

AutoPlay

If the game title screen does not appear, try performing the following steps:

1. With the disc in your CD-ROM drive, double-click on the **My Computer** icon on your desktop or right-click on it and select the **Open** option.
2. In the **View** pull-down menu, select **Refresh**.
3. Double-click on the **CD icon** in the window or right-click on it and choose the **AutoPlay** option.
4. After the game title screen appears, click on the **Play** button (it will appear as **Install** before you have installed the game).

If the title screen still does not appear, please check the following:

1. Make sure the CD is clean and properly placed in the CD-ROM drive.
2. Verify that your CD-ROM driver is optimized for use with Windows 95. To do this:
 - a. Open the **Control Panel** and double-click on the **System** icon. Click on the **Performance** tab. If any of your hardware drivers are not fully optimized for use with Windows 95, they will be listed here with an explanation of the exact problem and suggestions on how to fix it. If you cannot get your system to perform optimally, please consult [Microsoft](#) support.
 - b. Or, click here to begin the [Hardware Conflicts Troubleshooter](#).
3. Verify that the Auto-Insert Notification for your CD-ROM is enabled. To do this:
 - a. Choose the System Properties dialog box by right-clicking on the **My Computer** icon and then clicking on **Properties**.
 - b. Choose the **Device Manager** tab in the dialog box.
 - c. Select and double click **CD-ROM**.
 - d. Select your CD-ROM drive and click the **Properties** button.
 - e. Select the **Settings** tab of the Properties dialog box.
 - f. Make sure the **Auto-insert notification** box is checked. If not, click on it to make it checked.
 - g. Click **OK** to accept your changes.
4. Double-click on the **My Computer** icon on your desktop. Select the **Refresh** option located in the **View** pull-down menu of your system window. When the game icon appears, double click on it. The game title screen should appear.

If for some reason you do not wish to use AutoPlay, you can turn it off using the following steps:

1. Choose the **System Properties** dialog box by right-clicking on the **My Computer** icon and then clicking on **Properties**.
2. Choose the **Device Manager** tab in the dialog box.
3. Select and double click **CD-ROM**.
4. Select your CD-ROM drive and click the **Properties** button.
5. Select the **Settings** tab of the *Properties* dialog box.
6. Click the **Auto-insert notification** box so that it is unchecked.
7. Click **OK** to accept your changes.

Can I install the game to a compressed hard drive?

We do not recommend installing this program to a compressed drive. Please install to a non-compressed drive and run the program from there.

Changing Standard Windows 95 Cursors

Check to make sure that you have not changed the standard Windows 95 cursors. Doing so may cause video corruption. We have especially found this to be the case with 3D and animated cursors.

Checking Your Sound Card for Conflicting Settings

To check your sound card for conflicting settings:

1. Left-click the **Start** button on your task bar. Select **Settings**→**Control Panel**.
2. Double-click on the **System** icon, then choose the **Device Manager** tab.
3. Select and double click **Sound, Video, and Game Controllers**, then double-click on your specific sound card.
4. Check the **Device Status** box to see if your card is working properly.
5. Select the **Resource** tab and check the **Conflicting device list** for any conflicting devices.

If you purchased your sound card before the release of Windows 95, you may obtain updated drivers from a variety of places. Most hardware retailers have access to the most recent drivers. Additionally, most sound card manufacturers maintain a BBS containing the latest drivers for free downloading. Drivers are also available on CompuServe, America Online, the Microsoft Network, and other popular online services. A list of [sound card manufacturers](#) and their Technical Support and BBS numbers is available in this document. Please make every effort to install the latest Windows 95 sound drivers before calling [Activision Customer Support](#).

Common Installation Problems

I uninstalled the game and there is no option to re-install the game (i.e. I can only choose play as an option). What should I do?

Can I install the game to a compressed hard drive?

I have a Nexgen Pentium compatible processor, and it is not be detected correctly within the installation process. What do I do?

I have a Cyrix 686 processor, and it is not detected correctly within the installation process. What do I do?

Ctrl-Alt-Del Locks Up My System

Do not use the **Ctrl-Alt-Del** function to quit the game. Instead, select **Quit** from the **Option** menu to exit the game.

Customer Support: Australia and Pacific Rim

ACTIVISION AUSTRALIA and PACIFIC RIM
P.O. Box 873
Epping, NSW 2121
Australia

Phone: 1902 962 000

Online Services:

Services with Activision Forums, E-mail and File Library Support (available in English only):

America Online: Use keyword "Activision" to locate the Activision forum
CompuServe: 76004,2122 or [GO GAMB PUB]
Activision BBS: 310-255-2146 Up to 33,600 baud; Settings: 8 Bits, No Parity, 1 Stop Bit (8, N, 1)
E-mail: support@activision.com
World Wide Web: <http://www.activision.com>

Customer Support: North America

Online Services:

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America Online: Use keyword "Activision" to locate the Activision forum
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Stop Bit (8, N, 1)
E-mail: support@activision.com
World Wide Web: <http://www.activision.com>

Fax:

310-255-2151, 24 hours a day

FaxBack:

310-255-2153, 24 hours a day

Mail:

Activision
Customer Support
P.O. Box 67713
Los Angeles, CA 90067

Phone:

Call our 24-hour voice-mail system for answers to our most frequently asked questions at 310-255-2050. Contact a Customer Support representative at the same number between the hours of 9:00am and 5:00pm (Pacific Time) Monday through Friday, except holidays.

Cyrix

Unfortunately, the Cyrix 686 processor is not recognized as a Pentium processor by Windows 95. When Windows 95 checks the hardware, it detects the processor as a 486. During installation, the installer checks for verification with Windows 95 that the correct processor type is available. Windows 95 reports to the installer that the processor is a 486. The solution to the problem is to continue the installation, by choosing the NEXT button. This will not degrade game performance.

Diamond Telecommander Sound/Modem Card

You will want to contact Diamond Multimedia and get a new driver for your Telecommander 2500XL/3500XL sound/modem card. The Telecommander update at the Digital and/or Diamond web site is NOT a Windows 95 driver. The only way to get the correct updated driver is to call [Diamond](#) and they will mail it to you. The version of the driver you need is 1.12 or higher.

After the new driver has been installed, reinstall the game. This should allow the game to run without crashes or sound problems.

It is recommended that the help file be read from the **Readme.hlp**. The Help.hlp is designed for linking purposes only.

Game graphics are faded and/or strange in appearance

1. Make sure your video card is 100% Windows 95-compatible. Using a non-Windows 95-compatible video card and drivers may result in display problems.
2. Make sure that you have closed all other programs on your computer when playing the game.
3. Make sure that your video driver supports the [Color Settings](#) required for the game to be played.

If you purchased your video card before the release of Windows 95, you may obtain updated drivers from a variety of places. Most hardware retailers have access to the most recent drivers. Additionally, most video card manufacturers maintain a BBS containing the latest drivers for free downloading. Drivers are also available on CompuServe, America Online, The Microsoft Network, and other popular online networks. A list of [Video Card Manufacturers](#) and their Technical Support and BBS numbers is available in this document. Please make every effort to install the latest video drivers before calling [Activision Customer Support](#).

Game Updates and/or Patches

(available in English only)

You may check our web page for updates to your game at:

<http://www.activision.com>

If you are uncertain of a game update and/or patch, please E-mail all questions to our internet mailing address at:

support@activision.com

General Troubleshooting for Joysticks and Game Pads

1. Make sure your joystick is properly calibrated in Windows 95. To do this, perform the following steps:
 - a. Click on the **Start** button on your taskbar. Select **Settings**→**Control Panel**.
 - b. Open the Windows 95 **Control Panel** folder and double-click the **Joystick** icon.
 - c. Select the appropriate settings in the Current Joystick and Joystick Selection drop-down menus.
 - d. [Calibrate your controller](#).
2. Although Windows 95 contains several built-in gamepad and joystick drivers, you may need to obtain a Windows 95-compatible driver from the gamepad or joystick manufacturer.
3. Be sure to connect your input device to the correct joystick port. If you are using a game card to run your joystick, be sure to disable the joystick port on your sound card. Please refer to your sound card manual for instructions on disabling the joystick port.
4. Make sure your joystick properties are configured for only one joystick. Please follow the steps below:
 - a. **Click on the Start** button on your taskbar. Select **Settings**→**Control Panel**.
 - b. Double-click the **Joystick** icon.
 - c. Pull down the menu for **Current Joystick** and choose **Joystick 2**. Make sure the Joystick selection below changes to **none**. If it states otherwise, select none.
 - d. Click on the **Apply** button.
 - e. Now, click on the **OK** button.

Hints

Hints are **not** provided by Customer Service. They are available at:

1. You can contact the US Hint line at (900) 680-4468 (\$0.95/min) or in Canada at (900) 451-4849 (\$1.25/min).
2. There are also books you can purchase. One publisher is Brady Games. Their web page is <http://www.mcp.com/brady/> or give them a call at (800) 716-0044.

How can I improve performance?

1. Close all other programs while playing.
2. Set Graphics Acceleration to maximum in your System Control Panel.
 - a. Go to the **Start** menu on your taskbar. Select **Settings**→**Control Panel**.
 - b. Double-click on the **System** icon.
 - c. Click on the **Performance** tab.
 - d. Click on the **Graphics** button.
 - e. In the Graphics box, position the Hardware Acceleration slider to **Full**.

I Uninstalled the Game and there is no Option to Reinstall it

Unfortunately the Windows 95 registry thinks the game is installed. You will want to delete it from the registry. You can do so by following these instructions:

1. Click on the **Start** button and choose **Run**.
2. Type in **REGEDIT** and then press **<Enter>**.
3. You should see the regedit screen, double click on **HKEY_LOCAL_MACHINE** folder.
4. Now double click on the **SOFTWARE** folder.
5. Double click on the **Activision** folder.
6. Right mouse click on the game title folder you wish to delete.
7. Choose the **delete** option on the pop up menu.
8. Confirm it by choosing the **YES** button.
9. Close the regedit application.
10. Put in the game CD and you should have the option to reinstall now.

I have a Packard Bell with little and/or no sound when playing the game.

If the game has no volume or it is too low, you will want to use the mixer utility provided by Packard Bell. Please follow the instructions listed below for volume control settings.

1. From MS-DOS Mode or MS-DOS 6.22, type **CD\SOUND144\UTILITY** and press **<Enter>** (SOUND144 can be replaced with FORTE16 or SOUND16A depending on the sound card you have installed).
2. Type **MIXTSR** and press **<Enter>**.
3. Hold down the **ALT** key while you press the **/** key. This will activate a menu with the following options:

TAB	Moves your selection choice to the next device to manage.
Right arrow	Turns the volumes up.
Left arrow	Turns the volumes down.
S	Save
E	Exit

Once you are finished choosing your settings in the volume control area, follow the next two steps.

1. Start Microsoft Windows 95.
2. Begin game play as you normally would.

If problems persist, contact [Packard Bell](#).

I have an Advanced Gravis UltraSound ACE and I am experiencing severe lock-up problems.

There have been some questions regarding the *Gravis UltraSound (GUS) ACE* operating in Windows 95. Please consult [Advanced Gravis](#) regarding updated drivers.

I have only partial or no sound when running the game.

1. Make sure your sound card is 100% Windows 95 compatible. Using a non-Windows 95-compatible sound card and drivers may result in sound problems.
2. Make sure your speakers are plugged in correctly and turned on. Also make sure the volume is set at an audible level.
3. Your sound drivers for Windows 95 may require updating. Check the installation and setup parameters of your sound card using Device Manager in Windows 95.

If you purchased your sound card before the release of Windows 95, you may obtain updated drivers from a variety of places. Most hardware retailers have access to the most recent drivers. Additionally, most sound card manufacturers maintain a BBS containing the latest drivers for free downloading. Drivers are also available on CompuServe, America Online, The Microsoft Network, and other popular online services. A list of [sound card manufacturers](#) and their Technical Support and BBS numbers is available in this document. Please make every effort to install the latest sound drivers before calling [Activision Customer Support](#).

I installed a new video card, and the game doesn't look right. What do I do?

If you install a new video card into your system after you have installed the game, you may need to [uninstall](#) and [reinstall](#) the game in order to get it to properly recognize the new hardware. Be sure to uninstall using the uninstaller, other methods of deleting the game are not recommended.

I just installed a new sound card. How come I'm not getting any sound?

Be sure you are using a 100% Windows 95-compatible sound card capable of playing 16-bit digital audio. Sometimes Windows 95 fails to recognize your peripheral. If this happens, please consult your Windows 95 manual.

Some sound cards are advertised as 16-bit sound cards, while not really being capable of playing 16-bit sound. Many of these cards go into a 16-bit bus slot on your motherboard, yet only emulate Sound Blaster or Sound Blaster Pro 8-bit sound. Should you experience problems with your sound card, you may wish to review the documentation that came with it to verify that the card has 16-bit playback capability.

Through our testing, we have found that many of the combination sound/modem cards that come in many consumer model PC's are not capable of playing back 16-bit digital audio. Please consult the manufacturer of your PC for more information.

I've installed the game, set up DirectX, but the game screen is blank.

This is a characteristic of having the incorrect video driver loaded. To correct this:

1. Go to the **Start** menu on your taskbar and select **Settings**→**Control Panel**.
2. Double-click on the **Display** icon, select the **Settings** tab.
3. Click on the **Change Display Type** (if you have OSR/2 this reads "Advanced Properties") button.
4. From the Change Display Type dialog box, confirm that the adapter type matches the card you have installed in your computer. If it is incorrect, click on the **Change** button.
5. In the Select Device dialog box, choose the correct video adapter. Click **OK**.
6. In certain cases, you will need to insert your original Windows 95 CD in order to load the appropriate driver.
7. After Windows 95 corrects your monitor settings, it will ask you to restart your computer. Click **Yes** and allow the computer to restart.
8. Upon completion of this process, [uninstall](#) the game and then [reinstall](#) it.

A New Sound Card

If you install a new sound card into your system after you have installed the game, you may need to uninstall and reinstall the game in order to get it to properly recognize the new hardware. Be sure to uninstall using the uninstaller, other methods of deleting the game are not recommended.

