



OPERATION: LOST IN TIME

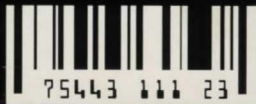
CONFIDENTIAL REPORT

WARNING:

This document is classified

EYES ONLY

Unauthorized review will be
prosecuted under the Universal
Space-Time Continuum Codes
11452.669b and 79516.414h.



SPACE-TIME POLICE

TOP SECRET

DO NOT PROCEED WITHOUT PROPER CLEARANCE

MISSION REPORT

by Agent MELKIOR

April 2092

This report summarizes the events that lead to the arrest of **JARLATH EQUUS**, who was responsible for stealing a valuable sample of the element **AMERICIUM 1492**. He hid the radioactive material in the past, endangering the equilibrium of the time continuum. For this reason the Space-Time Police were assigned to handle the case.

The disks enclosed with this manual will allow you to relive this mission as **DORALICE PRUNELIER**. She is a woman who was selected without her awareness by the Central Computer of the Space-Time Police because of her historical-temporal ties with **JARLATH EQUUS**.

LOCATIONS

The events in this game take place in three locations and two time periods:

1992 - **Manor de la Pruneliere** - Atlantic Coast - Europe.

1840 - **Ship** - The Briscarde - Caribbean Sea.

1840 - **Island of St. Cristobald** - Caribbean Islands.

CRISTOBALD ISLAND - 1840

In 1840 the treasure belonged to a tribe on the West Coast of Africa. Hoping to take it back without attracting the attention of the Space-Time Police, Jarlath decided to establish himself on a Caribbean Island by marrying the daughter of a rich plantation owner. Taking advantage of the slave trade, he sent for the treasure as well as for a few slaves. Then, on the island, he prepared the final part of his plan: He hired a pirate to wreck his ship with the treasure aboard near a seaside manor he had purchased on the coast of Europe. In this way the treasure would be safely hidden from the Space-Time Police.

COMMENTS:

We find ourselves facing a sensitive case of temporal manipulation with recursive characteristics. The percentage of paradox having

reached a critical ceiling, an upheaval or even the destruction of the inner structure of the universal biological inheritance must be anticipated. Only the extraction of the disturbing element from the factual context can correct the perverse effects.

SUGGESTED POINT OF INTERCEPTION: PARIS - 1992

TRAVELING IN SPACE AND TIME

At the end of the 20th century modern biologists were already using the retro-evolution of sick cells which allowed them to go back to a healthy structure and influence a new and positive evolution of the organism. At the same time theoreticians in thermodynamics were demonstrating the macroscopic reversibility created by intense magnetic fields. Thanks to the convergence of the two scientific fields, it took less than a century to develop the techniques necessary for the evolution of matter to the past. The purpose was not to rejuvenate the subject but to rejuvenate his environment. This technology, which today has been miniaturized, allows us to go back in time.

Professor Falco, specialist in quantum mechanics
From his book "The Past Future", (January 2092)

AMERICIUM 1492

A trace of this element was first detected by accident on a meteor fragment owned by a family of collectors for more than a century. Chance played a role a second time when a crystal weighing several tons was discovered approximately one hundred feet below the surface of the Gulf of Mexico. It was determined in a laboratory located on a satellite, that the crystal could withstand extraordinary temperatures and rates of acceleration. The applications for an element with these properties would be revolutionary, especially for the military. One detail needs to be mentioned: The element has been given the atomic code name Americium 1492. It is composed of heavy molecules and has a high level of radioactivity that lasts three thousand years. This may jeopardize its immediate application since it cannot be used as long as it is radioactive.

Professor Falco, specialist in quantum mechanics
From his book "The Past Future", (January 2092)

EVALUATION AND PSYCHOLOGICAL PROFILE OF DORALICE PRUNELIER

by **Colonel Orson**, recruitment specialist

The year is 1992. The subject is a young woman, 27 years old and extremely intelligent. She works as a ship's captain which allows her to be financially comfortable.

NOTE: She is a gambler. Everything she earns disappears!

Her job is a good reflection of her independent nature and her restlessness. She prefers the danger of jungles to the luxury of palaces. Her father is an ethnologist, a specialist in Amerinds, who loves open spaces. Her mother is a famous Brazilian singer with the Opera of Manaus. The subject lives in a luxurious apartment in Paris where she often entertains her many friends and enjoys cooking exotic meals for them. She has a taste for fine liquors: Whiskey, rum and cognac. Her favorite drink is the Pina Colada. Her favorite foods are eggs prepared in any and all imaginable ways with anything and everything. She adds salt and pepper before tasting and likes spicy hot dishes.

She loves old-style jazz. She hates chess but adores Go. She cannot understand bridge but plays Scrabble with her best friend. She is healthy and strong and has taken up several different sports: Hang gliding, aikido, and scuba-diving, but there is none that she really prefers. She does not smoke. She detests weapons. She does not support any form of corporatism, politics or religion. She is not gullible or superstitious. She believes in science and is always searching for new sensations and unusual activities. She touches everything but does not take time to examine things more closely. For this reason she can give the impression that she is superficial.

Sometimes she appears thoughtless or reckless. She loves difficult situations where her judgement, observation skills and deductive-mind can be tested. She has a passion for old American TV series, particularly MacGyver, Colombo and Mission Impossible.

The subject is stable and well-balanced. She has all the attributes required to accomplish the mission that will lead to the arrest of Jarlath Equis.

REPORT CONCERNING THE ACTIVITIES OF JARLATH EQUUS

by **Professor Nathaniel**,
expert in temporal criminology

EUROPE - 2092



JARLATH EQUUS belongs to the "new generation of historians" who specialize in the synthesis of history and physics and are involved in the confidential research program studying travel in space and time. He has stolen a sample of Americium 1492, a newly discovered material with revolutionary military applications, which he plans to eventually use for great personal gain. Unfortunately 3000 years are necessary for this

material to become safe to use because it has the unpleasant quality of being radioactive. Jarlath has devised a daring plan: He traveled back 3000 years in time and hid the sample beside a mummy in a golden Egyptian sarcophagus. Then as the years have gone by, he has kept track of his "treasure".

THE NEW EVENT - May - N°90

THE CONCLUSIONS OF THE "AMERICIUM 1492" AFFAIR

AN EXCLUSIVE INTERVIEW WITH AN S.T.P. AGENT

THE NEW EVENT: Agent Melkior, can you remind us of the role of the Space-Time Police in 2092?

MELKIOR: As you know, recent discoveries allow us to travel back in time with the use of a simple instrument worn on the wrist that generates an intense magnetic field. Time travel is a privilege and is limited to a few trusted people. The inevitable consequences of such an extraordinary discovery lead to the creation of the Committee for Temporal Ethics. Only observation of the past is authorized. Any other sort of intervention is forbidden because of the danger involved.

N.E.: You have just solved the case of the stolen Americium 1492 that we all heard about.

M.: I'm not the only one who deserves the credit. We owe much more to Doralice Prunelier, a lovely person who lives in 1992, for the solution to the case. I met her in 1840, aboard a ship called the Briscarde where I was working disguised as a cook.

N.E.: It seems that the S.T.P. prefers to use persons from the past for interventions. Can you explain to us how she was chosen?

M.: Well, Jarlath Equis, the criminal I was following, not only went back in time, he also influenced events. For that reason, the "Theory of Possible Futures" was to be applied and his fate was doomed. We just had to choose from all the possible futures, a temporal line that included his death as punishment and, of course, one that included the existence of Doralice Prunelier.

N.E.: Precisely what mistake did Jarlath make?

M.: His first mistake was to marry, in 1840, Velvet Rochefort de la Pruneliere after having caused the death of her father. His second mistake was to bring to the Island of St. Cristobald his "treasure" (the stolen goods) and a slave named Yoruba. Yoruba had a child with Velvet and Doralice Prunelier is a direct descendant of that child several generations later. Our historians detected the temporal wound caused by those two events which allowed us to localize Jarlath on this Caribbean Island.

N.E.: And you neutralized Jarlath on that island?

M.: Not me, Doralice. I wasn't able to localize both the individual and the "treasure". And I was in danger of losing one or the other.

It was necessary for him to be confident of his plan in order for me to be able to track him down. He wasn't cautious with Doralice, who was a dangerous opponent. She was the one who defeated him.

N.E.: Has Doralice been informed of her role in the whole affair?

M.: The Code of Temporal Ethics forbids such a thing. She continued her life in the 20th century. Normally she wouldn't be aware of anything, but I really would like to have her as a partner again.

CONTACTS DURING OPERATION



YORUBA

The descendant of a family of Egyptian priests and the guardian of his tribe's treasure, the sarcophagus of Pharaoh Amenotep. He was taken from his tribe by Jarlath, who brought him to the Island of St. Cristobald and made him a slave. He became the lover of Jarlath's wife, Velvet Rochefort de la Pruneliere. Doralice and Melkior will free him while aboard the ship sailing to Europe.



VELVET

Jarlath married her to inherit the plantation and her father's name. Neglected by her husband and lonely during his long absences, she fell in love with Yoruba and had a child by him. She will lead Doralice to Maximin.



PHILIBERT

The Captain of the Briscarde. Jarlath paid him to sink the ship transporting the sarcophagus off the shore of the manor he owns on the Atlantic Coast in Europe. His men fear him because of his revolver with a magnetic grip that works only with his magnetized rings.



OSWALD

A sailor on the Briscarde. He hates the Captain and is waiting for the opportunity to start a mutiny. Doralice will help him steal the Captain's revolver in exchange for the promise that he will help her escape.



MAKANDAL

The healer on the Island of St. Cristobald. He spends his time trying to avoid the excessive passion of Delia. Doralice will have to convince him to heal Yoruba.



DELIA

The fortune teller and Velvet's confidant. She is madly in love with Makandal and spends her time concocting love potions to use on him. She will help Doralice find Velvet.



CELEUCIE

The cook at the plantation and Amilcar's mother. Velvet entrusts Maximin to her care but Jarlath succeeds in distracting her and endangering Maximin's life.



AMILCAR

The young son of Celeucie and Makandal. He tries to fool Doralice but he will lead her to Makandal.



SERAPION

The storyteller. He knows everything that happens on the plantation, especially about the arrival of Jarlath and the death of Velvet's father. Unfortunately, he loses his voice and cannot speak. When Doralice heals him he will help her to enter the plantation.

MAXIMIN

The son of Yoruba and Velvet and the great-great grandfather of Doralice. His life is in great danger because of Jarlath.

GALIPO

The parrot that Makandal gave to the Captain. When Philibert locks Doralice in his cabin it deters her from searching the place.

INSTALLATION

1. You must have at least 18 megabytes to install this game.

- Insert DISK 1 into the disk drive (e.g. A: or B:)
- Type **A:** (or B:) and press ENTER.
- Type **INSTALL** and press ENTER.
- Follow the on-screen instructions.

The installation allows you to choose the hard drive on which to install the game (eg. C: or D:), but automatically installs the game into a sub-directory called SIERRA\LOST (eg. C:\SIERRA\LOST).

You may choose to create your own sub-directory.

To start the game:

- Change to the hard drive and directory where you installed the game (eg. C:\SIERRA\LOST):
- Type **C:** and press ENTER.
- Type **CD\SIERRA\LOST** and press ENTER.
- Type **LOST** and press ENTER.

NOTE: If, after installing the game, you want to change the configuration you are using to play the game (sound card or advanced configuration), use the following procedure:

- Change to the hard drive and directory where you installed the game (eg. C:\SIERRA\LOST)
- Type **C:** and press ENTER.
- Type **CD\SIERRA\LOST** and press ENTER.
- Type **SETUP** and press ENTER.

CD ROM

To install the game:

- Insert the CD into the CD drive
- Change to your CD drive (eg. D:):
- Type **D:** and press ENTER.
- Type **INSTALL** and press ENTER.
- Follow the instructions on the screen.

To start the game:

- Insert the CD into the CD drive.
- Change to the hard drive and directory where you installed the game (eg. C:\SIERRA\LOST):
- Type **C:** and press ENTER.
- Type **CD\SIERRA\LOST** and press ENTER.
- Type **LOST** and press ENTER.

NOTE: If, after installing the game, you want to change the configuration you are using to play the game (graphics card, sound card, language, mouse, joystick or advanced configuration), use the following procedure:

- Insert the CD into the CD drive.
- Change to the hard drive and directory where you installed the game (eg. C:\SIERRA\LOST):
- Type **C:** and press ENTER.
- Type **CD\SIERRA\LOST** and press ENTER.
- Type **SETUP** and press ENTER.

INTERACTION

In order to correctly use the disks enclosed with this manual, please follow these instructions. You may use the mouse exclusively. In this manual "left click" means "click the left mouse button" and "right click" means "click the right mouse button".

THE SCREEN is divided into four areas from top to bottom:

- The icon bar appears when the cursor is brought to the top of the screen.
- The central area is where the adventure takes place.
- The dialogue box is where text appears.
- The bottom line is where the names of objects, places and characters appear.

THE FUNCTION OF THE CURSORS

Moving the arrow cursor on the screen corresponds to "looking at" or "acting upon". It enables you to find:

- Exits or directions to go which appear as "swinging door" icons or green arrows depending on the location.
- Particular objects, places and characters whose names appear on the bottom line.

The object cursor appears when you pick up or use an object.

The "OK" cursor appears when there is text to be read. When you have read the text on the screen left click to bring up the next part of the text or to continue if there is no more text. Right click to skip the text and continue.

HOW TO USE OBJECTS

When you left click the arrow cursor on a usable object, you pick up the object and the cursor becomes an object cursor:

- The object goes into your inventory when you right click.
- The object can be used by left clicking the object cursor on another object, place or character. The message: "USE (object) ON (object, place or character)" appears on the bottom line. Left click to proceed with the action. Right click to abort the action.

INVENTORY

The inventory can be opened by right clicking. The objects that you currently have in the inventory will be displayed.

To use an object on another object in the inventory:

1. Take an object in the inventory by left clicking the arrow cursor on the object.
2. Bring the object cursor to the icon bar at the top of the screen.
3. Left click the object cursor on the INVENTORY icon.
4. Left click the object cursor on the desired object.

THE ICON BAR



Six functions are available by bringing the arrow cursor to the top of the screen and left clicking it on the desired icon. Right click to exit a function.



1. CONTROL PANEL

SAVE: Left click on SAVE when you want to save at a point in the game. There are 30 lines on which 30 games can be saved. Choose a line by left clicking on the up or down arrow and then left click on the desired line. The name of the place in the game will appear automatically or you can type in a different name.

LOAD: Left click on LOAD when you want to restore a previously saved game. Choose a line by left clicking on the up or down arrow and then left click on the desired saved game. Pictures of where the games were saved appear in the window.

QUIT: Left click on QUIT when you want to quit the game.

VERSION: Left click on VERSION to see the version number of the game.



2. JOKERS

There are a few "jokers" available in various places throughout the game that will give you some hints if you are stuck. You are only allowed to use three.



3. NOTEBOOK

Clues (INDEX), dialogues with the main characters (DIALOGUE) and what has happened in the game (MEMO) are automatically recorded (indicated by a flashing notebook icon) and can be checked as often as you want. You also have an additional page (the last page of MEMO) to type your own notes. Left click on your choice: INDEX, DIALOGUE, MEMO, NEXT PAGE or PREVIOUS PAGE (in MEMO) or EXIT.



4. INVENTORY

This is another way to open the inventory.



5. MOVEMENT

A "map" of each of the three locations allows you to go directly to a place that you have already visited. Left click on the name of the place on the "map" that you want to go to.



6. OPTIONS

MUSIC: Left click on MUSIC to turn the music on or off. An ">" indicates that the music is on.

INFO: Left click on INFO to see the date, time, percentage of the game completed and total amount of time in the game.

TECHNICAL HELP

(MS-DOS only)

You may receive one or more of the following messages when playing your Sierra game or during installation. The following paragraphs show the possible error messages in bold with explanations and solutions detailed afterwards.

CRC ERROR: This message means you have a bad disk. It stands for Cyclic Redundancy Check, a way to check for disk errors. See "The Sierra No Risk Guarantee" for more information on disk replacement.

DATA ERROR READING DRIVE A or B: This message means you have a bad disk. See "The Sierra No Risk Guarantee" for more information on disk replacement.

GENERAL FAILURE READING DRIVE A or B: This message means you probably have a low density floppy drive and are trying to read incompatible high density disks.

YOU NEED "____" MORE BYTES OF FREE MEMORY AVAILABLE TO RUN THIS GAME: This message means that there is not enough free memory to successfully run the program. You may need to boot your system with a Boot Disk. See BOOT DISK INSTRUCTIONS on the following pages.

SECTOR NOT FOUND READING DRIVE A: (While reading any MS-DOS game disk) This message means you have a bad disk. See "The Sierra No Risk Guarantee" for more information on disk replacement.

MEMORY REQUIREMENTS

Sierra programs require a large amount of memory (RAM) in order to function properly. If you are encountering difficulties and want to see how much memory is available through MS-DOS, type MEM. An example of a typical system is:

Largest executable program size 555K (568,320 bytes)

If the "Bytes Free" line is below 568,320 (555K), please use a boot disk (Minimum memory requirements may vary per game.). To create a boot disk, please follow the instructions on creating a boot disk on the following pages.

BOOT DISK INSTRUCTIONS

Booting your computer system with a Boot Disk before you play your Sierra game will keep any TSR (Terminate-and-Stay-Resident) programs from being loaded into memory.

CREATING A BOOT DISK

PLEASE NOTE: The format command must be used with care to avoid erasing all stored information on your hard disk. Please follow the instructions on the following pages exactly.

Formatting From A Hard Disk

1. Insert a blank disk into Drive A:.
2. At the C: prompt, type: **format a:/s** [ENTER].

Note: If your A: drive is a 3.5" high density drive, using a low density disk, type: **format a:/s/t:80/n:9** [ENTER].

Note: If your A: drive is a 5.25" high density drive, using a low density disk, type: **format a:/s/t:40/n:9** [ENTER].

3. Follow the DOS prompts.

Formatting From A Diskette Drive

1. Insert your original MS-DOS system disk in Drive A:.
2. At the A: prompt, type: **format a:/s** [ENTER]
3. When prompted, insert a blank disk into Drive A: and follow the DOS prompts.

NOTE: If you are going to use a mouse with your Sierra game, please refer to the mouse driver section prior to making the Boot Disk.

MOUSE DRIVERS

If you will be using a mouse to play your Sierra game, you must copy your mouse driver onto your Boot Disk. There are two types of mouse drivers available: MOUSE.SYS and MOUSE.COM. The following is a step by step instruction on locating and loading the mouse driver in either the CONFIG.SYS OR AUTOEXEC.BAT file.

1. LOCATING THE MOUSE DRIVERS: If you do not know where the MOUSE.SYS or MOUSE.COM files are located, the command below will assist you in the locating these files. For users of DOS 5.0 or above, type the following at the C:\> prompt:

DIR \MOUSE /S <ENTER>

This command will allow you to search all sub directories for a file called mouse. If the system locates a file called mouse, it will display the path where the mouse files are located. For instance, if the MOUSE.SYS file is located in a C:\MOUSE directory, the system will display the following message:

Directory of C:\MOUSE

MOUSE	SYS	5516003-10-92	3:10a
MOUSE	COM	5640803-10-93	6:00a

If the system does not locate a mouse, your mouse driver may have a different name or these files may not be currently installed on the system. Some other common names for mouse drivers are IMOUSE, GMOUSE, and HP MOUSE. The mouse driver files may also be copied directly from the floppy disk packaged with your mouse. For information on the proper name for your mouse, check the owners manual which came with your mouse.

2. COPYING THE MOUSE DRIVER: Once you have located the mouse driver, you will need to copy it to the boot disk. In this step, we are assuming that the mouse drivers were located in the C:\MOUSE directory as shown in the step above. To copy the MOUSE.SYS file to the boot disk, type the following at the C:\> prompt:

COPY C:\MOUSE\MOUSE.* A: <ENTER>

Please substitute the appropriate path and file name for your mouse driver in the command line above. You should then see a message indicating that one or more files were copied.

3. MOUSE STATEMENTS FOR THE CONFIG.SYS AND AUTOEXEC.BAT: The following are examples of statements that are required to be added to either the CONFIG.SYS or the AUTOEXEC.BAT for the automatic loading of the mouse driver. NOTE: Do not place a mouse statement in both the CONFIG.SYS and AUTOEXEC.BAT, only one option is required.

THE CONFIG.SYS FILE: (If MOUSE.SYS was copied to the Boot Disk)

Type: **devicehigh=mouse.sys**

THE AUTOEXEC.BAT FILE: (If MOUSE.COM was copied to the Boot Disk)

Type: **lh mouse**

Refer to your mouse manual for further information on how to install your mouse driver. You may also call or fax Sierra Technical Support for assistance.

U.S. Tel: (209) 683-8989 Fax: (209) 683-3633
U.K. Tel: (44)734 303171 Fax: (44)734 303201

CREATING A BOOT DISK FOR VERSIONS OF MS-DOS 5.0 AND ABOVE

CREATING A CONFIG.SYS FILE

FOR 386 OR 486 COMPUTERS

4. Insert your formatted blank disk into Drive A:.
5. Type: **a:** [ENTER]
6. Type: **copy con config.sys** [ENTER]
7. Type: **device=c:\dos\himem.sys** [ENTER]
8. Type: **device=c:\dos\emm386.exe ram 1024** [ENTER]
9. Type: **dos=high,umb** [ENTER]
10. Type: **files=30** [ENTER]
11. Type: **buffers=30** [ENTER]
12. If you are using the MOUSE.SYS file to load your mouse, add the following line to the CONFIG.SYS:

devicehigh=mouse.sys [ENTER]

13. **IMPORTANT NOTE:** If you are using MS-DOS 6.0 with Doublespace disk compression, please add the command below to the CONFIG.SYS. If you are not currently using the Doublespace disk compression utility, skip the command below and continue to step 14:

devicehigh=c:\dos\dblspc.sys [ENTER]

14. Press the [F6] key, then press [ENTER]. A ^Z should appear and you should see the message: 1 File(s) copied. Now you need to create an AUTOEXEC.BAT file for your boot disk.

CREATING AN AUTOEXEC.BAT FILE

FOR 386 OR 486 COMPUTERS

1. Type: **copy con autoexec.bat [ENTER]**
2. Type: **prompt \$p\$g [ENTER]**
3. Type: **path=c:\dos [ENTER]**
4. If you are using the MOUSE.COM file to load your mouse, add the following line to the AUTOEXEC.BAT:

lh mouse.com <ENTER>

4. Press the [F6] key, then press [ENTER]. You should see the message: 1 File(s) copied.

IMPORTANT!! After you have created a Boot Disk, you must REBOOT your computer with the disk. Leaving the boot disk in Drive A:, press [Ctrl]-[Alt]-[Del] at the same time. Your computer will now reboot, with a: as the default drive. Type c: [ENTER] to change back to your hard disk. Then type **cd sierra** [ENTER] to change to the Sierra directory. Follow the instructions in the manual to start the game, and have a great time!

Boot Disk instructions for other DOS formats are also available for downloading from the Sierra BBS [U.S. (209) 683-4463 or U.K. (44)734 304227]. The file below contains instructions for a variety of systems. After downloading this file, select the set of instructions that will match your system best.

BBS FILE NAME: **BDALL.EXE**

If you have created a Boot Disk and booted your system with it before playing your Sierra game and your problem is still evident, something else may be wrong. Following are some trouble-shooting tips that Sierra's Technical Support Department recommends.

QUICK TROUBLE-SHOOTING TIPS

1. Boot your system with the Boot Disk you created.
2. Reinstall the game under a Boot Disk environment.
3. If you are experiencing any form of program hesitation or lock-ups during game play and are using a Sound Blaster or compatible sound card, the following information is a temporary solution to have you up and running quickly. For Sound Blaster or compatible sound card users, run the install procedure from the game sub-directory and select the "Ad Lib" or "PC Internal Speaker" option for music. Please Note: This temporary solution does not give you the option to hear the sampled sounds or the speech that may be available in your game. For correct sound card functionality, a call to Sierra On-Line's Technical Support or your sound card manufacturer's Technical Support is recommended.
4. If you continue to encounter difficulties with your program, please refer to the "Technical Support" section on the following page for available options concerning contacting Sierra On-Line's Technical Support Department.

TECHNICAL SUPPORT

All Systems

Technical assistance is only a telephone call away. Call (209) 683-8989 in the U.S. or (44)734 303171 in the U.K. for convenient, person-to-person service. If you prefer, you may request assistance by Faxing (209) 683-3633 in the U.S. or (44)734 303201 in the U.K. or by mail. If you choose to write or fax us with your request, please give us detailed information on both your computer system and the nature of your problem. In addition, please include your address and telephone number should we need further information.

Send to:

U.S.

Sierra On-Line

P.O. Box 800
Coarsegold, CA
93614-0800

Attention:
Technical Support

EUROPE-U.K.

Sierra On-Line Limited

Attention: Technical Support
Unit 2, Technology Centre
Station Road
Theale, Berkshire
RG7 4AA United Kingdom

Sierra Technical Support is also available through:

***Sierra BBS:** U.S. (209) 683-4463 or U.K. (44)734 304227

CompuServe-GAMAPUB, Section 11 (Technical Support ID - 76004,2143)

Prodigy (Technical Support ID - WBWW55A)

America Online

GEnie

*Answers to our most frequently asked questions are available through our Sierra BBS (U.S. only).

"ROBO TECH"

Sierra On-Line's Automated Technical Support Representative

Sierra On-Line, in our commitment to provide the best Customer Service in the industry, offers a 24 hour automated Technical Support Line. "Robo Tech", our automated Technical Support Representative, has answers to our most frequently asked technical questions and is available by calling our Technical Support Line at (209) 683-8989.

In the U.K., although there is no automated voice response system at this time, technical answers to many questions are available on the Bulletin Board, (44)734 304227. Or you may speak to a Technical Support Representative at (44)734 303171 Monday through Friday, 9 a.m. to 5 p.m.

CUSTOMER SERVICES

The best customer service in the industry... "You don't just buy our games, you buy the support of the whole company."

Sierra On-Line is dedicated to helping their customers with each and every question or problem. Whether it's memory shortages,

software compatibility, or any other issue that has to do with their products, Sierra will go to any length to solve, repair and guarantee your satisfaction.

Customer Service

Direct your inquiries to the Customer Service department for issues pertaining to returned merchandise, back orders, defective merchandise, company policy, and general game information.

Technical Support

Direct your inquiries to the Technical Support Department if your question is regarding hardware and software compatibility issues that are specific to Sierra games (i.e., sound card configuration and memory management). If you choose to write or fax us with your request, please give us detailed information on both your computer system and the nature of your problem. In addition, please include your address and telephone number should we need further information.

Orders

Order games or hardware directly from Sierra On-Line, redeem coupons, use special discounts, or get a list of software dealers in your area where you can purchase Sierra games.

Patch Disks

If you have spoken to a Sierra Technical Support Representative or have read about an available patch disk in our InterAction Magazine, please send in your request for a patch (repair) disk to the "Patch Disk" address on the following pages. Please let us know the game and disk size you are having problems with.

Hints

Game hints are available by phone, hint books (orders available through the Sierra Sales Department), through the Sierra Bulletin Board Service (209 683-4463) or by mail (see address on the following page). If you want an immediate response, you can call our 24 hour Hint Line at: 900-370-5583. In the U.K., call (44)734 304004.

\$.75 each minute. Long distance charges are included in the fee. U.K. customers will be charged the normal rate for U.K. telephone calls. Callers under the age of 18 must get their parent's permission before calling the hint line. **ABSOLUTELY NO HINTS WILL BE PROVIDED THROUGH OUR CUSTOMER SUPPORT LINES.** At this time, the automated hint system is only available within the United States. all contents are copyrighted by Sierra On-Line and may not be reproduced in any form without express written permission.

THE SIERRA NO RISK GUARANTEE!

If you find that you need to send for replacement diskettes, send the original disk #1 in the size you need (3.5" or 5.25") to:

U.S.

Sierra On-Line

P.O. Box 485
Coarsegold, CA 93614
Attention: RETURNS

EUROPE-U.K.

Sierra On-Line Limited

Attn: Returns
Unit 2, Theale Technology Centre,
Station Road
Theale, Berkshire RG7 4AA
United Kingdom

Be sure to include a note stating your computer type, and the size of diskette you need (5.25" or 3.5"). We will gladly replace your program free of charge for the first 90 days of ownership (please enclose a copy of your dated sales receipt with your request). After 90 days there is a \$10.00 (£6.00) charge for 5.25" or 3.5" diskettes.

THE PROMISE: We want you to be happy with every Sierra product you purchase from us. Period. If for any reason you're unhappy with the product, return it within 30 days for an exchange or a full refund...EVEN IF YOU BOUGHT IT RETAIL! (Hardware ordered direct must be returned within 10 days.)

THE ONLY CATCH: You gotta telll us why you don't like it. Otherwise we'll never get better. Send it back to us and we promise we'll make things right. (If you bought it at a retail outlet, please send your original sales receipt).

Write in to Sierra Services

To ensure prompt and efficient service, direct your requests to the appropriate department on this page.

CUSTOMER SERVICE

SIERRA

Customer Support
P.O. Box 600
Coarsegold, CA
93614-0600

1-800-SIERRA-5

EUROPE (U.K.) Sierra On-Line Limited

Unit 2,
Technology Centre
Station Road,
Theale, Berkshire
RG7 4AA
United Kingdom

TECHNICAL SUPPORT

SIERRA

Technical Support
P.O. Box 800
Coarsegold, CA
93614-0800

(U.S.)

Monday-Friday
8:15 a.m.-4:45 p.m.
Call (209) 683-8989
Fax (209) 683-3633

EUROPE (U.K.)

Monday-Friday
9:00 a.m.-5:00 p.m.
Call (44) 734 303171
Fax (44) 734 303201

ORDERS

SIERRA

Sales Dept.
P.O. Box 978
Oakhurst, CA
93644-0978

For direct orders:

Call 1-800-326-6654
Fax (209) 683-4297

Intl. orders:

Call (44) 734 303171
Fax (44) 734-303201

PATCH DISKS

SIERRA

Dept. 10
P.O. Box 485
Coarsegold, CA
93614-0485

HINTS

SIERRA

Hint Dept.
P.O. Box 200
Coarsegold, CA
93614-0200

24 hour Hint Line: U.S.

900-370-5583
\$.75 each minute

EUROPE U.K.

(44)734 304004

REPLACEMENT DISKS

SIERRA

Fulfillment Dept.
P.O. Box 485
Coarsegold, CA
93614-0485
Attention: RETURNS

Notes:



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