

SIERRA  
GAME  
MANUAL



## TABLE OF CONTENTS

HOW TO READ THIS MANUAL	2	SAVING YOUR GAME	16
		Restoring Your Game	17
GETTING STARTED	3	Quitting Your Game	17
		Restarting Your Game	17
		Message Windows	18
README FILES		TIPS FOR ADVENTURERS	19
MS-DOS README Instructions	3		
MAC README Instructions	3	TECHNICAL HELP	20
BACK-UPS FOR ALL SYSTEMS:	3	BOOT DISK INSTRUCTIONS	20
Make Back-ups	3	QUICK TROUBLE-SHOOTING TIPS	21
Create a 'Save Game' Disk	3	TECHNICAL SUPPORT	21
INSTALLATION FOR MS-DOS Systems		AUTOMATED TECHNICAL SUPPORT REPRESENTATIVE	23
Installing Your Sierra Game	4	CUSTOMER SERVICES	24
Loading Instructions	4	HINTS	25
INSTALLATION FOR WINDOWS	5	SIERRA ADDRESSES	26
Note about synthesizers	6	NO RISK GUARANTEE	27
INSTALLATION FOR MACINTOSH			
Installing Your Sierra Game	7		
Loading Instructions	7		
PLAYING YOUR SIERRA GAME			
Using a Mouse	8		
Using a Keyboard	10		
Using a Joystick	11		
Game Commands	12		
Icons and Cursors	12		
Pausing Your Game	15		

## HOW TO READ THIS MANUAL

Throughout this manual we will use the following ways of representing information:

**Menu Commands** will be CAPITALIZED. Example: SAVE, RESTORE, QUIT, PLAY

**Typed commands** will appear as **bold type**.

Example: 'type **cd \sierra**'

Portions of the command line not meant to be typed will not appear in bold type. For example, in the line 'type **cd \sierra**', 'type' should not be typed.

[Keystrokes] will appear in brackets setting them off from the surrounding text.

Example: [Spacebar], [Tab], [PageUp]

The brackets are not keystrokes and should not be typed.

Two or more keys that should be pressed together will be separated by a hyphen (-). This hyphen is not a keystroke, and should not be typed.

Example: 'Press [Ctrl-Q] to quit your game.'

If a space appears between parts of a command, it is meant to be typed.

Example: 'type **cd \sierra**' (the space between **cd** and **\sierra** should be typed as part of the command)

The term 'diskette' is used to refer to either 3.5" or 5.25" data storage disks.

## GETTING STARTED

### README FILES

*PLEASE NOTE: If there is a README file on your game diskette, it may contain important information and instructions that were not available at the time the documentation and other materials for this game were printed.*

#### **MS-DOS README Instructions**

*Note: The readme file is on the STARTUP disk. You may read this file during installation on some games. For other Sierra games, do the following:*

From DOS, change to the drive containing the startup disk. Then type **more<readme** to see the README file on-screen.

Example A: **more<readme** or

Example B: **more<read.me**

#### **MACINTOSH README Instructions**

With the STARTUP DISK in your diskette drive, double-click on the **README** icon.

### BACK-UPS FOR ALL SYSTEMS

#### **Make Back-ups**

It is always advisable to make back-up copies of your master program diskettes to increase the life of the masters and guard against accidents. Follow your computer's instruction manual to make copies of all game diskettes.

#### **Create a 'Save Game' Disk**

Even if you will be playing from a hard disk, you may want to format a blank diskette for saving games. Follow your computer's instruction manual to format a blank diskette and keep it handy for saving your game as you play. For some helpful tips on saving games, see 'Saving Your Game' (page 16).

## INSTALLATION

### MS-DOS Systems

#### Installing Your Sierra Game

*IMPORTANT: In order to play your Sierra Game, you MUST have a hard disk.*

1. Make copies of the set of disks you will be using to install the game.
2. Find the diskette entitled STARTUP DISK. Place this diskette in your floppy drive.
3. Type the letter of the drive containing the STARTUP disk followed by a colon and press [ENTER]. Then type **install** and press [ENTER].  
Example: Type **a:** and press [ENTER]. Type **install** and press [ENTER].
4. You will be asked to type the letter of the hard disk on which you want to install the game (usually c). Type the letter and press [ENTER].
5. The install program will then examine your system's equipment and select the best of the available options. If you're satisfied with the options selected for you, highlight the option "Accept these choices and begin installation" and press [ENTER] to confirm those choices. If you wish to change any or all of the preselected options, highlight the option you wish to change and press [ENTER]. Follow the prompts at the bottom of the main window to complete the installation process.

*IMPORTANT: The MS-DOS installation procedure attempts to automatically detect the various peripherals and options installed in your system. In some rare cases, this automatic detection process may cause the system to lock up or the installation process to fail. To bypass the automatic detection process and manually specify all configuration options, type **install -m** at step 3 above.*

#### Loading Instructions

From the game directory that the program was installed to, type the game identifier (example: **pq4** for Police Quest 4) and press [ENTER].

*NOTE: When using the default directory name, the game identifier will ALWAYS be the same as the default game subdirectory name.*

### Installation Procedure for Windows

1. Insert the STARTUP / Disk 1 into your disk drive (A or B).
2. Invoke Windows in Standard mode or Enhanced mode. This is usually done by typing **win /s** or **win /3**, but may be different for your installation. If you are unsure, please refer to your Windows documentation.
3. From the Windows Program Manager, open the FILE menu and select the "RUN" command.
4. In the File Run dialog box, Type **a:setup** where "a" is the letter of your disk drive and press [ENTER] or click "OK".
5. Follow the prompt to enter the installation drive and path name. This is the location on your hard disk where your Sierra game will be installed. When you press Enter after specifying the path, the program will begin the installation procedure to your hard disk.
6. The setup program will now run automatically. It will ask whether you wish to output background music for a base-level (i.e., Sound Blaster, Pro Audio Spectrum Plus or 16, Thunderboard) or for an extended synthesizer (i.e., Roland SCC-1 or Sound Canvas, Turtle Beach Multi-Sound, Wave Blaster, Yamaha TG-100 or any other General MIDI supported synthesizer or module). It will then set up a program group and program icon so that you may play the game.

*PLEASE NOTE: For Roland MT-32 and compatible sound modules, select the extended synthesizer option during the setup program. After the game installation is complete, select the MIDI Mapper option under the Control Panel and change the sound mapping option to MT-32.*

*IMPORTANT: If you wish to play the MS-DOS version after installing for the Window's version, please refer to MS-DOS installation procedures on page 4.*

## WINDOWS FEATURES

### *Dynamic Window Sizing*

When playing your game as a Windows application, you can resize the game window as desired. The window will be automatically adjusted to maintain the correct aspect ratio. The maximum window size is 640 x 480, so if Windows is configured for 800 x 600 or higher resolution, the game window will not fill the entire screen.

### *Multitasking And Task Switching*

Multitasking and Task Switching is a computer's ability to run more than one application at the same time while having the ability to switch between them. When playing a Sierra game as a Windows application, Multitasking and Task Switching capabilities are available. Please Note: This feature is not available for playing two Sierra games simultaneously under Windows. For more information on this feature, please refer to your Windows Manual.

### *Note About Synthesizers*

Multimedia Windows defines two types of synthesizers: "Base-Level" which includes three melodic channels and one percussive channel, and "Extended" which includes nine melodic channels and one percussive channel (only if you have selected the Extended synthesizer). You may wish to reference the Windows Help menu in the Control Panel. Use the Index to find help on changing your **MIDI** setup.

The channel assignments are 13 thru 16 for "Base-Level" and 1 thru 10 for the "Extended". You may need to configure the system depending upon the type of sound equipment installed by using the **MIDI Mapper** option in the Control Panel.

Sierra games can play music for either of these configurations. The installation procedure allows you to choose which is appropriate for your system. If you don't know what type of synthesizer you have, select "Base-Level."

If you have for example a Sound Blaster, Thunderboard, Pro Audio Spectrum Plus or a Pro Audio Spectrum 16, select the "Base-Level" synthesizer.

If you have for example a Roland SCC-1 or Sound Canvas, Wave Blaster, Turtle Beach Multi-Sound, Yamaha TG-100 or any other General Midi supported synthesizer or module, select the Extended synthesizer option.

*PLEASE NOTE: For Roland MT-32 and compatible sound modules, select the extended synthesizer option during the setup program. After the game installation is complete, select the Midi Mapper option under the Control Panel and change the sound mapping option to MT-32.*

## INSTALLATION

### MACINTOSH

#### *Installing Your Sierra Game*

*IMPORTANT: In order to play your Sierra Game, you MUST have a hard disk.*

1. Place the back-up copy you have made of the STARTUP Disk in the diskette drive.
2. Double click on the INSTALL icon, and follow the on-screen prompts to complete the installation.

#### *Loading Instructions*

After completing the INSTALL procedure:

1. Double-click on the game folder that was created on the hard disk..
2. Double-click on the game icon inside the game folder.

## PLAYING YOUR SIERRA GAME

### ALL SYSTEMS:

#### Exploring New Worlds

The following section explains how to use the Sierra Interface. Please take a moment to read this section if you have never played a Sierra game.

Every Sierra game presents an exciting world of adventure for you, the player, to explore. In order to make your exploration exciting and easy, we have standardized many elements of our game interface. This interface is designed to allow you to simply point and click to explore this world and interact with it.

You can use a mouse, keyboard or joystick to play your Sierra game. The term click is a generic term. If you have a mouse, it simply means clicking the mouse button (or the left-most mouse button on mice with more than one button). If you are playing with the keyboard, press the [Enter] key to click. Using the Joystick, press the Fire button to click. See instructions on pages 8-11 for more details.

#### Using a Mouse

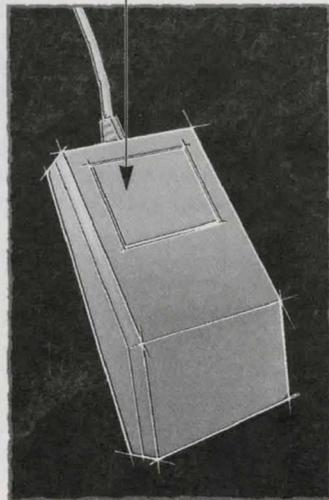
To activate the icon bar, move the cursor to the top of the screen.

To position the on-screen cursor, move the mouse to the desired position. To move

#### One Button Mouse Mouse Button [ENTER]

[SHIFT-CLICK]  
[OPTION-CLICK]  
Cycle through available cursors.

[CTRL-CLICK]  
[COMMAND-CLICK]  
Toggle between WALK and last cursor chosen.



your character, position the Walk Icon at the desired screen location and click the mouse button.

To execute a command, click the mouse button (multi-button mouse users, click the left button).

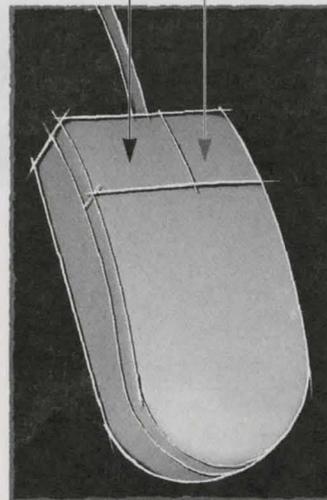
For more detailed mouse instructions, see illustrations below.

*NOTE: For MS-DOS Systems: In order to have mouse control with your Sierra program, a mouse driver must be installed through DOS prior to starting your Sierra program.*

#### Two Button Mouse Left Mouse Button [ENTER]

RIGHT MOUSE BUTTON  
Cycle through available cursors.

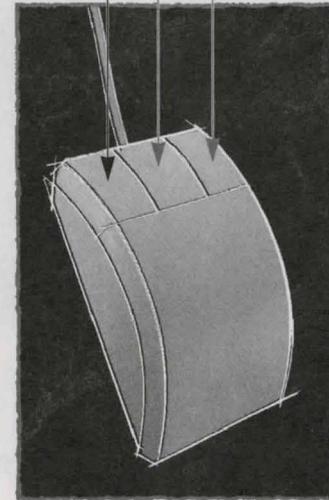
[CTRL-CLICK]  
Toggle between WALK and last cursor chosen.



#### Three Button Mouse Left Mouse Button [ENTER]

RIGHT MOUSE BUTTON  
Cycle through available cursors.

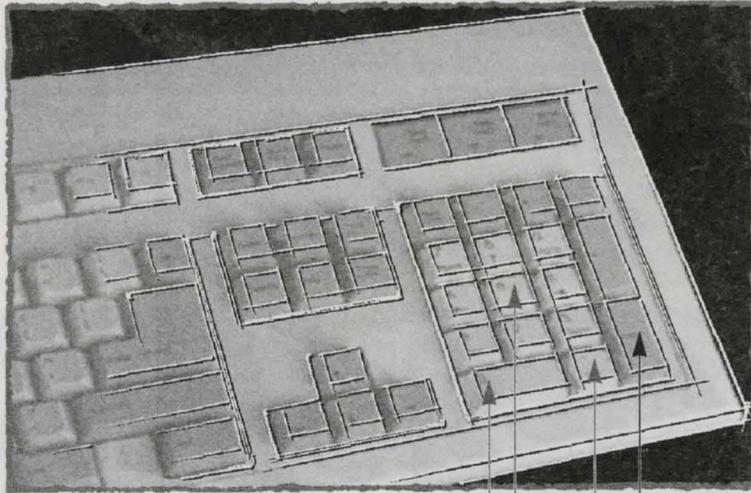
MIDDLE MOUSE BUTTON  
Toggle between WALK and last cursor chosen.



## Using a Keyboard

To position the on-screen cursor or move your game character using a keyboard, press a direction key on the numeric keypad. To stop your character, press the same direction key again. To execute a command, press [ENTER]. To move the on-screen cursor or game character in smaller increments for exact positioning, hold down the [SHIFT] key and use the arrow keys. For more detailed keypad instructions, see the illustration below.

### Numeric Keypad



Toggle between WALK  
and last cursor chosen.

Cycle through available  
cursors.

Open Icon Bar.

**[ENTER]**

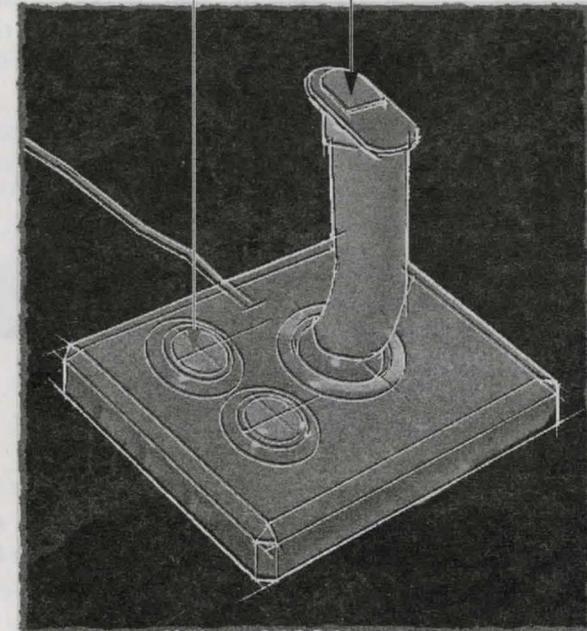
## Using a Joystick

To position the on-screen cursor using a joystick, move the stick in the desired direction. To execute a command, press the FIRE or primary button. The secondary button opens the Icon Bar. For more detailed joystick instructions, see below.

*PLEASE NOTE: The exact location of the primary and secondary buttons may be different based on the design of your joystick. Consult the joystick documentation for more information.*

Open Icon Bar.

**FIRE BUTTON**



*PLEASE NOTE: All playing instructions beyond this point are for mouse. Keyboard or joystick commands may also be used. Please reference the section above for keyboard and joystick equivalents to mouse commands.*

## Game Commands

All of the game's commands are located in an icon bar which is normally hidden. To access the icon bar, move the cursor to either the top or the bottom of the screen, depending on the icon bar's location for the game you are playing. You can also access the icon bar by pressing [Esc] on the keyboard.

To choose an action, click on the icon that represents that action. Then click on the area on the screen where you want to perform that action. For example, to look at an object, access the icon bar and click on the LOOK icon. Then click on the LOOK cursor on the object you want to LOOK at. The following paragraphs describe each of the available actions in more detail. Note: Some Sierra games offer additional actions you may perform. Consult the game-specific documentation for more information on these actions.

The exact appearance of the command icons may be different for the game you are playing. The icons illustrated in the following paragraphs are used as an example.

### The Walk Icon

Choose **Walk** when you want to move your character from place to place on-screen.



*PLEASE NOTE: In keyboard mode, your character's destination will be assumed to be the edge of the screen in the direction of movement, and will walk off the screen (if allowed by the game) if not stopped.*

### The Walk Cursor (mouse mode only)

When you choose **Walk**, the cursor will change to a WALK icon that varies from game to game. Place the feet of the figure at the place where you want to move your character and click. Your character will move to that spot, avoiding any obstacles in its path.



### The Look Icon

Choose **Look** when you want to have your character look at something on-screen.



### The Look Cursor

When you choose **Look**, the cursor will change to an eye. Place the eye at the desired place on the screen and click. If there is something to be seen there, a message will be displayed.



### The Action Icon

Choose **Action** when you want your character to manipulate an object.



### The Action Cursor

When you choose **Action**, the cursor will change to a hand. Place the hand at the desired place on-screen and click. The appropriate action will be performed.



### The Talk Icon

Choose **Talk** when you want to initiate a conversation between game characters.



### The Talk Cursor

When you choose **Talk**, the cursor will change to a Talk Icon which varies from game to game. Position the TALK cursor on the person (or thing) you want to speak to, and click. If conversation is possible, your character will talk, or a conversation will begin.



### The Item Icon

The **Item** icon shows the last inventory item you selected. Choose **Item** when you want to use this item.



### The Inventory Icon

Choose **Inventory** when you want to see and select from the items you are currently carrying. Within the Inventory screen are several options: **?**, **Look**, **Action**, and **OK**.



Choose **?** and click on any menu icon to learn the function of the icon.

Choose **Look** and click on any inventory item to get a description of that item.

To use that item on another item, the item must first be selected with the **Arrow** icon and then clicked on the second item. (Example: putting jewels into a pouch). To select an item for use, click on the **Arrow** icon, then click on the desired inventory item. (See Inventory Object Cursors, below.)

Choose **OK** to leave the Inventory screen and return to the game.

### **Inventory Object Cursors**

Each item in your inventory has a special object cursor associated with it. Each of these cursors looks like the **Object** it represents. OBJECT cursors can be used to perform game actions with your inventory items.

To use an OBJECT cursor in the game, follow the steps below:

1. From the game, choose the **Inventory** icon from the icon bar, or press the [Tab] key.
2. Move the arrow cursor to the inventory item you want to use, and click. The cursor will change to look like the item you have selected.
3. Choose the **OK** icon. You will exit the inventory screen to the game.
4. Move the **OBJECT** cursor to the place on-screen where you want to use the inventory item and click.

### **The Control Panel Icon**

When you choose the CONTROL PANEL icon, several options will be displayed: **SAVE, RESTORE, RESTART, QUIT, HELP, ABOUT** (Sierra icon), **PLAY, TEXT** (in some games), **VOLUME, SPEED** and **DETAIL**.

Choose **SAVE** when you want to save your game.

Choose **RESTORE** to restore a previously saved game. For more instructions on saving and restoring games, see page 16 through 17.



Choose **RESTART** to begin the game again.

Choose **QUIT** to stop playing.

The **SPEED** lever adjusts the speed of your character's on-screen movement. Place the cursor on the lever and hold down the left mouse button as you move the lever.

The **VOLUME** lever adjusts the sound volume of the game music. Place the cursor on the lever and hold down the left mouse button as you move the lever. *NOTE: On systems using only an internal speaker, VOLUME will not adjust sound level, but will toggle sound on and off.*

The **DETAIL** lever adjusts the amount of non-essential animation in the game; if your computer system is running the game too slowly, you may want to adjust the game detail to eliminate non-essential animation. Place the cursor on the lever and hold down the left mouse button as you move the lever to select more or less detail.

The **TEXT** lever, available only in selected games, adjusts the amount of time text messages will remain on your screen. Place the cursor on the lever and hold down the left mouse button as you move the lever up to select more or less reading time.

### **The Help Icon**

Choose ? and click on any menu icon to learn the function of the icon.



### **Pausing Your Game**

If you wish to pause the game, select the **CONTROL PANEL** icon from the icon bar. The game will pause until you select **PLAY** to resume play.

## SAVING YOUR GAME

**IMPORTANT!!** If you do not wish to save to your hard drive, you must have a separate formatted diskette ready before you can save a game. Since each disk can only hold a limited number of games, we recommend that you have more than one disk formatted, in order to assure adequate space for save game storage. To allow for errors in judgment and creative exploration, we recommend that you frequently save your game, and that you save at several points during game play. You will always want to save your game before encountering potentially dangerous situations. You should also save your game after you have made significant progress. You may name your saved games using standard English phrases. For example, if you are standing on a beach, you might call your game 'standing on beach', or simply 'beach'.

### *Saving to a Floppy Disk*

1. Choose the **CONTROL PANEL** icon (slide lever) from the icon bar, then select **SAVE**. The Save Game menu will appear.

2. If you are saving to a floppy drive, you will be prompted to insert your Save Game diskette into your floppy drive (example: **a:**).

*PLEASE NOTE:* The first time you attempt to save a game to a floppy disk while playing from the hard drive, you will need to change your default save game directory\* as follows: click on **CHANGE DIRECTORY**.

3. Press [Ctrl-C] to clear the command line, and type the name of your floppy drive

4. Insert a blank formatted diskette in your floppy drive.

5. Click on **OK**.

6. Type the description of your saved game, and press [ENTER] to save the game.

\* The term 'directory' refers to MS-DOS file directories or Macintosh folders.

### *Saving to Hard Disk*

*NOTE:* If you choose to save games to your hard disk, we suggest that you create one or more save game directories or folders on your hard disk. See your computer's instruction manual for creating directories or folders.

1. Choose the **CONTROL PANEL** icon from the icon bar, then select **SAVE**. The Save Game menu will appear.

2. If you wish to save the game to a directory or folder other than the one you are currently using, select **CHANGE DIRECTORY**. Press [Ctrl-C] to clear the command line, and type the drive and name of the new directory\*.

3. Click on **OK**.

4. Type the description of your saved game, and press [ENTER] to save the game.

### *Restoring Your Game*

1. Choose the **CONTROL PANEL** icon from the icon bar, then select **RESTORE**. You will be prompted to select the game you wish to restore.

2. Highlight the desired game and select **RESTORE**.

3. If the game you wish to restore is in a different directory, select **CHANGE DIRECTORY\***, then type the name of the directory\* you wish to restore from.

### *Quitting Your Game*

To stop playing, choose the **CONTROL PANEL** icon from the icon bar and select **QUIT**.

### *Restarting Your Game*

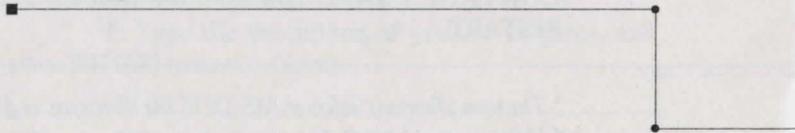
To restart your game at any time during play, choose the **CONTROL PANEL** icon from the icon bar and select **RESTART**.

\* The term 'directory' refers to MS-DOS file directories or Macintosh folders.

## Message Windows

Message windows will appear at various times during the game. When you have read the message, click to remove the window and resume play.

*NOTE: Some message windows are program controlled, and cannot be cleared by clicking. These windows will clear automatically, dependent on your text speed setting (see TEXT LEVER, page 15).*



## TIPS FOR ADVENTURERS

**LOOK** everywhere. Thoroughly explore your surroundings. Open doors and drawers. Look closely at all objects you encounter or you may miss important details.

**EXPLORE** each area of the game very carefully, and **DRAW A MAP** as you progress through the game. Make a note of each area you visit, and include information about objects found there and dangerous areas nearby. If you miss an area, you may miss an important clue!

**GET** objects you think you will need. You can see an inventory of items on hand by choosing the Inventory icon at any time.

**USE** the items you have picked up to solve problems in the game. Different approaches to a puzzle may bring about a different outcome.

**BE CAREFUL**, and remain alert at all times — disaster may strike in the most unlikely of places!

**SAVE YOUR GAME OFTEN**, especially when you are about to try something new or potentially dangerous. This way, if the worst should happen, you won't have to start all over again from the beginning. Save games at different points, so you will always be able to return to a desired point in the game. In effect, this will enable you to travel backward through time and do things differently if you wish.

**DON'T GET DISCOURAGED**. If you come to an obstacle that seems insurmountable, don't despair. Spend some time exploring another area, and come back later. Every problem in the game has at least one solution, and some have more than one. Sometimes solving a problem one way will make it harder to solve the next, and sometimes it will make it easier.

If you get stuck, you might try backtracking to an earlier point in the game, then choosing a different path.

Don't be afraid to take advantage of some hints. Sierra provides game hints in a variety of different formats to make your adventure more enjoyable. For more information, refer to the "HINT" section on page 25 of this manual.

**BRING ALONG SOME HELP**. You may find it helpful (and fun) to play the game with a friend. Two (or more) heads are better than one at interpreting clues and solving problems.

## TECHNICAL HELP

*System configuration or installation problems may cause any one of a number of different error conditions. Refer to the README file in the game directory for more information on error messages and possible solutions*

### **BOOT DISK INSTRUCTIONS for MS-DOS**

Booting your computer system with a Boot Disk before you play your Sierra game will optimally configure your system for playing this game.

#### **Boot Disk Creator**

The INSTALL program contains an option to create a boot disk automatically for you. To use this option, run the install procedure from either your game sub-directory or from your STARTUP/ Disk 1 program disk and select the "Make Bootable Floppy Disk" option. Follow the on-screen prompts to complete the boot disk procedure. Once your boot disk is made, follow the steps in the "Technical Tips" section of this manual.

*NOTE: If you have problems running the "Make Bootable Floppy Disk" option, please follow the directions in the README file for instructions on creating a boot disk manually.*

Should you encounter difficulties creating a suitable boot disk, call or fax Sierra Technical Support for assistance.

**U.S. Tel: (209) 683-8989 Fax: (209) 683-3633**

**U.K. Tel: (44) 734-303-171 Fax: (44) 734-303-201**

If you have created a Boot Disk and booted your system with it before playing your Sierra game, and your problem is still evident, something else may be wrong. Following are some trouble-shooting tips that Sierra's Technical Support Department recommends.

### **QUICK TROUBLE-SHOOTING TIPS for MS-DOS**

1. Boot your system with the Boot Disk you created.
2. Reinstall the game under a Boot Disk environment.
3. If you are experiencing any form of program hesitation or lockups during game play and are using a Sound Blaster or compatible sound card, the following information is a temporary solution to have you up and running quickly. For Sound Blaster or compatible sound card users, run the install procedure from the game sub-directory and select the "Ad Lib" or "PC Internal Speaker" option for music and select "No Audio/Speech Card" for speech where applicable. Please Note: This temporary solution does not give you the option to hear the sampled sounds or the speech that may be available in your game. For correct sound card functionality, a call to Sierra On-Line's Technical Support or your sound card manufacturer's Technical Support is recommended.
4. If you continue to encounter difficulties with your program please refer to the "Technical Support" section on the following page for available options concerning contacting Sierra On-Line's Technical Support Department.

### **TECHNICAL SUPPORT**

#### **All Systems**

Technical assistance is only a telephone call away. Call (209) 683-8989 in the U.S. or (44) 734-303 171 in the U.K. for convenient, person-to-person service. If you prefer, you may request assistance by Fax (209) 683-3633 in the U.S. or (44) 734-303 201 in the U.K. or by mail. If you choose to write or fax us with your request, please give us detailed information on both your computer system and the nature of your problem. In addition, please include your address and telephone number should we need further information.

Send to:

**U.S.**

**Sierra On-Line**

P.O. Box 800

Coarsegold, CA

93614-0800

Attention:

Technical Support

**EUROPE-U.K.**

**Sierra On-Line Limited**

Attention: Technical Support

Unit 2, Technology Centre

Station Road

Theale, Berkshire

RG7 4AA United Kingdom

Sierra Technical Support is also available through:

**\*Sierra BBS:** U.S. (209) 683-4463 or U.K. (44) 734-304 227 or via

CompuServe: GO SIERRA

**CompuServe**-GO-GAMAPUB, Section 11 (Technical Support ID - 76004,2143)

**Prodigy** (Technical Support ID - WBWW55A )

**America's On-Line:** KEYWORD: SIERRA

**GEnie:** Private EMail- SIERRA.SUP

\*Answers to our most frequently asked questions are available through our Sierra BBS (U.S. only). At the main menu, select option "8" for *Technical Help*.

## Sierra On-Line's Automated "800" Technical Support Representative

Sierra On-Line, in our commitment to provide the best Customer Service in the industry, offers a 24 hour automated Technical Support Line. Our automated Technical Support Representative, has answers to our most frequently asked technical questions and is available by calling our Technical Support Line at (800) 376-2683 (a touch tone telephone is required for automated support).

## CUSTOMER SERVICES

*The best customer service in the industry... "You don't just buy our games, you buy the support of the whole company."*

Sierra On-Line is dedicated to helping their customers with each and every question or problem. Whether it's memory shortages, software compatibility, or any other issue that has to do with their products, Sierra will go to any length to solve, repair and guarantee your satisfaction.

### Customer Service

Direct your inquiries to the Customer Service department for issues pertaining to returned merchandise, back orders, defective merchandise, company policy, and general game information.

### Technical Support

Direct your inquiries to the Technical Support Department if your question is regarding hardware and software compatibility that are specific to Sierra games (i.e., sound card configuration and memory management). If you choose to write or fax (209 683-3633 in the U.S. or (44) 734-303 201 in the U.K.) us with your request, please give us detailed information on both your computer system and the nature of your problem. In addition, please include your address and telephone number should we need further information.

### Orders

Order games or hardware directly from Sierra On-Line, redeem coupons, use special discounts, or to get a list of software dealers in your area where you can purchase Sierra games.

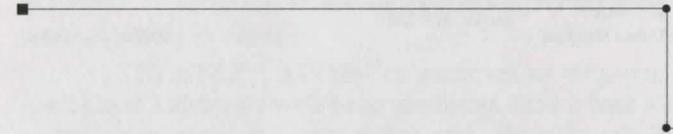
### Patch Disks

If you have spoken to a Sierra Technical Support Representative or have read about an available patch disk in our InterAction Magazine, please send in your request for a patch (repair) disk to the "Patch Disk" address on page 26. Please let us know the game and disk size you are having problems with.

## Hints

Game hints are available by phone, hint books (orders available through the Sierra Sales Department), through the Sierra Bulletin Board Service (209-683-4463) or by mail (see address on the following page). If you want an immediate response, you can call our 24 hour Hint Line at: 900-370-5583.

\$.75 each minute. Long distance charges are included in the fee. Callers under the age of 18 must get their parent's permission before calling the hint line. ABSOLUTELY NO HINTS WILL BE PROVIDED THROUGH OUR CUSTOMER SUPPORT LINES. All contents are copyrighted by Sierra On-Line and may not be reproduced in any form without express written permission.



## Write in to Sierra Services

To ensure prompt and efficient service, direct your requests to the appropriate department below:

<b>CUSTOMER SERVICE</b>	<b>TECHNICAL SUPPORT</b>	<b>ORDERS</b>	<b>PATCH DISKS</b>	<b>HINTS</b>
<b>SIERRA</b> Customer Support P.O. Box 600 Coarsegold, CA 93614-0600	<b>SIERRA</b> Technical Support P.O. Box 800 Coarsegold, CA 93614-0800	<b>SIERRA</b> Sales Dept. P.O. Box 978 Oakhurst, CA 93644-0978	<b>SIERRA</b> Dept. 10 P.O. Box 485 Coarsegold, CA 93614-0485	<b>SIERRA</b> Hint Dept. P.O. Box 200 Coarsegold, CA 93614-0200
1-800-SIERRA-5	<b>(U.S.)</b> Monday-Friday 8:15 a.m. - 4:45 p.m. Call (209) 683-8989 Fax (209) 683-3633	<b>For direct orders:</b> Call 1-800-326-6654 Fax (209) 683-4297		<b>24 hour Hint Line:</b> <b>U.S.</b> 900-370-5583 \$.75 each minute.
<b>EUROPE (U.K.)</b> <b>Sierra On-Line Limited</b> Unit 2, Technology Centre Station Road, Theale, Berkshire RG7 4AA United Kingdom	<b>EUROPE (U.K.)</b> Monday-Friday 9:00 a.m. - 5:00 p.m. Call (44) 734 303171 Fax (44) 734 303201	<b>Intl. orders:</b> Call (44) 734-303171 Fax (44) 734 303201		<b>EUROPE U.K.</b> (44) 734 304004

## THE SIERRA NO RISK GUARANTEE!

If you find that you need to send for replacement diskettes, send the original disk #1 in the size you need (3.5" or 5.25") to:

**U.S.**  
**Sierra On-Line**  
P.O. Box 485  
Coarsegold, CA 93614  
Attention: RETURNS

**EUROPE-U.K.**  
**Sierra On-Line Limited**  
Attn: Returns  
Unit 2, Theale Technology Centre,  
Station Road  
Theale, Berkshire RG7 4AA  
United Kingdom

Be sure to include a note stating your computer type, and the size of diskette you need (5.25" or 3.5"). We will gladly replace your program free of charge for the first 90 days of ownership (please enclose a copy of your dated sales receipt with your request). After 90 days there is a \$10.00 (£6.00) charge for 5.25" or 3.5" diskettes.

**THE PROMISE:** We want you to be happy with every Sierra product you purchase from us. Period. If for any reason you're unhappy with the product, return it within 30 days for an exchange or a full refund...EVEN IF YOU BOUGHT IT RETAIL! (Hardware ordered direct must be returned within 10 days.)

**THE ONLY CATCH:** You gotta tell us why you don't like it. Otherwise we'll never get better. Send it back to us and we promise we'll make things right. (If you bought it at a retail outlet, please send your original sales receipt).

**IT IS ILLEGAL TO MAKE UNAUTHORIZED COPIES  
OF THIS SOFTWARE**

This software is protected under federal copyright law. It is illegal to make or distribute copies of this software except to make a backup copy for archival purposes only. Duplication of this software for any other reason including for sale, loan, rental or gift is a federal crime. Penalties include fines of as much as \$50,000 and jail terms of up to five years.



as a member of the Software Publishers Association (SPA),  
supports the industry's effort to fight the illegal copying of personal computer software.

Report copyright violations to:  
SPA, 1101 Connecticut Avenue NW, Suite 901,  
Washington, DC 20036

This manual, and the software described in this manual, are copyrighted. All rights are reserved. No part of this manual or the described software may be copied, reproduced, translated or reduced to any electronic medium or machine-readable form without the prior written consent of Sierra On-Line, Inc., Coarsegold, CA 93614.

**FOR ALL APPLE MACINTOSH PRODUCTS . . .**

SIERRA'S LICENSOR(S) MAKES NO WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, REGARDING THE SOFTWARE. SIERRA'S LICENSOR(S) DOES NOT WARRANT, GUARANTEE OR MAKE ANY REPRESENTATIONS REGARDING THE USE OR THE RESULTS OF THE USE OF THE SOFTWARE IN TERMS OF ITS CORRECTNESS, ACCURACY, RELIABILITY, CURRENTNESS OR OTHERWISE. THE ENTIRE RISK AS TO THE RESULTS AND PERFORMANCE OF THE SOFTWARE IS ASSUMED BY YOU. THE EXCLUSION OF IMPLIED WARRANTIES IS NOT PERMITTED BY SOME JURISDICTIONS. THE ABOVE EXCLUSION MAY NOT APPLY TO YOU.

IN NO EVENT WILL SIERRA'S LICENSOR(S) AND THEIR DIRECTORS, OFFICERS, EMPLOYEES OR AGENTS (COLLECTIVELY "SIERRA'S LICENSOR(S)") BE LIABLE TO YOU FOR ANY CONSEQUENTIAL, INCIDENTAL OR INDIRECT DAMAGES (INCLUDING DAMAGES FOR LOSS OF BUSINESS PROFITS, BUSINESS INTERRUPTION, LOSS OF BUSINESS INFORMATION, AND THE LIKE) ARISING OUT OF THE USE OR INABILITY TO USE THE SOFTWARE EVEN IF SIERRA'S LICENSOR(S) HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. BECAUSE SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF LIABILITY FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES, THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU. Sierra's licensor(s)'s liability to you for actual damages from any cause whatsoever, and regardless of the form of the action (whether in contract, tort (including negligence), product liability or otherwise), will be limited to \$50.



® designates a registered trademark of Sierra On-Line, Inc.

© 1992-93 Sierra On-Line, Inc. All Rights reserved. Printed in the U.S.A.

Sierra On-Line, Inc. Coarsegold, California 93614

---

---

000001008

