

SIERRA
GAME
MANUAL

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HOW TO READ THIS MANUAL

Throughout this manual we will use the following ways of representing information:

Menu Commands will be CAPITALIZED. Example: SAVE, RESTORE, QUIT, PLAY

Typed commands will appear as **bold type**.

Example: 'type **cd \sierra**'

Portions of the command line not meant to be typed will not appear in bold type. For example, in the line 'type **cd \sierra**', 'type' should not be typed.

[Keystrokes] will appear in brackets setting them off from the surrounding text.

Example: [Spacebar], [Tab], [PageUp]

The brackets are not keystrokes and should not be typed.

Two or more keys that should be pressed together will be separated by a hyphen (-). This hyphen is not a keystroke, and should not be typed.

Example: 'Press [Ctrl-Q] to quit your game.'

If a space appears between parts of a command, it is meant to be typed.

Example: 'type **cd \sierra**' (the space between **cd** and **\sierra** should be typed as part of the command)

The term 'diskette' is used to refer to either 3.5" or 5.25" data storage disks.

GETTING STARTED

README FILES

PLEASE NOTE: If there is a README file on your game diskette, it may contain important information and instructions that were not available at the time the documentation and other materials for this game were printed.

MS-DOS README Instructions

Note: The readme file is on the STARTUP disk. You may read this file during installation on some games. For other Sierra games, do the following:

From DOS, change to the drive containing the startup disk. Then type **more<readme** to see the README file on-screen.

Example A: **more<readme** or

Example B: **more<read.me**

MACINTOSH README Instructions

With the STARTUP DISK in your diskette drive, double-click on the **README** icon.

BACK-UPS FOR ALL SYSTEMS

Make Back-ups

It is always advisable to make back-up copies of your master program diskettes to increase the life of the masters and guard against accidents. Follow your computer's instruction manual to make copies of all game diskettes.

Create a 'Save Game' Disk

Even if you will be playing from a hard disk, you may want to format a blank diskette for saving games. Follow your computer's instruction manual to format a blank diskette and keep it handy for saving your game as you play. For some helpful tips on saving games, see 'Saving Your Game' (page 16).

INSTALLATION

MS-DOS Systems

Installing Your Sierra Game

IMPORTANT: In order to play your Sierra Game, you MUST have a hard disk.

1. Make copies of the set of disks you will be using to install the game.
2. Find the diskette entitled STARTUP DISK. Place this diskette in your floppy drive.
3. Type the letter of the drive containing the STARTUP disk followed by a colon and press [ENTER]. Then type **install** and press [ENTER].

Example: Type **a:** and press [ENTER]. Type **install** and press [ENTER].

4. You will be asked to type the letter of the hard disk on which you want to install the game (usually c). Type the letter and press [ENTER].

5. The install program will then examine your system's equipment and select the best of the available options. If you're satisfied with the options selected for you, highlight the option "Accept these choices and begin installation" and press [ENTER] to confirm those choices. If you wish to change any or all of the preselected options, highlight the option you wish to change and press [ENTER]. Follow the prompts at the bottom of the main window to complete the installation process.

*NOTE: If you wish to view all the installation options, type **install - m** at step 3 above.*

Loading Instructions

From the root directory or from the game directory that the program was installed to, type the game initials (example: **sq4** for Space Quest IV) and press [ENTER].

NOTE: When using the default directory name, the game initials will ALWAYS be the same as the default game subdirectory name.

Installation Procedure for Windows

1. Insert the STARTUP / Disk 1 into your disk drive (A or B).

2. Invoke Windows in Standard mode or Enhanced mode. This is usually done by typing **win /s** or **win /3**, but may be different for your installation. If you are unsure, please refer to your Windows documentation.

3. From the Windows Program Manager, open the FILE menu and select the "RUN" command.

4. In the File Run dialog box, Type **a:setup** where "a" is the letter of your disk drive and press [ENTER] or click "OK".

5. Follow the prompt to enter the installation drive and path name. This is the location on your hard disk where your Sierra game will be installed. When you press Enter after specifying the path, the program will begin the installation procedure to your hard disk.

6. The setup program will now run automatically. It will ask whether you wish to output background music for a base-level (i.e., Sound Blaster, Pro Audio Spectrum Plus or 16, Thunderboard) or for an extended synthesizer (i.e., Roland SCC-1 or Sound Canvas, Turtle Beach Multi-Sound, Yamaha TG-100 or any other General MIDI supported synthesizer or module). It will then set up a program group and program icon so that you may play the game.

PLEASE NOTE: For Roland MT-32 and compatible sound modules, select the extended synthesizer option during the setup program. After the game installation is complete, select the MIDI Mapper option under the Control Panel and change the sound mapping option to MT-32.

IMPORTANT: If you wish to play the MS-DOS version after installing for the Window's version, please refer to MS-DOS installation procedures on page 4.

WINDOWS FEATURES

Small/Large Windows

When playing your game as a Window's application, an option to select the size of your screen is available (640x480x256 mode only). To use this feature, open the system menu and select the size of window that you would like to use during game play. This feature may be changed at any time during game play.

Multitasking And Task Switching

Multitasking and Task Switching is a computer's ability to run more than one application at the same time while having the ability to switch between them. When playing a Sierra game as a Window's application, Multitasking and Task Switching capabilities are available. Please Note: This feature is not available for playing two Sierra games simultaneously under Windows. For more information on this feature, please refer to your Window's Manual.

Note About Synthesizers

Multimedia Windows defines two types of synthesizers: "Base-Level" which includes three melodic channels and one percussive channel, and "Extended" which includes nine melodic channels and one percussive channel (only if you have selected the Extended synthesizer). You may wish to reference the Windows Help menu in the Control Panel. Use the Index to find help on changing your **MIDI** setup.

The channel assignments are 13 thru 16 for "Base-Level" and 1 thru 10 for the "Extended". You may need to configure the system depending upon the type of sound equipment installed by using the **MIDI Mapper** option in the Control Panel.

Sierra games can play music for either of these configurations. The installation procedure allows you to choose which is appropriate for your system. If you don't know what type of synthesizer you have, just click on "OK" to continue.

If you have for example a Sound Blaster, Thunderboard, Pro Audio Spectrum Plus or a Pro Audio Spectrum 16, select the "Base-Level" synthesizer.

If you have for example a Roland SCC-1 or Sound Canvas, Turtle Beach Multi-Sound, Yamaha TG-100 or any other General Midi supported synthesizer or module, select the Extended synthesizer option.

PLEASE NOTE: For Roland MT-32 and compatible sound modules, select the extended synthesizer option during the setup program. After the game installation is complete, select the Midi Mapper option under the Control Panel and change the sound mapping option to MT-32.

INSTALLATION

MACINTOSH

Installing Your Sierra Game

IMPORTANT: In order to play your Sierra Game, you MUST have a hard disk.

1. Place the back-up copy you have made of the STARTUP Disk in the diskette drive.

2. Double click on the INSTALL icon, and follow the on-screen prompts to complete the installation.

Loading Instructions

After completing the INSTALL procedure:

1. Double-click on the Sierra folder.

2. Double-click on the Sierra Game folder.

3. Double-click on the Sierra Game icon.

PLAYING YOUR SIERRA GAME

ALL SYSTEMS:

Exploring New Worlds

The following section explains how to use the Sierra Interface. Please take a moment to read this section if you have never played a Sierra game.

Every Sierra game presents an exciting world of adventure for you, the player, to explore. In order to make your exploration exciting and easy, we have developed a standard interface for all our Sierra games. This interface is designed to allow you to simply point and click to explore this world and interact with it.

You can use a mouse, keyboard or joystick to play your Sierra game. The term click is a generic term. If you have a mouse, it simply means clicking the mouse button (or the left-most mouse button on mice with more than one button). If you are playing with the keyboard, press the [Enter] key to click. Using the Joystick, press the Fire button to click. See instructions on pages 8-11 for more details.

Using a Mouse

To activate the icon bar, move the cursor to the top of the screen.

To position the on-screen cursor, move the mouse to the desired position. To move

One Button Mouse Mouse Button [ENTER]

{SHIFT-CLICK}
{OPTION-CLICK}
Cycle through available cursors.

{CTRL-CLICK}
{COMMAND-CLICK}
Toggle between WALK and last cursor chosen.



your character, position the Walk Icon at the desired screen location and click the mouse button.

To execute a command, click the mouse button (multi-button mouse users, click the left button).

For more detailed mouse instructions, see illustrations below.

NOTE: For MS-DOS Systems: In order to have mouse control with your Sierra program, a mouse driver must be installed through DOS prior to starting your Sierra program.

Two Button Mouse Left Mouse Button [ENTER]

RIGHT MOUSE BUTTON
Cycle through available cursors.

{CTRL-CLICK}
Toggle between WALK and last cursor chosen.



Three Button Mouse Left Mouse Button [ENTER]

RIGHT MOUSE BUTTON
Cycle through available cursors.

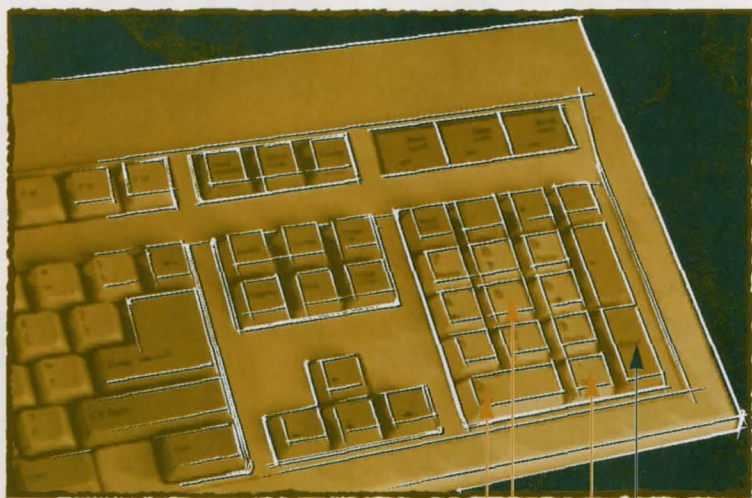
MIDDLE MOUSE BUTTON
Toggle between WALK and last cursor chosen.



Using a Keyboard

To position the on-screen cursor or move your game character using a keyboard, press a direction key on the numeric keypad. To stop your character, press the same direction key again. To execute a command, press [ENTER]. To move the on-screen cursor or game character in smaller increments for exact positioning, hold down the [SHIFT] key and use the arrow keys. For more detailed keypad instructions, see illustration below.

Numeric Keypad



Toggle between WALK and last cursor chosen.

Cycle through available cursors.

Open Icon Bar.

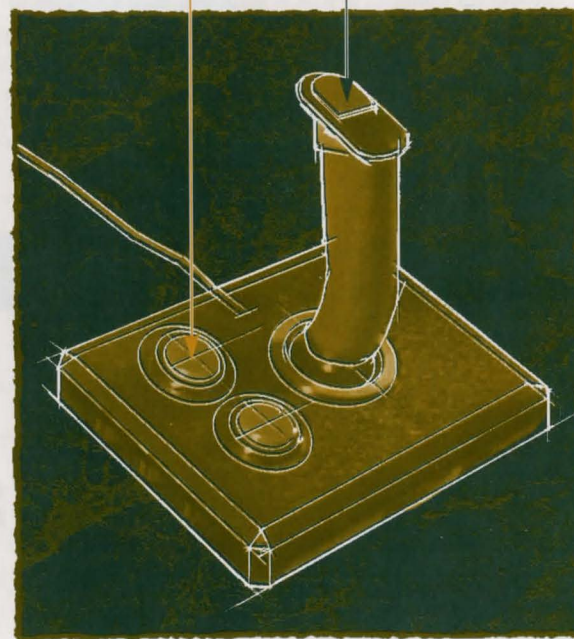
[ENTER]

Using a Joystick

To position the on-screen cursor using a joystick, move the stick in the desired direction. To execute a command, press the FIRE button. The secondary button opens the Icon Bar. For more detailed joystick instructions, see illustration below.

Open Icon Bar.

FIRE BUTTON



PLEASE NOTE: All playing instructions beyond this point are for mouse. Keyboard or joystick commands may also be used. Please reference the section above for keyboard and joystick equivalents to mouse commands.

Game Commands

All of the games commands are located in an icon bar which is normally hidden at the top of the screen. To access the icon bar, move the cursor to the top of the screen. You can also access the icon bar by pressing [Esc] on the keyboard.

To choose an action, click on the icon that represents that action. Then click on the area on the screen where you want to perform that action. For example, to look at an object, access the icon bar and click on the LOOK icon. Then click on the LOOK cursor on the object you want to LOOK at. The following paragraphs describe each of the available actions in more detail. Note: Some Sierra games offer additional actions you may perform. Consult the game-specific documentation for more information on these actions.

The Walk Icon

Choose **Walk** when you want to move your character from place to place on-screen.

PLEASE NOTE: In keyboard mode, your character's destination will be assumed to be the edge of the screen in the direction of movement, and will walk off the screen if not stopped.



The Walk Cursor (mouse mode only)

When you choose **Walk**, the cursor will change to a WALK icon that varies from game to game. Place the feet of the figure at the place where you want to move your character and click. Your character will move to that spot, avoiding any obstacles in its path.



On the Macintosh, you can double-click to exit the screen where your character currently is. To exit the screen, move the cursor near the edge of the game screen and double-click. When using the double-click, you need only have the cursor **near** the edge of the screen to exit, rather than trying to find the exact edge of the screen.

The Look Icon

Choose **Look** when you want to have your character look at something on-screen.



The Look Cursor

When you choose **Look**, the cursor will change to an eye. Place the eye at the desired place on the screen and click. If there is something to be seen there, a message will be displayed.



The Action Icon

Choose **Action** when you want your character to manipulate an object.



The Action Cursor

When you choose **Action**, the cursor will change to a hand. Place the hand at the desired place on-screen and click. The appropriate action will be performed.



The Talk Icon

Choose **Talk** when you want to initiate a conversation between game characters.



The Talk Cursor

When you choose **Talk**, the cursor will change to a Talk Icon which varies from game to game. Position the TALK cursor on the person (or thing) you want to speak to, and click. If conversation is possible, your character will talk, or a conversation will begin.



The Item Icon

The **Item** icon shows the last inventory item you selected. Choose **Item** when you want to use this item.



The Inventory Icon

Choose **Inventory** when you want to see and select from the items you are currently carrying. Within the Inventory screen are several options: **?**, **Look**, **Action**, and **OK**.



Choose **?** and click on any menu icon to learn the function of the icon.

Choose **Look** and click on any inventory item to get a description of that item.

To use that item on another item, the item must first be selected with the **Arrow** icon and then clicked on the second item. (Example: putting jewels into a pouch). To select an item for use, click on the **Arrow** icon, then click on the desired inventory item. (See Inventory Object Cursors, below.)

Choose **OK** to leave the Inventory screen and return to the game.

Inventory Object Cursors

Each item in your inventory has a special object cursor associated with it. Each of these cursors looks like the **Object** it represents. OBJECT cursors can be used to perform game actions with your inventory items.

To use an OBJECT cursor in the game, follow the steps below:

1. From the game, choose the **Inventory** icon from the icon bar, or press the [Tab] key.
2. Move the arrow cursor to the inventory item you want to use, and click. The cursor will change to look like the item you have selected.
3. Choose the **OK** icon. You will exit the inventory screen to the game.
4. Move the **OBJECT** cursor to the place on-screen where you want to use the inventory item and click.

The Control Panel Icon

When you choose the CONTROL PANEL icon, several options will be displayed: **SAVE, RESTORE, RESTART, QUIT, HELP, ABOUT** (Sierra icon), **PLAY, TEXT** (in some games), **VOLUME, SPEED and DETAIL**.

Choose **SAVE** when you want to save your game.

Choose **RESTORE** to restore a previously saved game. For more instructions on saving and restoring games, see page 16 through 17.



Choose **RESTART** to begin the game again.

Choose **QUIT** to stop playing.

The **SPEED** lever adjusts the speed of your character's on-screen movement. Place the cursor on the lever and hold down the left mouse button as you move the lever up (faster) or down (slower).

The **VOLUME** lever adjusts the sound volume of the game music. Place the cursor on the lever and hold down the left mouse button as you move the lever up (louder) or down (softer). *NOTE: On systems using only an internal speaker, VOLUME will not adjust sound level, but will toggle sound on (up) and off (down).*

The **DETAIL** lever adjusts the amount of non-essential animation in the game; if your computer system is running the game too slowly, you may want to adjust the game detail to eliminate non-essential animation. Place the cursor on the lever and hold down the left mouse button as you move the lever up (more detail) or down (less detail).

The **TEXT** lever, available only in selected games, adjusts the amount of time text messages will remain on your screen. Place the cursor on the lever and hold down the left mouse button as you move the lever up (less reading time) or down (more reading time).

The Help Icon

Choose ? and click on any menu icon to learn the function of the icon.



Pausing Your Game

If you wish to pause the game, select the **CONTROL PANEL** icon from the icon bar. The game will pause until you select **PLAY** to resume play. Alternatively, just bringing up the icon bar will also cause the game to pause.

SAVING YOUR GAME

IMPORTANT!! If you do not wish to save to your hard drive, you must have a separate formatted diskette ready before you can save a game. Since each disk can only hold a limited number of games, we recommend that you have more than one disk formatted, in order to assure adequate space for save game storage. To allow for errors in judgment and creative exploration, we recommend that you frequently save your game, and that you save at several points during game play. You will always want to save your game before encountering potentially dangerous situations. You should also save your game after you have made significant progress. You may name your saved games using standard English phrases. For example, if you are standing on a beach, you might call your game 'standing on beach', or simply 'beach'.

Saving to a Floppy Disk

1. Choose the **CONTROL PANEL** icon (slide lever) from the icon bar, then select **SAVE**. The Save Game menu will appear.

2. If you are saving to a floppy drive, you will be prompted to insert your Save Game diskette into your floppy drive (example: **a:**).

*PLEASE NOTE: The first time you attempt to save a game to a floppy disk while playing from the hard drive, you will need to change your default save game directory as follows: click on **CHANGE DIRECTORY***.*

3. Press [Ctrl-C] to clear the command line, and type the name of your floppy drive

4. Insert a blank formatted diskette in your floppy drive.

5. Click on **OK**.

6. Type the description of your saved game, and press [ENTER] to save the game.

* The term 'directory' refers to directories, drawers and folders.

Saving to Hard Disk

NOTE: If you choose to save games to your hard disk, we suggest that you create one or more save game directories or folders on your hard disk. See your computer's instruction manual for creating directories.

1. Choose the **CONTROL PANEL** icon from the icon bar, then select **SAVE**. The Save Game menu will appear.

2. If you wish to save the game to a directory* other than the one you are currently playing on, select **CHANGE DIRECTORY***. Press [Ctrl-C] to clear the command line, and type the drive and name of the new directory*.

3. Click on **OK**.

4. Type the description of your saved game, and press [ENTER] to save the game.

Restoring Your Game

1. Choose the **CONTROL PANEL** icon from the icon bar, then select **RESTORE**. You will be prompted to select the game you wish to restore.

2. Highlight the desired game and select **RESTORE**.

3. If the game you wish to restore is in a different directory, select **CHANGE DIRECTORY**, then type the name of the directory* you wish to restore from.

Quitting Your Game

To stop playing, choose the **CONTROL PANEL** icon from the icon bar and select **QUIT**.

Restarting Your Game

To restart your game at any time during play, choose the **CONTROL PANEL** icon from the icon bar and select **RESTART**.

* The term 'directory' refers to directories, drawers and folders.

Message Windows

Message windows will appear at various times during the game. When you have read the message, click to remove the window and resume play.

NOTE: Some message windows are program controlled, and cannot be cleared by clicking. These windows will clear automatically, dependent on your text speed setting (see TEXT LEVER, page 15).

TIPS FOR ADVENTURERS

LOOK everywhere. Thoroughly explore your surroundings. Open doors and drawers. Look closely at all objects you encounter or you may miss important details.

EXPLORE each area of the game very carefully, and **DRAW A MAP** as you progress through the game. Make a note of each area you visit, and include information about objects found there and dangerous areas nearby. If you miss an area, you may miss an important clue!

GET objects you think you will need. You can see an inventory of items on hand by choosing the Inventory icon at any time.

USE the items you have picked up to solve problems in the game. Different approaches to a puzzle may bring about a different outcome.

BE CAREFUL, and remain alert at all times — disaster may strike in the most unlikely of places!

SAVE YOUR GAME OFTEN, especially when you are about to try something new or potentially dangerous. This way, if the worst should happen, you won't have to start all over again from the beginning. Save games at different points, so you will always be able to return to a desired point in the game. In effect, this will enable you to travel backward through time and do things differently if you wish.

DON'T GET DISCOURAGED. If you come to an obstacle that seems insurmountable, don't despair. Spend some time exploring another area, and come back later. Every problem in the game has at least one solution, and some have more than one. Sometimes solving a problem one way will make it harder to solve the next, and sometimes it will make it easier.

If you get stuck, you might try backtracking to an earlier point in the game, then choosing a different path.

If all else fails, refer to the "HINT" section on page 30 of this manual.

BRING ALONG SOME HELP. You may find it helpful (and fun) to play the game with a friend. Two (or more) heads are better than one at interpreting clues and solving problems.

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.

DATA ERROR READING DRIVE A or B: This message means you have a bad disk. See "The Sierra No Risk Guarantee" on page 32 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.

OUT OF HUNK: This message means you may be running RAM-resident programs such as Windows, Sidekick, a DOS shell, or other programs that remain resident in your computer's memory even when you are not using them. Booting your computer with a BOOT DISK will solve this problem. See BOOT DISK INSTRUCTIONS on the following pages.

PACKED FILE IS CORRUPT: This error occurs primarily when using DOS 5.0. Typing LOADFIX before running either the install procedure or starting the game with the BAT file will correct this error message (i.e., LOADFIX INSTALL [ENTER] or LOADFIX SQ4.BAT[ENTER]).

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" on page 32 for more information on disk replacement.

SHARING VIOLATION "CAN'T FIND RESOURCE.CFG": This error message means that the file RESOURCE.CFG was never created. Running the install procedure again from the game sub-directory on your hard drive (i.e. C:\SIERRA\SQ4) should correct this error.

MEMORY REQUIREMENTS

Sierra's 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 DOS, type CHKDSK [ENTER]. (DOS 5.0 users may type MEM.) An example of a typical system is:

655,360 Bytes Total Memory (640K)

597,842 Bytes Free (584K)

If the "Bytes Free" line is below 583,680 (570K), please use a boot disk. (Minimum memory requirements may vary per game.)

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.

Boot Disk Creator

If the program you have was released after May 1992, your program contains an option to create a boot disk automatically for you. To use this option, run the install procedure from either your game sub-directory or from your STARTUP/ Disk 1 program disk and select the "Make Bootable Floppy Disk" option. Follow the on-screen prompts to complete the boot disk procedure. Once your boot disk is made, follow the steps in the "Technical Tips" section of this manual.

NOTE: If your program does not contain the "Make Bootable Floppy Disk" option, please follow the instructions on the next page on creating a Boot Disk.

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.

■ FOR MS-DOS BELOW 5.0

Now you need to create a CONFIG.SYS file for your boot disk.

CREATING A CONFIG.SYS FILE

4. Insert your formatted blank disk into Drive A:.
5. Type: **a:** [ENTER]
6. Type: **copy con config.sys** [ENTER]
7. Type: **files=20** [ENTER]
8. Press the [F6] key, then press [ENTER]. You should see the message: 1 File(s) copied.

Now you need to create an AUTOEXEC.BAT file for your boot disk.

NOTE: If you are using DOS 4.0 or 4.01, and your hard disk partition is greater than 32 megabytes, you may get a warning message which mentions SHARE.EXE. You may ignore this message; SHARE.EXE is not required by Sierra products.

CREATING AN AUTOEXEC.BAT FILE

1. Type: **a:** [ENTER].
2. Type: **copy con autoexec.bat** [ENTER].
3. Type: **set comspec=c:\command.com** [ENTER].
4. Type: **prompt \$p\$g** [ENTER]
5. Type: **path=c:\dos** [ENTER]
6. Press the [F6] key, then press [ENTER]. You should see the message: 1 File(s) copied.

■ FOR MS-DOS 5.0 USERS

Now you need to create a CONFIG.SYS file for your boot disk.

CREATING A CONFIG.SYS FILE

FOR 286 COMPUTERS WITH 1 MEG OR GREATER

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: **dos=high** [ENTER]
9. Type: **files=30** [ENTER]
10. Type: **buffers=30** [ENTER]
11. Type: **stacks=0,0** [ENTER]
12. Type: **break=on** [ENTER]
13. Press the [F6] key, then press [ENTER]. You should see the message: 1 File(s) copied.

Now you need to create an AUTOEXEC.BAT file for your boot disk. Please follow the AUTOEXEC.BAT instructions on the next page (24).

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** [ENTER]
9. Type: **files=30** [ENTER]
10. Type: **buffers=30** [ENTER]
11. Type: **stacks=0,0** [ENTER]
12. Type: **break=on** [ENTER]
13. Type: **dos=high,umb** [ENTER]
14. Press the [F6] key, then press [ENTER]. You should see the message: . 1 Files(s) copied.

Now you need to create an AUTOEXEC.BAT file for your boot disk.

CREATING AN AUTOEXEC.BAT FILE

FOR 286, 386 OR 486 COMPUTERS

1. Type: **copy con autoexec.bat** [ENTER]
2. Type: **prompt \$p\$g** [ENTER]
3. Type: **path=c:\dos** [ENTER]
4. Press the [F6] key, then press [ENTER]. You should see the message: 1 Files(s) copied.

MOUSE DRIVERS

If you will be using a mouse to play your Sierra game, you must copy your mouse driver onto your Boot Disk. The following are examples of statements that are required to be added to either the CONFIG.SYS and AUTOEXEC.BAT for the automatic loading of the mouse driver.

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

If you're following the MS-DOS 5 boot disk instructions type: **devicehigh=mouse.sys**

If you're following the Boot Disk instructions for versions of DOS below 5.0 type: **device=mouse.sys**

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

If you're following the MS-DOS 5 boot disk instructions type: **lh mouse**

If you're following the Boot Disk instructions for versions of DOS below 5.0 type: **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) 734-303-171 Fax: (44) 734-303-201

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. (0)734-304-227). Here is a list of the most commonly requested instructions:

DESCRIPTION	BBS FILE NAME
1.MS-DOS 5.0 WITH CD	BDMS5CD.EXE
2.MS-DOS 5.0 WITH QEMM	BDQEMM.EXE
3.MS-DOS 5.0 WITH STACKER	BDMS5STK.EXE
4.DR.DOS 6.0	BDDRD6.EXE
5.DR.DOS 6.0 WITH SUPERSTOR	BDDRD6SS.EXE
6.DR.DOS 6.0 WITH CD	BDDRD6CD.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 lockups 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 and select "No Audio/Speech Card" for speech where applicable. 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 applicable, select "Don't Use Extra Memory" option.
5. 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 (0)734-303 171 in the U.K. for convenient, person-to-person service. If you prefer, you may request assistance by Fax (209) 683-3633 in the U.S. or (0)734-303 201 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) 734-304 227

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

Prodigy (Technical Support ID - WBWW55A)

America's On-Line

GEnie

*Answers to our most frequently asked questions are available through our Sierra BBS (U.S. only). At the main menu, select option "8" for *Technical Help* and then select "T" for *Top 10 Technical Issues*.

"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 and pressing 2 on your touch tone telephone (a touch tone telephone is required for automated support). If your specific issue is not addressed, an option to speak to a Technical Support Representative will be available during our normal business hours Monday through Friday 8:15 a.m. to 4:45 p.m. Pacific Time.

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 that are specific to Sierra games (i.e., sound card configuration and memory management). If you choose to write or fax (209 683-3633) 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 to 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 page 31. 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.

Write in to Sierra Services

To ensure prompt and efficient service, direct your requests to the appropriate department below:

CUSTOMER SERVICE	TECHNICAL SUPPORT	ORDERS	PATCH DISKS	HINTS
SIERRA Customer Support P.O. Box 600 Coarsegold, CA 93614-0600	SIERRA Technical Support P.O. Box 800 Coarsegold, CA 93614-0800	SIERRA Sales Dept. P.O. Box 978 Oakhurst, CA 93644-0978	SIERRA Dept. 10 P.O. Box 485 Coarsegold, CA 93614-0485	SIERRA Hint Dept. P.O. Box 200 Coarsegold, CA 93614-0200
1-800-SIERRA-5	(U.S.) Monday-Friday 8:15 a.m. - 4:45 p.m. Call (209) 683-8989 Fax (209) 683-3633	For direct orders: Call 1-800-326-6654 Fax (209) 683-4297	Intl. orders: Call (44) 734-303171 Fax (44) 734 303201	24 hour Hint Line: U.S. 900-370-5583 \$.75 each minute.
EUROPE (U.K.) Sierra On-Line Limited Unit 2, Technology Centre Station Road, Theale, Berkshire RG7 4AA United Kingdom	EUROPE (U.K.) Monday-Friday 9:00 a.m. - 5:00 p.m. Call (44) 734 303171 Fax (44) 734 303201			EUROPE U.K. (44) 734 304004

Software Publishers Association Q & A

- Q.** Is it okay to copy your friend's software?
- A.** No, it's not okay to copy your friend's software. Software is protected by copyright law, which says that you can't make copies without the permission of the copyright holder. Copyright law is written this way to protect software programmers and publishers and the investment they've made in their products. The creative teams that develop the software—programmers, writers, graphic artists and others—also deserve fair compensation for their work. Without the protection given by our copyright laws, they would be unable to produce the entertainment, educational and productivity software that adds so much to our daily lives.
- Q.** That makes sense, but what do I get out of purchasing my own software?
- A.** When you purchase authorized copies of software programs, you receive additional benefits, like user guides and tutorials, quick reference cards, the opportunity to purchase upgrades, and technical support from the software companies. For most software programs, you can read about user benefits in the registration brochure found in the product box.
- Q.** What exactly does the law say about copying software?
- A.** The law says that it is illegal to make or distribute copies of copyrighted material, including software, without authorization. If you pirate software, you may face not only a civil suit, but also fines of up to \$50,000 and jail terms of up to 5 years.
- Q.** So I'm never allowed to copy software for any reason?
- A.** No, you are allowed to make one backup copy if one wasn't included in the box with your original disk. Copyright law prohibits you from making additional copies of the software for any other reason without permission of the software company.
- Q.** What happens when I no longer want my software? Can I give my old programs to someone else to use?
- A.** If you have a legal copy of a software program, you can sell it or give it away. But if you do, be sure you pass on the documentation and back-up disks, and remember—you may not keep a copy for yourself.

- Q.** Do these rules apply to bulletin boards and user groups? I always thought that the reason they got together was to share software.
- A.** Many bulletin boards and user groups offer participants shareware or public domain software, which is a perfectly acceptable practice. Some software companies also offer special demonstration versions of their products through bulletin boards and user groups. In some instances, these may be copied. In any event, it is the responsibility of the bulletin board operator or user group to respect copyright law and to encourage participants to do the same.
- Q.** What about schools and professional organizations?
- A.** The same copyright responsibilities that apply to individuals also apply to corporations, schools, and professional organizations. No one is exempt from the copyright law.
- Q.** I'll bet most of the people who copy software don't even know that they're breaking the law.
- A.** Because the software industry is relatively new and because copying software is so easy, many people are either unaware of the laws governing software use or choose to ignore them. It is the responsibility of each and every software user to understand and adhere to copyright law. If you are part of an organization, see what you can do to initiate a policy statement that everyone respects. Finally, as an individual, help spread the word that responsible computer users should be "software legal."

For more information on ways to stay "software legal," write to:

Software Publishers Association
1101 Connecticut Avenue, NW
Suite 901
Washington, DC 20036

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Washington, DC 20036

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