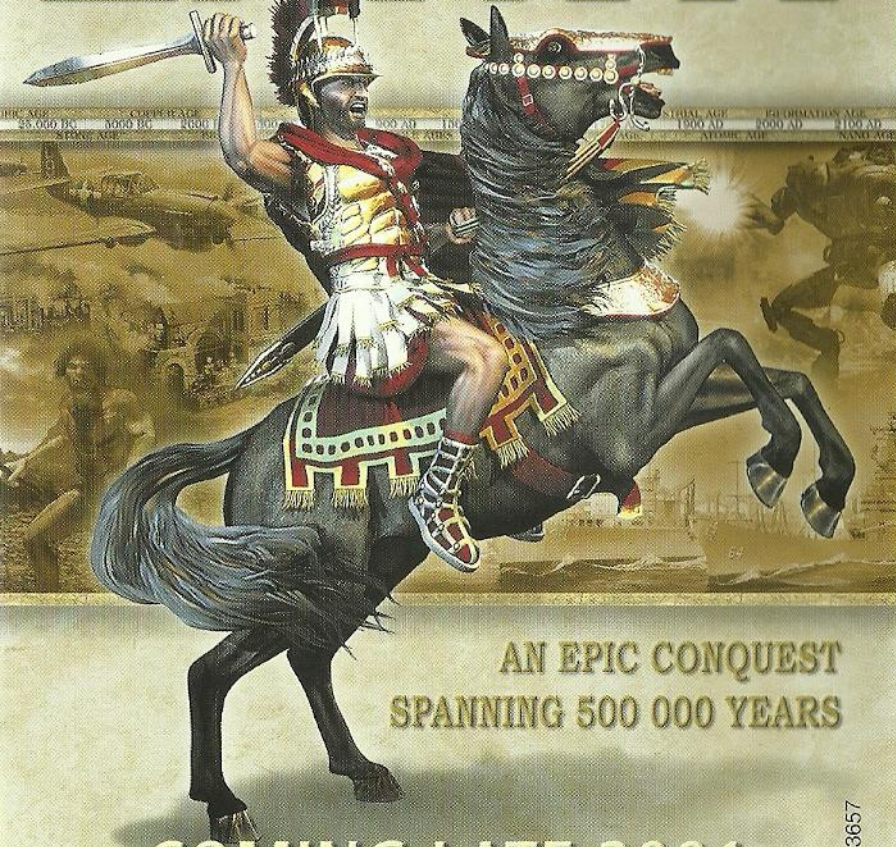


From Rick Goodman

EMPIRE EARTH



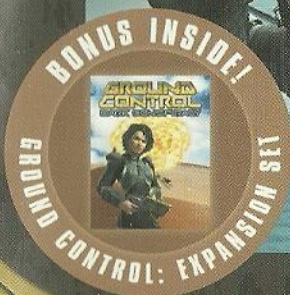
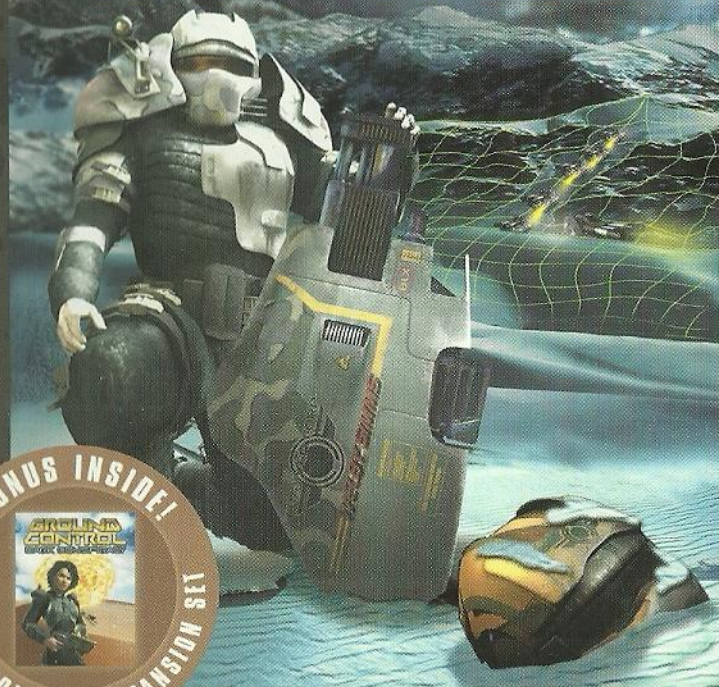
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GROUND CONTROL®



SUMMARY

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TECHNICAL SUPPORT : PAGE 4

INSTALLATION

Installing Ground Control

Crayven High Command recommends that you take the time to run Disk Defragmenter on the current hard drive before you install the game. Disk Defragmenter is activated via the Start button on the Windows taskbar in the [programs/accessories/system tools] group. Follow its instructions.

In order to install the GC-DCIS to your Command APC onboard computer safely, you need to insert the Ground Control CD into your CD-ROM and follow the instructions on the screen.

If no instructions shortly appear, double-click on the "my computer" icon on your desktop. Double-click on the CD-ROM drive icon. In the file window, double-click on the file icon of AUTORUN.EXE. Follow the instructions on screen.

Installing DirectX

The Ground Control Direct Command Interface System requires that you have Microsoft DirectX 7.0a or higher installed. During the installation your onboard system will be checked to see if you have correct drivers installed. Should you require new drivers, you will be asked if you would like to install DirectX 7.0a.

INSTALLING GROUND CONTROL: DARK CONSPIRACY

It is recommended that you run Disk Defragmenter on the current hard drive before you install the game. Disk Defragmenter is activated via the Start button on the Windows task bar in the [programs/accessories/system tools] group. Follow its instructions.

Insert the Ground Control: Dark Conspiracy disc into your CD-ROM drive.

Note: You must have the Original Ground Control game installed in order to install Ground Control: Dark Conspiracy. Ground Control: Dark Conspiracy will check for the original version and update it if necessary before proceeding with the installation of Ground Control: Dark Conspiracy.

If no instructions appear, double-click the "my computer" icon on your desktop. Double-click on the CD-ROM drive icon. In the file window, double click on the file icon AUTORUN.EXE. Follow the instructions on screen.

Installing DirectX 7.0a

Ground Control: Dark Conspiracy requires Microsoft DirectX 7.0a or higher to run properly. If you have the original game installed, you should have the latest version of DirectX already on your computer. There is also a copy of DirectX on the Ground Control: Dark Conspiracy CD, in case you wish to re-install.

SYSTEM REQUIREMENTS

Minimum System Requirements

The Ground Control Direct Command Interface System (GC-DCIS) requires that your Command APC onboard computer is equipped with:

Windows® 95/98/2000/ME
Pentium® 200 with Direct3D accelerator card or
Pentium II® 233 without 3D accelerator card
32 MB RAM
250 MB HD space
4x CD-ROM or higher
4 MB Video card or higher
DirectX 7.0a (on CD)
Windows® compatible sound card
Mouse, Keyboard

Recommended System Requirements

For maximum combat performance Crayven Tactical Military Operations recommend the following:

Pentium II® 333 MHz or better
64 MB RAM
3D accelerator card (Glide or Direct3D compatible)
450 MB HD Space

Customer Service / Technical Support

and 'Fax-back' service

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. This service will also allow you to

automatically receive by fax technical troubleshooting documents about the games you are having trouble with, even in the middle of the night! 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:

Vivendi Universal Interactive Publishing UK Ltd.
Customer Services / Mail Order / Tech Support Department
2 Beacontree Plaza
Gillette Way
Reading o Berkshire
RG2 0BS
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)

09063 63 62 61

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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Some states/jurisdiction do not allow limitation on duration of an implied warranty, so the above limitation may not apply to you.

In case you would like to exchange the product or refund you money, notably if the product is defective, please refer to the "Technical Support Policy" herein included.

TECHNICAL SUPPORT POLICY

Attention : The technical support will only be available for private use complying with the terms of the End User License Agreement attached to the Product and to which you have agreed. Consequently, the technical support will not, in any case, be available for commercial or professional use of the Product.

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



- 1 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.
- 2 A 90 day disk guarantee:** Any faulty disk replaced within 90 days (free of charge).

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Postcode

Country

Date of Birth

Email

Please tick the appropriate box

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☐ PC Win2000ME ☐ PC WinNT ☐ modem 56K ☐ cable modem ☐ ISDN ☐

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