# *Pitfall:  The Mayan Adventure*

## Technical Troubleshooting

## Introduction

Thank you for purchasing *Pitfall:  The Mayan Adventure*.  This supplemental documentation is designed as a troubleshooting guide in the event you experience technical problems while running the program.  The following contains technical tips and other information that could not be included in the on-line Help file.

## Customer Support Bulletins

In an effort to keep you informed of the latest product developments, Activision has created Customer Support Bulletins.  These files are located on the various on-line services and contain the latest information about Activision products.

## Troubleshooting

The following information is designed to help you resolve any difficulties you may encounter while running the program.

### Windows 95 Troubleshooting

Activision thoroughly tests its games on a variety of systems before they are released, but it is virtually impossible to test on all combinations of software and hardware.  Many of the problems you may encounter in Windows 95 are caused by device drivers for video cards, sound cards and CD-ROM drives that are not fully compatible with the Windows 95 operating system.

The following troubleshooting tips are intended to assist you in solving some of the common problems that occur with the new Windows 95 operating system.  If you continue to experience technical difficulties after trying the following solutions, please contact Activision Customer Support.

#### Brief Pause During Game

You will experience a slight pause during gameplay when a CD audio track ends and restarts.  This is attributed to how Windows 95 multi-tasks between open applications and the CD player.  You will most likely experience this effect while using other applications that use the CD player.  Disabling the CD audio option in the Properties Box contained in *Pitfall* will eliminate this effect during the game.

#### Autoplay Does Not Function

1.  Make sure the CD is clean and properly placed in the CD-ROM drive.
2.  Your CD-ROM driver may not be optimized for use with Windows 95.  To verify this, perform  the following steps:

    a) Open the Windows 95 Control Panel folder and double-click on the System icon.
    b) Click on the Performance tab.

If any of your hardware drivers are not fully optimized for use with Windows 95, they will be listed here with an explanation of the exact problem and suggestions on how to fix it.

3. Select the Refresh option located in the View pull-down menu of your main hard drive window.  When the *Pitfall* icon appears, double click on it.  The *Pitfall* title screen should appear afterward.
4. The AutoPlay feature may be disabled.  To verify this, perform the following steps:

   a) Open the Windows 95 Control Panel folder and double-click on the System icon.
   b) Click on the Device Manager tab.
   c) Click on the plus sign located next to the CD-ROM icon.
   d) Highlight your CD-ROM drive and click on the Properties button.
   e) Click on the Settings tab.

   The Auto Insert Notification box should be checked.  If it is not, then click on the checkbox to enable the AutoPlay feature.

## Game Freezes Or Crashes

1. Make sure your system is at least a 486/33 with a minimum of 8 MB of RAM.  Trying to run the game on a lesser machine may result in hardware and performance difficulties.
2. Disable the Sound Effects option in the Sound page of the Properties Box contained in *Pitfall*.  Particular sounds may cause the game to freeze when played on certain sound cards.  If an updated driver does not correct this problem, disabling the sound effects may help to decrease the chance of game crashes.
3. Do not leave the game sitting idle for extended periods of time as this may cause your system to lock up.  If you are not playing the game, please exit the program and restart it later when you want to play again.
4. It is recommended that you reboot your system after experiencing a crash.  This helps to ensure that you will not experience any residual effects related to the crash.

## Partial Sound or No Sound

1. Make sure your sound card is 100% Windows 95 compatible.  Using a non-Windows 95 compatible sound card and drivers may result in sound problems.
2. The Sound Effects option is not available when running the program in Windows NT.
3. Make sure your speakers are plugged in correctly, turned on and the volume is set at an audible level.
4. Open the Windows 95 Volume Control program to verify that none of the various channels are muted or set to an inaudible level.
5. Make sure the Sound Effects, CD Ambient Sounds and/or CD Music options are enabled in the Sound page of the Properties Box contained in *Pitfall*.
6. Your sound drivers for Windows 95 may require updating.  Check the installation and setup parameters of your sound card using the Device Manager of Windows 95 to determine if this is the case.  To do this, perform the following steps:

   a) Open the Windows 95 Control Panel folder and double-click on the System icon.
   b) Click on the Device Manager tab.
   c) Click on the plus sign located next to the Sound, Video and Game Controllers icon.
   d) Highlight your sound card and click on the Properties button.

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

## Game Graphics Are Faded Or Strange In Appearance

1. Make sure your video card is 100% Windows 95 compatible.  Using a non-Windows 95 compatible video card and drivers may result in display problems.
2. Make sure that your video driver supports at least 256 colors.  *Pitfall* must be played in 256 color mode for optimum performance.  Running the program in other video modes may result in display problems and decreased performance.

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

## Keyboard Controls Do Not Work

1. Make sure the Keyboard option is enabled in the Keyboard page of the Properties box contained in *Pitfall.*
2. Make sure all connections between your keyboard and computer are properly connected.
3. Certain key configurations will not allow three simultaneous key presses, which often results in not being able to perform certain game actions simultaneously.  You will hear a keyboard "tick" from the PC speaker when this happens.

## Gamepad Or Joystick Does Not Work

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

   a) Open the Windows 95 Control Panel folder and double-click on the Joystick icon.
   b) Select the appropriate settings in the Current Joystick and Joystick Selection drop-down
      menus.
   c) Calibrate your controller.

2. Although Windows 95 contains several built-in gamepad and joystick drivers, you may need to obtain a Windows 95 compatible driver from the gamepad or joystick manufacturer.
3. The Joystick option is not available when running the program in Windows NT.

## Game Too Slow

1. If your computer has a turbo button, make sure it is set to the highest MHz possible.
2. Make sure your system is at least a 486/33 with a minimum of 8 MB of RAM and has a double-speed CD-ROM drive.  Running the game on a lesser machine may result in hardware and performance difficulties.
3. Make sure your video driver supports a minimum of 640x480 resolution (SVGA) and is set to 256 color mode.  Running the program in a higher resolution or color mode may result in slower performance.
4. If you are running the program on a Pentium machine with a speed of less than 90 Mhz and are playing in Full Screen mode with the Sync Full to Monitor option enabled, this may result in slower performance.  For better performance in this situation, disable the Sync Full Screen to Monitor option.
5. Make sure you are not running an excessive amount of background applications.  Before running *Pitfall*, close any applications that are not in use.
6. If you frequently multi-task or your system is linked to a network, go to the System page in the Properties Box contained in *Pitfall* and set the Game Priority option to Real-Time.  This will devote maximum processing power to the game.  Remember that playing the game in Real-Time mode may affect any applications running in the background.  It is recommended that you do not attempt downloading or other similar functions while playing in this mode.
7. If you are experiencing general slowdown problems, it is recommended that you play the game in Full Screen mode, which is designed for maximum display combined with maximum performance.  The Full Screen option is not available when running the program in Windows NT.

## Game Too Fast

1. There is a rare problem related to Windows 95 that results in the game running at twice the normal speed. To resolve this situation, reboot your system and restart the game.

## Error Messages

### "Requires a 486, Pentium or better processor"

*Pitfall* requires a 486/33 or better processor with a minimum of 8 MB of RAM.  Attempting to run the program on a lesser machine may result in hardware and performance difficulties.

### "Requires Windows 95 or Windows NT 3.51+"

*Pitfall* requires the Windows 95 or Windows NT 3.51 operating system.  The game is not compatible with Windows 3.1 or other operating systems.

### "Pitfall must be played in 256 color mode for optimum peformance"

See Game Graphics Are Faded Or Strange In Appearance section.

### "Pitfall must be played using the CD-ROM"

The *Pitfall* CD must be correctly inserted into your CD-ROM drive in order to play the game.

### "Are you sure you want to give up the current game?"

Using the File Menu to start a new level or changing the level of difficulty in the middle of a game will reset the score, weapons, continues, life meter, enemies, treasure pieces and other collectables to their default settings.

# Hardware Manufacturers

The following is a listing of Technical Support and Customer BBS numbers for system, sound card, video card and CD-ROM manufacturers.  Activision has made every effort to ensure that these numbers are correct. However, you may want to consult the documentation for your PC, video card, sound card or CD-ROM drive for more up-to-date information about each company.

## System Manufacturers

### Acer
| | |
|---|---|
| Technical Support | (800) 733-2237 |
| BBS | (408) 428-0140 |
| BBS | (800) 833-8241 |

### AST Research
| | |
|---|---|
| Technical Support | (800) 727-1278 |
| BBS | (714) 852-1872 |

### Compaq
| | |
|---|---|
| Technical Support | (800) 652-6672 |
| BBS | (713) 378-1418 |

### Dell
| | |
|---|---|
| Technical Support | (800) 624-9896 |

| BBS | (512) 728-8528 |
| --- | --- |

## Epson
| BBS | (310) 782-4531 |
| --- | --- |

## Gateway
| Technical Support | (800) 846-2301 |
| --- | --- |
| BBS | (605) 323-2224 or (605) 232-2109 |
| Download Service | (800) 846-7562 |

## Hercules Computer Technology Inc.
| Technical Support | (510) 623-6050 | |
| --- | --- | --- |
| BBS | (510) 623-7449 | (V.32 bis) |
| BBS | (510) 623-7034 | (9600 baud) |
| BBS | (510) 623-7142 | (2400 baud) |

## IBM
| Technical Support Multimedia | (908) 329-7131 |
| --- | --- |
| Technical Support PS/1 PRO | (800) 765-4747 |
| Technical Support Valuepoint | (800) 772-2227 |
| Technical Support Valuepoint | (213) 621-5576 |

## Intel
| Technical Support | (800) 538-3373 |
| --- | --- |
| BBS | (503) 645-6275 |

## Leading Edge
| Technical Support | (800) 225-2283 |
| --- | --- |
| BBS | (503) 836-3971 |

## Micronics
| Technical Support | (510) 651-2323 |
| --- | --- |
| BBS | (510) 651-6837 |

## Packard Bell
| Hardware Support | (800) 733-4411 |
| --- | --- |
| Software Support | (801) 579-0161 |
| BBS | (801) 250-1600 |
| BBS | (818) 773-7207 |

## Tandon
| Technical Support | (805) 523-0340 |
| --- | --- |

## Tandy Computer
| Technical Support | (817) 878-6875 |
| --- | --- |

## Toshiba
| Technical Support | (800) 999-4273 |
| --- | --- |
| BBS | (415) 656-5159 |

## Zenith
| Technical Support | (800) 227-3360 |
| --- | --- |
| BBS | (800) 888-3058 |

# Sound Card Manufacturers

## Advanced Gravis

Technical Support     (206) 881-6945

### ATI Technologies Inc.
Technical Support     (905) 882-2626
BBS     (905) 764-9404

### Aztech
Technical Support     (800) 886-8879

### Boca Research Inc.
Technical Support     (407) 241-8088
BBS     (407) 241-1601

### Cardinal
Technical Support     (717) 293-3124
BBS     (717) 293-3074

### Creative Labs
Technical Support     (408) 428-6622
BBS     (408) 428-6660

### Diamond
Technical Support     (408) 736-2000
BBS     (408) 524-9301

### Logitech
Technical Support     (510) 795-8100
BBS     (510) 795-0408

### Media Vision
Technical Support     (800) 638-2807
BBS     (510) 770-0968

### Microsoft
Technical Support     (206) 637-7096
BBS     (206) 936-4082
BBS     (206) 936-6735

### Reveal
Technical Support     (800) 473-8325

### Roland US
Technical Support     (213) 685-5141

### Turtle Beach
Technical Support     (717) 843-6916
BBS     (717) 845-4835


## Video Card Manufacturers

### Actix Systems
Technical Support     (408) 986-1625
BBS     (408) 970-3719

### Advanced Integration Research
Technical Support     (408) 428-0800
BBS     (408) 428-1735

### Advanced Micro Technology
Technical Support     (909) 598-6120
BBS     (909) 594-5770

### Alpha Systems Lab
Technical Support     (800) 576-4275

### Altech International
Technical Support     (800) 882-8194
BBS     (408) 946-2227

### Artist Graphics Company
Technical Support     (800) 627-8478
BBS     (612) 631-7664

### ATI Technologies
Technical Support     (905) 882-2626
BBS     (905) 764-9404

### Atlaz Intl., Limited
Technical Support     (516) 239-1854

### Boca
Technical Support     (407) 241-8088
BBS     (407) 241-1601

### Cache Computers, Inc.
Technical Support     (510) 226-9922
BBS     (510) 226-7486

### Cardinal
Technical Support     (717) 293-3124
BBS     (717) 293-3074

### Celerite Graphics, Inc.
Technical Support     (510) 226-6390
BBS     (510) 226-7851

### Cirrus Logic
Technical Support     (510) 435-8808
Technical Support     (510) 623-8300   (west coast)
Technical Support     (508) 470-3380   (east coast)
BBS     (510) 440-9080

### Colorgraphic Communication
Technical Support     (404) 455-3921
BBS     (404) 452-8238

### Cornerstone Technology
Technical Support     (800) 562-2552 x306
BBS     (408) 435-8943

### CSS Laboratories, Inc.
Technical Support     (800) 966-2771
BBS     (714) 852-9231

### Diamond Computer Systems, Inc.

| Technical Support | (408) 325-7100 | |
| BBS | (408) 325-7175 | (14400 baud, 8 bits, no parity, 1 stop) |
| BBS | (408) 325-7080 | (2400 baud, 8 bits, no parity, 1 stop) |

### Edge Technology, Inc.
| Technical Support | (800) 438-3343 |

### ELSA America, Inc.
| Technical Support | (800) 272-3572 |
| BBS | (415) 588-6286 |

### Focus Information Systems, Inc.
| Technical Support | (510) 657-4586 |
| BBS | (510) 657-9451 |

### Genoa
| Technical Support | (408) 432-8324 |
| BBS | (408) 943-1231 |

### Headland (Video Seven)
| Technical Support | (800) 553-1850 |
| BBS | (415) 656-0503 |

### Hercules Computer Technology Inc.
| Technical Support | (510) 623-6050 | |
| BBS | (510) 623-7449 | (V.32 bis) |
| BBS | (510) 623-7034 | (9600 baud) |
| BBS | (510) 623-7142 | (2400 baud) |

### Identity Systems Technology
| Technical Support | (800) 723-8324 |
| BBS | (214) 705-7213 |

### IOcomm Intl., Corp.
| Technical Support | (800) 998-8919 |

### Liberty Electronics USA
| Technical Support | (800) 497-8324 |

### Matrox Electronics Systems Limited
| Technical Support | (800) 462-8769 |
| BBS | (514) 685-6008 |

### Metheus Corporation
| Technical Support | (503) 690-1550 |
| BBS | (503) 690-1559 |

### MicroStep, Inc.
| Technical Support | (818) 336-8991 |
| BBS | (818) 961-9992 |

### Mirage Computer Systems
| Technical Support | (310) 440-1460 |

### National Design, Inc.
| Technical Support | (512) 329-5055 |
| BBS | (512) 329-6327 |

## Number Nine Computer Corporation
| | |
|---|---|
| Technical Support | (617) 674-0009 |
| BBS | (617) 862-7502 |

## Nth Graphics
| | |
|---|---|
| Technical Support | (800) 624-7552 |
| BBS | (512) 832-1964 |

## Oak Technology
| | |
|---|---|
| Technical Support | (408) 737-0888 |
| BBS | (408) 524-9014 |

## Orchid Technology Inc.
| | |
|---|---|
| Technical Support | (510) 683-0323 |
| BBS | (510) 683-0327 |

## Paradise
| | |
|---|---|
| Technical Support | (800) 832-4778 |
| BBS | (415) 968-1834 |

## Sigma Designs
| | |
|---|---|
| Technical Support | (510) 770-0100 |
| BBS | (510) 770-0111 |

## SixGraph Computing, Limited
| | |
|---|---|
| Technical Support | (800) 561-2892 |
| BBS | (514) 336-4169 |

## STB Systems
| | |
|---|---|
| Technical Support | (800) 234-4334 |
| Technical Support | (214) 234-8750 |
| BBS Phone | (214) 437-9615 |
| BBS | (214) 237-9615 |

## SuperMac Technology, Inc.
| | |
|---|---|
| Technical Support | (408) 245-0646 |
| BBS | (408) 773-4500 |

## Swan Technologies, Inc.
| | |
|---|---|
| Technical Support | (800) 468-7926 |
| BBS | (814) 237-6143 |

## Trident Microsystems Inc.
| | |
|---|---|
| Phone | (415) 691-9211 |
| BBS | (415) 691-1016 |

## Tseng Labs
| | |
|---|---|
| Technical Support | (215) 968-0502 |
| BBS | (215) 579-7536 |

## Video Logic, Inc.
| | |
|---|---|
| Technical Support | (617) 494-0530 |
| BBS | (617) 494-4960 |

## Video Seven
| | |
|---|---|
| Technical Support | (800) 553-1850 |
| BBS | (510) 656-0503 |
| BBS | (415) 656-0503 |

**VidTech Microsystems, Inc.**
Technical Support          (800) 752-8033
BBS                        (612) 780-3564

**Willow**
Technical Support          (212) 402-9500


## CD-ROM Manufacturers

### Hitachi
Technical Support          (800) 241-6558

### Mitsubishi
Technical Support          (800) 344-6352
BBS                        (714) 236-6286

### Mitsumi
Technical Support          (408) 970-9699

### NEC
Technical Support          (708) 860-0335
BBS                        (508) 635-6328

### Panasonic
Technical Support          (800) 222-0584
BBS                        (201) 863-7845

### Sony
Technical Support          (714) 826-6410    (west coast)
Technical Support          (201) 368-3774    (east coast)
BBS                        (408) 955-5107

### Teac
Technical Support          (213) 726-0303