ROGUE TROOPER™

PC
DVD-ROM
SOFTWARE

REBELLION

eidos

EPILEPSY WARNING

A very small percentage of individuals may experience epileptic seizures when exposed to certain light patterns or flashing lights. Exposure to certain patterns or backgrounds on a television screen or while playing video games may induce an epileptic seizure in these individuals. Certain conditions may induce previously undetected epileptic symptoms even in persons who have no history of prior seizures or epilepsy. If you, or anyone in your family, has an epileptic condition, consult your physician prior to playing. If you experience any of the following while playing a video game — dizziness, altered vision, eye or muscle twitches, loss of awareness, disorientation, any involuntary movement, or convulsions — IMMEDIATELY discontinue use and consult a physician before resuming play.

PRECAUTIONS TO TAKE DURING USE

- This game disc is intended for use exclusively on Windows®-based systems with the minimum configurations specified on the system requirements of the game purchased.
- Do not sit too close to the screen. Sit a good distance away from the monitor, as far away as the length of the cable allows.
- Avoid playing if you are tired or have not had much sleep.
- Make sure that the room in which you are playing is well lit.
- Rest for at least 10 to 15 minutes per hour while playing a video game.

HANDLING YOUR GAME DISC

- Avoid bending the disc. Do not touch, smudge or scratch its surface.
- Do not leave the disc in direct sunlight or near a radiator or other source of heat.
- Take occasional rest breaks during extended play.
- Always store the disc in its protective case.

ESRB RATING

This product has been rated *T* for *Teen* 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 www.esrb.org.

contents

Nu Earth is a hellish, nightmare planet ravaged by war. The planet's atmosphere is deadly to inhale, devoid of life, and poisoned by repeated chemical attacks.

But the planet is close to a vital wormhole in space, a fact that has dragged its two rival factions — the Norts and the Southers — into a never-ending war. Now Nu Earth is a toxic, hell-blasted rock where millions of soldiers in bio-suits wage bloody battles and die by the millions. Nu Earth is too important to lose. Not an inch of ground can be lost!

Here is where the legend of ROGUE TROOPER was born. Created by Souther forces, ROGUE TROOPER is the sole surviving example of the Genetic Infantrymen: a regiment of soldiers grown in vats and bio-engineered to be the perfect killing machines.

Complete with protective blue skin and the ability to breathe the venomous atmosphere, the Genetic Infantrymen (GI) became renowned figures on both sides of the conflict.

Moreover, the mind and soul of the GI could be downloaded onto a silicone chip in case of a mortal wound on the battlefield. Once downloaded, the bio-chip could then be slotted into special equipment and preserved until the soldier could grace a newly grown body.

Betrayed by a general in their own high command, almost the entire regiment of GIs were wiped out in the Quartz Zone Massacre. The sole survivor managed to save just three bio-chips from his former comrades and slot them into his gun, helmet and back pack.

Now he is a loner with just the disembodied personalities of his comrades for company...

...roaming the chemical wasteland in search of revenge...

...the ROGUE TROOPER!

INSTALLING/UNINSTALLING THE GAME

To install **ROGUE TROOPER**, insert the game disc into your DVD-ROM drive. Then:

► *If your computer has the Autorun option enabled, the* **ROGUE TROOPER** *Autorun program will automatically launch. Choose* **Install** *from the from the Autorun program to install* **ROGUE TROOPER** *onto your PC's hard drive.*

► *If Autorun is disabled, right-click your PC's DVD-ROM drive icon and choose* **Explore**. *Double-click* **autorun.exe**. *The* **ROGUE TROOPER** *installation process will begin.*

To run **ROGUE TROOPER** on your PC you will need to have DirectX 9 installed. To do that:

► *Select* **Install DirectX 9** *from the* **ROGUE TROOPER** *Autorun program.*

   - OR -

► *Right-click on your PC's DVD-ROM drive icon and choose* **Explore**. *Open the* **DirectX9** *folder and double-click on* **dxsetup.exe**.

To uninstall **ROGUE TROOPER**:

► *From your desktop, select* **Uninstall** *from the* **Rogue Trooper** *section of the* **Windows Start Menu**.

   - OR -

► *From your desktop, select* **Start** ⇨ **Control Panel** ⇨ **Remove Programs** ⇨ **Remove Rogue Trooper**.

RUNNING ROGUE TROOPER

To run **ROGUE TROOPER** after installation:

► *Double-click the* **Rogue Trooper** *icon on your computer's desktop (if you chose this option when* **ROGUE TROOPER** *was installed).*

   - OR -

► *From the desktop, select* **Start** ⇨ **Programs** ⇨ **Eidos** ⇨ **Rogue Trooper**.

   - OR -

► *Insert the* **ROGUE TROOPER** *DVD into your PC's DVD drive.*

   If the Autorun option is enabled, the **ROGUE TROOPER** *Autorun program will automatically launch. Select* **Play** *to run the game.*

   If Autorun is disabled, right-click your PC's DVD-ROM drive icon and choose **Explore**. *Double-click* **autorun.exe**. *Select* **Play** *to run the game.*

CHARACTER MOVEMENT

Move forward/back	**W/S**
Look/Aim	**mouse**
Strafe left/right	**A/D**
Crouch	**Left Ctrl** *(default; see page 8)*
Dive/Jump	**spacebar**
Cover Mode	**Left Shift** *(default; see page 8)*
Talk/Interaction/Climb	**E**

COMBAT

Fire	**left mouse button**
Toggle Primary/Secondary Fire	**mouse wheel**
Next weapon	**R**
Sniper Scope	**right mouse button**
Throw Grenade	**F**
Micro-mine *To enter Mine Aim mode, hold **Q**, move the cursor with **W/S**, press **Q** again to project, press and hold **Q** to detonate.*	Drop: **Q** Project: Hold **Q** Detonate: Press and hold **Q**

QUICK WEAPON SELECT

Gunnar	**1**
Pistol	**2**
Shotgun	**3**
Mortar	**4**
Beam Rifle	**5**
Sammy	**6**
Frag Grenade	**7**
Sticky bomb	**8**
Scrambler Grenade	**9**
Incendiary Grenade	**0**

INVENTORY

Map/Salvage/Upgrade screen	**Tab**
Select Underslung	**mouse wheel**
Select Grenade	**G**
Medi-pak	**B**
Bio-chip menu	**Caps Lock**

MENU CONTROLS

Pause/In-game options	**Esc**
Cycle through options	**↑ / ↓ cursor keys or mouse**
Change option setting	**← / → cursor keys**
Confirm/Next menu	**left mouse button**
Cancel/Previous menu	**Esc**

Rogue Trooper is assisted by three computer bio-chips, each containing the unique personality of one of his dead friends: **Helm**, **Gunnar**, and **Bagman.** Each bio-chip personality offers Rogue tactical guidance and physical options, creating a dominating team with the ability to fight its way across Nu Earth.

HELM

- ► *Stored in Rogue's helmet.*
- ► *Offers tactical advice.*
- ► *Updates on-screen radar.*
- ► *Can be used to create distractions for the Norts.*

GUNNAR

- ► *Stored in Rogue's gun.*
- ► *Offers assistance with shooting accuracy.*
- ► *Underslung unit can be fitted with different ammo types.*
- ► *Can be deployed in the field as an Automated Sentry Gun (ASG).*

BAGMAN

- ► *Stored in Rogue's backpack.*
- ► *Manufactures any type of ammo and health paks collected from salvage points around the battlefields.*
- ► *Turns blueprints into upgrades for the entire range of equipment.*

After starting **ROGUE TROOPER**, you'll proceed to the Profile screen. If this is your first time playing the game, create a new profile by selecting **Create New Profile** (using the controls on *page 5*).

Select a profile slot, then enter a profile name of your choice via the keyboard. When you're finished, press **Enter** or click the **left mouse button** on **End** to return to the Main Menu.

Use the controls to navigate around the Main Menu and its options.

SINGLE PLAYER

- ► **New Game** — *Begin a* **ROGUE TROOPER™** *Single Player campaign. This option is default if no saved game is available.*
- ► **Continue Game** — *Proceed from your last save point on your profile.*
- ► **Select Level** — *Replay any level already completed.*
- ► **Cheats** — *Select Cheats that are unlocked as you progress through the game.*

MULTIPLAYER

- ► **Offline** — *Select* **Offline** *to play Multiplayer mode as a Single Player game. (See* **Multiplayer Mode** *starting on page 17.)*
- ► **LAN** — *Choose to host a game or join a game played over a Local Area Network. From 2 to 4 players can play Multiplayer mode via a LAN. Select* **Host** *to go to the Lobby to set up a game. Select* **Join** *to connect to a game hosted by another player.*
- ► **Online** — *The game connects to the Internet via the Gamespy network. Select* **Online,** *connect to one of the rooms, choose a game to join or create and host your own. (Turn to page 17 for more information.)*

PLAYER SETUP

Choose the character you want to play as, and the Underslung you want to use. *(See page 17 for descriptions of character types.)*

- ► **Player 1 Skin** — *Use the controls to adjust the attributes of Player 1's character.*
- ► **Player 2 Skin** — *Adjust the attributes of Player 2's character.*

OPTIONS

Adjust a range of game settings. *(See page 8.)*

PROFILE

Edit your Profile info using the **Change Profile**, **Rename Profile** and **Delete Profile** options.

EXTRAS

Collect the required amount of salvage to unlock new content that you can view in the Extras menu, including

► **Credits**
► **Cinematics**
► **Nu Earth Encyclopaedia** – *Point-and-click to select an option and browse info about Nu Earth.*

options

You can access the Options menu from either the Main Menu or the Pause menu (press **Esc** in-game).

ADJUST CONTROLS

► **Configure Controls** — *Select a control configuration.*
► **Invert Up/Down** — *Invert the effect of the mouse's vertical movement.*
► **Invert Left/Right** — *Invert the effect of the mouse's horizontal movement.*
► **Invert Walk Axis** — *Invert the walk axis (turn on/off).*
► **Invert Strafe Axis** — *Invert the strafe axis (turn on/off).*
► **Horizontal Sensitivity** — *Adjust the left/right look sensitivity.*
► **Vertical Sensitivity** — *Adjust the up/down look sensitivity.*
► **Toggle Crouch** — *Set the Crouch control either to holding down* **Left Ctrl** *to remain crouched, or to tapping the key to toggle crouch/stand up.*
► **Toggle Cover** — *Set the Cover control either to holding down* **Left Shift** *to remain in cover, or to tapping the key to toggle cover/no cover.*
► **Lookspring** — *Toggle auto-centering your viewpoint on/off.*

SOUND

► **SFX Volume** — *Adjust the volume of the game's sound effects.*
► **Music Volume** — *Select the game's music volume.*
► **Subtitles** — *Turn in-game subtitles on/off.*
► **Chip Speech Level** — *Choose the frequency of bio-chip talk:* **Essential** *or* **All**.

SCREEN SETUP

► **HUD Opacity** — *Adjusts the brightness of the HUD display.*
► **Enable Hints** — *Turn in-game hints on/off.*
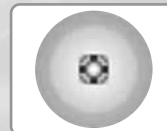► **Enable Gore** — *Turn gore on/off.*

ADVANCED OPTIONS

► **Screen Resolution** — *Select the screen resolution suitable for your graphics card.*
► **Widescreen Mode** — *Select* **On** *to enable a widescreen 16:9 aspect ratio image.*
► **Texture Detail** — *Choose from* **Very Low, Low, Medium** *and* **High**.
► **Shadows** — *Turn on/off.*
► **Trilinear filtering** — *Turn on/off.*
► **Antialiasing** — *Turn on/off.*
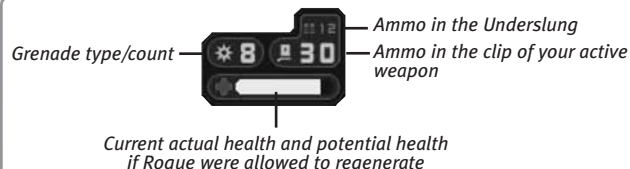► **Texture Anisotropy** — *Set level by left-clicking* **+** *or* **-** .

RETICLE

HUD

Use the reticle to aim a weapon.

► *The reticle turns red when over a hostile; green when over a friendly.*
► *The shape of the reticle changes according to the weapon selected.*
► *The reticle visually indicates a headshot and an air tank shot.*

PRIMARY WEAPONS DISPLAY

Grenade type/count

Ammo in the Underslung
Ammo in the clip of your active weapon

Current actual health and potential health if Rogue were allowed to regenerate

SECONDARY WEAPONS MENU

Use the **mouse wheel** to display the Secondary Weapons Select tab above the Primary Weapons Display. Continue moving the **mouse wheel** to cycle through the available secondary weapons.

► *Help text to the left ID's the selected weapon.*
► *Click the* **left mouse button** *to activate a weapon instantly.*
► *A newly selected item becomes the focused weapon.*
► *You can also select the Pistol from this menu.*
► *Press* **Esc** *to exit the menu.*

SHOTGUN

GRENADE MENU

Functions similar to the Secondary Weapons Menu. Press **G** to display the Grenade tab next to the Primary Weapons Display.

► *Help text centered above the tab ID's the selected grenade.*
► *Click the* **left mouse button** *to activate a grenade instantly.*
► *Press* **Esc** *to exit the menu.*

RADAR/COMPASS

The radar shows all units in the radar radius. More accurate information becomes available as you progress through the Single Player campaign. Enemies above Rogue Trooper appear as triangles. The radar also indicates when an enemy is alert and what direction the enemy is looking in.

BIO-CHIPS

Bio-chips offer invaluable advice. When one of the bio-chips talks to Rogue, that personality's portrait appears in the bottom right of the HUD.

INFORMATION

► *Important info appears in the center of the screen. After absorbing the info, press* **E** *to continue play.*
► *Hints appear at the top left of the screen.*
► *When an objective is completed or a checkpoint reached, a notification appears above the radar.*

DIGIPAD MENU

Press **Tab** to activate the Digipad menu. Move the **mouse** to cycle through the Digimap, Salvage/Manufacture and Upgrade screens.

DIGIMAP

Displays Rogue's objectives next to a map of the level.

SALVAGE/MANUFACTURE

Collect salvage from defeated Norts. Bagman can transform it into ammo and items on the Manufacture screen.

► *Move the* **mouse** *to highlight an item and click the* **left mouse button** *to manufacture it.*
► *Click the* **right mouse button** *to manufacture the maximum number of units allowed of the item.*
► *If an item is classified, it is not yet available for manufacture.*

UPGRADE

Throughout the game, opportunities will arise to upgrade items in the inventory. Check the Summary screen for information on new upgrade availability. You must collect the right amount of salvage to upgrade an item.

► *Move the* **mouse** *to highlight an item and click the* **left mouse button** *to upgrade it.*

BIO-CHIPS PETAL MENU

Press **Caps Lock** to activate the Bio-chips petal menu. The game pauses while you're using the menu.

► *Each item on the menu is both labeled and shown as an icon.*
► *Use the* **cursor keys** *or* **W, S, A, D** *to select items and activate them immediately.*
► *Press* **Esc** *to exit the menu.*

CROUCH/STEALTH MODE

Press **Left Ctrl** to enter Crouch/Stealth mode.

► *In this mode, Rogue makes less noise and his chance of being detected is lessened.*

COVER

Press and hold **Left Shift** to take cover behind an object. (Most objects on Nu Earth can be used for cover.)

► *While taking cover, press **A** or **D** to move Rogue along the edge of the object.*
► *To leave cover, press **Left Shift** again.*

PEEK & FIRE

When taking cover, Rogue can peek-and-fire around or over edges. An icon on the HUD displays which peek directions are available.

► *Press and hold the **left mouse button** to jump out and fire. Release the button to return to cover.*

BLIND FIRE

From a cover position, Rogue can fire blindly by pressing **E**, forcing the enemy into a defensive position.

SILENT KILL

If an enemy is unaware of Rogue's presence, you can approach your potential victim from behind for a silent kill.

► *Use Crouch to sneak up behind an enemy*
► *Press **E** to execute the kill.*

SILENCED WEAPONS

Using Gunnar's silencer, Rogue can shoot and take out the enemy quietly and efficiently without alerting other Norts to the gunfire.

GUNNAR DEPLOYMENT

Rogue can place Gunnar on the ground to apply suppressing fire to the enemy.

► *Select **Sentry Gun** from the Bio-chips menu, choose the location, and click the **left mouse button** to place Gunnar.*
► *To activate Gunnar, either press the **middle mouse button** or select **Activate Gunnar** from the Bio-chips menu.*
► *To collect Gunnar, return to his location and press **E**.*

GI RIFLE

Specialized troops require specialized equipment, and Genetic Infantrymen are equipped with the most versatile weapon on Nu Earth — the GI rifle.

SCOPE

Turning the GI rifle into a precision sniper rifle is as simple as putting the scope to your eye. Automatic sensors detect and load the high-caliber armor-piercing rounds. To ensure the shot is held steady, a gyro-stabilizer is available.

UNIVERSAL ADAPTOR ATTACHMENTS

Under the main barrel of the GI rifle lies the Universal Adaptor, the key to its supremacy in battle. The UA allows a multitude of secondary weapons to be attached and activated at the press of a key.

SHOTGUN

Designed for close encounters with multiple enemies, the shotgun attachment sprays high-velocity pellets out in a cone-shaped array.

FRAGMENT MORTAR

A medium-range cluster weapon. The mortar fires out in a spreading array towards its target, bursting into fragments at the top of its flight arc. Each fragment then rains down and detonates on impact, creating a widespread blanket of damage.

SAMMY LAUNCHER

A medium-to-long range missile weapon, the Sammy works by first acquiring a lock on the target's heat signature, then using that to home in. Once locked-on, a Sammy cannot be shaken.

BEAM RIFLE

A close-range electrical weapon, daisy-chaining to any nearby target.

EMPLACEMENT & HEAVY DUTY WEAPONS

MACHINE GUN

Good rate of fire but prone to overheating.

FLAK CANNON

Designed for taking down aerial threats, the flak cannon fires a fast-moving projectile that detonates either on impact or at a preset altitude, creating a cloud of debris that damages anything flying nearby.

HELL CANNON

Large fireball plasma bolt used for distant attacks against large battalions.

LAZOOKA

A large-targeted mortar, the lazooka round slowly climbs to its desired altitude, then quickly homes in on its target, causing massive damage.

GRENADES & EXPLOSIVES

GRENADES

Press **F** to quickly throw a grenade. For a more accurate throw, press and hold **F** and then press **W, A, S** or **D** to move the aiming arc. Press **F** again or click the **left mouse button** to throw the grenade, or press **Esc** to cancel.

- ► **FRAG** — *Standard issue explosive fragmentation grenade.*
- ► **STICKY** — *Magnetic grenade attaches to any moving object before exploding.*
- ► **SCRAMBLER** — *Disrupts electrical equipment such as sensors and radios.*
- ► **INCENDIARY** — *Plasma fire grenade.*

MICRO-MINES

Micro-mines can be detonated when the micro-mine icon is displayed.

- ► *Press **Q** to drop a micro-mine. You can also project a mine forward by holding down **Q**.*
- ► *The mine has a proximity trigger that detonates when an enemy gets close. Alternately, press and hold **Q** to detonate the mine.*
- ► *Use **W, A, S,** and **D** to move the aiming arc.*

ITEMS

MEDI-PAK

Press **B** to use a medi-pak to regenerate Rogue's health. A health boost from Bagman restores 50% of Rogue's health: 20% immediately with an additional 30% (up to full) over time.


From the vicious rogue nations of Nordland comes the Nort Army, made up of small, highly skilled teams, each with a sergeant and a small number of deadly infantry.

NORT TROOPS

SERGEANT

Co-ordinating each team, the Sergeant hangs back in a battle, initiating full engagement only if his team is compromised. With better armor and a more powerful weapon than the Infantryman, the Sergeant poses a significant threat.
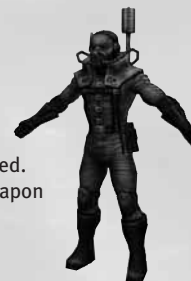
INFANTRYMAN

He is the grunt of the Nordland Army, outfitted with a basic breathing apparatus commonly known to explode when pierced. Because the Infantryman is saddled with a visor that barely allows visibility and a weapon that often jams when fired, it's possible to believe that the Nordland Generals almost want their infantry to die.

the norts

NORT VEHICLES

HOPPA

Since Nu Earth is a large planet, it takes advanced technology to efficiently move troops around it. Flying vehicles known as Hoppas are used to get extra troops quickly to the front line. Artillery-based flying vehicles are also rumored to exist.

DRILL PROBE

Treating its troops kindly is not something the Nordland Army does well. The best example of this is the Drill Probe. Essentially a small metallic chamber with a large drill on the front, these "vehicles" are used to deploy troops behind enemy lines. The drill erupts from the ground, then protects emerging troops with machine gun blisters. Once the troops are deployed, the driver drills the probe back underground to collect another team.

ROGUE TROOPER uses a profile system that allows multiple gamers to play the game at their own pace on the same system. Game progress is saved to the user's currently active profile

► *When you complete a Single Player campaign, the game automatically saves the current progress to the relevant profile*

► *When you return to the Single Player Main Menu, you can select* **Continue Game** *to resume at the last checkpoint you reached in that level.*

Multiplayer mode lets you experience the Quartz Zone Massacre from a different perspective: that of the GIs who didn't make it. The basic game is the same whether it's played online or over a Local Area Network (LAN). Five arenas are available, which fall into either the Stronghold or the Progressive category.

ONLINE SYSTEM REQUIREMENTS

In order to play **ROGUE TROOPER**™ online, each player needs:

► *An original* **ROGUE TROOPER**™ *DVD.*
► *Broadband Internet connection or Local Area Network (LAN).*

GETTING INTO A GAME

From the Main Menu, select **Multiplayer** and then select **Online**. Press **Enter** to connect. At the list of Lobbies, select one to enter. In the Lobby, use the **mouse** or **cursor keys** to cycle through the menus. Press **Enter** to join a server or press **Tab** to host a game.

The Lobby menu offers these options:

► **Main** — *View general information about the game. Click* **Start Game** *to begin play.*
► **Players** — *View player stats.*
► **Player Setup** — *Choose a character to play as and the Underslung the character will use. (See below for character types.)*
► **Options** — *Set your game options:*
  • **Map** *you will play on (of 5 available).*
  • **Time Limit** *per round for completing the map objective.*
  • **Total Lives** *available in the respawn pool.*
  • **Friendly Fire** *damages/does not damage other players.*
  • **Max Players** *in the session.*

CHARACTER SELECTION

Each of Rogue's companions has unique abilities and weapon levels. Having a range of character-type selections gives you the luxury of tailoring the gameplay to your own personal style.

CHARACTER ATTRIBUTES

► **ALL** — *Outfitted with radar, scope, choice of 1 Underslung, and level 4 inventory, three quarters full (6/8 clips of standard ammo).*
► **ROGUE** — *Starts with full inventory.*
► **HELM** — *Holodecoy.*
► **GUNNAR** — *Has unlimited standard ammo.*
► **BAGMAN** — *Has infinite medi-paks.*

RESPAWNING

A continual timer counts down the time to the next wave; when "killed," players automatically join the "benched" group. When the timer hits zero, expired players respawn via a drop pod.

Progressive maps show several landing zones. Respawning players land at the nearest secure zone.

PICK-UPS

In Multiplayer mode the emphasis is on constant action, so instead of the salvage system, items are granted via pick-ups placed throughout the levels. Pick-ups respawn over time. To collect a pick-up, move over it and press **E**.

- ► **MEDI-PAK** — *Grants 1 medi-pak.*
- ► **AMMO** — *Grants 1 clip of specified ammo.*
- ► **GRENADE** — *Grants 2 of specified grenade type.*

OBJECTIVES

Each map has a preset overall objective: it could be defending ground for a set amount of time on Stronghold maps, or gaining a certain position on Progressive maps. In addition, mini-objectives (such as taking out all the Hoppas) provide short-term goals.

SCORING

All actions gain points. The highest scores per map are stored in the currently active profile.

LAN

Multiplayer Local Area (LAN) gameplay is the same as Multiplayer Online gameplay, but you're connected to other players via a Local Area Network, each running a **ROGUE TROOPER**™ disc.

All that's required is that one player must host the game.

credits

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ROGUE TROOPER

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SARASSIN LLP: Vincent Scheurer.

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OUTSOURCE MEDIA: Mark Estdale and team

MAIN FONT: Justin Callaghan

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TECH SUPPORT

NOTE: OUR SUPPORT AGENTS DO NOT HAVE AND WILL NOT GIVE GAME HINTS STRATEGIES OR CODES

CONTACTING TECH SUPPORT

If you have a technical problem with the game, our Support Department is here to help. Our web site contains up-to-date information on the most common difficulties with our products; this information is the same as that used by our support agents. If you are unable to find the information you need on our web site, please feel free to contact us via email, fax, telephone or letter. (When contacting us via email or fax, please be sure to put the game title in the subject of your message.)

ASSISTANCE VIA THE WORLD WIDE WEB

The fastest way to answer most questions is by visiting our online support. You can find the latest support information at http://support.eidosinteractive.com. Our support FAQ's are available 24/7 for your convenience. These pages are updated frequently and have the same information that our support techs will use to answer your question if you call or email us. The answers to about 90% of the questions we are asked can be found there, so it really is worth the time to take a look!

The second fastest way to get an answer to your question is to email us. (You will find our email submission forms at our web site.) We typically respond to email queries within 24-48 hours during the business week. Response times can be considerably longer over the weekend, holidays and immediately after a product release. It all depends on how many people we have working and how much email is coming in at any one time, but we do try really hard to get you the right answer as quickly as possible. Weekdays, excluding holidays, during the hours when the phones are open, we still give email questions our highest priority.

Through this site you will also have access to our FTP (File Transfer Protocol) area where you can download patches and new enhancements as soon as they become available.

ASSISTANCE VIA TELEPHONE OR FAX

We are available to take your calls Monday through Friday, 9:00 a.m. – 12 noon and 1 p.m – 5:00 p.m., Pacific Time at (415) 615-6220 (voice) or (415) 547-1201 (fax). Our tech support department is closed on all major holidays.

Note: You are responsible for all toll charges when calling.

To ensure the quickest service you will need to be at your computer and have the following information at hand:

- A complete listing of your computer's hardware. (Contact your computer manufacturer if you are unsure.)
- What version of Windows® you are using.
- A copy of your DirectX Diagnostics report.
  1. Click *Start*.
  2. Click *Run*.
  3. Type *dxdiag*.
  4. Click *OK*.
  5. Click the *Save Information* button and save the file to your computer.
  6. When you call our Technical Support line, either have this file open or have a printed copy. If you send an email query you may attach the file to the email.
- What error message(s), if any, you have had.
- How the game is currently configured.

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PRODUCT RETURN PROCEDURE

In the event our support agents determine that your game disc is defective, you will need to forward material directly to us. Please include a brief letter explaining what is enclosed and why you are sending it to us. The agent you speak with will give you an authorization number that must be included and you will need to include a daytime phone number so that we can contact you if necessary. Any materials not containing this authorization number will be returned to you unprocessed and unopened.

Send your postage-paid package to the following address:

Eidos, Inc. Customer Services
RMA# (state your authorization number here)
651 Brannan Street, Suite 400
San Francisco, CA 94107

You are responsible for postage of your game to our service center.

Register online at
www.eidosregistration.com