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FIFA 99 REFERENCE CARD

SYSTEM REQUIREMENTS

MINIMUM CONFIGURATION

- Windows® 95/98 (Windows NT is not supported)
- 133 MHz or faster Intel® Pentium® processor or compatible (Cyrix® 6x86™ or AMD® K6™)
- 16 MB RAM
- 20 MB free hard disk space plus space for saved games (additional space required for swap file and DirectX™ 6 installation)
- 4x CD-ROM drive (600K/second transfer rate) using 32-bit Windows 95/Windows 98 CD-ROM driver
- DirectX 6 (included on game CD)
- High Color (65,535 color) capable 2MB PCI or AGP video card with DirectDraw™ compatible driver
- DirectX 6 compatible sound card with DirectSound™ support
- Keyboard and Mouse

NOTE: Some non-Intel processors may not run equivalent to the processor rating of Intel processors. For example, a non-Intel 133MHz processor may only run at the equivalent of an Intel 90MHz processor, and therefore may not run ***FIFA 99*** properly.

RECOMMENDED CONFIGURATION

- 200 MHz Pentium II processor or faster
- 32 MB RAM
- 8x or faster CD-ROM drive using 32-bit Windows 95/Windows 98 CD-ROM driver
- 150 MB free hard disk space plus space for saved games (additional space required for swap file and DirectX 6 installation)
- DirectX 6 compatible sound card with DirectSound™ support
- 3Dfx Voodoo™/Voodoo 2™/Voodoo Rush™/Voodoo Banshee™ or NEC PowerVR PCX2 3D equipped accelerator cards
- Supported D3D Video Cards (ATI 3D Rage Pro, NVidia Riva 128 & Riva TNT, Intel i740, Matrox MGA G200, MPact2 3DVD, Permedia2)

REQUIRED FOR MULTIPLAYER GAMES

NETWORK (2 PCs)

- IPX compliant network
- 1 CD per PC
- 133MHz Pentium processor or faster

MODEM (2 PCs)

- 100% Hayes-compatible 28800 bps or faster modem
- High speed serial port (16550 UART required for external modems)
- 1 CD per PC

SERIAL PLAY (2 PCs)

- Null modem cable
- High speed serial port (16550 UART)
- 1 CD per PC

SUPPORTED INPUT DEVICES

- Mouse, keyboard, Windows 95/Windows 98 supported gamepad (10 or more buttons recommended), Windows 95/Windows 98 supported joystick

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DISK PREPARATION

Before you install any software, it is critical that your hard drive be in proper working order. We recommend running ScanDisk and Disk Defragmenter. ScanDisk searches your hard drive for any lost allocation units as well as any cross-linked files and directories. Disk Defragmenter ensures that your data is sorted properly. Failure to verify this may result in corrupt data.

1. First, run ScanDisk. To start ScanDisk, left-click on the **Start** button from the Taskbar. The Start menu opens.
2. From the Start menu, select **Run**. Then, in the Run dialog box, type **scandisk** and click **OK**.

♦ Once the program starts, make sure there is a check mark in the **Automatically Fix Errors** box and select the hard drive you are installing the game to (e.g., C:). Once everything is set up correctly, click **Start** to have the program scan the drive and correct any errors.

3. Next, run Disk Defragmenter. To start Disk Defragmenter, left-click on the **Start** button from the Taskbar. The Start menu opens.
4. From the Start menu, select **Run**. Then, in the Run dialog box, type **defrag** and click **OK**. As with ScanDisk, select the drive you are installing the game to and click **OK**.

DIRECTX INSTALLATION NOTES

READ THIS SECTION COMPLETELY BEFORE PLAYING FIFA 99 OR INSTALLING THE DIRECTX DRIVERS.

DirectX is an Application Programming Interface that allows Windows 95/Windows 98 based applications to have high-performance, real-time access to your hardware. It also reduces the complexity of installing and configuring your hardware. This makes the DirectX API well suited for Windows 95/Windows 98 games. ***FIFA 99*** uses the DirectX 6 API (the latest iteration of DirectX at the time of release) and includes DirectX 6 files which you can install.

DirectDraw, DirectSound and Direct3D components of DirectX may require updating your video, sound and 3D card drivers, respectively, for proper operation of these components. Using video card and sound card drivers that do not have DirectX support will result in display and audio problems in DirectX applications. During the installation of DirectX, your video card and sound card drivers will be updated if required. The DirectX 6 files included with ***FIFA 99*** include drivers for most video cards and sound cards from the major manufacturers of these peripherals. For new hardware, and for lesser-known brands of peripherals, you may have to contact your manufacturer to obtain drivers that have DirectX support.

After installing DirectX 6, check to see if your video card (2D or 3D) or sound card drivers have DirectX support:

1. With the *FIFA 99* CD in your CD drive, click the **Start** button on your Windows 95/Windows 98 Taskbar. Then click **Run...**.
2. From the Run dialog box, type **D:\ directx6\directx\dxdiag.exe**, then click **OK** (substitute the correct letter of your CD drive if other than 'D:').
3. Look at the tabs labeled **Display 1, Display 2** and **Sound**.

The **Drivers** box displays the driver version number(s) and whether or not your driver is Certified by Microsoft® as supporting DirectX.

- If your Display Driver(s) or Audio Driver is not certified, you may have to contact your manufacturer to obtain updated drivers that have DirectX 6 support.
- If your Display Driver(s) or Audio Driver is certified, your video card or sound card has DirectX 6 support and should work properly in *FIFA 99*.

To test the driver, click the **Test** button in the corresponding window and follow the on-screen instructions. Look in the **Notes** field at the bottom of the window for more detailed information on existing conflicts.

If you are still experiencing difficulties, select the tab labeled **Still Stuck?** and click the **Troubleshoot** button. Follow the on-screen instructions.

IMPORTANT NOTE: During the installation of DirectX 6, if you are using a video card or sound card driver from your manufacturer that has DirectX support, but is not yet Certified by Microsoft, you will be asked if you want to replace the driver with a Certified driver. For **video cards**, we recommend that you do **not** replace your manufacturer's video card driver in this situation. Some manufacturers rely on their own specific driver for functionality of their display utilities programs. Replacing the manufacturer's driver with Microsoft's driver may disable the functionality of these utility programs.

INSTALLING THE GAME

1. Start the Windows 95/Windows 98 operating system. Close any Windows programs that are currently running.
2. Insert the *FIFA 99* CD into your CD drive. The Language menu appears.

NOTE: If the Language menu does not automatically appear, double-click the My Computer icon on the Desktop. Then double-click the icon corresponding to your computer's CD drive. The Autorun menu begins.

3. Click the language you want. The *FIFA 99* Setup screen appears.
4. Click **INSTALL**. The setup program begins.

5. Click **Next>** to continue. The Setup Type screen appears.

➥ Select a Typical (recommended for most users), Compact (fewer files are copied to your hard drive, but the game runs more slowly), or Custom (you choose which components are installed) installation.

➥ The default install directory is C:\Program Files\EA SPORTS\FIFA 99. To change the directory, click Browse, then choose the folder and/or drive you want to install to.

6. To continue, click **Next>**. The Select Program Folder screen appears.

➥ The default Start menu Program folder is EA SPORTS\FIFA 99; select a different folder if you want to change this.

7. To continue, click **Next>**. The files are copied from the CD to your hard drive.

8. When the files have been copied, you have the option to create an ***FIFA 99*** shortcut on your desktop. Click **Yes** to accept; No to decline. The DirectX 6.0 prompt appears.

♦ If you do not have DirectX installed to your computer, or you have a version previous to 6.0 installed, we recommend you click **Yes**.

♦ If you have DirectX 6.0 or higher installed to your computer, we recommend you click **No**.

NOTE: For more information on DirectX 6.0, ➤ *DirectX Installation Notes* on p. 3.

9. Click your DirectX choice. (If you select **Yes**, follow the on-screen instructions for installing DirectX 6.0 and restart your computer.) The On-line Registration Card appears.

10. To register electronically, click **Register Now**; to register at a later time, click **Register Later**.

♦ At the registration card screen, you can send your information via modem or by printing the form and faxing or mailing it to EA.

11. A message stating that installation is complete appears. Follow the instructions on this screen—if you installed DirectX, you'll need to reboot your system. Otherwise, you're ready to play ***FIFA 99***. ➤ *Starting the Game* on p. 6.

UNINSTALLING/RE-INSTALLING THE GAME

If you are having problems or the game did not install correctly the first time, we recommend re-installing the game.

1. To uninstall the game, either insert the ***FIFA 99*** CD and select the UNINSTALL option from the Autorun menu or select **Start**>**Programs**>**EA SPORTS**> **FIFA 99**>**Uninstall FIFA 99**.

2. To reinstall the game after uninstalling it, follow the steps listed in *Installing the Game*.

STARTING THE GAME

1. Start the Windows 95/Windows 98 operating system.

If the FIFA 99 CD is already in your CD drive, double-click the ***FIFA 99*** shortcut icon on your desktop. The introductory screens appear and the game begins.

NOTE: If you did not add a shortcut to ***FIFA 99*** to your desktop, open the folder you installed the game in and start the program by double-clicking the ***FIFA 99*** icon.

If the FIFA 99 CD is **not** already in your CD drive, insert the CD in your CD drive. The Setup menu appears.

NOTE: If the Setup program does not automatically begin, double-click the My Computer icon on the Desktop. Then double-click the icon corresponding to your computer's CD drive. The Setup program begins.

2. Click PLAY to start ***FIFA 99***.

NOTE: Please see the enclosed manual for gameplay instructions.

PROBLEMS WITH YOUR SOFTWARE?

If you are having a problem installing or using your software, we want to help.

➥ First, please make sure you have read thoroughly the ***Installing the Game*** and ***System Requirements*** sections above.

NOTE: It is a good idea to close all applications before running FIFA 99, including any video card or sound card utilities that may be running. It is also good to turn off any sleep mode or power saving mode features if you are going to let the game sit for a long period of time.

NOTE: If you are using Microsoft® Windows 98 and are experiencing audio problems with ***FIFA 99***, you might be able to work around the problem by decreasing audio acceleration in the Multimedia settings in your Windows 98 Control Panel. Open the Windows 98 Control Panel and double-click on 'Multimedia'. Then click Audio, then Advanced Properties. Click Performance. Move the slider for Hardware acceleration to a lower setting.

If you have followed the directions and are still having trouble installing or operating the software, below are some hints that might help solve the problem.

CD PROBLEMS

A quad-speed or faster CD-ROM drive is required to run ***FIFA 99***.

RECEIVE "FILE NOT FOUND" ERROR MESSAGE WHEN INSTALLING OR RUNNING THE GAME

- Make sure the game was properly installed. See Installing the Game on p. 4.
- Make sure that the CD is in the CD drive. The CD must be in the drive to install or run the game.
- Make sure that the CD is not scratched or damaged.

CD-ROM PERFORMANCE PROBLEMS

- Be sure that you are using a 32-bit native Windows 95/Windows 98 driver to control your CD-ROM drive. These drivers can be configured from the Device Manager in the Control Panel>System Properties.
- Do not use a DOS-based 16-bit driver (loaded in CONFIG.SYS) to control your CD-ROM. Performance may be significantly reduced.

CHOPPY OR STUTTERING VIDEO OR AUDIO

These problems may be improved by adjusting the CD-ROM read-ahead cache.
To adjust the read-ahead cache:

1. At the Windows 95/Windows 98 desktop, right-click the My Computer icon, then choose **Properties** from the pop-up menu.
2. Click the Performance tab, then click **File System...**
3. Click the CD-ROM tab, then click in the **Optimize access pattern for:** box, and choose QUAD-SPEED OR HIGHER.
4. Move the **Supplemental cache size:** slider to SMALL, then click **Apply**.

NOTE: Moving the slider to LARGE will not improve ***FIFA 99*** video performance, and may actually hinder performance by reserving RAM that would otherwise be available for the game.

VIDEO PROBLEMS

FIFA 99 requires a PCI or AGP SVGA video card capable of 640x480 resolution with 65,535 colors (2 MB or more video memory). It is normal for the videos to have a single black line between each line of video on the screen.

NOTE: If your Windows 95/Windows 98 display driver does not support DirectDraw, you may experience difficulties installing or running ***FIFA 99***.

GENERAL VIDEO CARD INFORMATION

- During DirectX installation, the DirectX setup program will attempt to install a display driver that has DirectDraw support for your video card. If your video card driver does not have DirectDraw support, the DirectX setup program will replace your existing video card driver. In some cases, this may disable any Manufacturer specific utilities for your video card. If you want to keep these utilities functional, you may have to obtain the latest drivers with DirectDraw support directly from the manufacturer of your video card.
- If your video card driver already has DirectDraw support, but is not yet Certified by Microsoft, you will be asked if you want to replace your current driver. In most cases, you do not want to replace your existing driver as this may disable any Manufacturer specific utilities for your video card. If you do have video-related problems using the uncertified DirectDraw drivers from your manufacturer, you may solve these problems by reinstalling DirectX and replacing your current video driver with a DirectX 6 video driver.

Please refer to ***DirectX Installation Notes*** on p. 3 for more information.

3D ACCELERATOR TIPS

NOTE: Some Direct3D cards do not support as many features as others. Sometimes it is a limitation of the card, but sometimes it is a limitation of the drivers. If something is not working properly, try updating your drivers first. If your video card manufacturer does not have newer drivers available, you can also check with the chipset manufacturer (example: 3DFX, 3D Labs, etc.). If this doesn't address the problems, contact EA Technical Support.

If you experience problems with the detection of your supported 3D accelerator card, please check the installation documentation provided with your 3D accelerator card.

- ***FIFA 99*** offers a 3D Setup program which allows you to decide which video card you want to use with the game.

  ➥ To access the 3D Setup program, click **START>PROGRAMS>EA SPORTS>FIFA 99 - 3Dsetup**. The 3Dsetup program begins.

NOTE: If you don't see the name of your card in the 3Dsetup program, it is not directly supported by ***FIFA 99*** (although you aren't prevented from using it). If you experience video problems, try disabling Details from the Options menu within the game, or running the game in Software rendering mode.

Voodoo Graphics Boards

FIFA 99 requires the Glide run-time drivers for the Voodoo Graphics chipset. If you do not have the Glide run-time drivers for the Voodoo Graphics chipset installed or you have drivers older than version 2.43, the ***FIFA 99*** installation program starts the Glide installation, which installs the Glide 2.43 driver on your system. Alternatively, you may contact your board manufacturer to obtain the latest drivers for your board. If you are using a version of the Glide run-time drivers later than 2.43, no Glide drivers are installed.

Voodoo Rush Boards

FIFA 99 requires the Glide 2.43 or higher run-time drivers specific for the Voodoo Rush chipset. If you do not have the Glide run-time drivers for the Voodoo Rush chipset installed or you have drivers older than version 2.43, the *FIFA 99* installation program starts the Glide installation, which installs the Glide 2.43 driver to your system. Alternatively, you may contact your board manufacturer to obtain the latest drivers for your board.

Voodoo2/Voodoo Banshee Boards

If you have a 3Dfx Voodoo 2 accelerator, you may experience graphical problems dependent upon the version of Glide 3 that is installed. If this is the case, please use the version of Glide on the *FIFA 99* CD (please see the Readme file for installation instructions).

NOTE: There is a limitation with the 3Dfx detection function in the Glide 2.43 Installer that may prevent it from properly detecting your 3Dfx card. If during installation you get the message "Error: Cannot detect hardware", press OK until setup continues and install the game as normal. You will not be able to install the Glide 2.43 drivers from the CD-ROM. If you experience problems running *FIFA 99* after getting this error message, please download the newest version of the Glide drivers from the 3Dfx web site at **www.3dfx.com**.

ISSUES WITH SPECIFIC VIDEO CARDS

Diamond Viper™ Pro

You may experience problems with the Diamond Viper Pro video card with some Electronic Arts™ games. If you are experiencing difficulties, disabling PCI burst mode transfers in your PC's BIOS setup may help. We recommend you contact Diamond Multimedia, Inc. for help.

Tseng Labs® W32p PCI Video Card

We have experienced poor performance problems using the Microsoft-provided "Tseng Labs ET4000/W32 PCI" drivers and *FIFA 99*. We recommend that you use the latest Tseng Labs provided "Tseng Labs ET4000/W32 PCI" drivers for better results.

Trident TGUI9680 Video Card

With this Trident card, we have experienced problems with the driver installed by DirectX 6. If you are experiencing video problems with this card, we recommend using your standard Trident TGUI9680 driver for better results.

Sierra Screamin 3D® PCI Drivers

We have experienced problems when *FIFA 99* is run with the "Sierra Screamin '3D PCI" v.4.03.00.9001-1.13 driver. This can be taken care of when Direct X 6 is installed. At that time, DirectX 6 will prompt you to replace the existing drivers with the Certified "Rendition Verite 100" drivers. DirectX 6 will recommend that you choose YES and replace your existing drivers. This will correct the problem. If you choose not to replace the drivers, you will continue to experience problems running *FIFA 99*. Keep in mind that this only happens with the driver listed above. If you use the more recent driver "Sierra Screamin '3D PCI" v.4.03.00.9001-2.10.06, the game will work properly.

MEMORY PROBLEMS

FIFA 99 requires 16 MB RAM and Virtual Memory **Enabled**. We advise that you let Windows 95/Windows 98 manage the amount of virtual memory automatically (the default setting), and that you have **at least** 50 MB free hard disk space after installation.

SOUND PROBLEMS

FIFA 99 requires a sound card with DirectSound support. If your sound card driver does not have DirectSound support you may experience choppy or stuttering sound, or sound that cuts in and out. If your sound card driver does not support DirectSound, we recommend obtaining updated drivers from your sound card manufacturer.

INSTALLED SOUND CARD, BUT THERE IS NO SOUND

- Make sure your speakers or headphones are plugged into the appropriate jack and the volume control is turned up.

GENERAL SOUND CARD INFORMATION

- During DirectX installation, the DirectX setup program will attempt to install a sound driver which has DirectSound support for your sound card. If your sound card driver does not support DirectSound, the DirectX setup program attempts to replace your existing sound card driver.
- Please consult your sound card manufacturer for updated drivers if DirectSound drivers are not available for your sound card in DirectX 6.

Please refer to *DirectX Installation Notes* on p. 3 for more information.

CONTROLLER ISSUES

Joystick/Gamepad Calibration in Windows 95/Windows 98

You must calibrate your joystick or gamepad from the Control Panel for it to be recognized within the game. To install or calibrate your joystick in Windows 95/Windows 98, access the Control Panel, and launch the **Game Controllers** applet. Note that some gaming devices use their own applets or software for installation and calibration.

GRAVIS GAMEPAD PRO™ USERS

If you are experiencing difficulties with FIFA 99 and your Gravis Gamepad Pro, please download the latest drivers from Gravis. The new drivers should fix any detection or calibration problems you may have with your Gravis Gamepad Pro and FIFA 99. The Gravis World Wide Web site is located at **www.gravis.com**.

GRAVIS GrIP™ USERS

- Make sure the Gravis MultiPort is connected to the joystick port correctly.
- Make sure the Gravis MultiPort switch is in the left position for GrIP support.
- Make sure that the Gravis GrIP drivers are installed. If they are not, please refer to your GrIP documentation for installation instructions.

- Make sure that the Gravis GrIP controls are calibrated under Windows 95/Windows 98
- Once the steps are complete the green light should activate on the left wing of the Gravis MultiPort.

NOTE: In Windows 95/Windows 98, the Gravis GrIP requires the Gameport Input/Output range to be set to 0201-0201. Otherwise, the GrIP may stop functioning after the current use upon rebooting, and you may need to reinstall the gameport and GrIP drivers.

To set your joystick Input/Output Range:

1. From the Control Panel, choose the **System** icon.
2. Select the **Device Manager** tab and double-click the **Sound, video and game controllers** option.
3. Double-click the **Gameport Joystick** option and select the **Resources** tab.
4. Make sure the "Use Automatic settings" checkbox is cleared and select the **Change Setting** button.
5. Change the **Input/Output** range to 0201-0201.

Some Plug and Play sound cards do not allow this setting to be modified. Please contact your sound card manufacturer or Gravis for a resolution.

GRAVIS GAMEPAD AND 4 BUTTON CONTROLLERS

Although *FIFA 99* supports multiple buttons when using a single controller, you are limited to 2-button support when using two gamepads (or other 4-button controllers) with a Y-cable adapter.

MODEM PROBLEMS

FIFA 99 requires a 100% Hayes compatible 28800 bps or faster modem for modem play. A high-speed (16550 UART) serial port is required for external modems.

GENERAL MODEM INFORMATION

FIFA 99 uses the Windows 95/Windows 98 settings to initialize your modem. You must install your modem in Windows 95/Windows 98 for it to work properly in the game.

To install your modem in Windows 95/Windows 98:

1. Click on the **Start** button from the Taskbar. The Start menu opens.
2. From the Start menu, highlight **Settings**, and then select **Control Panel** from the pop-up menu.
3. From the Control Panel, double-click **Modems**.
4. If you have not installed a modem before, let Windows 95/Windows 98 detect your modem by clicking the **Next>** button.

If your modem came with a Windows 95/Windows 98 driver disk or .INF file, follow the manufacturers directions for installing your modem.

MODEM DOES NOT INITIALIZE

- Make sure your modem is installed correctly in Windows 95/Windows 98 and is turned on.
- Make sure that your modem works properly in Windows 95/Windows 98. If your modem is installed correctly and works with other modem applications in Windows 95/Windows 98, but you are having problems initializing your modem in ***FIFA 99***, try changing your modem type in Windows 95/Windows 98 to "Standard Modem".
- Some computers may have telephone answering or FAX applications pre-installed. Sometimes these applications will tie up the modem, and will not allow other applications to access it. You must exit all applications that may use your modem before playing a modem game.

NOTE: You may not be able to run your modem on COM4 if you have a video card based on the S3 chip set. If you experience any difficulty making a modem connection on COM4, we suggest changing your modem or serial port to an alternate COM port.

NETWORK PROBLEMS

FIFA 99 requires an IPX protocol network and network interface card for network play.

- If you experience difficulties with network play, you may want to consult your network manual or network administrator for specific information on loading drivers.

CONNECTION PROBLEMS

- Make sure the computers you are trying to connect are on the same network, and are using the same protocol.

NETWORK PERFORMANCE ISSUES

There are various adjustments you can make to be sure you get the best performance out of your network game. These apply to the host computer as well as the clients, but try them on the host alone first as this may solve all the problems.

- Make sure the host computer (the one that creates the network game) is the fastest of the computers, as it controls the game speed.
- High-traffic networks will slow the game down considerably. Avoid playing the game at peak traffic hours, while there are large file transfers or print jobs being done.
- The slowest computer limits performance. Adjusting the screen size on a slow machine can help boost performance in a network game.

GENERAL NETWORK INFORMATION

- Do not run any Windows 95/Windows 98 applications that communicate over the network in the background (e.g., mail programs, personal schedulers, system or network monitors).
- Make sure you have disabled Network Messages. If you are connected to a Novell network, run the batch file NONETMSG.BAT that is found in the root directory of the game CD.

TECHNICAL SUPPORT

The ***FIFA 99*** includes a Windows Help file that provides solutions and answers to the most common difficulties and questions about how to properly run this product.

➥ **To access the Help file**, click the **Tech Support** button on the Autorun launcher.
The Help file contains a utility that allows you to contact EA via fax or e-mail. The utility automatically detects your system's hardware and organizes this information into a report.

➥ To run the support utility from within the Help file, click the **Contact Tech Support** button.

TROUBLESHOOTING DOCUMENTS ONLINE!

Electronic Arts Product Support offers troubleshooting guides that help overcome some common difficulties. If you have access to the World Wide Web, you can find these guides at

http://www.ea.com/techsupp/troubles.htm

Here you will find troubleshooting information on **DirectX**, **Joysticks**, **Modems**, and **Networks**, as well as information on regular system maintenance and performance. (For game-specific information and additional troubleshooting, visit our main page at http://www.ea.com/techsupp.)

Abbreviated versions of these guides are included in the Help file on the CD for your convenience.

If you have questions about the program, our Technical Support Department can help. Our web site contains up-to-date information on the most common difficulties with our products, and this information is the same as that used by our product support technicians. We keep the product support pages updated on a daily basis, so please check here first for no-wait solutions:

http://www.ea.com/techsupp

If you are unable to find the information you need on our web site, please feel free to contact Technical Support via e-mail, phone, fax, or letter. ***All messages are responded to in kind***—if you send in a request by fax, response will also come by fax. Please be sure to include the support utility's report in your e-mail message, fax, or letter:

➥ **To run the support utility**, click the **Technical Support** button on the Autorun launcher then click the **Contact Tech Support** button.

If you need to talk to someone immediately, call us at **(650) 628-1001** Monday through Friday between 8:30–11:45 AM or 1:00–4:30 PM, Pacific Standard Time. ***Please have the utility's report printed and ready when you call*** This will help us answer your question in the shortest possible time. **No hints or codes are available from (650) 628-1001.**

EA Tech Support Fax: (650) 628-5999.
Electronic Arts Technical Support
P.O. Box 9025
Redwood City, CA 94065-9025

HOW TO REACH US ONLINE

INTERNET E-MAIL: support@ea.com
WARRANTY INQUIRIES: cswarranty@ea.com
WORLD WIDE WEB: Access our Web Site at http://www.ea.com
FTP: Access our FTP Site at ftp.ea.com

If you live outside of the United States, you can contact one of our other offices.

In **Australia**, contact:
Electronic Arts Pty. Ltd.
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In the **United Kingdom**, contact:
Electronic Arts Ltd.
P.O. Box 835
Slough SL3 8XU, UK
Phone (753) 546465.

In **Australia**: For Technical Support and Game Hints and Tips, phone the EA HOTLINE: 1 902 261 600 ($1.50 per min.) CTS 7 days a week 10 AM–8 PM.
If you are under 18 years of age parental consent required.

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