

## HELP AND TIPS INFORMATION

If you find that you are having technical difficulties operating your Virgin software, first check the product information sticker to be sure your computer configuration matches the system requirements listed. Also, please be sure you have attempted to follow the directions in the manual first.

**IBM Users** - Clear your computer's memory of any RAM resident programs (TSR's), such as menus, utilities or memory managers. These programs can be found in your AUTOEXEC.BAT file and/or your CONFIG.SYS file. If you cannot find any TSR's being loaded, or you don't know what might be memory resident, you can boot your computer directly from a DOS diskette. To do so, please follow the directions below:

### Creating A Boot Disk

To make a boot disk, boot up your computer with your hard disk drive, and be certain you are at the DOS prompt, in your DOS directory, which usually appears as a drive letter, a path designation and a greater than sign (i.e., "C:\DOS>"), insert an appropriate blank disk into your A: drive then type the command listed for your disk drive and disk type:

	High Density Disk & High Density Drive or Double Density Disk & Double Density Drive	Double Density 5.25" Disk & High Density Drive	Double Density 3.5" Disk & High Density Drive
DOS 3.11-4.0	FORMAT A: /S	FORMAT A: /4 /S	FORMAT A: /N:9 /S
DOS 5.0	FORMAT A: /S	FORMAT A: /F:360 /S	FORMAT A: /F:720 /S

Once you have created a boot disk, you will need to create a CONFIG.SYS file. To do this, type the following at your A:> prompt:

- 1) COPY CON CONFIG.SYS (ENTER)
- 2) FILES=30 (ENTER)
- 3) BUFFERS=25 (ENTER)
- 4) Press (F6) & (ENTER)

If done successfully, you should see the message "1 File(s) copied.". You may also wish to create an AUTOEXEC.BAT that automatically loads your mouse driver. Please refer to the operating manual for your mouse to learn how to do this.

Unless the "boot from floppy disk" option has been disabled on your machine, this will boot your computer to a clean DOS from which you can run your product.

**C64, Amiga, Atari and Apple Users** - If you are having difficulty, be sure you have removed all additional unnecessary peripherals such as printers, additional floppy drives, modems, etc. In other words, anything that might use up memory.

**When you call, please be sitting in front of your computer with paper and pen, and as much pertinent information about your computer as possible:** Make, model, any peripherals you have, the amount of RAM, and all disk sizes. For IBM users, please also have your type and brand of graphics card, monitor and the information in your CONFIG.SYS and AUTOEXEC.BAT files.

You can call or write to the Technical Support Department at:

**Virgin Games**  
**Attn.: TECHNICAL SUPPORT**  
**18061 Fitch Avenue**  
**Irvine, CA 9214**  
**(714) 833-1999**  
**Virgin's On-Line BBS (714) 562-5030**  
**300/1200/2400 Baud N,8,1**

Technical Support hours are 8:00 a.m. to 5:00 p.m. Pacific Standard Time

**Please include your telephone number in any written correspondence**

**Please do not call technical support for HINTS. Hints are not given out over the phone.** For hints on games, you may write to request a hint sheet for a game and one will be mailed to you if it is available or you can call our Hint-line BBS at (714) 562-5030 with your modem.

**Defective Disk Replacement.** If you have a defective disk, we will replace it without charge within 90 days of the date of purchase. Simply mail in the defective disk(s) with a copy of your receipt in a regular envelope with a letter explaining the problem(s) you have encountered, a return address and your system configuration.

If you do not have your receipt or if 90 days has passed, please enclose a check or money order for \$6.00 plus \$1.00 for each additional disk to be sent, made payable to Virgin Games. Sorry, we do not accept cash or credit cards. Please do not mail your entire game box. If you require a refund for a product, you must return the product to the original place of purchase under any refund and/or exchange policy the store has.

**If you would like to order any Virgin Games product through the mail, call our Toll-Free number at 1-800-VRGIN07. This toll-free number is for orders only.**