

AST Computers

Contact Information:

Online Services:

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

Phone Contacts in the U.S.:

Telephone: 800-876-4278
Technical Support: 800-727-1278
817-232-9824
BBS: 714-852-1872
E-Mail: web.support@ast.com

Available Phone Contacts Outside the U.S.:

Canada: (800) 758-0278
France: 0591-0278
UK: 0990-278-278
Japan:
 Tokyo: 813-3669-7281
 Osaka: 816-306-3461
Australia: 02-9952-6400.

ATI Technologies Inc.

Known Problems:

Mach 64 Video Cards in Windows® 95

A-10 Cuba may have difficulties unless you have updated your video drivers to the latest Mach 64 Windows® 95 drivers. If you are having technical difficulties with this video card, please contact ATI Technologies, Inc. for assistance.

Mach 32 Video Cards

Some ATI Mach 32 video cards are labeled as having 1 MB of [RAM](#), but actually only contain 512K of RAM. ATI Mach 32 cards should support a high color 16 bit display setting with 1 MB of video memory. These mislabeled cards that have only 512K of video memory are not capable of supporting High Color (16-bit) mode. To check the amount of RAM on your ATI Mach 32 video card, run the diagnostic utilities that came with the card.

At the time of writing this technical help file, in Windows® 95 there was no DirectX support for this card. Please contact ATI Technologies, Inc for availability or an alternative.

COM4: Conflict

There is also a known problem in trying to get Mach 32 cards to run if you are using COM4: since the Mach 32 uses the memory address at 2E0-2EF.

Mach 32 Series DOS VESA Support

To enable [VESA](#) support run VVESA.COM. You may need to include X=C000-C7FF on the EMM386 line of CONFIG.SYS or you may experience problems.

Contact Information:

Online Services:

Internet E-mail: 74740.667@compuserve.com
FTP Site: <ftp://ftp.atitech.ca/pub/support>
World Wide Web: <http://www.atitech.ca>

Phone Contacts in the U.S.:

Customer Support: 905-882-2626
Fax: 905-882-0546
BBS: 905-764-9404

Available Phone Contacts Outside the U.S.:

Germany
Customer Support: 89-460907-77
Fax: 89-460907-76

Acer America

Contact Information:

Online Services:

America Online:	Keyword Acer
Prodigy:	Jump Acer
CompuServe:	Go Acer
FTP Site:	ftp://ftp.acer.com/ .
World Wide Web:	http://www.aci.acer.com/aac/ .

Phone Contacts in the U.S.:

Technical Support:	800-445-6495
Acer BBS:	408-428-0140 (28.8K bps, 8-N-1)

Available Phone Contacts Outside the U.S.:

None available. Please contact your local retailer.

AdLib MultiMedia, Inc

Contact Information:

Online Services:

None Available

Phone Contacts in the U.S.:

Telephone: 418-529-1159

Fax: 418-529-9676

Available Phone Contacts Outside the U.S.:

None available. Please contact your local retailer.

I have an Ad-Lib/Ad-Lib Gold sound card and I can't get any digital sound effects to play.

An Ad-Lib sound card does not have a DAC (digital audio converter) to play digital effects, therefore, you will only hear synthesized musical effects.

Advanced Gravis

Contact Information:

Online Services:

Internet E-mail: tech@gravis.com or support@gravis.com
World Wide Web: <http://www.gravis.com>

Phone Contacts in the U.S.:

Telephone: 604-431-1807
604-431-5020
Fax: 604-431-5155
BBS: 604-431-5927

Available Contacts Outside the U.S.:

Netherlands

Telephone: (31)36-5364443
Fax: (31)36-5366011
BBS: (31)36-5360379

Technical Support:

pcstick@gravis.com (joysticks)
macstick@gravis.com (joysticks)
sound@gravis.com (ultrasound cards)
For other countries, please contact your local retailer.

Advanced Integration Research

Contact Information:

Online Services:

<http://www.airwebs.com/>

Phone Contacts in the U.S.:

Telephone: 408-428-0800
Technical Support: 408-428-1547
BBS: 408-428-1735

Technical Support

Phone: (408) 428-1547
Fax: (408) 428-2845
BBS.: (408) 428-1735
E-Mail: support@airwebs.com

Available Contacts Outside the U.S.:

None available. Please contact your local retailer.

Aztech Labs

Contact Information:

Aztech Labs, Inc. (U.S. Office)

Telephone: 510-623-8988
Fax: 510-623-8989
BBS: 510-623-8933
World Wide Web: <http://www.aztechca.com>
FTP Site: <ftp.aimnet.com/pub/users/aztech>
E-mail: support@aztechca.com

Aztech Systems, Ltd. (Main Office-Singapore)

Telephone: 741-7211
Fax: 741-8678~9
Telex: RS 36560 AZTECH
BBS: 748-6879
World Wide Web: <http://www.aztech.com.sg>
FTP Site: <ftp://ftp.aztech.com.sg>
E-mail: support@aztech.com.sg

Available Contacts Outside the U.S.:

Aztech Systems, GMBH. (Germany Office)

Telephone: 421-162-560
Fax: 421-162-5633
BBS: 421-169-0843

Aztech UK, Ltd. (UK Office)

Telephone: 1734-814-121
Fax: 1734-819-951

Az-Technology SDN BHD (Malaysia Office)

Telephone: 704-8450
Fax: 704-8457
BBS: 756-3412

Aztech Systems Beijing, Ltd. (China Office)

Telephone: 10-253-6659
Fax: 10-253-4544

BIOS: Basic Input/Output System. A set of programs encoded in Read Only Memory (ROM) to facilitate the transfer of data and control instructions between the computer and peripherals.

Boca Research Inc.

Contact Information:

Online Services:

Standard Support Service: 561-241-8088
Priority Support Service: 900-555-4900 (\$2/min)
Internet E-Mail: support@bocaresearch.com
World Wide Web: <http://www.boca.research.com>
CompuServe: GO BOCA

Phone Contacts in the U.S.:

Phone: 407-997-6227
Fax Server: 407-994-5848
"QuickFax" Fax Retrieval Service: 407-995-9456
Fax Server: 407-997-0918
BBS: 407-241-1601

Available Phone Contacts Outside the U.S.:

Western Europe (Netherlands)

Internet: rienboca@ib.com
Phone: 31-1803-21606
Fax: 31-1803-12690
BBS: 31-1803-21382

Asia Pacific (Singapore)

Internet: samhs@singnet.com.sg
Phone: 65-584-6703
Fax: 65-584-6704

CD-ROM Drive Manufacturers List

[Mitsubishi](#)

[Mitsumi](#)

[NEC](#)

[Panasonic](#)

[Sony](#)

[Teac](#)

[Zenith Data Systems](#)

CD-ROM drives

CD-ROM drives

Computers, CD-ROM drives

CD-ROM drives

CD-ROM drives

CD-ROM drives

Computers, CD-ROM Drives

CMOS: Complementary Metal-Oxide Semiconductor. An energy-saving chip fabricated to duplicate the functions of other chips, such as memory chips or microprocessors. The system settings for most PCs are stored in the CMOS.

CSS Laboratories, Inc.

Contact Information:

Online Services:

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

Phone Contacts in the U.S.:

Technical Support: 800-966-2771

714-852-8161

Fax: 714-852-0410

BBS: 714-852-9231

Available Phone Contacts Outside the U.S.:

None available. Please contact your local retailer.

Cardinal Technologies

Contact Information:

Online Services:

Internet E-mail: support@cardtech.com
World Wide Web: <http://www.cardtech.com>
America Online: Keyword: Cardinal

Phone Contacts in the U.S.:

Telephone: 717-293-3000
Fax: 717-293-3055
Technical Support: 717-293-3124
Technical Sup Fax 717-293-3043
BBS: 717-293-3074
Fax Back: 717-399-2308

Available Phone Contacts Outside the U.S.:

None available. Please contact your local retailer.

Cirrus Logic

Contact Information:

Online Services:

Email (Graphics):	ui-support@corp.cirrus.com
Email (Modems):	dcom-support@corp.cirrus.com
Email (Sound):	audio-support@corp.cirrus.com
World Wide Web:	http://www.cirrus.com

Phone Contacts in the U.S.:

Technical Support:	510-226-2323 (West Coast)
Technical Support:	508-470-3380 (East Coast)
Fax:	510-252-6020
BBS:	510-440-9080

Available Phone Contacts Outside the U.S.:

Technical Support:	
France	1-48-12-2812
Germany	(49) 81-52-40084
Italy	(39) 2-3360-5458
U.K.	(44) 1727-872424

For other countries, please contact your local retailer.

Colorgraphic Communication

Products:

Colorgraphic Communication has an extensive Windows® 95 support section at their World Wide Web site. Driver updates are available there for all of their video adapters.

Contact Information:

Online Services:

E-mail:	tech@colorgfx.com
FTP Site:	ftp://ftp.colorgfx.com/colorgfx
World Wide Web:	http://www.colorgfx.com

Phone Contacts in the U.S.:

Technical Support:	770-455-3921
BBS:	770-452-8238

Available Phone Contacts Outside the U.S.:

None Available. Please contact your local retailer.

Compaq Computer Corporation

Contact Information:

Online Services:

BBS: 713-378-1418
E-mail: Support@Compaq.Com
World Wide Web: <http://www-es.compaq.com>

Phone Contacts in the U.S.:

Technical Support: 800-652-6672 (desktop and portable hardware)
800-386-2172 (server hardware)
713-378-2000

Available Phone Contacts Outside the U.S.:

Australia:

Phone: 61 2 9911 1999
Fax: 61-2-9911-1800

France:

Phone: 331-4133-4100
Fax: 331-4133-4400

Germany:

Phone: 49-89-9933-0
Fax: 49-89-9933-1158

Japan:

Phone: 03-5402-5700
Fax: 03-5402-5974

UK:

Phone: 44-1-81-332-3000
Fax: 44-1-81-332-3409

Creative Labs

Known Problems:

A-10 Cuba may have trouble working with some 1993 or earlier Matsushita CD-ROM drives. These CD-ROM drives have trouble reading beyond 63 minutes on CDs, and *A-10 Cuba* uses the full CD. These drives were sold under the names of Panasonic, JVC, Reveal, Creative Labs and Plextor. Gameplay may occasionally slow down and the CD-ROM drive will be accessed constantly. We highly recommend that you upgrade to a newer CD-ROM drive to avoid problems with other programs in the future.

Contact Information:

Online Services:

CompuServe: GO BLASTER
World Wide Web: <http://www.creaf.com>

Phone Contacts in the U.S.:

Technical Support: 405-742-6622
Fax: 405-742-6633
BBS: 405-428-6660

Available Phone Contacts Outside the U.S.:

Technical Support:
U.K.
Phone: 44-1734-344-744
Fax: 44-1734-320-271

France
Phone: 33-1-3920-0421
Fax: 33-1-3920-9010

Germany
Phone: 49-089-957-9081
Fax: 49-089-957-7453

Asia & Rest of the World:
Singapore Support
Phone: 065-773-4048
Fax: 065-773-0353
BBS: 065-776-2423

Dell Computers

Contact Information:

Online Services:

World Wide Web: <http://www.us.dell.com>
Technical Support: <http://www.dell.com/techinfo/support.html>
Anonymous FTP: <ftp://ftp.us.dell.com/dellbbs>
CompuServe: GO DELL
America Online: keyword DELL
Dell Online Support Mailbox: email to support@dell.com
Prodigy: In manufacturers' corner
Electronic Information Service: email to info@dell.com

Phone Contacts in the U.S.:

Technical Support 800-624-9896
TechFax: 800-950-1329
AutoTech: 800-624-9896
Dell TechConnect BBS: 512-728-8528

Technical Support Phone Contacts Outside the U.S.:

Australia 2-930-3355
Austria 2243-34100-0
Belgium/Luxembourg 2-466-91-99
Canada 416-758-2100
Czechoslovakia 2-879250
Finland 0-692-3122
France 1-30-60-6900
Germany 61-03-971-0
Ireland 61-304091
Japan 3-5420-5353
Mexico 5-228-7800
Netherlands 20-6812666
Norway 67-125711
Poland 644-2525
Singapore 32-08370
Spain 1-32-91080
Sweden 8-590-05-100
Switzerland 22-979-0101
United Kingdom 344-860-456

For other countries, please contact your local retailer.

Diamond Multimedia Systems

Contact Information:

Known Issues:

Diamond 3000 and 2001 Stealth 64 with VRAM

The current version of the Diamond 3000 series and 2001 Stealth 64 Video Cards use an S3 chipset, which is DirectX compatible. Diamond has released the FINAL VERSION of its Windows® 95 native-Drivers & InTools for these cards. They are available on the World Wide Web and are shipping with these cards now. These Drivers are DirectX-compliant and accelerated for the particular card.

As the certification process by Microsoft is still in progress, these drivers will not, however, come up as DirectX Compatible during *A-10 Cuba* installation - Diamond includes a note that, once installed, the user should opt NOT to let them be overwritten by any generic drivers (i.e., *A-10 Cuba* users should NOT install DirectDraw Drivers if they have these new Diamond ones). These 3000 Series Cards were formerly sold as Diamond Stealth 64 Video VRAM.

DOS VESA Support

For Stealth 64 VRAM, Stealth 64 DRAM, Video VRAM and Speedstar Alpine, S64DIAG.EXE will run a series of diagnostics. S64DBIOS.COM will enable the VESA BIOS on the **VLB** versions of these cards *only*. You may need to include the command X=A000-C7FF on the EMM386 line of your CONFIG.SYS file. In addition, do not use Stealth mode in **QEMM**, or else add XST=C000 to the QEMM386.EXE line of your CONFIG.SYS file.

Contact Information:

Online Services:

World Wide Web: www.diamondmm.com
Email: techsupt@diamondmm.com

Phone Contacts In the U.S.:

Telephone: 408-325-7100
Fax: 408-325-7171
BBS: 408-325-7080 (2400-14400 baud)
BBS: 408-325-7175 (9600-28800 baud)
Voice Support is available from 5:00am to 7:00pm M-F (Pacific Time), 8:00am to 4:00pm Saturday (Pacific Time), and closed Sunday.

Available Contacts Outside the U.S.:

France

Tech Support: +44-1753-501430

Voice Support is available from 8:30am to 6:30pm M-F GMT, and closed Saturday and Sunday.

Germany

Telephone: +49-8151-26630

Fax: +49-8151-26631

Voice Support is available from 8:30am to 6:30pm M-F GMT, and closed Saturday, and Sunday.

United Kingdom

Tech Support: +44-1753-501410

Voice Support is available from 8:30am to 6:30pm M-F GMT, and closed Saturday, and Sunday.

Japan

Telephone: +81-3-5695-8405

Fax: +81-3-5695-8403

Voice Support is available from 10:00am to 12:00pm, 1:00pm to 4:00pm M-F GMT+9, and closed Saturday, and Sunday.

For other countries, please contact your local retailer.

Epson America

Contact Information:

Online Services:

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

CompuServe: GO EPSON

Phone Contacts in the U.S.:

Telephone: 800-922-8911

310-782-0770

Fax: 310-782-5220

Fax-On-Demand: 310-782-2110

BBS 310-782-4531

Available Phone Contacts Outside the U.S.:

None available. Please contact your local retailer.

Gateway 2000

Contact Information:

Online Services:

America Online:	Keyword: Gateway OR Moo
CompuServe:	GO GATEWAY
Delphi:	GATEWAY2000@Delphi.COM
EMail:	
Technical Support:	tech@gw2kbbs.com
Customer Service:	custserv@gw2kbbs.com
Mailing List Subscriptions:	gateway2000-request@sei.cmu.edu
Mailing List Postings:	gateway2000@sei.cmu.edu
Fidonet:	1:288/17.0: 800-846-1786
GEnie:	Keyword: GATEWAY2000
Prodigy:	JUMP: Computer Support
Usenet Newsgroup:	alt.sys.pc-clone.gateway2000
World Wide Web:	http://www.gw2k.com

Phone Contacts in the U.S.:

Main Number:	800-846-2000
Fax:	605-232-2023
Technical Support:	800-846-2301
Technical Support Fax:	605-232-2182
Automated Tech. Support:	800-846-2118
Notebook/Laptop Support:	800-846-2302
Notebook/Laptop Fax:	800-846-4526
Sales and Customer Service:	800-846-2042
TDD - Hearing Impaired:	800-846-1776
BBS - drivers only:	800-846-7562
BBS - complete access:	605-232-2224

Available Contacts Outside the U.S.:

Ireland

Customer Service	800-45-2000
Technical Support	800-46-2000
Fax:	848-2022
BBS:	867-0433

UK

Customer Service	0800-80-2000
Technical Support	0800-80-2000
Fax:	848-2022
BBS:	867-0433

Australia

Tech Support Phone:	800-251-782
Tech. Support Fax:	800-251-782

France:

Phone:	0590-6490
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Germany:

Phone: 0130-82-0840

For other countries, please consult your local retailer.

Genoa Systems

Contact Information:

Online Services:

Internet E-mail: support@genoasys.com
World Wide Web: <http://www.genosys.com>

Phone Contacts in the U.S.:

Technical Support: 408-362-2900
Fax: 408-362-2999
BBS: 408-943-1231

Available Contacts Outside the U.S.:

Genoa Systems
Schimmelbuschstraße 9
D-40699 ERKRATH, GERMANY

Telephone: 02104-39877
Fax: 02104-39770
BBS: 02104-35370

For other countries, please contact your local retailer.

Hercules Computer Technology Inc.

Known Problems:

Dynamite Video Card using MS-DOS

When using EMM386.EXE or QEMM386.EXE in DOS, adding one of the three following exclusions to the EMM386.EXE or QEMM386.EXE line in CONFIG.SYS should solve any display problems. X=A000-A7FF or X=B800-BDFF or X=BFF0-C7FF.

Users of Qualitas 386MAX should try the parameters RAM=A000-B000 or RAM=B800-C800.

Contact Information:

Online Services:

E-mail: support@hercules.com
World Wide Web: <http://www.hercules.com/>
CompuServe: GO HERCULES (Address email to 71333,2532)
Anonymous FTP: ftp.hercules.com

Phone Contacts in the U.S.:

Technical Support: 800-323-0601 (M-F, 6:00am to 6:00pm Pacific Time)
510-623-6050 (M-F, 6:00am to 6:00pm Pacific Time)
Technical Support Fax: 510-490-6745
Toll-free faxback service: 800-711-4372
BBS: 510-623-7449 (V.32 bis)
510-623-7034 (9600 baud)
510-623-7142 (2400 baud)

Available Contacts Outside the U.S.:

Germany

Technical Support: 089 8989 0573 (Monday-Friday, 10:00 AM-4.00 PM)
Technical Support Fax: 089 8989 0584
BBS: 089 8989 0576

For other countries, please contact your local retailer.

Hitachi

Contact Information:

Online Services:

World Wide Web: <http://www.hitachi.co.jp>

Phone Contacts in the U.S.:

Technical Support: 800-241-6558

Available Contacts Outside the U.S.:

Technical Support:

France 1-48-21-6015

Spain 3-33-08652

For other countries, please contact your local retailer.

IBM (International Business Machines)

Contact Information:

Online Services:

World Wide Web: <http://www.ibm.com/>
<http://vm.cfsan.fda.gov/ibmlist.html>

Phone Contacts in the U.S.:

Technical Support: 404-238-1234
Technical Support Multimedia: 908-329-7131
Technical Support PS/1 PRO: 800-765-4747
Technical Support Valuepoint: 800-772-2227
213-621-5576
BBS: 919-517-0001

Available Phone Contacts Outside the U.S.:

None available. Please contact your local retailer.

Intel Corp.

Contact Information:

Online Services:

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

Phone Contacts in the U.S.:

Technical Support: 800-538-3373

Post Sales Tech Support: 503-264-7000

BBS: 503-264-7999

Available Phone Contacts Outside the U.S.:

None available. Please contact your local retailer.

Liberty Electronics USA

Contact Information:

Online Services:

None available.

Phone Contacts in the U.S.:

Telephone: 800-745-7011

510-623-6000

Fax: 510-623-7021

Available Phone Contacts Outside the U.S.:

None available. Please contact your local retailer.

Logitech

Contact Information:

Online Services:

CompuServe: 76702,1367 or GO LOGITECH for forum
Internet E-mail: support@logitech.com
World Wide Web: <http://www.logitech.com>

Phone Contacts in the U.S.:

Technical Support: 510-795-8100
BBS: 510-795-0408

Available Phone Contacts Outside the U.S.:

Technical Support:
France 34-48-9050
Switzerland 21-869-9851

For other countries, please contact your local retailer.

Matrox Graphics Inc.

Known Problems:

MGA Millennium Video Card

The movies in *A-10 Cuba* will not play unless you have updated your video drivers to the latest Matrox Millennium Windows® 95 drivers.

MGA Impression

The program to load VESA support is MGAVESA.COM. This would be used for the MS-DOS version of the game.

Contact Information:

Online Services:

CompuServe:	GO MATROX
Internet E-mail:	graphics.techsupport@matrox.com
FTP Site:	ftp://ftp.matrox.com/pub/mga/
World Wide Web:	http://www.matrox.com

Phone Contacts in the U.S.:

Telephone:	514-685-0270
Fax:	514-969-6363
MATFax (fax-back system):	514-685-0174
BBS:	514-685-6008

Available Contacts Outside the U.S.:

Germany

Phone:	89 614 474 33
Fax:	89 614 97 43
BBS:	89 614 00 91

UK

Phone:	1 793 441 144
Fax:	1 793 614 336
BBS:	1 793 489 906
CompuServe e-mail:	100634.2033@compuserve.com

France

Phone:	1 45 60 62 00
Fax:	1 45 60 62 05
BBS:	1 45 60 62 08
CompuServe:	MATFR (Matrox France's Forum)
CompuServe e-mail:	100631.2376@compuserve.com (Matrox France Tech. Support)
Minitel:	3615 MATROX - (1.39 ff/mn)

For other countries, please contact your local retailer.

Media Vision

Contact Information:

Online Services:

America Online:	Keyword: MEDIA VISION
CompuServe:	Type GO MEDIAVISION
World Wide Web:	http://www.mediavis.com
FTP Site:	FTP.MEDIAVIS.COM

Phone Contacts In the U.S.:

Technical Support: 900-555-1133 8am to 8pm Pacific Time, M-F
(541) 882-1177

BBS: 510-770-0527 (N,8,1) Z-Modem recommended

Outside the U.S.:

Please contact your local vendor.

Metheus Corporation

Contact Information:

Online Services:

Internet E-mail: info@metheus.com
World Wide Web: <http://www.techexpo.com/firmp/metheus.html>.

Phone Contacts in the U.S.:

Technical Support: 503-690-1550
Fax: 503-690-1525
BBS: 503-690-1559

Available Phone Contacts Outside the U.S.:

Technical Support:
United Kingdom 734-312-112

For other countries, please contact your local retailer.

Microsoft

Contact Information:

Online Services:

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

Phone Contacts in the U.S.:

Technical Support: 206-635-7000

Available Contacts Outside the U.S.:

Technical Support:

France 33-1-69-86-10-20

Germany 089-3176-1120

Italy 39-2-70-398-351

Spain 91-807-99-60

For other countries, please contact your local retailer.

Mitsubishi

Contact Information:

Online Services:

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

Phone Contacts in the U.S.:

Technical Support: 800-344-6352

BBS: 714-236-6286

Available Phone Contacts Outside the U.S.:

None available. Please contact your local retailer.

Mitsumi

Contact Information:

Online Services:

World Wide Web: <http://www.mitsumi.com/text/home.htm>

Phone Contacts in the U.S.:

Technical Support: 408-970-9699

408-970-9730

BBS: 415-691-4469

Available Phone Contacts Outside the U.S.:

None available. Please contact your local retailer.

NEC

Known Problems:

Alliance ProMotion Video Card

Certain NEC computers, one of which is the NEC Ready 7022 model, come equipped with the Alliance ProMotion video card. Some of the systems equipped with this card may have an older video driver that is incompatible with DirectX, a major component of *A-10 Cuba*. Contact video card manufacturer for updated driver for your video card.

Combination Modem/Sound Card

Certain NEC systems, one of which is the NEC Ready 9542 model, come equipped with a Harmony card that is a combination modem and sound card. We have determined that this card is not compatible with *A-10 Cuba*. You may need to contact NEC to obtain new drivers for Windows® 95.

Contact Information:

Online Services:

America Online:	Keyword NECTECH
AT&T Interchange:	ZDNet Companies Online section
CompuServe:	GO NECTECH
Microsoft Network:	go word: NECTECH
Internet Email Technical Support:	tech-support@nectech.com
Internet FTP Site:	ftp.nectech.com
World Wide Web:	http://www.nec.com

Phone Contacts in the U.S.:

Technical Support:	800-388-8888
NEC Technical Support Fax:	1-508-635-4666
NEC BBS:	1-508-635-4706 (300-28.8K bps, 8 data bits, 1 stop bit, No parity bits)

Available Phone Contacts Outside the U.S.:

None available. Please contact your local retailer.

Number Nine Visual Technology

Known Problems:

Imagine 128, Motion 531/771, Vision 330, Trio, GXE64 Pro and GXE64 Video Cards

The movies in *A-10 Cuba* will not play unless you have updated your video drivers to the latest Number Nine Windows® 95 drivers.

GXE 64 cards based on the S3 Vision 864 chipset

These cards are known to be incompatible with DirectX. Drivers are expected to be available in 1996. Please contact Number Nine for further details.

GXE64 or FX Vision 330

When using EMM386.EXE in DOS, add the X=C000-C7FF parameter to the EMM386.EXE line in CONFIG.SYS.

Contact Information:

Online Services:

World Wide Web: <http://www.nine.com/>
CompuServe: GO NINE

Phone Contacts in the U.S.:

Technical Support: 617-674-8595
Fax: 617-273-0899
Fax Back: 617-674-8595
BBS: 617-862-7502

Available Contacts Outside the U.S.:

Germany
Technical Support: 96-14-491-0
BBS: 96-12-139-0

For other countries, please contact your local retailer.

Oak Technology

Contact Information:

Online Services:

Internet E-mail: tech@oaktech.com .
World Wide Web: <http://www.oaktech.com>

Phone Contacts in the U.S.:

Technical Support: 408-523-6666 (M-F, 8:00am to 5:00pm Pacific Time)
BBS: 408-774-5307

Available Phone Contacts Outside the U.S.:

None available. Please contact your local retailer.

Orchid Technology

Known Problems:

Kelvin 64, and Fahrenheit 64 Video Cards

The movies in *A-10 Cuba* will not play unless you have updated your video drivers to the latest Orchid Windows® 95 drivers.

Kelvin 64, Fahrenheit 64, Fahrenheit Pro 64

When using EMM386.EXE in DOS, add the X=A000-C7FF parameter to the EMM386.EXE line in CONFIG.SYS.

Contact Information:

Online Services:

World Wide Web: <http://www.orchid.com>
CompuServe: GO ORCHID

Phone Contacts in the U.S.:

Technical Support: 510-661-3000
BBS: 510-651-6837
Fax: 510-651-6982

Available Contacts Outside the U.S.:

Technical Support:
France 1-48-10-7550
Germany 89242-9041
UK 256-479-898

For other countries, please contact your local retailer.

Packard Bell

Contact Information:

Online Services:

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

Phone Contacts in the U.S.:

Hardware Support: 800-733-4411

Software Support: 801-579-0161

BBS: 801-250-1600

818-773-7207

Available Phone Contacts Outside the U.S.:

Technical Support:

France 1-40-64-1000

Germany 89-83-703-1

Italy 2-29-52-7444

Spain 1-45-80055

For other countries, please contact your local retailer.

Panasonic Interactive Media

Known Problems:

A-10 Cuba for Windows® 95 may have trouble working with some 1993 or earlier Matsushita CD-ROM drives. These CD-ROM drives have trouble reading beyond 63 minutes on CDs, and *A-10 Cuba* uses the full CD. These drives were sold under the names of Panasonic, JVC, Reveal, Creative Labs and Plextor. Gameplay may occasionally slow down and the CD-ROM drive will be accessed constantly. We highly recommend that you upgrade to a newer CD-ROM drive to avoid problems with other programs in the future.

Contact Information:

Online Services:

World Wide Web: <http://www.mitl.research.panasonic.com>

Phone Contacts in the U.S.:

Technical Support: 408-653-1898

BBS: 201-863-7845

Available Phone Contacts Outside the U.S.:

Technical Support:

France 1-49-46-4300

Germany 32-18-702-0

Spain 7-24-81100

For other countries, please contact your local retailer.

Paradise*/Phillips Electronics

*Western Digital sold the Paradise line to Phillips Electronics in 1995.

Known Problems:

Bali 32, Pipeline Video Cards

The movies in *A-10 Cuba* will not play unless you have updated your video drivers to the latest Paradise Windows® 95 drivers.

Bali 32 Video Card Under MS-DOS

When using EMM386.EXE in DOS, add the X=A000-C7FF parameter to the EMM386.EXE line in CONFIG.SYS.

Contact Information:

Online Services:

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

Phone Contacts in the U.S.:

Literature/Driver Distribution: 800-978-3079

BBS: 415-335-2744

Available Contacts Outside the U.S.:

Technical Support:

Austria 0660-8142

Belgium 0800-15532

Denmark 80017941

Finland 08001-13170

France 05-917909

Germany 0130-823983

Greece 00800311207

Ireland 1-800-553178

Italy 1678-79499

Holland 068406

Norway 800-11365

Luxembourg 0800-2974

Portugal 0505313338

Spain 900-983181

Sweden 020-795344

Switzerland 155-3497

UK 0800-966185

Helpdesk Fax: 20 6002589

Internet Email: pcaddon.u4ia.philips@pi.net

BBS: 40 2731112

Helpdesk hours are Monday-Friday, 10am-10pm, Saturday-Sunday, 10am-6pm.

For other countries, please contact your local retailer.

Reveal

Known Problems:

A-10 Cuba may have trouble working with some 1993 or earlier Matsushita CD-ROM drives. These CD-ROM drives have trouble reading beyond 63 minutes on CDs, and *A-10 Cuba* uses the full CD. These drives were sold under the names of Panasonic, JVC, Reveal, Creative Labs and Plextor. Gameplay may occasionally slow down and the CD-ROM drive will be accessed constantly. We highly recommend that you upgrade to a newer CD-ROM drive to avoid problems with other programs in the future.

Contact Information:

Online Services:

World Wide Web:	http://support.reveal.com
CompuServe:	GO REVEAL
Prodigy:	Jump Reveal / GOTO Reveal

Phone Contacts in the U.S.:

Technical Support:	800-473-8325
BBS:	818-713-8188

Technical Support outside US:

Phone:	818-713-1400
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STB Systems, Inc.

Known Problems:

DirectX Compatibility

The movies in *A-10 Cuba* will not play unless you have updated your video drivers to the latest STB Windows® 95 drivers.

Contact Information:

Online Services:

CompuServe: 75300.1664@compuserve.com (or) GO STBSYS for forum
Internet E-mail: support@stb.com
FTP Site: ftp.stb.com
World Wide Web: <http://www.stb.com>

Phone Contacts in the U.S.:

Technical Support: 800-234-4334 (8am to 6pm Central Time, M-F)
Technical Support: 214-669-0989
Technical Support Fax: 214-669-1326
BBS: 214-437-9615 (N81) up to 28.8K bps

Available Contacts Outside the U.S.:

UK
Telephone Support 44-897-0662 (9am to 6pm GMT)
BBS 44-181-897-1008

France
Telephone support 44-181-897-1008
Fax: 33-1-40365938
BBS: 44-181-897-1008

Germany
Telephone Support 1-44-897-1008
Fax: 1-49-69-6655

For other countries, please contact your local retailer.

Sigma Designs

Contact Information:

Online Services:

World Wide Web: <http://www.sigmadesigns.com>
Technical WWW: <http://www.techsupport@sigmadesigns.com>

Phone Contacts in the U.S.:

Technical Support: 970-339-7120
Fax: 510-770-2905 or 510-770-2904
BBS: 510-770-0111

Available Phone Contacts Outside the U.S.:

Technical Support
Germany 89-33-644-3

For other countries, please contact your local retailer.



Contact Information:

Online Services:

World Wide Web: <http://www.sel.sony.com>

Phone Contacts in the U.S.:

Technical Support: 408-894-0555

BBS: 408-955-5107

Available Contacts Outside the U.S.:

None available. Please contact your local retailer.

Sound Card Manufacturers List

[AdLib Multimedia, Inc.](#)

[Advanced Gravis](#)

[ATI Technologies Inc.](#)

[Aztech Labs](#)

[Boca Research Inc.](#)

[Cardinal Technologies](#)

[Creative Labs](#)

[Diamond Multimedia Systems Inc.](#)

[Intel](#)

[Logitech](#)

[Media Vision](#)

[Microsoft](#)

[Oak Technology](#)

[Reveal](#)

[Turtle Beach](#)

Sound cards

Joysticks, sound cards

Video cards, sound cards

Sound cards

Video cards, sound cards, modems

Video cards, sound cards, modems

Video cards, sound cards, modems

Video cards, sound cards

Video cards, sound cards, modems

Sound cards, input devices

Sound cards

Operating systems, sound cards

Video cards, sound cards

Video cards, sound cards

Sound cards

Swan Technologies, Inc.

Contact Information:

Online Services:

World Wide Web: <http://swantech.com>

Phone Contacts in the U.S.:

Technical Support: 800-468-7926

814-238-1820

BBS: 814-237-6145

814-237-6143

Available Phone Contacts Outside the U.S.:

None available. Please contact your local retailer.

System Manufacturers List

<u>Acer America</u>	Computers
<u>AST Computers</u>	Computers
<u>Compaq Computer Corporation</u>	Computers
<u>Dell Computers</u>	Computers
<u>Epson America</u>	Computers
<u>Gateway 2000</u>	Computers
<u>Hitachi</u>	Computers
<u>IBM</u>	Computers
<u>NEC</u>	Computers
<u>Packard Bell</u>	Computers
<u>Swan Technologies, Inc.</u>	Computers
<u>Tandy Computer</u>	Computers
<u>Toshiba</u>	Computers
<u>Zenith Data Systems</u>	Computers, CD-ROM drives

Tandy Computer

Contact Information:

Online Services:

World Wide Web: <http://www.tandy.com>
E-Mail: TRS.customer.support@Tandy.com

Phone Contacts in the U.S.:

Technical Support: 817-878-6875

Available Phone Contacts Outside the U.S.:

Technical Support
UK 922-434-000

For other countries, please contact your local retailer.

Teac

Contact Information:

Online Services:

World Wide Web: <http://www.lookup.com/homepages/44913/home.html>

Phone Contacts in the U.S.:

Technical Support: 213-726-0303 (or) 213-727-4860

BBS: 213-727-7660

Fax on Demand: 213-727-7629

Available Phone Contacts Outside the US:

None Available: Please contact your local retailer.



Contact Information:

Online Services:

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

Phone Contacts in the U.S.:

Technical Support: 800-999-4273

Technical Support: 714-859-4273

Fax: 714-587-6034

BBS: 714-837-4408

415-656-5159

Available Phone Contacts Outside the U.S.:

None available. Please contact your local retailer.

Trident Microsystems Inc.

Known Problems:

9440 Video Cards

Cards based on the 9440 chipset need to be updated to the absolute latest video drivers to work properly with the [DirectX](#) standard. Check out Trident's web site for details on these new drivers.

8900c Video Card

This card was found to be incompatible with DirectX, even when using the latest Windows® 95 drivers. We suggest using the MS-DOS version of the game if you own this video card until Trident releases DirectX compatible drivers for Windows® 95 for this card.

TVGA 8900 Series DOS VESA Support

SVM.EXE, a utility supplied by Trident, will test all of the video modes supported by this card. Running VESA or VESA -F from the directory where the video drivers are installed will enable [VESA](#) support for these cards. Most of these cards manufactured after January 1993 have this support within the [BIOS](#).

Contact Information:

Online Services:

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

Phone Contacts in the U.S.:

Technical Support: 415-691-9211

BBS: 415-691-1016

Available Phone Contacts Outside the U.S.:

None available. Please contact your local retailer.

Tseng Labs

Contact Information:

Online Services:

<http://www.tseng.com/>
prodsupp@tseng.com

Phone Contacts in the U.S.:

Technical Support: 215-968-0502
Fax: 215-860-7713
BBS: 215-579-7536

Available Phone Contacts Outside the U.S.:

Technical Support:
Germany 49-00-004-9
Belgium 2-716-50-00

For other countries, please contact your local retailer.

Turtle Beach

Contact Information:

Online Services:

Internet E-mail: support@tbeach.com
FTP Site: <ftp.tbeach.com>
World Wide Web: <http://www.tbeach.com>

Phone Contacts in the U.S.:

Technical Support: 510-624-6265 Mon-Fri 8:00AM to 5:00PM (PST)
Support Fax: 510-624-6292
Faxback: 510-624-6296
BBS: 510-624-6279 (up to 21.6K bps, 8 data bits, no parity, 1 stop bit)

Available Phone Contacts Outside the U.S.:

Technical Support
Switzerland 22-347-1181

For other countries, please contact your local retailer.

Vendor List

We have tried to include the most up-to-date contact information for major manufacturers of software, computers, video cards, sound cards and other peripheral devices. We include this information to assist you in quickly diagnosing any compatibility problems with hardware or software in your system. In each vendor's section, we also try to include Tips & Troubleshooting information on issues we are aware of with their products and the fastest solution to those issues.

Activision has made every effort to ensure that this information is correct. However, you may want to consult the documentation included with your computer, software, video card, sound card, CD-ROM drive, or other peripheral devices for more up-to-date information from each company.

For Customers Outside the US: Where possible, we have included international contact information. If there is no contact in your country, please refer to the documentation included with your hardware or contact your local vendor. You may also call vendors in the US or other international phone numbers. US numbers beginning with "800" can only be reached from within the US.

Specific Lists

- [System Manufacturers List](#)
- [Sound Card Manufacturers List](#)
- [Video Card Manufacturers List](#)
- [CD-ROM Drive Manufacturers List](#)

Manufacturer	Products
Acer America	Computers
AdLib Multimedia, Inc.	Sound cards
Advanced Gravis	Joysticks, sound cards
Advanced Integration Research	Video cards
AST Computers	Computers
ATI Technologies Inc.	Video cards, sound cards
Aztech Labs	Sound cards
Boca Research Inc.	Video cards, sound cards, modems
Cardinal Technologies	Video cards, sound cards, modems
Cirrus Logic	Video cards, modems
Colorgraphic Communication	Video cards
Compaq Computer Corporation	Computers
Creative Labs	Video cards, sound cards, modems
CSS Laboratories, Inc.	Video cards
Dell Computers	Computers
Diamond Multimedia Systems Inc.	Video cards, sound cards
Epson America	Computers
Gateway 2000	Computers
Genoa Systems	Video cards
Hercules Computer Technology Inc.	Video cards
Hitachi	Computers
IBM	Computers
Intel	Video cards, sound cards, modems
Liberty Electronics USA	Video cards

<u>Logitech</u>	Sound cards, input devices
<u>Matrox Graphics, Inc.</u>	Video cards
<u>Media Vision</u>	Sound cards
<u>Metheus Corporation</u>	Video cards
<u>Microsoft</u>	Operating systems, sound cards
<u>Mitsubishi</u>	CD-ROM drives
<u>Mitsumi</u>	CD-ROM drives
<u>NEC</u>	Computers
<u>Number Nine Visual Technology</u>	Video cards
<u>Oak Technology</u>	Video cards, sound cards
<u>Orchid Technology Inc.</u>	Video cards
<u>Packard Bell</u>	Computers
<u>Panasonic</u>	CD-ROM drives
<u>Paradise</u>	Video cards
<u>Reveal</u>	Video cards, sound cards
<u>Sigma Designs</u>	Video cards
<u>Sony</u>	CD-ROM drives
<u>STB Systems</u>	Video cards
<u>Swan Technologies, Inc.</u>	Computers
<u>Tandy Computer</u>	Computers
<u>Teac</u>	CD-ROM drives
<u>Toshiba</u>	Computers
<u>Trident Microsystems Inc.</u>	Video cards
<u>Tseng Labs</u>	Video cards
<u>Turtle Beach</u>	Sound cards
<u>Western Digital</u>	Video cards
<u>Willow Peripherals</u>	Video cards
<u>Zenith Data Systems</u>	Computers, CD-ROM drives

Video Card Manufacturers List

<u>Advanced Integration Research</u>	Video cards
<u>ATI Technologies Inc.</u>	Video cards, sound cards
<u>Boca Research Inc.</u>	Video cards, sound cards, modems
<u>Cardinal Technologies</u>	Video cards, sound cards, modems
<u>Cirrus Logic</u>	Video cards, modems
<u>Colorgraphic Communication</u>	Video cards
<u>Creative Labs</u>	Video cards, sound cards, modems
<u>CSS Laboratories, Inc.</u>	Video cards
<u>Diamond Multimedia Systems Inc.</u>	Video cards, sound cards
<u>Genoa Systems</u>	Video cards
<u>Hercules Computer Technology Inc.</u>	Video cards
<u>Intel</u>	Video cards, sound cards, modems
<u>Liberty Electronics USA</u>	Video cards
<u>Matrox Graphics, Inc.</u>	Video cards
<u>Metheus Corporation</u>	Video cards
<u>Number Nine Visual Technology</u>	Video cards
<u>Oak Technology</u>	Video cards, sound cards
<u>Orchid Technology Inc.</u>	Video cards
<u>Paradise</u>	Video cards
<u>Reveal</u>	Video cards, sound cards
<u>Sigma Designs</u>	Video cards
<u>STB Systems</u>	Video cards
<u>Trident Microsystems Inc.</u>	Video cards
<u>Tseng Labs</u>	Video cards
<u>Western Digital</u>	Video cards
<u>Willow Peripherals</u>	Video cards

Willow Peripherals

Contact Information:

Online Services:

Internet E-mail: peripherals@willow.com
World Wide Web: <http://willow.com/peripherals>

Phone Contacts in the U.S.:

Technical Support: 800-444-1585
Phone: 718-402-0203
Fax: 718-402-9603
BBS: 718-993-2066

Available Phone Contacts Outside the U.S.:

None available. Please contact your local retailer.

Zenith Data Systems

Known Problems:

The Zenith Z-Player portable CD-ROM drive for laptop PCs has a known problem with *A-10 Cuba*. As of the version 1.0 beta driver release for Windows® 95, MIDI Synthesis doesn't function properly, so MIDI files will not play. Attempting to play MIDI files may cause system instability, including system lock-up. Later releases of the Z-Player drivers for Windows® 95 should correct this problem. Please contact Zenith for updates and further information.

Contact Information:

Online Services:

E-Mail:

zed@zds.com

CompuServe:

GO ZDSFORUM

The Microsoft Network:

GO ZDS

World Wide Web:

<http://www.zds.com>

Mail:

Zenith Data Systems

2150 East Lake Cook Road

Buffalo Grove, IL 60089

Phone Contacts in the U.S.:

Telephone:

800-416-7591

Telephone (TDD):

800-316-3207 (M-F, 8:00am to 4:30pm Central Time)

Fax:

800-582-8194

BBS:

708-808-2264 - 14,400 bps

Available Phone Contacts Outside the U.S.:

International Customer Assistance: 847-808-4300

