

**SOLDIER OF FORTUNE - GOLD EDITION README FILE**  
**10/2/2000**

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**I. INTRODUCTION**

Welcome to Soldier of Fortune Gold! This new addition from Raven software offers several game enhancements to the Soldier of Fortune single and multi-player experience, and addresses some issues that shipped with the original release of the game.

Please read through this document to familiarize yourself with the new game features. In addition to basic descriptions of what's new, this document also provides some detailed technical information so you can get the most out of your Soldier of Fortune Gold playing experience.

**IMPORTANT: You will need to make sure you have an additional 50 MB of uncompressed hard disk space available for the additional Soldier of Fortune Gold files. You will also need to have your original Soldier of Fortune CD ROM to play the game.**

**II. GOLD EDITION FEATURES**

REWORKED ARTIFICIAL INTELLIGENCE:

If you attempt to play through the single player portion of Soldier of Fortune Gold, you may notice that the game isn't quite as easy as you remember. You may also notice that the enemy reactions are a bit quicker than the original release version of S.O.F. The enemies in this release may dodge your shots a little better and they may target you a little more quickly than you're used to. It's all part of what we like to call "reworked AI." Are you up to the challenge?

NEW DEATHMATCH MODES:

**Control:**

Control is a new team deathmatch mode for Soldier of Fortune Gold. The object of Control is to touch the flags that are on the map in order to turn them to your team's color. Each team gains points for any flag under their control, and owning all of the flags on a map gives bonus points to the controlling team. The opposing team can steal flags from your control by touching them. You can watch the flag indicator on your screen while you play to see which team is controlling the flags.

**Setting up a Control Game:**

Listen server

NOTE: Any player running a Listen server should make sure that their computer is the faster machine on the LAN.

1. Boot the game and proceed to the "Multiplayer" Menu.
2. Select the "Start a Server" tab.
3. Choose the "RAVCON" map list under "List File Selection." This is important.
4. Under "Deathmatch Type" choose "Control." This is also very important.
5. Configure your server settings on the "Game Settings" menu. Note that there are specific options for adjusting the "Control Score Limit," which designates the score you want to play to; and "CTF/Control Force Join," which allows you to select whether or not joining players are automatically added to a team.
6. Select the color of the team you wish to join on the "Multiplayer Options" menu.

#### Dedicated server

This server option is best suited for games with a large number of players. Additional Dedicated server commands may be found in the "Compatibility List" of the Soldier of Fortune online manual.

1. Press the Windows Start menu button, and go to Programs > Raven Software >> Soldier of Fortune, and select the "Run Dedicated Server" icon.
2. Once the server is running and the console is available, enter "deathmatch 6" to change the play mode to Control.
3. Enter the name of the map you want to play on (ex: enter "map dm/irqcon1" to play on the Power Plant level), or you can alternately enter the name of the map list with the following command: "sv\_maplistfile ravcon". Remember that you can only use the RAVCON maps to play control.
4. Enter "control\_limit XXX" (where XXX is the number of the score you want to play to) to set the scoring limit.
5. To set your Control Bonus (the amount of bonus points a team acquires when they are controlling all 3 flags), enter "control\_bonus XXX" (where XXX is the number of bonus points you want the controlling team to receive).

#### **Conquer the Bunker:**

Conquer the Bunker is a "king of the hill" style game that can be played in teams or as a free-for-all deathmatch extravaganza. In Conquer the Bunker, there is one scoring zone on the map that gives you points for as long as you stay in the scoring zone. The scoring zone is marked with a special "Soldier of Fortune" logo for easy recognition.

#### **Setting up a Conquer the Bunker Game:**

##### On a Listen server

Please see the instructions for Setting up a Control Game above. When you get to steps 3 and 4, choose "RAVCTB" under "List File Selection" and choose "Conquer the Bunker" under "Deathmatch Type."

##### On a Dedicated server

Please see the instructions for setting up a Control game on a dedicated server above. Additional dedicated server commands are available in the "Compatibility List" section of the Soldier of Fortune online manual. Enter "Deathmatch 7" in the console for a Conquer the Bunker server, and enter "sv\_maplistfile ravctb" to load the Conquer the Bunker maps. Remember that Conquer the Bunker is only playable on the RAVCTB maps.

#### NEW LEVELS:

There are 18 new levels in the Soldier of Fortune Gold enhancement pack. Standard Deathmatch, Assassin, and Arsenal are readily playable on all of the new maps. Please be aware that you can only play the new game modes on the specific maps for which they are intended. In other words, you can only play Conquer the Bunker on the specific CTB maps, in the same way that you can only play Control on the Control-specific maps, and Capture the Flag on the CTF-specific maps.

#### *RAVCON Maps*

dm/irqcon1 - Power Plant (6 to 12 players)  
dm/koscon1 - Street Fight (4 to 8 players)  
dm/koscon2 - Airfield (6 to 12 players)  
dm/jpncon1 - Rooftop (6 to 10 players)  
dm/sibcon1 - Cold Front (8 to 12 players)  
dm/gercon1 - Castle (8 to 12 players)  
dm/sudcon1 - S.I. (6 to 16 players)

#### *RAVCTB Maps*

dm/sudctb1 - Meat Plant (8 to 12 players)  
dm/kosctb1 - Old Town (6 to 10 players)  
dm/irqctb1 - Oil Toil (6 to 10 players)  
dm/irqctb2 - Cargo Plane (8 to 12 players)  
dm/irqctb3 - Building (6 to 12 players)  
dm/jpnctb1 - Clean Room (6 to 12 players)  
dm/sibctb1 - Icelock (4 to 8 players)  
dm/sibctb2 - Snowbase (6 to 12 players)  
dm/nycctb1 - Pendulum (8 to 12 players)  
dm/nycctb2 - Death Barge (8 to 12 players)  
dm/gerctb1 - Castle Gate (5 to 12 players)

#### NEW TEAM MODELS:

There are six new player models available from the "Configure Player" menu. Simply scroll through the teams until you see "Capture, Inc.," where you can select from "Assault," "Brick," "Cobra," "Commando," "Jersey," or "Widowmaker," and you're ready to go!

#### NEW BOT DEATHMATCH:

If you really want to hone your S.O.F. deathmatch skills, there's no better practice than a bot-match. For those new to first-person shooters, bots are AI controlled opponents. Soldier of Fortune Gold supports bot play in Standard Free-for-all mode and Arsenal ONLY.

**IMPORTANT NOTE: Bots are NOT designed to function in any of the team modes. Realistic, Assassin, Control, Capture the Flag, and Conquer the Bunker modes are not designed to work with Bots.**

**To set up a Bot-match:** Starting a Bot match is easy. Start up a normal Listen server and you can add bots from the "BOT SETTINGS" menu in the "Start a Server" screen. You should avoid logging onto WON (and being connected to the Internet) in order to play with the bots, which you can do from the "Multiplayer Options" menu. Just toggle "LAN Play Only" to "ON."

**Bot Console Commands:** You can manually add/remove bots from the console of a listen or dedicated server by typing "bot\_add <botname>" or "bot\_rem <botname>". You can add a specific bot to a specific player slot by typing "bot\_nameXX botname" where XX is the slot number (2...30) and "botname" is the

actual name of the bot, like Mullins, Dekker, or Hide. You can remove a specific bot by typing "bot\_nameXX ??????" where XX is the slot number of the bot to be removed. The ?????? is actually what you need to type to empty that slot. The SOF console can be enabled by adding: "+set console 1" (without the quotes) in the target line of the SOF shortcut.

#### PURE SERVERS:

Soldier of Fortune Gold features pure server filtering for multiplayer games. Any Soldier of Fortune multiplayer server that is running un-modified content is considered a "Pure Server." By default, the Pure Server option will be set to "Locked Out" under the Violence Lock menu. When this option is locked out, you will only see multiplayer games in the server browser that are running the un-modified version of Soldier of Fortune Gold (v. 1.06). Enabling this feature will allow you to see all servers, including ones that are running code that has been modified by the user community (i.e. MODs).

**IMPORTANT NOTE: The pure Server option will not be available for German and Low-Violence versions of Soldier of Fortune. Since this option is only accessed on the parental lockout screen, the Low-Violence S.o.F. versions will not have access to this setting.**

#### **To enable browsing of un-Pure Servers:**

1. From the Soldier of Fortune main menu, proceed to the Violence Lock options screen by clicking the "lock" icon.
2. Enter your Violence Lock password, or click "Enter Password" if you do not have one set.
3. At the bottom of the Violence Lock options menu is the Pure Servers setting. Click the option to "Enabled," if you wish to browse and play on "un-Pure" servers.

### **III. GENERAL TECHNICAL ISSUES**

#### **Previously Saved Games:**

Please be aware that any previously created Soldier of Fortune saved-game files will not work after you install the 1.06 patch.

#### **Previous Patches:**

The Internet downloadable version of Soldier of Fortune Gold (1.06) can be installed over any of the previous Soldier of Fortune Beta patches. If you have previously installed the 1.04 or 1.05 Beta patch, you can simply run the Soldier of Fortune 1.06 patch and play.

#### **Un-installing:**

If you have applied the Soldier of Fortune Gold 1.06 patch and you decide to un-install the game, please be sure to delete your Soldier of Fortune program folder from your hard drive, as there are several files that the patch installs, which un-installation will not remove.

### **IV. TROUBLE SHOOTING GENERAL GAME ISSUES**

#### **OpenGL:**

Windows NT v4.0, Windows 2000, Windows 98, and Windows 95 (OSR2) all ship with OpenGL v1.1, so if you are using one of these operating systems, you shouldn't

experience any problems. However, earlier versions of Windows 95 may not have OpenGL v1.1 installed. If you have an earlier version of Windows 95 and you don't have OpenGL installed, then you should download Microsoft's OpenGL for Windows 95 from the Microsoft site at:

<http://download.microsoft.com/download/win95upg/info/1/W95/EN-US/Opengl95.exe>

or

<ftp://ftp.microsoft.com/softlib/mslfiles/opengl95.exe>

This contains **opengl32.dll**, which is needed to run OpenGL programs under Win95. Check the READ ME for installation instructions. OpenGL 1.1 is bundled with Windows NT 4.0.

### **Joysticks:**

General information on setting up your joystick for play with Soldier of Fortune Gold may be found in the "Joysticks" section of the "Compatibility List" in the Soldier of Fortune Online manual.

If you have any issues with joystick calibration, please verify that your joystick is properly configured in Windows (i.e., latest drivers, set to ID 1, and joystick is calibrated). You can then launch the game and proceed to the Options menu. At the bottom of the Options Menu, select "Configure Joystick." On the next screen make sure Joystick is selected to "On." Here is an example config that works:

Advanced joystick ON

X-axis - 3  
Y-axis - 1  
Z-axis - 0  
R-axis - 4  
U-axis - 0  
V-axis - 0

Forward Threshold - all the way left  
Side Threshold - all the way left  
Pitch Threshold - all the way left  
Yaw Threshold - all the way left  
Up Threshold - all the way left

Forward Sensitivity - all the way left (-)  
Side Sensitivity - all the way right (+)  
Pitch Sensitivity - all the way left (-)  
Yaw Sensitivity - all the way left (-)  
Up Sensitivity - all the way left (-)

### Explanation

For the axis and the numbers here is a KEY of what the numbers mean:

- 1- Forward/Backward
- 2- Trackball use
- 3- Step left/right
- 4- Turn left/right, also for trackball
- 5- Crouch/jump
- 6- ?
- 7- ?

Use the relative settings for trackballs.

X- Left/Right  
Y- Forward/Back  
Z- Throttle  
R- Twist  
U- Trackball  
V- Trackball

Thresholds - The more you will have to move the joystick before any effect is registered, this means that when the joystick is about centered you will not drift.

Forward - How fast you move forward and back. Less effort with the joystick if to the left.

Side - How fast you strafe left and right. Less effort with the joystick if to the left.

Pitch - Speed of which you can pitch your aim.

Yaw - How fast you can turn left and right. Less effort with the joystick if to the left.

Up - ?

Sensitivity - The sliders act as multipliers to the input values and the potential to invert the axis.

Forward - How sensitive you go forward and backwards. Negative value - no invert

Side - How sensitive you step left and right. Positive value - no invert

Pitch - How sensitive it is to pitch up to aim. Negative value - no invert

Yaw - how sensitive you turn left and right. Negative value - no invert

Up - ?

#### **Forgotten Violence Password:**

\*\*\*\*IMPORTANT: We can only provide this password fix for customers located in NORTH AMERICA\*\*\*\*

If you forget your Violence Lock Password, and cannot access the violence lock, you will have to:

1) Fax (310-255-2151) or email ( [support@activision.com](mailto:support@activision.com) ) a CLEAR copy YOUR VALID ID (drivers license, student ID, passport) with your birth date so that we can verify your age .

2) Include your phone number and the best time to reach you so that a Supervisor can call you back.

3) You MUST be at the computer to fix the violence lock when we call you back. We will walk you through the procedure to change the password.

#### **SOLDIER OF FORTUNE - GOLD-EDITION (GERMAN TEXT)**

- I. **EINLEITUNG**
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### III. EINLEITUNG

Herzlich willkommen zur Gold-Edition von Soldier of Fortune! Diese Zusatzausgabe von Raven Software bietet zahlreiche Verbesserungen zum Spiel, sowohl im Einzel- wie auch im Mehrspieler-Modus, und behebt Probleme, die bei Veröffentlichung der Originalversion nicht behoben werden konnten.

Bitte lesen Sie sich dieses Dokument sorgfältig durch, damit Sie sich mit den neuen Features vertraut machen können. Zusätzlich zu einer Grundbeschreibung der Neuheiten enthält dieses Dokument detaillierte technische Informationen, damit Sie das Äußerste aus Ihrer Gold-Edition von Soldier of Fortune herausholen können.

**HINWEIS: Vergewissern Sie sich, dass Sie zusätzliche 50 MB freien Festplattenspeicher zur Verfügung haben, bevor Sie den Gold-Patch von Soldier of Fortune installieren. Um das gepatchte Spiel zu starten, muss sich die Original-Soldier-of-Fortune-CD-ROM in Ihrem Laufwerk befinden.**

### IV. FEATURES DER GOLD-EDITION

#### ÜBERARBEITETE KÜNSTLICHE INTELLIGENZ:

Wenn Sie den Einzelspieler-Modus von Soldier of Fortune Gold spielen, werden sie möglicherweise feststellen, dass das Spiel nicht mehr so leicht ist wie Sie es noch in Erinnerung haben. Sie werden vielleicht auch bemerken, dass die Reaktionen der Gegner ein wenig schneller sind als in der Originalversion. Die Feinde in dieser Version weichen Ihren Schüssen besser aus und zielen schneller auf Sie als Sie es gewohnt sind. All das ist Teil davon, was wir 'überarbeitete KI' nennen. Sind Sie bereit für diese Herausforderung?

#### NEUE DEATHMATCH-MODI:

##### **Control:**

'Control' ist ein neuer Team-Deathmatch-Modus für Soldier of Fortune Gold. Das Ziel von 'Control' ist, die Flaggen im Level zu berühren, damit sie die Farbe Ihres Teams annehmen. Die Teams erhalten Punkte für jede Flagge in ihrer Gewalt, besitzt ein Team alle Flaggen eines Levels, gibt es Bonuspunkte. Das gegnerische Team kann durch Berühren einer Flagge aus Ihrem Besitz diese Ihnen abnehmen. Anhand der Flaggenanzeige auf dem Bildschirm während des Spiels können Sie sehen, welches Team wie viele Flaggen besitzt.

##### **Start eines 'Control'-Spiels:**

#### Listen-Server

HINWEIS: Alle Spieler, die einen Listen-Server verwenden, sollten sich vergewissern, dass ihr Rechner der schnellste im LAN ist.

1. Starten Sie das Spiel und begeben Sie sich in das 'Mehrspieler'-Menü.
2. Wählen Sie die Option 'Server starten'.
3. Wählen Sie die 'RAVCON'-Levelliste unter 'Auswahl Levelabfolge'. Dies ist sehr wichtig.
4. Unter 'Deathmatch-Art' wählen Sie 'Control'. Auch dies ist sehr wichtig.
5. Konfigurieren Sie Ihre Server-Einstellungen im Menü 'Spieleinstellungen'. Beachten Sie, dass es bestimmte Optionen zur Einstellung des 'Control Score Limit' (Control-Punktlimit) gibt, das die Punktzahl angibt, um die es in Ihrem Spiel geht. Dasselbe gilt für 'CTF/Control Force Join' (CTF/Autom.

Teamzuweisung - Control), wo Sie wählen können, ob beitretende Spieler automatisch einem Team zugewiesen werden sollen oder nicht.

6. Wählen Sie die Farbe des Teams, dem Sie beitreten möchten, im Menü 'Mehrspieler-Optionen'.

#### Dedicated Server

Diese Server-Option eignet sich am besten für Spiele mit einer großen Anzahl an Spielern. Zusätzliche Dedicated-Server-Befehle finden Sie in der Kompatibilitätsliste des Online-Handbuchs von Soldier of Fortune.

1. Drücken Sie den Start-Button in der Windows-Startleiste, gehen Sie auf Programme > Raven Software >> Soldier of Fortune, und wählen Sie hier den Eintrag 'Dedicated Server starten'.

2. Sobald der Server läuft und die Konsole verfügbar ist, geben Sie 'deathmatch 6' ein, um in den Spielmodus 'Control' zu wechseln.

3. Geben Sie den Namen des Levels ein, den Sie spielen möchten (geben Sie z. B. 'map dm/irqcon1' ein, um den Kernkraftwerk-Level zu spielen), oder geben Sie alternativ den Namen der Levelliste mit dem folgenden Befehl ein: 'sv\_maplistfile ravcon'. Denken Sie daran, dass Sie die RAVCON-Level nur verwenden können, um Control zu spielen.

4. Geben Sie 'control\_limit XXX' ein (wobei XXX die Punktzahl ist, um die es in Ihrem Spiel geht), um das Punktlimit festzulegen.

5. Um Ihren Control-Bonus festzulegen (die Zahl der Bonuspunkte, die ein Team erhält, wenn es alle drei Flaggen in seinem Besitz hat) geben Sie 'control\_bonus XXX' ein (wobei XXX die Anzahl an Bonuspunkten ist, die das Besitzerteam erhalten soll).

#### **Conquer the Bunker:**

'Conquer the Bunker' (Stürmung des Bunkers) kann in Teams oder als Free-for-all-Deathmatch-Variante gespielt werden. In 'Conquer the Bunker' gibt es eine Punktzone im Level, in der Sie Punkte erhalten, solange Sie sich in dieser Zone aufhalten. Die Punktzone ist mit einem speziellen 'Soldier of Fortune'-Logo gekennzeichnet, damit Sie sie auch leicht erkennen.

#### **Start eines 'Conquer the Bunker'-Spiels:**

##### Auf einem Listen-Server

Wie Sie ein Control-Spiel starten, sehen Sie oben. Sind Sie bei Schritt 3 und 4 angelangt, wählen Sie 'RAVCTB' unter 'Auswahl Levelabfolge' und dann 'Conquer the Bunker' unter 'Deathmatch-Art'.

##### Auf einem Dedicated Server

Bitte lesen Sie oben die Anweisungen zum Start eines Control-Spiels auf einem Dedicated Server. Zusätzliche Dedicated-Server-Befehle finden Sie in der Kompatibilitätsliste im Online-Handbuch von Soldier of Fortune. Geben Sie 'Deathmatch 7' in die Konsole ein, um einen 'Conquer the Bunker'-Server zu starten, und dann 'sv\_maplistfile ravctb', um die 'Conquer the Bunker'-Level zu laden. Denken Sie daran, dass Sie 'Conquer the Bunker' nur auf den RAVCTB-Leveln spielen können.

#### NEUE LEVEL:

Es gibt 18 neue Level in der Gold-Edition von Soldier of Fortune. Standard-Deathmatch, Kopfgeldjäger und Arsenal können alle auf den neuen Leveln gespielt werden. Bitte beachten Sie, dass Sie die neuen Spielmodi nur auf bestimmten Leveln spielen können, die für den jeweiligen Modus vorgesehen sind. Mit anderen Worten: Sie können 'Conquer the Bunker' nur auf bestimmten CTB-Leveln spielen, so wie Sie auch 'Control' nur auf bestimmten 'Control'-



Leveln und 'Capture the Flag' nur auf bestimmten CTF-Leveln spielen können.

#### *RAVCON-Level*

dm/irqcon1 - Power Plant (6 bis 12 Spieler)  
dm/koscon1 - Street Fight (4 bis 8 Spieler)  
dm/koscon2 - Airfield (6 bis 12 Spieler)  
dm/jpncon1 - Rooftop (6 bis 10 Spieler)  
dm/sibcon1 - Cold Front (8 bis 12 Spieler)  
dm/gercon1 - Castle (8 bis 12 Spieler)  
dm/sudcon1 - S.I. (6 bis 16 Spieler)

#### *RAVCTB-Level*

dm/sudctb1 - Meat Plant (8 bis 12 Spieler)  
dm/kosctb1 - Old Town (6 bis 10 Spieler)  
dm/irqctb1 - Oil Toil (6 bis 10 Spieler)  
dm/irqctb2 - Cargo Plane (8 bis 12 Spieler)  
dm/irqctb3 - Building (6 bis 12 Spieler)  
dm/jpnctb1 - Clean Room (6 bis 12 Spieler)  
dm/sibctb1 - Icelock (4 bis 8 Spieler)  
dm/sibctb2 - Snowbase (6 bis 12 Spieler)  
dm/nycctb1 - Pendulum (8 bis 12 Spieler)  
dm/nycctb2 - Death Barge (8 bis 12 Spieler)  
dm/gerctb1 - Castle Gate (5 bis 12 Spieler)

#### NEUE TEAM-MODELS:

Es gibt sechs neue Spielermodels, die Sie im Menü 'Spieler konfigurieren' auswählen können. Scrollen Sie einfach durch die Teams, bis Sie 'Capture, Inc.' sehen, wo Sie dann zwischen 'Assault', 'Brick', 'Cobra', 'Commando', 'Jersey' oder 'Widowmaker' auswählen können.

#### NEUES BOT-DEATHMATCH:

Wenn Sie wirklich Ihre S.O.F.-Deathmatch-Fähigkeiten schärfen möchten, gibt es keine bessere Übung als ein Bot-Match. Für all diejenigen, die noch keine Erfahrung mit Ego-Shootern haben: Bots sind KI-gesteuerte Gegner. Soldier of Fortune Gold unterstützt Bot-Spiele NUR im Standard-Free-for-all-Modus und Arsenal.

**WICHTIGER HINWEIS: Bots sind NICHT dafür entworfen, in allen Team-Modi zu funtionieren. In den Modi Realistisch, Kopfgeldjäger, Control, Capture the Flag und Conquer the Bunker funktionieren die Bots nicht.**

**Start eines Bot-Matches:** Der Start eines Bot-Spiels ist einfach. Starten Sie einen normalen Listen Server, worauf Sie dann Bots aus dem Menü 'BOT SETTINGS' im Bildschirm 'Server starten' hinzufügen können. Sie sollten vermeiden, sich im WON einzuloggen (und sich mit dem Internet zu verbinden), um mit den Bots zu spielen, was Sie wiederum vom Menü 'Mehrspieler-Optionen' aus tun können. Stellen Sie einfach 'Nur LAN-Spiel' auf 'EIN'.

**Befehle für die Bot-Konsole:** Sie können Bots von der Konsole eines Listen- oder Dedicated Servers manuell hinzufügen bzw. entfernen, indem Sie 'bot\_add <Bot-Name>' zum Hinzufügen oder 'bot\_rem <Bot-Name>' zum Entfernen eingeben. Sie können einen bestimmten Bot einem bestimmten Spieler zuweisen, indem Sie 'bot\_nameXX Bot-Name' eingeben, wobei XX die Platznummer ist (2...30) und 'Bot-Name' der eigentliche Name des Bot wie beispielsweise Mullins, Dekker etc. Sie können einen bestimmten Bot entfernen, indem Sie 'bot\_nameXX ??????' eingeben,

wobei XX die Platznummer des zu entfernenden Bots ist. Die Fragezeichen '???????' stehen für das, was Sie eintippen müssen, um den Platz zu leeren.

## V. ALLGEMEINE TECHNISCHE ANGABEN

### **Spiele speichern:**

Bitte beachten Sie, dass Spielstände der Original-Version von Soldier of Fortune mit der Installation von Patch 1.06 verloren gehen.

### **Bereits erschienene Patches:**

Die im Internet downloadbare Version von Soldier of Fortune Gold (1.06) kann über alle bereits erschienenen Beta-Patches von Soldier of Fortune installiert werden. Haben Sie bereits Beta-Patch 1.04 oder 1.05 installiert, können Sie einfach den Soldier-of-Fortune-Patch 1.06 starten und ein Spiel beginnen.

### **Deinstallation:**

Haben Sie den Soldier-of-Fortune-Gold-Patch 1.06 installiert und wollen ihn wieder deinstallieren, löschen Sie Ihren Soldier-of-Fortune-Programmordner von Ihrer Festplatte, da der Patch mehrere Dateien installiert, die nicht durch die Deinstallation entfernt werden.

## VI. PROBLEMBEBEHUNG UND ALLGEMEINE HINWEISE

### **OpenGL:**

Windows NT v4.0, Windows 2000, Windows 98 und Windows 95 (OSR2) beinhalten OpenGL v1.1. Wenn Sie also eines dieser Betriebssysteme verwenden, sollten keine Probleme auftauchen. Frühere Versionen von Windows 95 enthalten möglicherweise kein OpenGL. In diesem Fall sollten Sie Microsofts OpenGL für Windows 95 von der Microsoft-Website herunterladen:

<http://download.microsoft.com/download/win95upg/info/1/W95/EN-US/Opengl95.exe>

oder

<ftp://ftp.microsoft.com/softlib/mslfiles/opengl95.exe>

Dort finden Sie **opengl32.dll**, das Sie benötigen, um OpenGL-Programme unter Windows 95 zu starten. In der Readme-Datei zu diesem Programm erhalten Sie Anweisungen zur Installation. In Windows NT 4.0 ist OpenGL 1.1 bereits enthalten.

### **Joysticks:**

Allgemeine Informationen zur Kalibrierung eines Joysticks zum Spielen von Soldier of Fortune Gold finden Sie im Abschnitt 'Joysticks' der Kompatibilitätsliste im Online-Handbuch von Soldier of Fortune.

Sollten Probleme bei der Kalibrierung des Joysticks auftreten, vergewissern Sie sich, dass Ihr Joystick korrekt unter Windows konfiguriert wurde (d. h. neueste Treiber, auf ID 1 gestellt und der Joystick ist kalibriert). Sie können dann das Spiel starten und ins Optionsmenü gehen. Am unteren Rand des Optionsmenüs wählen Sie 'Joystick konfigurieren'. Im darauf folgenden Bildschirm sollte die Joystick-Option auf 'Ein' gestellt sein. Hier sehen Sie ein Beispiel einer Konfiguration:

Erweiterter Joystick EIN

X-Achse - 3

Y-Achse - 1  
Z-Achse - 0  
R-Achse - 4  
U-Achse - 0  
V-Achse - 0

Reaktionspunkt vorne - ganz nach links  
Reaktionspunkt Seite - ganz nach links  
Reaktionspunkt Pitch - ganz nach links  
Reaktionspunkt Yaw - ganz nach links

Empfindlichkeit vorne - ganz nach links (-)  
Empfindlichkeit Seite - ganz nach rechts (+)  
Empfindlichkeit Pitch - ganz nach links (-)  
Empfindlichkeit Yaw - ganz nach links (-)

#### Erklärung

Hier wird erläutert, was die Achsen und die Zahlen bedeuten:

- 1- Vorwärts/Rückwärts
- 2- Verwendung des Trackballs
- 3- Schritt links/rechts
- 4- Nach links/rechts drehen, auch Trackball
- 5- Ducken/Springen
- 6- ?
- 7- ?

Verwenden Sie die Standard-Einstellungen der Trackballs.

X- Links/rechts  
Y- Vorwärts/Rückwärts  
Z- Tempo-Regulierung  
R- Drehen  
U- Trackball  
V- Trackball

Reaktionspunkte - Je höher diese Option eingestellt ist, desto mehr werden Sie den Joystick bewegen müssen, damit Sie eine Wirkung sehen. Wenn sich der Joystick in der Mitte befindet, bewegen Sie sich nicht.

Vorne - Bestimmt, wie schnell Sie sich vorwärts und rückwärts bewegen. Ist die Option nach links gestellt, müssen Sie den Joystick nicht so fest drücken.

Seite - Bestimmt, wie schnell Sie sich seitlich nach links bzw. rechts bewegen können. Ist die Option nach links gestellt, müssen Sie den Joystick nicht so fest drücken.

Pitch - Bestimmt das Tempo, mit dem Sie auf Ihre Gegner zielen.

Yaw - Bestimmt, wie schnell Sie sich nach links bzw. rechts drehen können. Ist die Option nach links gestellt, müssen Sie den Joystick nicht so fest drücken.

Empfindlichkeit - Die Regler multiplizieren sozusagen die Eingabewerte sowie das Potenzial, die Achse zu invertieren.

Vorne - Bestimmt die Empfindlichkeit bei Schritten nach vorne und hinten.

Negativer Wert - keine Invertierung.

Seite - Bestimmt die Empfindlichkeit bei Schritten nach links und rechts.

Positiver Wert - keine Invertierung.

Pitch - Bestimmt die Empfindlichkeit beim Zielen. Negativer Wert - keine Invertierung.

Yaw - Bestimmt die Empfindlichkeit beim Drehen nach links und rechts.

Negativer Wert - keine Invertierung.

## VII. CREDITS

SOF GOLD original content by Raven Software

Hidebot by Rich "TheFatal" Whitehouse

Activision Producers: Laird Malamed, Steven Rosenthal

Activision Quality Assurance:

QA Senior Leads: Jeff Poffenbarger, Matt Powers

QA Lead: Henry Villanueva

QA Test Team: Ron Weibel, Rob Hargraves, John Sweeney, Jason Richey, Patrick Tse

## VIII. CONTACTING ACTIVISION

### Customer Support: North America

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/232.asp>. Support resources for Soldier of Fortune are also available on the Web at: <http://sof.ravensoft.com>.

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](mailto: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.

**Fax:** 310-255-2151

**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](mailto: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](mailto:support@activision.co.uk)

Internet: [www.activision.com/support](http://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](http://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

**IX. 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](mailto:support@activision.de)

Deutsche Website: [www.activision.de](http://www.activision.de)

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

**Online-Dienste US**

Internet: [support@activision.com](mailto:support@activision.com) oder [www.activision.com/support](http://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 (peresempio 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](http://www.activision.com/support)

E-mail: [support@activision.co.uk](mailto: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](http://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](mailto: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](mailto: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](mailto: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](mailto:suporte@ea.com)

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

### **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](mailto: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](mailto: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](mailto: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](mailto:suporte@ea.com)

## VII. SOFTWARE LICENSE AGREEMENT

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