

ULTRA™

PINBALL

THRILLRIDE

#1

BEST SELLING
PINBALL



EVERYONE
E
AGES 3 AND UP

ALL PLAY™
NO WORK



USER'S MANUAL

Welcome to *3D Ultra Pinball: Thrillride*, the most fun you can have at your computer. This manual will take you through all of the features of the game and give you some helpful tips on winning.

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INSTALLING & STARTING THE GAME

Installing the Game: Windows

1. Insert the *3D Ultra Pinball: Thrillride* CD into the CD-ROM drive.
2. Wait for the Autorun window to appear and then click on the *INSTALL* button.
3. When the setup window appears, follow the on-screen instructions.

Starting the Game: Windows

1. Insert the *3D Ultra Pinball: Thrillride* CD into the CD-ROM drive.
2. When the game window appears, click on *RUN* to play a game.

Installing the Game: Macintosh

1. Insert the *3D Ultra Pinball: Thrillride* CD into the CD-ROM drive.
2. Double-click on the installer icon and follow the on-screen instructions.

Starting the Game: Macintosh

1. Insert the *3D Ultra Pinball: Thrillride* CD into the CD-ROM drive.
2. Double-click on the game icon to play.

MAIN MENU

The **Main Menu** is the first screen you see when you start *3D Ultra Pinball: Thrillride*. You also return to the Main Menu when you exit other areas of the game.

- **Play Pinball:** To start a game, click on *Play Pinball*. This will take you to a screen where you can select the number of players, insert your name(s), and then play the game!
- **Preferences:** Click on *Preferences* to adjust gameplay settings such as the difficulty level, number of balls, controls, and sound volume. You can also change some of these settings while you are in the middle of a game by accessing the Preferences pull-down menu.
- **High Scores:** Click on *High Scores* to see the current high scores. The Reset button erases all high scores, so be careful with it.
- **The Pinball Vault:** Click on the *Pinball Vault* for additional Help.
- **Exit:** Click on *Exit* to leave *3D Ultra Pinball: Thrillride*.



Play Pinball

The *Play Pinball* option on the Main Menu screen lets you select the number of players (up to four), enter your name(s), and play pinball!

Preferences

Click the *Preferences* options on the Main Menu to select your game preferences. Click *OK* when you're done selecting your options, or *Cancel* to leave with no changes. Click *Defaults* to restore the initial game options.

Controls

Click to select either *Keyboard* or *Gamepad*.



Keyboard Default Settings

Left Flipper

Right Flipper

Plunger

Nudge From Left

Left Shift key

Right Shift key

Down Arrow key

Z key

Nudge From Center
Nudge From Right
Pause

Spacebar
/ key
P or Pause key

Mouse



The *left mouse* button controls the *left flipper* and the *right mouse* button controls the *right flipper*. Hold down *both buttons* at the same time to launch the ball.

Game Controller Default Settings



Left Flipper
Right Flipper
Plunger

Left shoulder button
Right shoulder button
Button A

Nudge Table From Left
Nudge Table From Center
Nudge Table From Right

Button X
Button B
Button Y

*Note: To use a controller other than the keyboard, you must activate it by clicking on **Use Gamepad**.*

Customizing Your Controls

Click on the name of the input device you wish to customize (*Keyboard* or *Gamepad*) and then click on the control you want to change (*Left Shift*, *Right Shift*, etc.). A dialog box appears. Press the key or button you want to assign to activate the selected control. Click *Cancel* to return to the Main Menu without saving the changes. Click *Restore Defaults* to restore all of the initial game settings.

Performance

Performance settings determine how the game appears on your computer and may affect the game's performance as well.

- **Display Mode:** Click here to toggle between full screen and windowed display. When viewing the game as a full screen display, the toolbar along the top of the screen disappears. It reappears once you move your cursor over it.
- **Detail Level:** You can reduce the level of detail by clicking on the *Down* arrow. At the highest detail level, all game animations are played. At lower detail levels, lower quality sounds and graphics are used in order to free up more system resources.

Audio

- **Music Volume, Sound Effects, and Voices:** Click the *Up* or *Down* arrow buttons to change the volume levels. Click on the checkbox to toggle the sound feature *On* or *Off*.

Other Settings

- **Difficulty Level:** There are four difficulty levels: *Easy*, *Medium*, *Hard* and *Custom*. The default difficulty level is *Easy*. At the *Easy* level setting, you will lose the ball less often and rack up points faster. The *Custom* level can only be activated by making selections from the *Advanced Preferences* menu.

Note: You cannot change your skill level during a game.

Exiting the Preferences screen

Select one of the following options to exit.

- **OK:** Click *OK* to accept your preferences and return to the Main Menu.
- **Advanced:** Click here to open up the *Advanced Preferences* menu.
- **Defaults:** Click *Defaults* to restore the game's initial preference settings.
- **Cancel:** Click *Cancel* to void all changes and return to the Main Menu.

Advanced Preferences

Select from the following *Advanced Preference* options:

- **Balls:** You can start the game with 3 or 5 balls. The game ends when you lose all of these balls.
- **Tilt Warnings:** Nudging the table can cause it to *tilt*. Select the number of warnings you receive beforehand.
- **Maximum Extra Balls:** Select the most extra balls you can earn in a single game.
- **Balls Per Game:** Select the most extra balls you can earn from a single ball in play.
- **Extra Ball at (#1):** This is the number of points you must earn to get the first Extra Ball award. If left blank, no Extra Ball is awarded.
- **Extra Ball at (#2):** This is the number of points you must earn to get the second Extra Ball award. If left blank, no Extra Ball is awarded.
- **Extra Ball at (#3):** This is the number of points you must earn to get the third Extra Ball award. If left blank, no Extra Ball is awarded.
- **Extra Ball at (#4):** This is the number of points you must earn to get the fourth Extra Ball award. If left blank, no Extra Ball is awarded.

- **Custom Message:** Lets you edit the first message that appears on main menu screen marquee.
- **European Score Format:** This option replaces commas in numbers with periods. (i.e. 1,000,000 becomes 1.000.000)
- **Tournament Play:** (Multiplayer games only) In tournament play, random events and awards are fixed.
- **Multiplayer Time Limit:** Use the two- or five-minute *On* settings if you want to shorten the length of a multi-player game. The *Off* setting lets any player continue playing until he or she drains the ball, no matter how long that takes.
- **Ball Saves:** The number of times a ball can be returned to play during the ball save time.
- **Ball Save Time:** The amount of time that new balls are returned to play after draining.
- **Extra Ball Percentage:** This is the percentage chance that an extra ball will be awarded during random awards and similar events. A higher number means that you are more likely to receive an extra ball.
- **Kick Back:** This determines how kick-backs that return the ball into play from the out-lanes will behave.
- **Kick Back Memory:** This determines whether or not kick-backs retain their settings from the previous ball after it has drained.

- **Multi-ball Frequency:** This is the percentage chance that a multiball event will be awarded during random awards and similar events. A higher number means a multiball award is more likely to happen.
- **Mode Difficulty:** This determines how easy or difficult it will be to complete a mode or event. At the easiest setting, a mode merely has to be started to get credit for it. At harder settings, some or all of the event goals will have to be met to get credit for the mode.
- **Bull's Eye Help:** *Bull's Eye Help* places a box with four pulsing arrows over new or high-payoff targets. This draws your attention to important targets when there's a lot going on.
- **'Ghost' Ball Outline Brightness:** In order to see the ball behind objects on the table, it is given a slight outline. Use this setting to make it dimmer, brighter, or to turn it off.
- **Graphics Quality:** Higher quality graphics make the game run slower on older systems. This setting does not change the color display in any of your other applications.
- **Sound Quality:** Use this setting to toggle between High quality, 16-bit sound and lower quality, 8-bit sound settings. Lower quality sound settings free up valuable system resources for smoother gameplay.

- **OK:** Click *OK* to accept your preferences and return to the *Preferences* menu.
- **Current Difficulty Rating:** Choose between *Easy*, *Medium*, *Hard*. A Custom difficulty level is displayed here when specific Advanced Preferences options are changed.
- **Cancel:** Click *Cancel* to void all changes and return to the *Preferences* menu.

Skill Levels

Choosing *Easy*, *Medium* or *Hard* changes the *Advanced Settings* to the default values for that difficulty level (other than those which affect display or audio settings). Altering certain *Advanced Settings* changes the difficulty level to *Custom*. The table below outlines the differences between the skill levels.

Play Option	Easy	Medium	Hard
Balls per Game	5	3	3
Maximum Extra Balls	10	5	3
Ball Saves	2	1	Off
Ball Save Time	10 sec.	5 sec.	N/A
Extra Ball Percentage	35%	25%	15%
Kick Back	Always On	On	Off
Kick Back Memory	N/A	N/A	Off
Multiball Frequency	35%	25%	15%
Mode Difficulty	Extra Easy	Medium	Extra Hard

High Scores

Click *High Scores* on the Main Menu to view scores for your local machine and (if you have an internet connection) scores from other players all around the world.

- **Easy, Medium, Hard, Custom:** Shows the top *five* scores from the selected difficulty level.
- **Rank:** The *Local/World Champion* display shows the player with the highest overall score.
- **Balls:** Shows the number of balls the game started with (five for *Easy* skill level, three for *Medium* and *Hard*).

- **Lights Out:** This shows the number of times the high scorer was able to successfully complete the *Lights Out* event – the ultimate achievement in *3D Ultra Pinball: Thrillride!*
- **OK:** Click *OK* to return to the Main Menu.
- **World Scores:** Takes you to the World Scores High Score board. This board is similar to the regular High Score board, except that it shows the best player scores from around the world. Use the *OK* button to switch back to the normal High Score board.
 - **Top 100:** Connects you to the website showing the top 100 scores, not just the top five.
 - **Update:** This button lets you to download the latest high scores and upload your high scores to our high score web site. Users must log on to WONnet in order to transfer high score data. WONnet is a free service of Sierra OnLine and Havas Interactive. The first time you click on the *Update* button you are guided through the log-on procedure.
- **Reset:** Click here to reset the current High Score list (on your computer only).

PULL-DOWN MENUS

There are three pull-down menus that are available at any point during the game — *Game*, *Preferences*, and *Help*. To access these menus, simply position your cursor along the top edge of the screen.

Game

- **New Game:** End current game and re-select your game play options.
- **Restart Game:** Begin the current table again.
- **Open Game:** Open a previously saved game.
- **Save Game:** Save a game in progress. This option is not available if there is a ball in play.
- **Main Menu:** Go to the Main Menu.
- **Quit:** Exit the game.

Preferences

- **Music:** Toggle the background music *On* or *Off*.
 - **Sounds:** Toggle the target sounds *On* or *Off*.
 - **Voices:** Toggle the character voices *On* or *Off*.
- ears, but reappears once you move your cursor over it.

Help

- **About Pinball:** See more about the game and the folks who made it.
- **View Readme file:** Opens a text file containing last-minute information about the game.

THE PINBALL VAULT

Click on *Pinball Vault* from the Main Menu for more detail about *3D Ultra Pinball: Thrillride*.

- **Table Help Mode:** View hints about the game by moving the mouse over a picture of the main table. Click the mouse or press a key to return to the Vault menu.

THE THRILLRIDE TABLE

The *3D Ultra Pinball: Thrillride* table is based upon the famous amusement park in Hershey, Pennsylvania. It consists of two zones (the *Thrill Zone* and *Fun Zone*), five permanent rides (*Wildcat*, *Coal Cracker*, *Wave Swinger*, *SoooperDooperLooper*, and *Ferris Wheel*) and the *Chocolate World* snack shop.

Thrill Zone Rides

In order to ride the five *Thrill Zone* rides, you must first *open* the Thrill Zone. To open the Thrill Zone, you must light the letters of the word THRILL by hitting the three colored posts (red, green, blue) in front of the Thrill target set. (Hitting these posts lights one or more letters.) The five rides alternate sequentially so that you never get the same one twice. A lit ride icon located at the entrance to the Thrill Zone indicates the current ride. Once the Thrill Zone is open, you ride the current ride for 30 seconds or until the ball leaves the Thrill Zone. All five Thrill Zone rides must be completed at least once in order to get to the final *Lights Out* challenge.

The Great Bear: Time your shot to hit the passenger cars as they

pass overhead. Hitting a car is worth 50,000 points. The award doubles for each hit you score without a miss, up to a maximum of 400,000 points. Each time a coaster gets by without being hit, the award reverts to 50,000 points.

The Lightning Racer: This ride features a pair of wooden rollercoasters each racing to be the first to get to the station. There are two ramps in this ride, each calculated to give your ball some “airtime” where coaster riders feel a little lighter at the top of each hill. The more airtime you get, the more points you score. The base scoring is 50,000 points, but each time you make a “combo” shot of both ramps, your score increases by 50,000 points – the first combo is 100,000, the second is 150,000, up to a maximum of 400,000 points.

The Sidewinder: The object of this ride is to hit the ball up the ramp with enough force to send it through the loop and up the other end. Hitting the ball up the ramp scores 50,000 points. If the ball goes up the ramp again within three seconds, the score progressively doubles (2x, 4x, etc.) Otherwise, the score reverts to 50,000 points.

The SooperDooperLooper: Hitting a car on the outside tracks is

worth 25,000 points, a car on the middle track is worth 50,000 points. Hitting the same car twice in a row doubles the score (cumulative, up to a maximum of 400,000 points).

Tidal Force: Hitting the ball up the ramp is worth 50,000 points. If the ball goes up the ramp again within three seconds, the score progressively doubles (2x, 4x, etc.) Otherwise, the score reverts to 50,000 points.

Fun Zone Rides

Hitting the entrance to the *Fun Zone* normally scores 5,000 points. In order to ride the Fun Zone rides you must light the yellow Fun Zone arrow located in front of the Fun Zone entrance. To light the arrow, you must hit all four of the RIDE lights in the lanes at the bottom of the main table. The five rides alternate sequentially so that you never get the same one twice. A lit ride icon located at the entrance to the Fun Zone indicates the current ride. All rides end after 30 seconds or when the ball drains unless otherwise noted. All five Fun Zone rides must be completed at least once in order to get to the final *Lights Out* challenge.

The Kissing Tower: Each time the ball hits the tower the car

travels a little higher. Points are scored according to how high the car goes. The first level is worth 30,000 points, the next 35,000 and so on. After 10 seconds, the car slowly descends to the bottom of the tower, forcing you to start over. Reaching the top of the tower earns a 100,000-point bonus! The ride ends if the car reaches the bottom of the tower.

Bumper Cars: Hit the four bumper cars to score points equal to the number of times that car has been hit. (The first hit is worth 10,000, the second hit is worth 20,000, etc.) Each hit causes the cars to be pushed backwards. It should take five hits to push a car back into the target. Pushing the first car back earns 50,000 points. Your score progressively increases by 50,000 points for each additional car that is pushed into the target. Hitting a car after it has already reached the target scores 10,000 points.

Canyon River Rapids: Help the river rafts go down the rapids by using the ball to knock the boulders down. Boulders pop back up after 15 seconds or once the raft has passed, whichever comes first. Each boulders knocked down is worth 25,000 points. Each raft that successfully navigates the course earns a bonus of 125,000 points. Hitting the raft before it finishes the course scores 10 points and makes

random boulders reappear.

Virtual Coaster: This ride is a computer lab. On the table are posts representing dips, turns, and other events. When a post is hit, you see the corresponding maneuver being executed on the lab monitor. Each post is worth 25,000 points. Hitting the same post twice in a row progressively doubles its value (i.e. 2x, 4x, etc.) After 30 seconds, all targets become inactive and a door under the monitor opens up. Hitting the door scores 100,000 points, plus 10,000 points for each post previously hit.

The Flying Falcon: Your objective is to get each of the three colored balls into the matching colored section of the Flying Falcon. A ball that enters while its own color is active scores 200,000 points. (The ball is then *locked* by the ride.) If the ball doesn't match, you score 25,000 points and the ball is released. Yellow is *wild*. A ball that enters while the yellow color is showing scores 100,000 points. (The ball is then *locked* by the ride.) Getting all three balls to match scores 500,000 points. If 15 seconds passes without a hit being scored, one of the locked balls is released. The event ends when all of the remaining balls are locked or when the last balls drain.

Permanent Rides

There are five permanent rides on the main table.

The Wildcat: Hitting the ball up the ramp normally scores 25,000 points. Any ball that hits a car is *locked*. Hit the cars two more times and you start the *Rollercoaster Multiball* event, one of the two multiball events needed in order to get to the final *Lights Out* challenge.

The Corkscrew Loop: Hitting the ball up the corkscrew loop normally scores 25,000 points. Multiple hits earn random *Ride Photo* bonuses on the 3rd, 7th, 12th hit and every 5th hit afterwards. These bonuses can be extra points, start of special events, and even a chance to get an extra ball! This target also serves as the skill shot target when each new ball is launched. Hitting the corkscrew loop while the *red* light is blinking scores at least 150,000 points. This increases in value with each successful skill shot hit.

The Coal Cracker: Hitting the Coal Cracker normally scores 25,000 points. Any ball that hits a boat is *locked*. Hit the boats two more times and you start the *Coal Cracker Multiball* event, one of the two multiball events needed in order to get to the final *Lights Out* challenge.

The Wave Swinger: Hit the ball up the ramp to earn 25,000 points.

The Ferris Wheel: Hitting the ball up the Ferris Wheel normally scores 10,000 points. The Ferris Wheel also awards random bonuses called “Brass Rings” for repeated hits. These bonuses are earned on the 5th, 15th, 30th hit, and every 15th hit afterwards. Brass Rings can be extra points, the start of special events, and even a chance to get an extra ball!

Chocolate World Snackshop

Every time the ball goes inside the *Chocolate World*, you get one of fifty random snacks or gifts each worth a variable number of points. You need to collect *ten* in order to get to the final *Lights Out* event, but if you collect them all, you'll get a special surprise. Occasionally, you get a special bonus when hitting this target. The bonus can be extra points, increasing or holding the bonus multiplier, or even an extra ball! This target also serves as the skill shot target when each new ball is launched. Hitting the ball inside while the *red* light is still blinking scores a minimum of 50,000 points. The score increases in value with each additional hit.

Multiball Events

There are two multiball events. Each event features three balls.

The Rollercoaster: Scoring starts at 100,000 points and increases by 10,000 points for each stopwatch or colored post hit during the ride. Targets include the Wildcat rollercoaster ramp, which scores a single jackpot total, the current ride in the Thrill Zone, which scores twice the current jackpot total, and the SooperDooperLooper corkscrew ramp which scores a three times the current jackpot total. The event ends when there are fewer than two balls remaining on the table.

The Coal Cracker: Hitting the Coal Cracker ramp is worth 100,000 points. This amount increases by 10,000 points for stopwatch or colored post hit. Balls can be temporarily *locked* on the Wave swinger and held for 15 seconds. The point score is doubled if a target is hit while one ball is locked and tripled if hit while two balls are locked. Hitting the Wave Swinger while two balls are locked immediately releases all of the balls back into play. The event ends when there are fewer than two balls remaining on the table.

Thrillride Event

When a game begins, a sign showing a wait-time of 50 minutes appears on the table floor. Hitting one of the three stopwatch targets subtracts five minutes off this time. When the wait time reaches zero, four permanent rides (Wildcat, Coal Cracker, Wave Swinger, and SooperDooperLooper corkscrew loop). You are initially given ten rides but you earn an additional ride each time you hit one of the stopwatches. Every time a ride is ridden (signified by hitting the target with the ball), you light a certain number of lights on the *thrill meter*. Every time the thrill meter reaches maximum, you earn a *thrill point* (indicated by one of the ten THRILLRIDE letters on the table), and 100,000 points. The thrill meter resets after reaching maximum. When ten thrill points have been earned, the *Nighttime Fantasy* ride begins. After the ride is over, the clock is reset to 50 minutes. The length of time required to start the next Thrillride event increases each time the Nighttime Fantasy ride is triggered.

Nighttime Fantasy Event

This event begins when all ten of the THRILLRIDE letters in the middle of the table are lit. The goal is to ride all of the rides

before time runs out (the timer starts at 30 seconds), and all of the ride targets are lit with a red arrow. When a ride is hit, the arrow turns yellow. Hitting a red arrow scores 250,000 points and resets the timer. Hitting a yellow arrow scores 100,000 points and increases the remaining time by 10 seconds (not to exceed 30 seconds). When the last red arrow is hit, you score 1,000,000 points! This event ends when the timer expires, or when all of the red arrows are hit, or the ball drains.

Lights Out

Featured prominently in the center of the table is a depiction of the Hershey Park pinwheel logo. The logo indicates which goals have been met and which of the following goals remain.

- Ride all 15 of the rides — the five on the main table, the five in the Thrill Zone and the five in the Fun Zone.
- Thrill Zone — complete the five rides in the Thrill Zone
- Fun Zone — complete the five rides in the Fun Zone
- Nighttime Fantasy — complete the Nighttime Fantasy event.
- Multiballs — complete both of the Multiball events.
- Snack Bar — collect 10 items from the Chocolate World.

When all six goals are met, the final *Lights Out* event begins. The object of the Lights Out event is to hit the ten light bulbs placed at strategic locations around the table. When a light bulb is hit, it shatters and 100,000 points are scored. When the last bulb is hit a special multiball begins. All rides are now worth 5,000 points x the number of items you've collected from Chocolate World. The arrows on the rides will be lit with a special jackpot (100,000 x the number of items you've collected from the Chocolate World). This event ends when only one or fewer balls remain in play.

End of Ball bonus

When a ball drains (provided that the machine hasn't tilted) you receive bonus points as follows:

- 2,000 points for each ramp or target hit.
- 5,000 points for each Thrill Point (THRILLRIDE letters).
- 10,000 points for each *Brass Ring* (Ferris Wheel loop).
15,000 points for each *Ride Photo* (SooperDooperLooper corkscrew ramp).

GLOSSARY

ball lock: When a ball is locked, it is being held in reserve until the next Multi-ball begins. In *3D Ultra Pinball: Thrillride*, you may lock up three balls before starting Multi-ball play, when they all pop loose at once.

bonus multiplier: Can increase end-of-ball bonus by a factor of two, three, or more times its original value. The Multiplier is advanced when you hit special targets, providing a quick way to greatly increase your total end-of-ball bonus.

bozo ball: A ball that goes straight down the drain without scoring a single point. You may be able to shoot the ball again.

bumpers: Obstacles on the playfield that score points and rebound the ball. After a certain number of hits, many bumpers become superjet bumpers — they light up and start scoring more points.

drain: The gap between the lower flippers, where the ball goes away for good. Try to avoid this. Most targets accumulate bonus

points that you are awarded when the current ball eventually drains.

drop target: A small upright target on a pinball table that usually *drops* into the table when it is hit. Sometimes hitting it simply turns on or off its light.

end-of-ball bonus: Bonus points accumulated on each ball awarded when the ball drains. Can be increased by bonus multiplier.

flippers: Those little levers you use to bat the ball around. We use the term *main flippers* for the pair guarding the table drain.

gate light: Can be found in a return lane. Hitting the return lane when the gate light is on will open the gate in the exit lane. This returns the ball to the playfield.

grunching: Another term for nudging.

kickback: Something keeps the ball from leaving the playfield by “kicking” it back into play.

lane: A narrow channel for the ball. Often contains a kickback or rollover target.

loop: A U-shaped tunnel that wraps around another target. Sends the ball back the way it came. Also known as “orbit”.

nudging: Nudging, jarring, or shaking the table to affect the course of the pinball.

orbit: Another term for “loop”.

playfield: The table.

plunger: The spring-loaded rod that launches new balls onto the playfield. How far you pull it back determines how hard the ball is pushed onto the table.

return lane: The narrow lane (usually behind the slingshot bumpers) that feeds the ball directly to the flippers

rollover: A target lying flat on the table surface that scores when you roll the ball over it. Point value may rise after a set number of hits. Often, sets of rollovers are linked — completing them all scores a bonus.

saucer: A recessed hole target in the table surface. Hitting the ball into such a hole traps the ball at least momentarily, and may open gates, score bonus points, or even start a multi-ball.

shaking: See *nudging*.

shooter: Another term for *plunger*.

side lane: The narrow channels running outside the slingshot bumpers that guide the ball to the main flippers.

slingshot bumpers: The two angled bumpers just above the main flippers. They give the ball a tremendous bounce.

superjet bumpers: Bumpers that score more points and bounce the ball harder than regular bumpers. Most bumpers become superjet bumpers after hitting certain targets.

tilt: When you nudge the table too long or hard, the game will register a tilt. This means you lose the current ball(s). In arcade games, the tilt mechanism protects the machine by penalizing players that shove it around too much. Skilled players soon learn how much nudging a table can take without tilting.

CUSTOMER SERVICES

Technical Support Tel: (0118) 920 9111

Fax: (0118) 987 5603

Lines open 24 hrs, 365 days a year, using our automated technical support attendant. This system includes answers to all commonly posed questions and problems with our new and major titles. It is set up in a friendly and easy to use menu system that you navigate through using a touch tone telephone. If the answer to your question is not in our automated system, then you will be transferred to a technician between the hours of **9am and 5pm Monday to Friday**.

Here are some key-presses that will allow you to navigate through our automated attendant. Note that these are the standard letter assignments that are given to UK telephones so if your phone has letters on the keypad, please use them instead:

2: A, B, C	3: D, E, F	4: G, H, I	5: J, K, L	6: M, N, O	7: P, R, S	8: T, U, V	9: W, X, Y	0: Q, Z
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Before you call our technical support lines, please check that you have read the Readme file included on the game disk #1. You may well find a very quick answer to the problem that you are facing as these files contain answers to most common problems. If the answer is not here, make sure you have precise details of any error message that you receive, and details regarding the specifications of your computer before you call us, as this will help us in giving you a faster and more efficient service.

If you would prefer to write to us, please send your mail to the following address:

HAVAS INTERACTIVE UK Ltd.

Customer Services / Mail Order / Tech Support Department

2 Beacontree Plaza

Gillette Way

Reading • Berkshire

RG2 OBS

United Kingdom

Sierra UK Web site

<http://www.sierra-online.co.uk>

UK Website includes on-line shopping, special offers, technical support, product information, game demos, patches and much, much more.

Hintline (UK callers only)

09068 660660

24 hrs. Automated service requires a touch tone phone. Calls cost 60p/min. at all times. Max call length 5 minutes. Max call charge at £3.00 at all times

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Exchange Procedure for faulty CD-Rom, DVD-Rom or floppy disks

If during the 90 days period following your purchase of the product, you notice that the CD-Rom, DVD-Rom or floppy disk is defective or scratched, the technical support will be able to exchange the Product free of charge, if you:

- send the faulty CD-Rom, DVD-Rom or floppy disk back to the address indicated in the manual
- send a dated proof of purchase of the defective product (e.g. purchase ticket)

Please, do not forget to join in your letter, your name, address and a phone number where it is possible to reach you during the day.

After this 90 days period, if you want to exchange the CD-Rom, DVD-Rom or floppy disk (from a defective or scratched material only), thank you for sending back to the address indicated in the manual, the said CD-Rom, DVD-Rom or floppy disk and to join to your letter a £6-00 cheque for each defective material established to HAVAS INTERACTIVE UK Ltd.

Please address your letters to the Technical Support *

Exchange Procedure for the manuals

If you have lost or torn your manual or documentation associated to the product, the technical support will be able to send you new ones, under the following conditions:

Thank you for sending to the technical support a copy of the floppy disk #1, the CD-Rom or DVD-Rom and to join a £6-00 cheque established to Havas Interactive UK Ltd. with your letter.

Please, do not forget to join in your letter, your name, address and a phone number where it is possible to reach you during the day.

The technical support's address and phone number are indicated in the manual.

• **We recommend that you send a letter by registered mail.**

The Technical Support won't be responsible for any loss or damage caused by the mail delivery services.

Any shipping charge will be at your own expense



Please return this card to us for registration



A free hot line: Our Customer Services Department will be happy to deal with your technical problems and enquiries on 0118 920 9111 between **9 am and 5 pm, 5 days a week**. Out of normal office hours an automated technical attendant is available to assist with the most common queries.

A 90 day disk guarantee: Any faulty disk replaced within 90 days (free of charge).

First name:

Surname:

Address:

Town: Postcode:

Country: Date of Birth: DD MM YY

Email:

Please tick the appropriate box

System: _____

PC Win98 PC Win95 Mac

Peripherals: _____

Printer Modem

Do you have access to Internet? Yes No

Your purchase:

Date of purchase : DD MM YY

Product purchased: _____

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