proein.com

Y no dejes de visitar nuestro sitio web: <http://www.proein.com>

Para ponerse en contacto con la Asistencia técnica y Servicio al cliente en las áreas que no se muestran en la lista, llama a tu distribuidor local o ponte en contacto con el servicio en línea de Activision. (Sólo se ofrece asistencia en línea en inglés.)

Customer Support: UK and Australia

For Technical Support:

In Australia, please call 1 902 263 555. Calls are charged at \$1.50 per minute.

In the U.K., please call + 44 (0) 870 241 2148, between 8:00 a.m. - 7:00 p.m. (UK time).

If you have any comments, questions or suggestions about this game, or any other Activision product, you can contact us in the U.K. at + 44 (0) 1895 456 789 between the hours of 1:00 p.m. and 5:00 p.m. (U.K. time) Monday through Friday, with the exception of holidays.

For Technical Support and Customer Service in areas not listed, please contact your local distributor or Activision online.

(Please note that online support is available in English only.)

Customer Support: UK and Europe

Before contacting customer support, please consult the technical help file. It contains the answers to some of our most frequently asked questions and may quickly and easily provides a solution to your difficulty. If after reviewing the technical help file you are still experiencing problems, please feel free to contact us through any of the online services listed.

In order to assist us when dealing with your difficulty, please have the following information ready when you call.

1. Complete product title.
2. Exact error message reported (if any) and a brief description of the problem.
3. What operating system you are using (e.g., Windows 95 or DOS)?
4. What kind of processor does your machine have (e.g., Intel Pentium® 90)?
5. What kind of video and soundcards does your machine have (e.g., Diamond Stealth 64 video, Sound Blaster)?
6. Are you using a joystick? If so, what brand and model? What is it using as a game port (e.g., soundcard, dedicated game port)?
7. How much free disk space do you have?
8. How much RAM is in your machine?

If you are experiencing difficulty with the multiplayer or online portion of the product, please assist us by having the following additional information ready when you call.

If you are using a modem:

1. What kind of modem is on each end (brand, model, speed, internal or external)?

2. Do you have more than one modem?
3. On which port is each configured?
4. Does Hyperterminal (or any other terminal program) work with your modem? This is an easy way to test whether or not your modem is configured correctly.
5. At what speed are you connecting?
6. Have you made sure data compression, error detection, and flow control is turned OFF? Refer to your modem's manual to do this.

If using an external modem:

1. What kind of serial card is being used?
2. Do you have a seven-wire serial cable?

If you are on a LAN:

1. Can you see other computers on the network?
2. What is your network configuration?
3. What brand of network card do you have?
4. What network software are you running? What version number?

Online Services with Activision Forums, E-Mail and File Library Support

For support via the web please visit <http://www.activision.com/support> or e-mail support@activision.co.uk <<mailto:support@activision.co.uk>>

Your calls may be monitored

CUSTOMER AND TECHNICAL SUPPORT IN EUROPE

For Customer Support you can contact Activision in the UK on + 44 (0)1895 456 789 between the hours of 1.00 pm and 5.00 pm (UK time) Monday to Friday with the exception of holidays.

For Technical Support, please contact: + 44 (0)870 241 2148 between the hours of 8:00am and 7:00pm (UK time) Monday to Friday and Saturdays 8:00am to 5:00pm with the exceptions of holidays.

For Technical Support and Customer Service in areas not listed, please contact your local distributor or Activision via online. (Please note the online support is available in English only).

Customer Support: Taiwan

ACERTWP CORPORATION
B1, 18, SHIN-YI ROAD, SECTION 5,
TAIPEI, 106 TAIWAN
R.O.C.

CUSTOMER SERVICE DEPARTMENT
TEL: +886 2 87803636-501
TEL: 080-083636 (LOCAL TOLL-FREE)
FAX: +886 2 87805656

Electronic Arts Brazil

Como contatar-nos:

ELECTRONIC ARTS LTDA
TELEFONE: (011) 5506-0232 - Solicitar suporte técnico
FAX: (011) 5505-1173 - Enviar A/C suporte técnico
INTERNET: suporte@ea.com

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Internet : suporte@ea.com