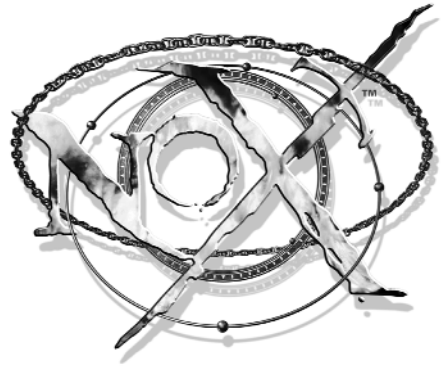


NOX™ PC CD REF CARD

EASY GUIDE –

YOUR GUIDE TO TROUBLE FREE GAMING

On-line help file



All our new releases now include on-line help files with hints and tips on how to resolve problems you may confront when trying to run the game. The help guide can be accessed from the Windows® Start Bar in the same program folder as your game's shortcut. This gives you access to relevant support sites via web links as well as a support program to help us diagnose problems that may stop you enjoying your game. The support program also gives you the option to send us your system details via E-mail or Fax so we can try and solve your problem for you.

Glossary of Terms

If you do not understand any of the terms listed in this document you will find a glossary in the menu bar of the on-line help file to help you.

SYSTEM REQUIREMENTS

Before you play Nox, make sure your machine is able to run the program. If your machine meets or exceeds the requirements listed below, you should be able to play Nox.

Minimum Requirements

- Pentium® II or P-200 MMX or faster
- 32 MB RAM or more
- 300 MB Free Hard Drive Space or more
- Windows® 95/98 w/ DirectX™ 7.0 or Windows NT 4 with Service Pack 4 or newer
- 2 MB Video RAM or more
- 8X CD-ROM Drive or faster
- DirectSound™ compliant sound card
- Two-button mouse

Recommended

- Pentium II 266 or faster
- 64 MB RAM or more
- 300 MB Free Hard Drive Space or more
- Windows 95/98 w/ DirectX 7.0 or Windows NT 4 with Service Pack 4 or newer
- 4 MB Video RAM or more
- 8X CD-ROM Drive or faster
- DirectSound™ compliant sound card
- Two-button mouse

Internet Requirements

- 33.3 K Internet connection or faster
- For game server (hosting): Pentium II 266, 64 MB RAM

Also Supported

- Windows 2000

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CLEAN UP YOUR SYSTEM BEFORE RUNNING THE GAME

Before you install any software, it is critical that your hard drive be in proper working order. We recommend that you perform regular “house keeping” by running ScanDisk and Disk Defragmenter.

- ScanDisk searches your hard drive for any lost data.
 - Disk Defragmenter ensures that your data is sorted properly. Failure to verify this may result in corrupt data.
1. To run ScanDisk, click on the **Start** button from the Taskbar.
 2. From the START menu, select **R**un.
 3. In the RUN dialog box, type **scandisk** and click **OK**.
 4. Once the program starts, ensure that you have selected **T**horough in the Type of test section. The process will take a while to complete but the results are well worth the time invested. Make sure there is a check mark in the **A**utomatically Fix Errors box and select the hard drive you are installing the game to (e.g., C:).
 5. Once everything is set up correctly, click **S**tart to have the program scan the drive and correct any errors.
 6. Next, run Disk Defragmenter. Click on the **Start** button from the Taskbar.
 7. From the START menu, select **R**un.
 8. In the Run dialog box, type **defrag** and click **OK**.
 9. As with ScanDisk, select the drive you are installing the game to and click **OK**. This process will also take some time, but is again worth the effort to ensure a trouble free installation of your game.

What is DirectX™ and why do I need it to run the game?

Read This Section Completely Before Playing Nox Or Installing The DirectX Drivers.

DirectX is an Application Programming Interface that allows Windows®95/Windows®98 based applications to have high-performance, real-time access to your hardware. It also reduces the complexity of installing and configuring your hardware. This makes the DirectX API well suited for Windows®95/Windows®98 games. Nox uses the DirectX 7 API (the latest version of DirectX at the time of release) and includes DirectX 7 files which you can install.

The DirectDraw™, DirectSound and Direct3D components of DirectX may require updating your video, sound or 3D card drivers respectively, for proper operation of these components. Using video, sound and 3D card drivers that do not have DirectX 7 support will result in display, audio and 3D problems in DirectX 7 applications. During the installation of DirectX 7, your video, sound and 3D card drivers will be updated if required. The DirectX 7 files included with Nox includes drivers for most video, sound and 3D cards from the major manufacturers of these peripherals. For new hardware, and for lesser-known brands of peripherals, you may have to contact your manufacturer to obtain drivers that have DirectX 7 support.

Installing DirectX 7

DirectX 7 is part of the Nox installation procedure. If DirectX 7 or later is not detected on your computer, the installer asks you if you want to install it. Select Yes to proceed.

If for any reason you did not install DirectX 7 you can install it from the Nox cd. Click START then go to FIND/ FILES OR FOLDERS. Ensure the LOOK IN box is set to the drive letter of your CD-Rom (e.g. D:) drive. In the name box type DXSETUP then click FIND NOW. When the file appears in the name column double click on the DXSETUP icon in the name column. Click on the option Reinstall DirectX to complete the process.

After installing DirectX 7, check to see if your video, sound and 3D card drivers have DirectX 7 support:

1. Click the **Start** button on your Windows®95/Windows®98 Taskbar. Then click **Run...**
2. From the Run dialog box, type "**c:\program files\directx\setup\dxdiag.exe**" (with quotation marks) then click **OK**

The DirectX diagnostics program gives you information on your video, sound and 3D card drivers. To check your video card drivers click on the **Display 1** tab, to check your sound card drivers click on the **Sound** tab and to check your 3D card drivers click on the **Display 2** tab. On each of these screens, the **Drivers** section tells you whether or not your driver is certified by Microsoft as supporting DirectX 7.

If your driver is reported as 'Certified: Yes' your device has DirectX 7 support and should work properly in DirectX 7 applications.

If your driver is reported as 'Certified: No' your device does not have DirectX 7 support and may experience problems running DirectX 7 applications. If this is the case please consult the notes section at the bottom of the DirectX Diagnostic Tool application. Windows 98 users may also consult the **Troubleshoot** button, accessed from the **More Help** tab.

Important Note: During the installation of DirectX 7, the setup program detects whether or not your drivers can be updated successfully. If the driver being replaced has not been tested or replacing the driver is known to cause problems, the setup program warns you accordingly. We recommend you abide by these warnings.

INSTALLING NOX

1. Start the Windows 95/98 operating system.
2. Place the Nox CD in the CD drive. The Autorun menu appears.
Note: If the Autorun menu does not automatically appear, double-click the **My Computer** icon on the Desktop. Then double-click the icon corresponding to your computer's CD drive. The Autorun menu should appear.
Note: If this still doesn't bring up the Autorun menu, click **Start** on the Windows Task Bar, then click **Run...** At the Dialog box, type **D:\setup.exe**, then click **OK**. The Autorun menu appears.
3. In some cases, the installer will also ask if you want to copy the latest version of **DirectX** to your computer. If you already have DirectX installed on your system but aren't sure which version you have, it is safe to allow the installer to proceed with installing the version from the game disc.
4. When the Serial Number Entry Screen appears, enter the serial number printed on the CD case that came with Nox and click NEXT to continue.
5. The INSTALL ITEMS screen appears. Choose which components you wish to install and click NEXT when you're ready to continue with the installation.
6. At the Destination Options Screen, you can accept the default directory or enter another destination where you want Nox to be installed. You may also select a different directory by clicking BROWSE, and follow the directions for selecting a new directory. When you are satisfied with your choice of destinations, click NEXT.
7. If on the INSTALL ITEMS screen (Step 5 above) you chose to install Shared Internet Components, you will now be asked where you want to install them Click NEXT to accept the default directory (recommended) or enter your own choice and click NEXT. As before, click BROWSE and follow the directions for selecting a new directory.

8. Review all your choices on the Nox Installer Summary screen and click NEXT to start copying files to your computer. If you need to change any settings, click BACK and make the changes.
9. During the file copying process, a slideshow detailing the back-history of Nox is displayed.
10. When the installer has finished copying files, the slide show will end. Click the OK button to quit the Nox installer. You can now run Nox, view the Read Me file or return to Windows.

CONTROLLING THE GAME

Mouse Usage

You'll need a two-button mouse to perform a variety of actions in the game. Use the left mouse button to ATTACK enemies, PICK UP objects and TALK to characters you meet. The right mouse button controls your MOVEMENT; while holding the right-mouse button, if the mouse pointer is far from your character, he will run.

Hot Keys

There will be times when you'll want to open your Book of Knowledge while at the same time fleeing the attacks of a particularly nasty monster. Normally both actions would require the use of the mouse, but as an alternative you can take advantage of keyboard shortcuts (also known as "hot-keys").

Default Mouse & Key Bindings For In-Game Actions

Action	Mouse Button	Notes
Pickup/Use/Talk/Attack	LEFT	Press button to pickup an item, use a switch, talk to an NPC (solo game), or attack something. This button will also leave Observer mode.
Walk/Run/Push	RIGHT	Press and hold button to walk in the direction of the cursor. Drag the cursor away from your player to make him run. Release button to stop. This button will also cycle through monsters or players in Observer Mode.
Action	Keyboard Hot Key	Notes
Jump	Space Bar	Jump in the direction your character is facing.
Open/Close Inventory /Journal	Q or I	Open Inventory/Journal (slides down from top of screen.)
Open/Close Book of Knowledge	B	Open Spell / Skill / Beast book.
Use Quick Cure Poison	Z	Use Cure Poison Potion from your Quick Cure Poison slot.
Use Quick Health	X	Use Apple, Steak, Cider, or Restore Health Potion from your Quick Health slot.

Use Quick Mana	C	Wizards and Conjurers only. Use Restore Mana Potion from your Quick Mana slot.	Open Map	TAB	Toggles the map overlay off (default) or on.
Swap Weapons	V	Switch between primary and secondary weapons. The secondary weapon is specified by dragging it into the secondary slot in your inventory.	Zoom Into Map	1	Zooms in map close to the player (if the map is on)
Cast Spell 1/Use Skill 1	A	Casts the spell or uses the warrior skill in the first slot of your spell/skill bar.	Zoom Out From Map	2	Zooms out map above the player (if the map is on)
Cast Spell 2/Use Skill 2	S	Casts the spell or uses the warrior skill in the second slot of your spell/skill bar.	Start A Chat Message	ENTER	Everything you type after you press ENTER will be part of the chat message. Press ENTER at the end of the message to send.
Cast Spell 3/Use Skill 3	D	Casts the spell or uses the warrior skill in the third slot of your spell/skill bar.	Open Esc Menu	ESC	Brings up the in-game options menu. You can save or load a game, set game options, go into Observer mode (multiplayer), or quit to the Main Menu. In solo games this will pause the game action.
Cast Spell 4/Use Skill 4	F	Casts the spell or uses the warrior skill in the fourth slot of your spell/skill bar.	Lay Trap/Activate Bomber	T	Wizards construct the trap defined in their selected Trap set. The trap is at the player's feet. Conjurers summon a bomber containing the spells defined in their selected Bomber set.
Cast Spell 5/Use Skill 5	G	Casts the spell or uses the warrior skill in the fifth slot of your spell/skill bar.	Invert Spell Target	SHIFT	Wizards and Conjurers only. While this key is held down, spells targeted to self will target others and vice-versa, where allowed.
Select a Spell Set	R	Wizards and Conjurers Only. Press once to choose the first spell set, twice for the second, and so on.	Toggle Multiplayer Scores	F9	Display various multiplayer game scores and statistics.
Show Next Spell Set	E	Wizards and Conjurers Only. Choose the next spell set.			
Show Previous Spell Set	W	Wizards and Conjurers Only Choose the previous spell set.			

Toggle Network Stats	F10	Display framerate, packet loss, and latency (ping).
Toggle GUI	F11	Turn the in-game interface on (default) or off.
Start A Team Chat Message	BACK SPACE	Start Multiplayer Team Chat Direct your chat message to team members only. End with ENTER.
Adjust Game Window Size	PAGE UP/	Change viewable game area (up PAGE DOWNto screen resolution.)
Adjust Gamma	INSERT/DELETE	Change overall brightness of lighting in game.
Toggle Console	F1	Advanced users only. Close (default) or open the game console.
Quick Save	F2	Saves the current game in the Autosave slot (solo only).
Quick Load	F4	Loads the current game from the Autosave slot (solo only).
Screen Capture	F12	Creates a BMP image of the game screen in the Nox game directory.
Taunt	J	Taunt gesture (multiplayer)
Point	K	Point gesture (multiplayer)
Laugh	L	Laugh gesture (multiplayer)

GETTING STARTED (COMPANION CD)

The Nox Companion CD

Westwood Studios™ is pleased to offer you this Companion CD-ROM disc that will allow you to play a Multiplayer game of Nox with another person without having to buy another copy of the product. This disc does not contain any of the solo game-play chapters, but it will permit you to do everything in Multiplayer mode that the master game disc can do.

When you install Nox from this disc, the setup program will require you to input the same serial number as the master game disc. Be advised that only two copies of Nox with the same serial number can be played at the same time.

System Requirements

Before you can play Nox, make sure your machine is able to run the program. If your machine meets or exceeds the system requirements, you should be able to play Nox. Refer to *System Requirements* on page 2.

Installing The Nox Companion CD

1. Start the Windows 95/98 operating system.
2. Place the Nox Companion CD in the CD drive. The Autorun menu appears.

Note: If the Autorun menu does not automatically appear, double-click the **My Computer** icon on the Desktop. Then double-click the icon corresponding to your computer's CD drive. The Autorun menu should appear.

Note: If this still doesn't bring up the Autorun menu, click **Start** on the Windows Task Bar, then click **Run...** At the Dialog box, type **D:\setup.exe**, then click **OK**. The Autorun menu appears.
3. In some cases, the installer will also ask if you want to copy the latest version of **DirectX** to your computer. If you already have DirectX installed on your system but aren't sure which version you have, it is safe to allow the installer to proceed with installing the version from the game disc.

4. When the Serial Number Entry Screen appears, enter the serial number printed on the CD case that came with Nox and click NEXT to continue.
5. The INSTALL ITEMS screen appears. Choose which components you wish to install and click NEXT when you're ready to continue with the installation.
6. At the Destination Options Screen, you can accept the default directory or enter another destination where you want Nox to be installed. You may also select a different directory by clicking BROWSE, and follow the directions for selecting a new directory. When you are satisfied with your choice of destinations, click NEXT.
7. If on the INSTALL ITEMS screen (Step 5 above) you chose to install Shared Internet Components, you will now be asked where you want to install them. Click NEXT to accept the default directory (recommended) or enter your own choice and click NEXT. As before, click BROWSE and follow the directions for selecting a new directory.
8. Review all your choices on the Nox Installer Summary screen and click NEXT to start copying files to your computer. If you need to change any settings, click BACK and make the changes.
9. During the file copying process, a slideshow detailing the back-history of Nox is displayed.
10. When the installer has finished copying files, the slide show will end. Click the OK button to quit the Nox installer. You can now run Nox, view the Read Me file or return to Windows.

HELP & TECHNICAL SUPPORT

Troubleshooting

If you are having a problem installing or using this software, we want to help. Please make sure you have read *Installing The Game* and *System Requirements* on pages 7 and 2.

To avoid any potential application conflicts, we highly recommend you quit all applications before running Nox, including any video card or sound card utilities that may be running. It is also good to turn off any screen savers, sleep mode or power saving mode features if you are going to let the game sit idle for a long period of time.

Also make sure you have the latest version of DirectX installed. If you have NT, you must install Service Pack 4 (or newer) to get the required DirectX support. Without DirectX installed in your computer, Nox will NOT work!

CD Problems

"File not found" error message appears when installing or running the game.

1. Make sure the game was properly installed. See *Installing The Game* on page 7.
2. Make sure the CD is in the CD drive. The CD must be in the drive to install or run the game.
3. Make sure the CD is not scratched, dirty or damaged.

CD-ROM Performance Problems

1. Be sure you are using the native Windows 95/98/NT driver to control your CD-ROM drive. These drivers can be configured from the Device Manager in the **Control Panel > System Properties** panel.
2. Do not use a DOS-based 16-bit driver (loaded in the CONFIG.SYS) to control your CD-ROM. Performance may be significantly reduced.

Choppy/Stuttering Video or Audio

These problems may be improved by adjusting the CD-ROM read-ahead cache. To adjust the read-ahead cache:

1. From Windows 95/98/NT desktop, right-click the **My Computer** icon, then click on PROPERTIES from the pop-up menu.
2. Click the PERFORMANCE tab.
3. Click FILE SYSTEM.
4. Click the CD-ROM tab, then click in the “Optimize access pattern for” box, and choose QUAD-SPEED OR HIGHER.
5. Move the “Supplemental cache size” slider to SMALL, then click APPLY.

Note: Moving the slider to LARGE will not improve NOX video performance, and may actually hinder performance by reserving RAM that would otherwise be available to the game.

Video Problems

General Video Card Information

- During DirectX 7.0 installation, the DirectX 7.0 setup program will attempt to install a display driver that has DirectDraw support for your video card. If your video card driver does not have DirectDraw support, the DirectX 7.0 setup program will replace your existing video card driver. In some rare cases, this may also disable any manufacturer-specific utilities for your video card. If you want to keep these utilities functional, you may have to obtain the latest drivers with DirectDraw support from the manufacturer of your video card.
- If your video card driver already has DirectDraw support, but is not yet certified by Microsoft, the installer will ask if you want to replace your current driver. In most cases, you do not want to replace your existing driver as this may disable any manufacturer-specific utilities for your video card. If you do have video-related problems using the uncertified DirectDraw drivers from your manufacturer, you may solve these problems by reinstalling DirectX 7.0 and replacing your current video driver with a DirectX 7.0 video driver.

- Nox uses floating-point math routines to perform complex calculations for rendering graphics. Many CPU chips from manufacturers other than Intel have had performance problems reported in cases where floating point calculations are used by programs. If you experience a situation where frame-rate is slow, go to the video options screen in the game and disable some of the more CPU-intensive features.

Memory Problems

Nox requires at least 32 MB RAM and Virtual Memory Enabled. We advise you to let Windows 95/98/NT manage the amount of virtual memory automatically (the default setting), and to have at least 100 MB free hard drive space after installation.

Sound Problems

Nox requires a sound card supported by DirectX 7.0. Most soundcards will not experience problems, but if your sound card is one of the rare ones not supported by DirectX 7.0, you may experience choppy or stuttering sound, or sound that cuts in and out. Contact your soundcard's manufacture to obtain DirectX 7.0 compliant drivers.

Installed sound card, but there is no sound

- Make sure your speakers and/or headphones are plugged into the appropriate jack and the volume control is turned up.

General Sound Card Information

- During DirectX 7.0 installation, the DirectX 7.0 setup program will attempt to install a sound driver that has DirectSound support for your sound card. If your sound card driver does not support DirectSound, the DirectX setup program attempts to replace your existing sound card driver.
- Please consult your sound card manufacturer for updated drivers if DirectSound drivers are not available for your sound card in DirectX 7.0.

Modem Problems

General Modem Information

Nox uses the Windows 95/98/NT settings to initialise your modem. Your modem must be correctly installed in Windows 95/98/NT for it to work properly in the game.

- Consult your modem's manual for installing and configuring the modem for your computer.

Modem Does Not Initialise

- Make sure your modem is installed correctly in Windows 95/98/NT and is turned on.
- Make sure that your modem works properly in Windows 95/98/NT. If your modem is installed correctly and works with other modem applications in Windows 95/98/NT it should work correctly in Nox.
- Some computers have telephone answering or Fax applications pre-installed. Sometimes these applications tie up the modem, and will not allow other applications to access it. You must exit all applications that may use your modem before playing a modem game.
- We recommend you disable your phone's call-waiting feature. Check with your local phone service provider for instructions on how to do this.

Local Area Network Problems

If you experience difficulties with network play, you may want to consult your network manual or network administrator for specific information on loading drivers.

General Network Information

While you are playing Nox, shut down any Windows 98/95/NT applications that communicate in the background over the network (e.g. mail programs, personal schedulers, system or network monitors).

Connection Problems

Make sure the computers you are trying to connect are on the same network, and are using the TCP/IP protocol.

Network Performance Issues

Nox uses a client-server network model, which means that the server system will set the speed of the game for all other players in a given LAN game. For best results, the server should run on a high-spec machine and all players should be connected as directly as possible to the server (without network switches between them). Ideally, all players should be connected to the same network hub and use 100 Mega Bit network cards and hubs.

Internet Problems

To play an Internet game you must have an Internet Connection (through a modem dial-up connection or other direct Internet connection). You must also have a minimum connection speed of 33.3K.

Internet Connection Problems

If you have a modem dial-up connection to the Internet, ideally you should dial up prior to launching the game. Though Windows does have a "dial on command" setting, we have found that this method is not as reliable as connecting to the Internet before starting the game.

Internet Game Loses Connection

If you find that your connection seems to time-out after playing or chatting in the lobbies for a while, make sure that your dial-up connection is not set to time out after a period of inactivity. Windows seems to regard the use of the keyboard as more significant than active network traffic. The exact place to look for this option varies between Windows 95/98/NT, and can also be dependent upon which browser you have installed. Normally it can be found either in the dial-up network properties or in the INTERNET OPTIONS control panel.

Internet Performance Issues

As mentioned before, Nox uses a client-server network model, which means that the server system will set the speed of the game for all other players in a given Internet game. For best results, the server should run on a high-spec machine and all players should be connected to the Internet with high-speed connections. Internet performance is another big factor and one that is hard to quantify (or control). Use the ping values to get an idea of the connection quality to Nox servers, or use the Max Ping filter to eliminate games where you have a bad connection to the host.

Customer Services – Can We Help You?

Do you have a problem or do you just want to ask a question?

If so, there are several ways you can obtain help or have your questions answered.

Top Three problems.

Problem 1

- If the game doesn't run at all, or if you have any display or sound problems, make sure that you are using the latest Drivers for your **Sound card** and **Video card**. Updates are available from you hardware manufacturer.

Problem 2

- If you get a “**Please insert game disk**” or similar error message when trying to run the game, follow the procedure below:
 1. Uninstall your game.
 2. Re-install the game from the lowest available CD-ROM drive.

For example, If you have two hard drives, C: and D: and two CDROM drives, E: and F:, you will need to install the game from the E: drive.

After the game has installed you must then play the game disk in your *first CDROM drive letter only*.

Note : If you have a CD-Writer or a DVD drive as your first CD drive letter then we suggest that you reconfigure your machine so that your standard CD drive is the first drive letter and the CD writer or DVD drive is the second CD drive letter. This is easily changed in **Device Manager**.

Reconfiguring CD drives

1. Uninstall your game.
2. Click on the **Start button** then select **Settings** and then **Control Panel** . Now double click on **System** and then select **Device Manager** when the System Properties window opens.
3. You will then see a section called CDROM, click on the “ + “ to expand the information.
4. Now, select your standard CDROM drive, and then click on the **Properties** button and select the **Settings** tab. At the bottom of the properties window for you CD drive there is a section called **Reserved drive letters**. In both boxes, choose the lowest drive letter possible (E: in our example).
5. Once you have done this, click **OK**.
6. Now, select your DVD or CD-Writer, this time ensuring that you switch both boxes to a letter higher than you chose for you standard CDROM drive. Again, click **OK** to close and register the change.
7. Now, close down the **System Properties** window by clicking **OK**. You see a requester asking you to re-boot your machine. Click **OK**, and your machine re-boots.
8. Once your machine has re-booted, re-install the game from your *first CD drive letter only*.

Problem 3

Windows wouldn't be Windows if you couldn't run all sorts of cool applications, however some of them may cause problems with your games. Make sure you close all applications, especially the Microsoft Office Toolbar, before trying to run the game. In addition, by pressing CTRL-ALT-DELETE once, you can close any other programs that may be causing problems. Please note that you **must** leave **Explorer** and **Systray** running for Windows to run correctly - all other programs should be closed, by clicking on the 'End Task' button.

On-line help file

All our new releases now include on-line help files with hints and tips on how to resolve problems that you may confront while trying to run the game. The help guide can be accessed from the Windows Start Bar in the same program folder as your game's shortcut. This gives you access to relevant support sites via web links as well as a support program to help diagnose problems that may stop you enjoying your game. The support program also gives you the option to send us your system details via E-mail or Fax so we can try and solve your problem for you.

On-line Services

Website: <http://www.ea.com>

Electronic Arts offers 24-hour support via our on-line services. Here you will find extensive product support and other information. In addition, this site provides answers to Frequently Asked Questions (FAQ's) plus patches, updates and demos. If you still cannot find an answer to your query, please E-mail us at uk-support@ea.com. You will receive an automated reply within minutes; giving details of all the games you can request troubleshooting information on, as well as a number of standard help guides and information sheets. If this does not help, you can contact a representative for a personal reply.

If you have any queries on warranty replacements or user-damaged disks or manuals, please e-mail us at uk-warranty@ea.com

Please note that this is only for warranty and NOT technical queries.

Customer Support by Phone (including Faxback)

Electronic Arts offers FREE technical support on all our products (standard BT national call rates apply). All we ask is that you register for support when you call. Registration is free, takes less than a minute, and entitles you to:

- Priority telephone support during office hours
- 24-hour automated support
- A monthly e-mail newsletter
- Free "Bonus CD" - containing the latest improvements to your game as they are released.
- And more!

When you call, we will ask your name, address, date of birth, and a contact telephone number or e-mail address, so please have these details to hand.

Please ensure you have run the support program from the on-line help file before calling us. To run the support program:

1. Open the help file, navigate to the **Contents** page, and follow the link to **Support Information**.
2. Next, click on the **Contact Tech Support** button. After a few moments, you should see a dialog box with the option to Print, Save to Desktop, or E-mail your information to us.
3. Click on Save to Desktop, or Print (if you have a printer connected to your PC) and have the contents of the report in front of you when you call.

Note: If you choose to Save to Desktop, a file called **EAConfigInfo.txt** will be placed on your desktop. Simply double-click on this icon to view the file.

Customer Services have manned lines open from 9am-6pm Monday to Thursday, 9am-4:30pm on Friday, and can be reached on the following number:-

0870 2432435

Note: This is a National call rate line charged at 6p per minute at peak times and 2.6p per minute off peak (These charges are correct at the time of publication).

Alternatively, you may write to us at the following address, including a daytime telephone number and the information produced by the help file's support program.

Electronic Arts Customer Service, PO BOX 835, Slough, Berkshire, England SL3 8XU.

Or fax us, including a complete report from the help-file's support program, on:

01753 546817

When contacting us by fax or letter, please include a daytime telephone number whenever possible, so we can contact you if necessary.

Game hints and cheats

Hints and cheats are available for the majority of our new releases on the Electronic Arts Hintline, open 24 hours a day, 7 days a week, on:

09067 53 22 53

Note: This is a premium charge line (calls cost 75p per minute). Please obtain permission to call this number from the person who pays the phone bill, **before** you call.

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