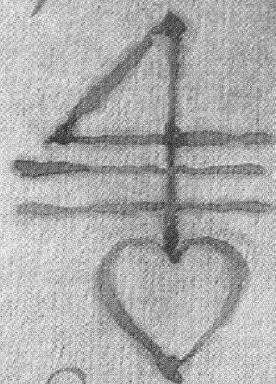


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**HERETIC**™

**SHADOW OF THE  
SERPENT RIDERS.**™



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## THE STORY SO FAR

They are the Elders of the Sidhe, leaders of an ancient elf race adept at arcane sorcery and keepers of the Tomes of Power. They stood solemnly, surrounding seven candles, each flame tied irrevocably to the flow of the Earth's breath. And from the Book they read the prophecy of Armageddon. "The three come from the Eastern wilds and they shall be given dominion over all that believeth in them. He that hath an ear, let him hear that the children of the Sidhe will be driven before them and on the day that the children of the Sidhe are no more, the earth shall be forever lost to the Abyss."

From the East came the evil foretold by your forefathers — the three Serpent Riders, guardians of death everlasting. Their form was shrouded by black cloaks. Only their eyes were revealed, sunken with evil, dreadful intensity. As a sign of power they brought peace to the Eastern provinces. Those who believed in the sign created a temple in their honor, and it bore the mark of the crossed trident. Their worshippers were the Order of the Sign — blind followers, without will, void of spirit. As the power of the Order grew, even the seven kings of the Earth followed like cattle behind them. And after they controlled the great nations, two Riders left the world. Only D'Sparil, the weakest of them, remained while his disciples traveled the earth cleansing it in preparation for its descent.

Scorned by the other people of Earth, the Sidhe, possessing powers of their own, remained unaffected by the spell of the Riders. The Sidhe are now considered the Heretics, the unclean, fit only to be wiped from the face of the Earth. The disciples of D'Sparil conspired with the kings of the Earth to remove the last lands of apostasy. And while the armies of the seven nations gathered to destroy the Sidhe, the Elders convened to discuss the fate of your people. When all voices had spake against the Order, the seven Elders extinguished the seven candles' flames simul-

taneously. At that silent instant, a brilliant flash of light came from the east, and the armies that had gathered against you were no more. Drained by their efforts, the Elders fell to the floor, listening to the single painful scream echoing from the now-scorched battlefield.

But then the forces of the Abyss took their vengeance. The ether had quaked with the Elders' magic effort, and the curse of the Order followed the trail unerringly to the Elders' conventicle. Suddenly the foul odor of death came and the Earth opened to engulf the Elders in flames, the white-bright fire clinging to their flesh, knowingly and eagerly eating each layer of skin. Too, pouring forth from the earth like squirming maggots, came the forces of evil both beast and undead. They attacked in hordes like packs of dogs, first surrounding the weakest and biting and clawing their victims to the ground. As each Sidhe fell, several beasts would gather to chew into their bellies like pigs into slop, their heads often deeply submerged into the gut with the victim's intestines slung half-eaten upon their own squirming bodies. When the day was done, the few remaining Sidhe were scattered throughout the land. The Abyss had taken the tomes and artifacts of your people as spoils of their victory. Alone, without weapons, the surviving Sidhe would surely perish at the hands of the Order of the Triad. The Elders' destruction of the seven armies had gone for naught.

While the other Sidhe hid, their spirit broken, you thirsted for vengeance and rode East into the wilderness, in search of D'Sparil. Now you stand before the City of the Damned, its air thick with the stench of rot. Your hate drives you to see these creatures oozing their hearts' ichor before you. Beyond these gates, the dead and the creatures of the night writhe in dark corners, their bodies aching for your blood. With luck, some of your people's ancient artifacts can be found hidden among the dark passages beyond. For, with only a staff as your weapon, the world is surely damned.

# INSTALLATION

## SYSTEM REQUIREMENTS

To run Heretic: Shadow of the Serpent Riders™, your minimum system requirements are: an IBM® or compatible 486/33 with 4 MB of RAM and 15 MB available hard drive space, a Sound Blaster™ or 100% compatible sound card, and a CD-ROM drive.

### INSTALLATION FOR DOS USERS:

1: Put the Heretic: Shadow of the Serpent Riders CD in your CD-ROM drive. 2: Type D: [ENTER]. Assuming that your CD-ROM drive is your D: drive. If your CD-ROM drive is not the D: drive, substitute the appropriate letter. 3: Type CD HERETIC [ENTER]. 4: Type INSTALL [ENTER]. 5: Type C. Assuming that your hard drive is your C: drive. If your hard drive is not the C: drive, substitute the appropriate letter. 6: Press [ENTER]. This creates a directory for Heretic: Shadow of the Serpent Riders (The default directory is C:/HERETIC). 7: If install asks to create a directory, press Y. And then follow any on-screen instructions.

### INSTALLATION FOR WINDOWS® 95 USERS:

*you can manually start the installation by doing the following: Click on your Start Menu, select Control Panel, select Add/Remove Programs, click on Install. Your machine will search for the install program on your CD-ROM drive. When it finds the Heretic: Shadow install program on the CD-ROM drive, click on Finish to start the installation. Follow the instructions on screen.*

Each time you want to start the game, you'll need to exit Windows® 95 and restart in MS-DOS® mode. To do this, click on your Start Menu, select Shut Down and then select Restart Computer in MS-DOS mode. To return to Windows® 95, after ending your game, type EXIT, and press [ENTER].

## INSTALLATION FOR WINDOWS® 3.1 USERS:

**IMPORTANT:** If your computer boots up directly into Windows 3.1, make sure that you have exited Windows entirely before attempting installation. You should exit to DOS by clicking on File in the top left hand corner of your program manager, then click on Exit, then click OK. Then follow the instructions for installation in DOS. Do be aware that you will always have to exit Windows before playing the game.

## HINTS ON INSTALLATION

If you are having trouble installing Heretic: Shadow of the Serpent Riders, review the notes below.

1. When you read "which drive to install to?" your answer would typically be C:
2. On "enter directory name to copy into:" the software defaults to \HERETIC.
3. When you see "Create it?" your answer would be Y.

## USING THE SETUP PROGRAM

Once Heretic: Shadow... is installed on your drive, the SETUP program will automatically run. Use the setup program to configure Heretic: Shadow... to your system. If you are unsure what to select, consult your computer manual or sound card manual for assistance, or just accept the defaults by pressing [ENTER]. If you know you have a sound card and speakers, but are unsure which card... try Sound Blaster™ for both Music Sound Card and Sound FX Card, as it's the most common. After you have configured Heretic: Shadow... for your system, select "Save Parameters and Launch Heretic," from the setup program's main menu, and press [ENTER].

## STARTING A GAME

**IMPORTANT:** If your computer boots up directly into Windows 3.x or Windows 95, make sure that you have exited Windows entirely before starting a game. With Windows 3.x exit to DOS by Clicking on File in the top left hand corner of your program manager, then click OK. To exit Windows 95 click the start button, click Shut Down, and then click Restart The Computer in MS-DOS mode. If you have already configured Heretic: Shadow..., you can start Heretic:

Shadow... by typing the following from the C:\> prompt: 1. CD HERETIC \ [ENTER] 2. HERETIC [ENTER]

## MAIN MENU AND GAME OPTIONS



When you start Heretic: Shadow..., a demo of the game will be running. Access the Main Menu by pressing the [ESC] key. Use the arrow keys to move to a selection, then press the [ENTER] key to activate it. Whether you are playing a game or just watching the demo, pressing [ESC] will always present you with the main menu.

## NEW GAME

To begin Heretic: Shadow..., select New Game. You'll be asked to select an episode and skill level. There are five episodes that are intended to be played in order. However, if you have played any of the original Heretic™ episodes, you can bypass those and start immediately with the two new episodes: The Ossuary and The Stagnant Demense. For first-time users, it is suggested that you begin with a skill level no greater than Bringest Them Oneth.

## OPTIONS

From the options menu you will be able to perform the following tasks:

End Game - ends the current game you're playing (you can also do this by pressing F7).

Messages ON/OFF- In a multiplayer game you can choose to prevent or allow other players to type messages to you. Press [ENTER] to toggle this On or Off. You can also press F8 to toggle this feature directly without going to the options menu.

Mouse Sensitivity - Use the arrow keys to change your mouse sensitivity.

More... This will take you to the second options screen. You can also access the second options screen directly by pressing F4. Here you can control:

Screen Size - Use the arrow keys to change the size of the play screen (you can also use the "+" and "-" keys while playing, to do the same thing).

SFX Volume - Use the arrow keys to change the volume of the sound effects.

Music Volume - Use the arrow keys to change the volume of the background music.

## GAME FILES

Heretic: Shadow... allows you to save a total of 6 save - game files. To save or load games, press [ESC] (pressing [ESC] will pause the action while you are playing a game), select Game Files and then select SAVE or LOAD.

## SAVING

To save a game, use the up/down arrow keys to move the arrow to a slot and press [ENTER]. Now type in the name for the save game and press [ENTER]. You can get to the Save Game screen quicker by pressing F2 at any time during game play.

## LOADING

To load a game, use the up/down arrow keys to move the arrow to a slot and press [ENTER]. You can get to the Load Game screen quicker by pressing F3 at any time during game play.

## QUICKSAVE/QUICKLOAD

If you want to save/load games quickly without interrupting gameplay, you can do so by pressing F6 and F9 respectively.

## INFO

Selecting info will display a help screen. This outlines what all the keyboard controls are and what they do. You can also get this help screen at any time by pressing F1. Press [ESC] to exit the help screen.



## QUITTING A GAME

If you want to quit Heretic: Shadow... completely and return to DOS or Windows<sup>®</sup>, select Quit Game from the main menu and press [ENTER]. You will be asked to confirm your desire to leave the game entirely. Press Y to exit or N to return to Heretic: Shadow... You can also exit without using the menu by typing F10.

## THE STATUS BAR

Once you select to play a game and choose an episode and skill level, the demo will cease playing and you will be at the starting point of the level. The screen is divided into two sections. The majority of the screen is taken up by the game play window. Along the bottom of the screen is the status bar. The status bar gives you information on how your character is doing in the game: what weapons/items you have and what your health is. There are five sections on the status bar. They are:

Weapon Charges- Tells you the amount of charges in your current weapon.

Keys- The three small boxes show the key colors currently possessed.

Armor- The amount of armor protection you have is shown here.



Life- This shows how much health you have. In a multiplayer game this number reflects how many enemies you have defeated. Beneath this panel is a chain which also indicates your current health. The further to the right that the life gem on the chain is, the more health you have.

Inventory- This window shows the currently selected item. If it's empty you are not carrying anything.

## USING YOUR INVENTORY

When you pick up certain items, they're placed in your inventory. Use the bracket keys, [ and ] to pop up your inventory and scroll through the list of your possessions. Scroll through the list until the item you wish to use is highlighted, and press the [ENTER] key. That item will then be the selected item on your status bar. You'll tap [ENTER] again when you wish to use the item.

## GETTING AROUND

### KEYBOARD CONTROLS

Use the arrow keys to move around. The up arrow key will move you forward, down arrow backward, left and right arrows will rotate you to face in a different direction. To move side to side (known as Strafing), hold down the Alt key and the left or right arrow keys. Optionally, you can use the < and > keys to strafe left and right. Hold down the right Shift key and an arrow key to move quickly.

### MOUSE AND JOYSTICK CONTROLS

With a joystick, use button 1 to shoot and button 2 to open doors and activate switches. Gravis PC Gamepads have a third and fourth button which can be used to strafe and run. With a mouse, use button 1 to shoot and button 2 to walk forward. Double-click button 2 to open doors and activate switches. With a 3-button mouse, use button 3 to strafe and double-click button 3 to open doors and activate switches.

### PICKING UP ITEMS

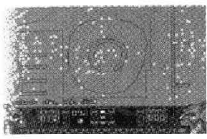
To pick up an object, just walk over it. If you need the item in question, it will be picked up and placed in your inventory. If you do not need it, you will not be able to pick it up.

### LOOKING UP AND DOWN

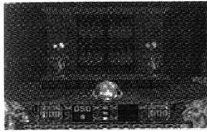
To look up, press the Page Down key; press Delete to look down. Press the End key to bring your view back to default.

### FLYING

If you find Inhilicon's Wings of Wrath, you can fly through the world. Use the brackets ([ and ]) to highlight the Wings in your inventory and press [ENTER] to select it as your current item. Next press [ENTER] to activate the Wings. Now you can use the Page Up key to fly up and Insert to float down. Press the Home key to land.

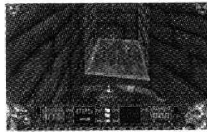


**MAP:** Press the [TAB] key to view the map. Zoom in and out by pressing + or -. You can move your character around while viewing the map. Be careful because you may be attacked by monsters while you're looking at the map. To scroll through the map without moving yourself in the world, press the F key to turn follow mode OFF. Press F again to turn follow mode back ON.

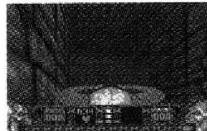


**DOORS:** To open most doors, walk up to them and press the [SPACEBAR]. Some doors are locked and require a key (gold, green, or blue) to open them. Other doors are operated by a switch on a nearby wall.

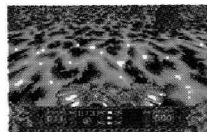
**SWITCHES:** There are many switches in the game which open doors and control platforms. To throw a switch, move near it and press the [SPACEBAR].



**TELEPORTERS:** Teleporters can be identified by a symbol on the floor that emits a flow of energy into the sky. To use a teleporter, just walk over it.



**PLATFORMS:** Heretic Shadow... has platforms that raise and/or lower. Some operate continuously, while others must be activated by walking near them and pressing the [SPACEBAR] or activating a nearby switch.



**DANGEROUS ENVIRONMENTS:** The Heretic Shadow... world can be more dangerous than the monsters you'll face. Gas pods, dangerous liquids, or crushing ceilings should be approached with caution. Further environmental effects like wind or water currents can push you off ledges, or ice can have you sliding into the clutches of your enemy.



**COMPLETING AN AREA:** At the end of each area is an exit chamber, generally marked by a door with a blue trident. Enter the room and press the switch inside or walk into the blue teleporter.

**DYING:** When you die, press the [SPACEBAR] to restart the level. You have unlimited lives, so you can keep restarting the level as often as you're killed. However, when you restart you will be stripped of any items you may have collected before dying. Get 'em Lazarus!

## USING MAGICAL WEAPONRY

At first, you have only a staff and your Elvenwand for protection. As you get more weapons you'll need to choose between them. Press the number to the left of the weapon name shown at the foot of the screen to select it. To use a weapon, press the [Ctrl] key, or hold down [Ctrl] for rapid fire. Also, different weapons use different forms of ammunitions. When you run over ammunition, Heretic: Shadow... automatically charges the correct weapon.

## YOUR POSSIBLE WEAPONS

- 1. Staff: Nothing magical about this weapon. It's a stick, unless it's powered-up, then it's as strong as an oak!
- 2. Gauntlets: The gauntlets replace your normal beatin' stick and deliver a devastating electrical attack. Powered-up, it sucks enemies in from a further distance and drains their life to increase yours!
- 3. Elvenwand: Your base weapon. If you are using this, it's time to run unless it's powered-up, in which case your enemy should take the 'run' option.



3. Crossbow: The crossbow shoots 3 magical arrows at once, delivering heavy damage at short range or hitting multiple targets at a distance. Powered-up, this baby blasts 5 slammin' magic arrows for a good, strong head-pounding punishment!



4. Dragon's Claw: Firing a barrage of explosive magic, this weapon is perfect for clearing monster-infested hallways. Powered-up, the 'Ripper' delivers a four-way lethal blast, rippin' your enemy apart.



5. Hellstaff: Now you're one bad elf. The Hellstaff fires at a high rate of speed and does heavy damage. Powered-up, this baby slams out a bone-crunching Rain From Hell that will leave your enemies wet - in their own steaming blood!



6. Phoenix Rod: The Phoenix Rod delivers an explosive charge that will decimate the normal baddie to bits. Powered-up, it's time to deliver some deep-fried damage as the rod pours out a steady, hot stream of raw inferno! Watch 'em scream and burn - it's great!

## ITEMS AND ARTIFACTS

There are many items in Heretic: Shadow... that can assist you. Some work as soon as you walk over them, while others are added to your inventory for later use.



Vial: +10 to Health.



Quartz Flask: +25 to Health.



Mystic Urn: Full health.



Shield: +100 to Armor.



Enchanted Shield: +200 to Armor.



Torch: Brightens your view.



Map Scroll: A map of the entire area — including hidden locations.



Bag of Holding: Increases the capacity of your inventory.



Shadowsphere: Temporarily renders you partially invisible.



Tyketto's Tome of Power: Temporarily increases the power of your weapons or "power-up."

The Tome will appear in the top-right corner of the screen while it is active.



Valador's Ring of Invulnerability: Temporarily renders you impervious to attack.



Inhilicon's Wings of Wrath: Temporarily enables you to fly. The wings appear at the top-left corner of the screen while this item is active.



Darchala's Chaos Device: Teleports you to the beginning of the level.



Torpol's Morph Ovum: Morphs your victim into a chicken. Finger-lickin' good!



Delminalitar's Time Bomb of the Ancients: Drops a transparent bomb that explodes after one second.

Oh yes, it will hurt you as well if you're near it.

## MONSTERS YOU'LL FACE

From the first moment you enter the city, 'til the last magical blast of the game, you'll be fighting a host of hideous baddies. Some are just creatures with a bad attitude; others are straight from the pits of D'Sparil.



**Gargoyle:** Half-demon and half-bat, these wicked red beasts are the Order's guard dogs of the sky.

**Fire Gargoyle:** As if flying demons weren't enough, Fire Gargoyles toss balls of fire down upon their unsuspecting enemy.



**Golem:** These big bad walking rocks smack you hard and make you cry.

**Nitrogolem:** Enchanted by the powers of evil, the Nitrogolems cast blazing skulls at their foe.\*



**Undead Warriors:** As part of the Order's insidious plot to control your world, they've recruited the dead, gave them armor and armed them with deadly magic axes. Now they guard the evil cities and toss their infinite supply of axes at any elf who passes by.\*



**Sabreclaw:** These hideous abominations of the dark world move bloody fast and possess deadly sharp blades for appendages. They can't fly and they can't shoot, but in close combat they'll tear you to ribbons.



**Weredragon:** The Weredragons infest the darkest lairs of the Order. Possessing all of the strength and agility of a tank, these lumbering creatures belch a body-blasting fireball.\*



**Ophidian:** The Ophidians slither in the darkest chambers of the Dome of D'Sparil and protect their lairs with deadly, energy-tossing tridents.



**Disciple of D'Sparil:** The pupils of D'Sparil's dark magic, these wizards have mastered flight and blink out of the shadow world long enough to cast a crushing wave of magic missiles toward their enemy.

\*Also come at you in the form of ghosts. Monsters in a ghost form appear transparent and are impervious to normal man-made weapons.

# MULTIPLAYER INSTRUCTIONS

## GETTING STARTED

Assuming you have installed Heretic: Shadow... as described earlier in this manual and more thoroughly in the addendum, you should be ready to start a multiplayer game. First run the DM.EXE program by typing the following from the C:\ prompt:

1. CD\HERETIC [ENTER]
2. DM [ENTER]. The DM program allows you to easily set up all the options available in a multiplayer game.

**NUMBER OF PLAYERS:** A maximum of four people can play multiplayer Heretic: Shadow... on a network. A maximum of two players can play multiplayer Heretic: Shadow... via modem or null-modem.

**VERY IMPORTANT:** If you're using a modem, please refer to the MODEM PLAY section of the README file for details on setting up your modem.

**MULTIPLE GAMES ON THE NET:** To play a multiplayer game over your network while another group is also playing a multiplayer game, you'll need to change your network port address with a command-line parameter you pass to DM (-port <value>). The port address tells your server where to send information that is sent over the network. Network ports range from 1 to 64000. You should refer to the person in charge of your network for available ports.

## MULTIPLAYER FEATURES

Many of the rules for playing Heretic: Shadow... change for the multiplayer game. Read the following information carefully before you begin to play Heretic: Shadow... in multiplayer mode.



**MENUS:** When you activate the Options menu or submenus, the game **KEEPS RUNNING** so that other players can continue with the action. So it is best to find a safe place before adjusting screen sizes or sound volumes.

**PAUSE:** A player may Pause the game by pressing the [PAUSE] key, but any other player can Unpause the game by pressing their [PAUSE] key. Make sure it's OK with your buddies before taking a breather.

**SAVE:** When you save a multiplayer game, Heretic: Shadow... saves the game on every player's system, in the slot you select, writing over whatever was there. Before saving the game, players should agree on a safe - save game slot.

**LOAD:** You cannot load a saved game while playing a multiplayer game. To load a previously saved multiplayer game, everyone must quit from the current game and restart using DM and a command line parameter. To do this, start DM by typing DM-loadgame (name of save game file) and press [ENTER]. You can also restart a multiplayer saved game by using SETUP to start the game and selecting Restore a Network/Modem/Serial game, from the SETUP programs main menu. Finally, you can also use the loadgame parameter with SETUP. See the readme file for a list of command line parameters and how to use them.

**WEAPONS:** In Co-op mode, when a player runs over a weapon, he picks it up, but the weapon remains in the game for other players to take. In Deathmatch mode, the weapon disappears but will re-appear after 30 seconds. This also applies to ammo and items.

**DEATH:** If you die and restart in the level, previously taken items and destroyed monsters **DON'T** reappear. Even though you died, other players have survived. We didn't want to undo all of their fine destruction by reviving every monster in the area.

**TELEPORTERS:** When a player enters a teleporter, anything that is standing on his or her destination teleporter will be destroyed. This is called telefragging. It can be avoided by getting off the teleporter as quickly as possible.

**PLAYER COLORS:** In network games, each player's clothing is a different color. The color of your character is the color of the gem on the life chain below the status bar. The colors are Blue, Yellow, Green, and Red.

**CHAT MODE:** In a multiplayer game you can communicate with other players. To enter into Chat mode, and broadcast a message to all the players, press the letter "T." A cursor will appear in the top left corner of the screen. Type your message and press [ENTER] to send it. To broadcast to a specific player, instead of pressing "T" you'll need to press the first letter of the player's color: (B)lue, (Y)ellow, (G)reen, or (R)ed.

**CHAT MACROS:** In a multiplayer game, you can send your own pre-defined macros (defined in the SETUP program under the menu selection, Run Network/Modem/Serial Game) by initiating Chat mode (as stated above), then holding ALT and pressing the number key that corresponds to the macro you wish to send. For example, if macro #2 is "Eat it and die!", initiate Chat mode by pressing "T," then hold down ALT and press 2.

**EXITING A LEVEL:** When one player exits a level, all players instantly exit as well, regardless of their position or their status.

## COOPERATIVE OR DEATHMATCH MODE

There are two ways to play a multiplayer game: Cooperative and Deathmatch. In Cooperative mode the players work together. In Deathmatch mode your mission is to kill everything that moves, including your buddies. You can choose which way you wish to play from the SETUP program. The differences between Cooperative and Deathmatch mode are as follows:

**WHERE YOU START:** In Cooperative mode each player begins in the same area. In Deathmatch mode the players begin in completely different areas and if you want to see your buddy, you'll need to hunt him down. To make the hunt more interesting each time you die, you'll restart in one of several random locations.

**KEYS:** In Deathmatch mode the players start each level with the key necessary for opening any locked doors on that level.

**STATUS BAR:** In Deathmatch mode the LIFE section on the status bar is replaced with KILLS, indicating the number of times you've killed your opponents.

**AUTOMAP:** In Cooperative mode, the Automap works the same way it does in single-player mode. However, each player is represented by a different color arrow. In Deathmatch mode you won't have the pleasure of seeing your opponents on the map. Just like the monsters, your friends could be just around the corner, and you won't know until you face them.

**SPY MODE:** If you're playing in Cooperative mode, press F12 to toggle through the other players' viewpoints. You still retain your own status bar at the bottom, and if your view reddens from pain it is YOU, not your partner, who has been hit.

**INTERMISSION SCREENS:** In Deathmatch mode, exiting the level displays an intermission screen. The intermission screen provides a death count on everyone, letting you know who killed whom.

**DEATHMATCH GAMEPLAY NOTE:** The rules for completing or winning a Deathmatch game have intentionally been left general. Any player can exit an area and force all the players to move to the next area. Also, there is no limit on how many kills are required to declare a player the winner. We decided to leave this up to you.

# RLINNING HERETIC: SHADOW... FROM THE COMMAND LINE

Much of the information you give to Heretic: Shadow... through the SETUP program can be provided by passing program parameters to the appropriate device driver on the command line. For details on running Heretic: Shadow... from the command line refer to the README.TXT file in your Heretic directory.

## TECHNICAL SUPPORT

### REMEMBER YOUR README!

*You May Already Have The Proper Answer.*

Check out the root directory of your install disc and print out the README.TXT file. This file contains the most current info available and may well have answers to your questions on a here-and-now basis. Even your manual is more dated than the Readme since it had to be written, copy-edited, put on film, sent to the printer, and so on and so forth...weeks before the Readme was tacked on at the very last minute possible. So check your Readme. That is an order, Soldier.

### THE CHEAP BUT EFFECTIVE WAY

*Got A Modem And Internet or E-mail Access?*

Get up-to-the-minute technical info (or just cruise our exceptionally cool region of the 'net) at the GT Interactive Software web-site at <http://www.gtinteractive.com>. In the Support Section you'll access lists of frequently asked questions, troubleshooting tips, forum discussions, and gain access to direct e-mail support at [support@gtinteractive.com](mailto:support@gtinteractive.com). Upgrade patches can also be found on our site if/and-/or- when they're needed.

## HELP IS A LICK AND A STAMP AWAY!

### The Postal Service Is Your Friend

You can mail your questions and receive a friendly, timely, and ever-so-helpful response from our technical support team by sending us a note (make it detailed, Bub!) about your needs at the following address:

GT Interactive Software, Attn: TS/Q&A, 1 Nixon Lane, Edison, NJ 08817

## LESS CHEAP, MORE HUMAN!

### Got A Phone and Long Distance Money To Burn?

Let your fingers do the walking and your face do the talking by calling GT Interactive Software's Tech Support at 970.522.1797. This works Monday through Friday, 8 am 'til 12 Midnight ET (this stands for Eastern Time, not some cute little alien), but be aware that GT's Tech Support is closed on all major holidays. We strongly suggest that you do the following when calling: be near your computer; have any info we'll need regarding your particular system and set up (including print outs of your config.sys and autoexec.bat at hand, if possible); be ready to give the Techie (term of endearment) detailed info about where you are encountering your difficulty and any messages received on the screen. We thank you for your cooperation, citizen!

## CREDITS

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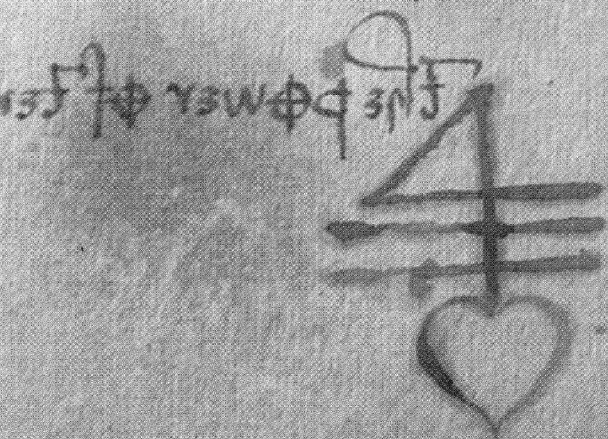
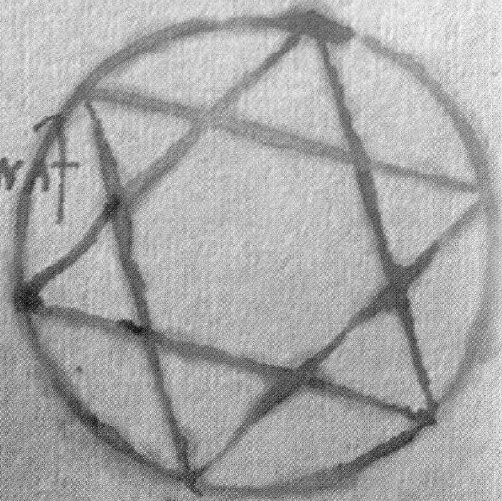
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PACKAGE/MANUAL DESIGN: The Richards Group / R & D

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