

Interplay Entertainment Corp Windows® Reference and Troubleshooting Guide

On these pages you will find technical information regarding the most common problems we experience with any of our titles. Most of the problems we experience can be corrected by following the enclosed directions. If you are encountering a problem with one of our titles, please read through the following information for instructions on how to ideally configure your system for any of our titles.

Returns

Because of the advanced techniques currently in use in the process of burning CD's, it is very rare that a CD itself will be damaged or corrupted enough for your game to work incorrectly. Many times a quick call to our technical support line will get you up and running. Please contact technical support if you believe you have a bad CD, or a damaged product. Our trained technicians will be able to diagnose and in most cases correct your problem without ever needing to exchange your CD.

Support Information

TECHNICAL SUPPORT TROUBLESHOOTING GUIDES ONLINE!

Interplay Entertainment Corp. Technical Support offers troubleshooting guides online at:

<http://interplay.com/support/>

For game specific information and additional troubleshooting, visit our main page at:

<http://www.interplay.com>

If you are unable to find the information you need on our web site, please feel free to contact Technical Support via e-mail at support@interplay.com. We also offer support service via phone, fax, or letter. Please be sure to include the following information in your e-mail message, fax, or letter:

- **Title of Game**
- **Operating system (Windows® 95, Windows® 98, Windows® ME, Windows® 2000, Windows® XP)**
- **CPU type and speed in MHz**
- **Amount of RAM**
- **CD-ROM**
- **A copy of the Direct X Diagnostic Report**
- **A description of the problem you're having**

If you need to talk to someone immediately, call us at (949) 553-6678 Monday through Friday between 8:00AM-5:45PM Pacific Standard Time.

Please have the above information ready when you call. This will help us answer your question in the shortest possible time. For information pertaining to your specific title, press "1" on the main menu and listen carefully to all prompts. All titles are listed alphabetically.

After you have selected your title, the most common difficulties will be listed. If the difficulty you are having is not listed or you need additional assistance, you may press "0" on your game's main menu, and you will be transferred to a Technical Support Representative from 8:00AM-5:45PM PST, Monday-Friday. Our automated wizard is available 24 hours a day, 7 days a week.

No hints or codes are available from this line. For more information on obtaining hints for any of our titles, please visit us on the web at www.interplay.com/hint

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This game requires that you have Microsoft's DirectX installed on your system and that all your hardware, including your sound and video card, are DirectX certified. The newest version of DirectX available to us should be included on the Game CD and can be installed by choosing "Install DirectX" when given the option while installing the title. The most common problem with DirectX games is the drivers that are in use for your sound card and your video card. If you have problems with the game, you should always contact your video and sound card manufacturer (either through their web sites or over the telephone) for information on obtaining the latest drivers for that hardware. The majority of problems that we experience with any of our titles now stem from systems that are using older drivers.

For examples of some problems you may experience with DirectX, we recommend that you visit the following website: www.interplay.com/support/directx.

Our DirectX pages contain all of the following information, as well as showing you screenshots to guide you through the troubleshooting process.

If a program has been designed to work under DirectX a system may experience strange errors if DirectX is not installed or is not working properly. You will want to make sure that DirectX has been installed and that all drivers in the system are compatible with DirectX. The version of DirectX that the game requires should be within a DIRECTX folder on the games CD. The current end-user version of DirectX should also be available for download from **Microsoft's website**.

Windows® 95 or higher with DirectX 6 or higher

You can check for a proper DirectX setup by doing the following:

- 1. Click on START**
- 2. Click on RUN**
- 3. Type DXDIAG**
- 4. Click OK**

A screen listing your hardware devices and their current DirectX certification should appear.

The screen that appears has multiple tabs along the top. You will want to click on the DirectX Drivers tab. All of the drivers are listed along the top section separately and you will find a "Notes" field along the bottom. Within the notes field any problems encountered will be listed. You will want to verify that you have the latest drivers installed by checking your manufacturer's website

Interplay Productions Support Fax:

(949) 252-2820

Interplay Productions Technical Support:

16815 Von Karman Avenue
Irvine, CA 92606

HOW TO REACH US ONLINE

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

FTP: <ftp.interplay.com>

Internet E-mail: support@interplay.com

AOL: From the channel screen, click on the internet button, then click on the go to the Web button, and in the address section type <http://www.interplay.com/support/>