

COMING SOON FROM EA GAMES™

IF ONLY FAMILY SECRETS REMAINED IN THE CLOSET...

ENTER A WORLD OF ARCAINE MAGIC, SUPERNATURAL MANIFESTATIONS, AND ANCIENT HORROR

Exiled from Ireland, Patrick Galloway has been banished from the land only he can save. As Patrick, you are pulled into the drama of the Covenants, a family whose morbid degeneration threatens the very fabric of reality.

- First-person horror game from the macabre mind of Clive Barker.
- Five terrifying quests—unravel the unnerving mystery of the Covenant family.
- An arsenal of firepower—from shotgun to supernatural weapons and spells.
- Vicious creatures haunt your every step.
- For a sneak preview, go to undying.ea.com.

CLIVE BARKER'S
UNDYING



© 2000 Electronic Arts Inc. Undying, EA GAMES and the EA GAMES logo are trademarks or registered of Electronic Arts Inc. in the U.S. and/or other countries. All rights reserved. EA GAMES is an Electronic Arts™ brand.



American McGee's **ALICE**

INSTALL & GAMEPLAY GUIDE



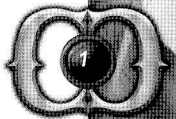


INSTALL AND GAMEPLAY GUIDE

CONTENTS

INSTALL GUIDE	2
SYSTEM REQUIREMENTS	2
DISK PREPARATION	2
DIRECTX™ NOTES	3
INSTALLING THE GAME	4
UNINSTALLING/RE-INSTALLING THE GAME	5
STARTING THE GAME	5
PROBLEMS WITH YOUR SOFTWARE?	5
GAMEPLAY GUIDE	12
WELCOME TO WONDERLAND	12
DEFAULT KEYBOARD CONTROLS	12
MAIN MENU	14
GAME SCREEN	15
LOADING/SAVING GAMES	16
TECHNICAL SUPPORT	17

This product has been rated by the Entertainment Software Rating Board.
For information about the ESRB rating, or to comment about the
appropriateness of the rating, please contact the ESRB at 1-800-771-3772.



INSTALL GUIDE

SYSTEM REQUIREMENTS

MINIMUM CONFIGURATION

- Windows® 95, Windows 98, or Windows ME (Windows NT and Windows 2000 are not supported)
- 400 MHz AMD® K6-2™ or Intel® Pentium® II processor
- 64 MB RAM
- 4x CD-ROM/DVD-ROM drive
- 600 MB free hard disk space plus space for saved games (additional space required for Windows swap-file and DirectX installation)
- 16 MB OpenGL capable video card with DirectX 7 compatible driver
- DirectX 7 compatible sound card
- Keyboard
- Mouse

RECOMMENDED


- 500 MHz or faster AMD Athlon™ or Intel Pentium III processor
- 128 MB RAM
- 8x or faster CD-ROM/DVD-ROM drive
- 620 MB free hard disk space plus space for saved games (additional space required for Windows swap-file and DirectX installation)
- 32 MB or greater OpenGL capable video card with DirectX 7 compatible driver

DISK PREPARATION


Before you install any software, it is critical that your hard drive be in proper working order. We recommend running ScanDisk, Disk Defragmenter, and Disk Cleanup.

ScanDisk searches your hard drive for lost allocation units as well as cross-linked files and directories. Disk Defragmenter ensures that your data is sorted properly. Failure to verify this may result in corrupt data. Disk Cleanup clears unnecessary files from your system freeing up disk space and preventing conflicts that might stop the game from installing correctly.


To run ScanDisk:

1. Left-click the  **Start** button from the Windows Taskbar. The Start menu opens.
2. From the Start menu, select **Run...**
3. In the Run dialog box, type **scandisk**, then click **OK**. ScanDisk opens.
- Make sure a check mark appears in the **Automatically fix errors** box, then select the drive to which you are installing the game (e.g., C:).
4. Click **START** to begin ScanDisk.

To run Disk Defragmenter:

1. Left-click the  **Start** button from the Windows Taskbar.
2. From the Start menu, select **Run...**
3. In the Run dialog box, type **defrag**, then click **OK**. The Select Drive dialog box appears.
- Select the drive to which you are installing the game.
4. Click **OK** to begin Disk Defragmenter.

To run Disk Cleanup (Windows 98 users only):

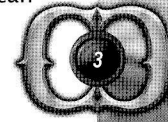
1. Left-click the  **Start** button from the Windows Taskbar.
2. From the Start menu, select **Run...**
3. In the Run dialog box, type **cleanmgr**, then click **OK**. The Select Drive dialog box appears.
4. Select the drive to which you are installing the game, then click **OK**. The Disk Cleanup window appears.
5. In the Files to delete: field, make sure a checkmark appears in the **Temporary files** box. If any other boxes are checked, uncheck them.
6. Click **OK** to begin Disk Cleanup.
- A prompt appears asking for verification to delete files. Click **YES**.

DIRECTX NOTES

DirectX is an Application Programming Interface that gives Windows based applications high-performance, real-time access to your hardware, while reducing the complexity of installing and configuring your hardware. This makes the DirectX API well suited for Windows games.

American McGee's Alice™ uses the DirectX 7 API (the latest iteration of DirectX at the time of release) and includes DirectX 7 files which you can install.

American McGee's



INSTALLING THE GAME

To install *American McGee's Alice*:

1. Start the Windows operating system.
2. Insert the *American McGee's Alice* **Disc 1** into your CD drive. The Game Setup screen appears.
NOTE: If the Game Setup screen does not appear automatically, click the **Start** button on your Windows taskbar, then click **Run....** At the Run dialog box, type **d:\autoplay**, then click **OK**. (If using Windows 95, type **d:\setup.exe** instead.) The Game Setup screen appears. (Substitute the appropriate drive if other than 'd:'.)
3. To begin installing, click **INSTALL ALICE**. The Welcome screen appears.
4. Click **Next**. When prompted, enter your registration number and proceed to the Choose Destination Locations screen appears.
 - The default install directory is **C:\Program Files\EA GAMES\American McGee's Alice**. To choose a different destination directory, click **Browse...**, select the desired directory, then click **Next**. The Setup Type screen appears.
5. Select **Typical** or Low Memory (64 MB RAM). Click **Next**. The Select Program Folder Screen appears.
6. Choose the destination folder in which you want *American McGee's Alice* to appear in the **Start** menu, then click **Next**. After you select whether or not to add a shortcut to your desktop, *American McGee's Alice* is copied to your hard drive.
 - This process takes a few minutes—it's a good time to read the Casebook that accompanies the game and get familiar with the *Alice* story, or review the gameplay section of this Install Guide to learn the how to play in Wonderland.
7. When prompted for Disc 2, insert *American McGee's Alice* **Disc 2**, then click **OK**. The install process completes.
8. When the installation process is done, the Completion screen appears, click **Finish**. You're ready to enter Wonderland (► *Starting the Game* on p. 5).

UNINSTALLING/RE-INSTALLING THE GAME

If the game did not install correctly the first time, re-install the game.

To uninstall *American McGee's Alice*:

1. Start the Windows operating system.
2. Insert *American McGee's Alice* **Disc 1** in your CD drive. The Game Setup screen appears.

NOTE: If the Setup screen does not automatically appear, click the **Start** button on your Windows taskbar, then click **Run....** At the Run dialog box, type **d:\autoplay**, then click **OK**. The Setup screen appears. (Substitute the appropriate drive if other than 'd:'.)

3. Click **UNINSTALL ALICE** to uninstall the game.

To re-install *American McGee's Alice*:

- After uninstalling the game, follow the steps listed in *Installing the Game* on p. 4 to re-install *American McGee's Alice*.

STARTING THE GAME

To start *American McGee's Alice*:

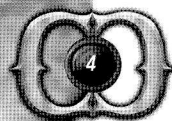
1. Start the Windows operating system.
2. Insert *American McGee's Alice* **Disc 2** in your CD drive.
3. Click the **Start** button on your Windows taskbar, then select **Programs>EA GAMES>American McGee's Alice>American McGee's Alice**. After the EA GAMES screen displays, the Main menu appears. (► *Main Menu* on p. 14.)

NOTE: For gameplay instructions, please see the *Gameplay Guide* on p. 12.

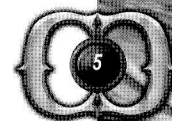
PROBLEMS WITH YOUR SOFTWARE?

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

- Please make sure you have read thoroughly the *System Requirements* and *Installing the Game* sections. It is essential that your system



American McGee's



meets the Minimum Configuration requirements for the game.

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


DIRECTX PROBLEMS

One of the most important aspects of trouble-shooting your system will be determining its compatibility with Microsoft's DirectX. There are two considerations to be made. First, you must be sure that you have DirectX 7 installed on your computer. Secondly, you must make sure that your existing hardware (your video and sound cards) has "drivers" that are *fully* compatible with DirectX 7. A "driver" is the software provided by your hardware manufacturer that allows your hardware to communicate with DirectX and Windows. It is essential that these video and sound drivers are fully up to date.

Two DirectX components, DirectDraw and DirectSound, may require updating your video card and sound card drivers respectively for proper operation of these components. Using video card and sound card drivers that do not support DirectX will result in display and audio problems in DirectX applications.

During DirectX installation, your video card and sound card drivers will be updated if necessary. The DirectX 7 files included with *American McGee's Alice* 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 support DirectX 7.

After installing DirectX 7, check to see if your video card and sound card drivers have DirectX support:

1. Click the  **Start** button on your Windows Taskbar, then click **Run....**
2. In the Run dialog box, type **dxdiag** then click **OK**.
3. Click on the Display and Sound tabs for the video and sound devices that you will be using to run the game.

The Drivers section of each tab displays the driver version number and whether or not your driver is Certified by Microsoft as supporting DirectX 7.

If the Certified field states "No" in this section, you must contact your manufacturer to obtain updated drivers that support DirectX 7.

If the Certified field states "Yes" in this section, your video card or sound card supports DirectX 7 and should work properly in DirectX 7 applications.


You will also want to be sure that the driver version number is 4.07.xx.xxxx or higher (for example: 4.10.00.0000 would be good, while 4.03.00.0000 would indicate that the driver needs to be updated.)

INSTALLING DIRECTX

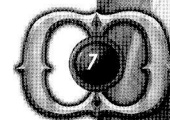
During the installation of *American McGee's Alice*, the install program checks your version of DirectX and prompts you to install it if necessary. However, if you wish to update to DirectX version 7 manually, please use the following steps.

IMPORTANT NOTE: During DirectX 7 installation, if you use a video card or sound card driver from your manufacturer that supports DirectX but is not yet Certified by Microsoft, you are prompted to replace the driver with a Certified driver. For **video cards**, we recommend **not** replacing your manufacturer's video card driver in this situation. Some manufacturers rely on their specific driver for functionality of their display utility programs. Replacing the manufacturer's driver with Microsoft's driver may disable the functionality of these utility programs.

To install DirectX:

1. Insert the *American McGee's Alice* **Disc 1** into your CD-ROM drive. Exit the Autorun menu if it appears.
2. Click the  **Start** button and select **Find > Files or Folders....** The Find dialog box appears.
3. In the **Named:** field, type **DXSETUP**.
4. In the **Look In:** field, **select the CD-ROM drive** (this is typically the D: drive, but may be different on your system.)
5. Click **Find Now**.
6. Double-click **DXSETUP** when it appears.
7. Click the **Reinstall DirectX** or **Install DirectX** button.
8. Follow the on-screen instructions.

American McGee's



CD PROBLEMS

A 4x-speed or faster CD-ROM drive is required to run *American McGee's Alice*.

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

- Make sure the appropriate CD is in the CD drive. A CD must be in the drive to install or run the game.
- Make sure the CD is not scratched or damaged.

CD-ROM PERFORMANCE PROBLEMS

- Make sure you are using a 32-bit native Windows driver to control your CD-ROM drive. To verify that you are using 32-bit CD-ROM drivers:
 - Click **Start > Settings > Control Panel**.
 - From the Control Panel, double-click **System**. The System Properties appear.
 - Click the **Performance** tab.
- If the Performance Status states that your system is configured for optimal performance, "you are using" 32-bit Windows native drivers and do not need to update them. If not, you may need to update your CD-ROM drivers.
- Do not use a DOS-based 16-bit driver to control your CD-ROM (loaded in CONFIG.SYS) as it may significantly reduce performance.

GENERAL CRASHES/LOCKUPS

In some cases, programs that are running on your system can monopolize resources that the game needs in order to install, load and run properly. Not all of these programs are immediately visible. There are a number of programs, called "background tasks", that are always running on your system.

IMPORTANT NOTE: While shutting down background tasks will optimize your system for running *American McGee's Alice*, these background tasks' features will be unavailable once shut down. Be sure to re-enable background tasks after playing *American McGee's Alice* by restarting your computer.

ANTI-VIRUS/CRASH GUARD PROGRAMS

If your system is running Anti-Virus or Crash Guard programs you will need to close or disable them to run *American McGee's Alice*. To do

this, find the icon for the program on the Windows taskbar. Right-click the icon and select "close", "disable", or the relevant option.

GENERAL BACKGROUND TASKS

Once Anti-Virus and Crash Guard programs have been disabled, you should end all unnecessary general background tasks. To view and close these background tasks:

1. Hold down the **Ctrl** and **Alt** keys, then tap the **Delete** key.
2. The Close Program window appears. Inside this window is a list of all background tasks running on your system.
 - It is important that you DO NOT CLOSE the background tasks named Explorer or Systray. All other background tasks may be ended.
3. To end a background task, click on its name in the list, then click the **End Task** button.
4. The Close Program window closes and the task is ended. Repeat until only Explorer and Systray remain.

It is important to remember that the next time you restart your computer all of the background tasks that you ended will reactivate.

VIDEO PROBLEMS

American McGee's Alice requires an Open GL supported video card capable of 640 x 480 resolution with 16-bit high-color (16 MB or more video memory).

NOTE: If your Windows display driver does not support DirectDraw, you may experience difficulties installing or running *American McGee's Alice*.

GENERAL VIDEO CARD INFORMATION

- During DirectX installation, the DirectX setup program attempts to install a display driver for your video card that supports DirectDraw. If your video card driver does not have DirectDraw support, the DirectX setup program attempts to replace your existing video card driver. In some cases, this may disable 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 are prompted to replace your current driver. In most cases, you should not replace your existing driver as it

American McGee's



may disable Manufacturer specific utilities for your video card. If you 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 7.0 video driver.

NOTE: See *DirectX Problems* on p. 6 for additional information.

3D ACCELERATOR TIPS

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

OPENGL AND GLSETUP NOTES

American McGee's Alice uses the OpenGL API for video rendering of the game.

GLSetup automatically detects your video card hardware and installs the appropriate OpenGL drivers for your card. GLSetup is included on *American McGee's Alice* Disc 1, and needs to be run separately prior to playing *American McGee's Alice*.

GLSetup only works with Windows 95/98 operating system. It does not work under Windows NT or Windows 2000. This utility is provided as a convenience for you to help minimize the difficulty in getting the accelerated 3D video portion of your game up and running smoothly. The following video chipsets are supported by the version of GLSetup (v1.0.0.117) included on your CD:

■ 3dfx™ Voodoo5™, 3dfx Voodoo3™, 3dfx Voodoo Banshee™, NVIDIA® GeForce2™, NVIDIA GeForce 256™, NVIDIA TNT2™, NVIDIA TNT™, NVIDIA Quadro2™, NVIDIA Quadro™, ATI® Radeon™, ATI Rage 128 Pro Maxx™, ATI Rage 128 Pro™, ATI Rage 128™, S3 Savage 2000™, S3 Savage4™, MATROX® MGA-6400™, and 3DLabs Permedia 3™

GLSETUP INSTALLATION

If you are experiencing video issues, have one of the supported cards and you are running Windows 95/98, then you should run GLSetup.

- To install GLSetup, run 'D:\glsetup' from Disc 1. Once this is complete and you have the game installed, you are ready to play. (*Substitute the appropriate drive if other than 'd:'.*)
- If you would like to check on more recent updates and information regarding GLSetup, visit www.glsetup.com.

MEMORY PROBLEMS

American McGee's Alice requires at least 64 MB RAM and Virtual Memory ENABLED. We advise letting Windows manage the amount of virtual memory automatically (the default setting) and having at *least* 50 MB free hard disk space after installation.

SOUND PROBLEMS

American McGee's Alice 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. In this case, we recommend obtaining updated drivers from your sound card manufacturer.

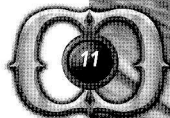
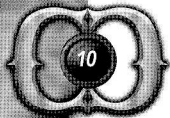
INSTALLED SOUND CARD, BUT THERE IS NO SOUND

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

GENERAL SOUND CARD INFORMATION

- During DirectX installation, the DirectX setup program attempts to install a driver for your sound card that has DirectSound support. 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 DirectX 7.0 DirectSound drivers are not available for your sound card.

NOTE: See *DirectX Problems* on p. 6 additoinal information.



GAMEPLAY GUIDE

WELCOME TO WONDERLAND

When you first drop into Wonderland, look for the Cheshire Cat. He'll set you on the proper path.

Take some time to familiarize yourself with the basic moves—learn to stretch your legs so to speak—and become acquainted with your toys.

In addition to the Cheshire Cat, there will be some other benign creatures along the way. Not every creature is loyal to the Queen, so be on the lookout for a helping hand.

You've dropped into a dark dream. What are you going to do to find your way out of it?

DEFAULT KEYBOARD CONTROLS

MAIN MENU

ACTION

Activate highlighted item

KEYBOARD

Left-click

GAMEPLAY

ACTION

KEYBOARD

General Gameplay

Look

Mouse

Move forward/backward

W / **S**

Strafe left/right (side-step)

A / **D**

- Use the same movement keys whether running, swimming, or swinging from vines.

Turn left/right

← / →

Jump, swim up, jump off vines

Spacebar

Climb down vines

F

Camera look

TAB

Walk

Hold down **SHIFT** while moving forward

Use item (for opening doors, activating levers, climbing up vines, etc.)

ENTER

Summon Cheshire Cat

C

Pause game (Go to Main menu)

ESC

Pause game (Press again to resume)

Pause

Quickload

F1

Quicksave

F4

Toys

Primary attack

Left mouse button

Secondary attack

Right mouse button

Cycle toys (forward/backward)

[/ **]** (Brackets)

Vorpall Blade

1

Cards

2

Mallet

3

Jackbomb

4

Iceward

5

Jacks

6

Demon Dice

7

Eyestaff

8

Blunderbuss

9

Deadtime Watch

0

- You can't use a toy until you find it. The first toy you should find is the Vorpall Blade.

- For additional gameplay information, go to **Start>American McGee's Alice>Gameplay Help**.

Note: Go to the Settings Option from the Main menu to customize your gameplay controls.

American McGee's



MAIN MENU

Whenever you start the game, the Main menu appears.

NEW GAME

Select this option to begin an introductory sequence. This will lead you to Wonderland.

LOAD•SAVE

If you saved a previous game, click here to go to the Load, Save, Delete screen. (For more info, ► *Loading/Saving Games* on p. 16.)

LOAD

Load a previously saved game.

SAVE

Save a game and return to play later.

DELETE

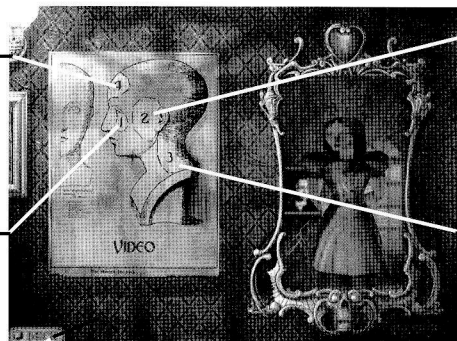
Remove a saved game.

SETTINGS

Customize your game options, and audio, video, and control settings.

GAME OPTIONS:
INVERT YOUR MOUSE
CONTROL AND SET
OTHER GAMEPLAY
OPTIONS.

VIDEO: ADJUST
VIDEO OPTIONS SUCH
AS RESOLUTION,
COLOR DEPTH, AND
MORE.



AUDIO: ADJUST
AUDIO OPTIONS
SUCH AS MUSIC
VOLUME, SELECT
YOUR SPEAKER TYPE,
AND MORE.

CONTROL:
RECONFIGURE YOUR
CONTROLS. (DEFAULT
CONTROLS ARE
LISTED ON P. 12).

- ♦ To customize your controls from the Settings menu, double-click the control you want to change, then press any key. That key becomes your control for the selected action. When finished customizing your controls, select RETURN to save them. (Select RESET to return to the default controls.)

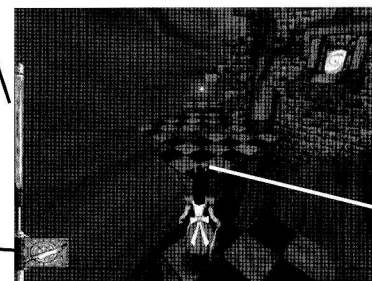
QUIT

Exit the game or view game credits.

GAME SCREEN

LEVEL OF SANITY: THE
RED METER ON THE LEFT
INDICATES ALICE'S LEVEL
OF SANITY. IF THE SANITY
METER EMPTIES, YOUR
QUEST IN WONDERLAND
HAS REACHED A BITTER
CONCLUSION.

CURRENT TOY: A
PLACARD SWINGS OUT
INDICATING THE TOY ALICE
IS CURRENTLY PLAYING
WITH (IF ANY).



STRENGTH OF WILL: THE
BLUE METER ON THE
RIGHT INDICATES THE
STRENGTH OF ALICE'S
WILL. THE STRONGER HER
WILL, THE MORE
POWERFUL HER TOYS.

FOOTPRINTS: INDICATE
ALICE'S LANDING SPOT
WHEN JUMPING FORWARD
FROM A STATIONARY
POSITION.

- The Cheshire Cat is Alice's guide, though his assistance may be enigmatic. Press [C] to hear his advice.
- Meta-essence: When Alice disposes of an opponent, its meta-essence is released into the environment. Pick it up before it disappears.

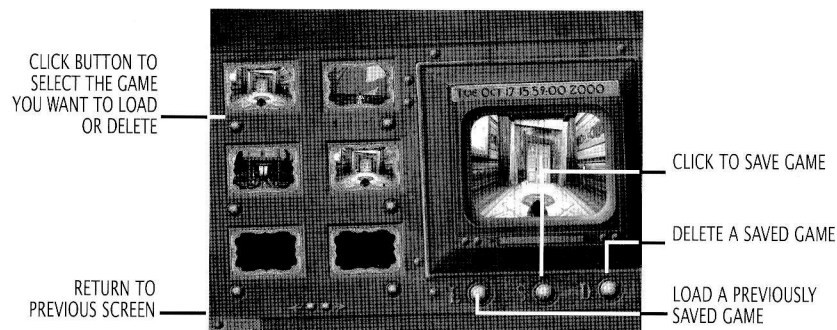
American McGee's



LOADING/SAVING GAMES

The Load•Save Game screen, available from the Main menu, allows you to manage your gameplay files.

LOAD•SAVE GAME SCREEN



To save a game:

1. Press **[ESC]** at any point during gameplay. The Main menu appears.
2. Select LOAD•SAVE GAME. Your current game appears in the large screen on the right.
3. Click **S** under the screen. Your game is saved with all other saved games in the bank of smaller screens.

NOTE: *American McGee's Alice* does not limit the number of saved games you can store on your hard drive. Thus, it is a good practice to occasionally delete your unwanted saved games to prevent using up too much hard disk space.

To load a game:

1. Select LOAD•SAVE GAME from the Main menu.
2. Highlight the saved game you want to load, then click **L** to load your game.

To delete a saved game:

1. Select Load•Save game from the Main menu.
2. Highlight the saved game you want to delete, then click **D**. The game is deleted.

TECHNICAL SUPPORT

American McGee's Alice includes an EA Help file that provides solutions and answers to the most common difficulties and questions about how to properly use this product.

To access the Help file, click the **EA Help** button on the Autorun launcher. The Help file contains a utility that allows you 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 located on page 2 of the Welcome screen.

TROUBLESHOOTING DOCUMENTS ONLINE!

Electronic Arts Product Support now 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://techsupport.ea.com>

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://techsupport.ea.com>)

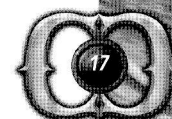
Abbreviated versions of these guides are included in the Help file on the CD for your convenience.

If you have trouble with *American McGee's Alice*, our Technical Support Department can help. Our web site contains up-to-date information on the most common difficulties with our products. This is the same information our product support technicians use to troubleshoot your performance issues. We keep the product support pages updated on a daily basis, so please check here first for no-wait solutions:

<http://techsupport.ea.com>



American McGee's



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 **EA Help** button on the Autorun launcher and then click the **Contact Tech Support** button located on page 2 of the Help guide's Welcome screen.

If you need to talk to someone immediately, call us at (650) 628-8468 Monday through Friday between 8:30-11:45 AM or 1:00-4:30 PM, Pacific Standard Time. **Please have the support 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) 628-8468. You must call EA's HINTS & INFORMATION HOTLINE for hints, tips, or codes.**

HOW TO REACH US BY FAX OR MAIL

EA Tech Support Fax: (650) 628-5999.

Electronic Arts Technical Support

P.O. Box 9025

Redwood City, CA 94063-9025

HOW TO REACH US ONLINE

E-MAIL: support@ea.com

WARRANTY INQUIRIES: warranty@ea.com

WORLD WIDE WEB: Access our Web Site at <http://techsupport.ea.com>

FTP: 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.

P.O. Box 432

Southport Qld 4215, Australia

In the **United Kingdom**, contact:

Electronic Arts Ltd.

P.O. Box 181

Chertsey, KT16 0YL, UK

Phone (0870) 2432435

In **Australia**: For Technical Support and Game Hints and Tips, phone the EA HOTLINE: 1 902 261 600 (95 cents per min.) CTS 7 days a week 10 AM-8 PM.

If you are under 18 years of age parental consent required.

If you are under 18, be sure to get a parent's permission before calling. Hotline

requires a touch-tone telephone. Call length determined by user; average length is four minutes. Messages subject to change without notice.

NEED A HINT? Call EA's HINTS & INFORMATION HOTLINE for recorded hints, tips, and passwords 24 hours a day, 7 days a week!

In the US, dial 900-288-HINT (4468). 95c per minute.

In CANADA, dial 900-451-4873. \$1.15 (Canadian) per minute.

If you are under 18, be sure to get a parent's permission before calling. Hotline requires a touch-tone telephone. Call length determined by user; average length is four minutes. Messages subject to change without notice.

WARRANTY

ELECTRONIC ARTS LIMITED WARRANTY

Electronic Arts ("EA") warrants to the original purchaser that this product is free from defects in materials and workmanship for a period of 90 days from the date of purchase. Electronic Arts is not liable for any losses or damages of any kind resulting from the use of this product. If the product is found to be defective within the 90-day warranty period, Electronic Arts agrees to repair or replace the product at its option free of charge.

This warranty shall not be applicable and shall be void if the defect in the product is found to be as a result of abuse, unreasonable use, mistreatment or neglect.

LIMITATIONS

This warranty is in place of all other warranties and no other representations or claims of any nature shall be binding on or obligate Electronic Arts. Any implied warranties applicable to this product, including warranties of merchantability and fitness for a particular purpose, are limited to 90-day period described above. In no event will Electronic Arts be liable for any special, incidental, or consequential damages resulting from possession, use, or malfunction of this Electronic Arts software product.

Some states do not allow limitation as to how long an implied warranty lasts and/or exclusions or limitations of incidental or consequential damages so the above limitations and/or exclusions of liability may not apply to you. This warranty gives you specific rights, and you may also have other rights that vary from state to state.

RETURNS WITHIN 90-DAY WARRANTY PERIOD—Please return the product along with a copy of the original sales receipt, showing the date of purchase, a

brief description of the difficulty you are experiencing including your name, address, and phone number to the address below. If the product was damaged through misuse or accident, this 90-day warranty is rendered void and you will need to follow the instructions for returns after the 90-day warranty period.

We strongly recommend that you send your product using a delivery method that is traceable. Electronic Arts is not responsible for products not in its possession..

RETURNS AFTER THE 90-DAY WARRANTY PERIOD—Please return the product along with a check or money order for \$7.50 made payable to Electronic Arts, a brief description of the difficulty you are experiencing including your name, address, and phone number to the address below.

We stongly recommend that you send your product using a delivery method that is traceable. Electronic Arts is not responsible for products not in its possession.

Electronic Arts Customer Warranty

P.O. Box 9025

Redwood City, California 94063-9025

If you have warranty questions, you can also contact Customer Warranty via e-mail at warranty@ea.com or by phone at (650) 628-1900.

NOTICE

Electronic Arts reserves the right to make improvements in the product described in this manual at any time and without notice.

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 Electronic Arts.

Software and Documentation © 2000 Electronic Arts Inc. All rights reserved. Portions © 2000 Rogue Entertainment, Inc. All rights reserved. This product contains software technology licensed from Id Software, Inc. Id Technology © 2000 Id Software, Inc. All rights reserved.

Electronic Arts, EA GAMES, the EA GAMES logo, and American McGee's Alice are trademarks or registered trademarks of Electronic Arts in the U.S. and/or other countries. The Rogue Entertainment logo is a trademark of Rogue Entertainment, Inc.

Special Thanks to Ritual Entertainment.

EA GAMES™ is an Electronic Arts™ brand.

All other trademarks are the property of their respective owners.

