

Thank you for purchasing The 7<sup>th</sup> Guest TM Windows 95. We think you'll enjoy it. If you have any problems, please read on and maybe we can help...

This document contains important information concerning The 7th Guest™ Windows 95/NT Version at the end of the FAQs section.

## **Minimum System Requirements**

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486/100MHz, Windows 95/NT, 16MB RAM, Local Bus video card (PCI or VLB) with 1MB of RAM capable of displaying thousands of colors and supports DirectX 3.0, Quad Speed CD-ROM drive (which sustains 600k/sec transfer rate) , 100% Sound Blaster compatible audio card, mouse.

Recommended Options: Internet Connection (in case you need to download drivers – not for game specific features) & Good Powered Speakers.

## **Frequently Asked Questions**

**QUESTION: I run The 7th Guest Install, but the game won't run. Is there anything I can do?**

**ANSWER:** You need updated drivers for your video card. Look to the end of this document for a list of specific video card problems and solutions. If your card is not on this list, contact the manufacturer of your video card or Microsoft for the latest drivers. A list of video card and computer manufacturers is included at the end of the document. Note that the latest drivers can often be downloaded from the manufacturer's web site.

Another alternative is to check to see if your CD-Rom is running DOS COMPATIBILITY mode. To check this, right click on MY COMPUTER and chose PROPERTIES, then click PERFORMANCE and look at what it says next to FILE SYSTEM. It should say 32bit. If it says SOME or ALL DRIVES RUNNING IN DOS COMPATIBILITY MODE then there should be a window indicating which drive or CD-Rom. Contact manufacturer of the computer or CD-Rom hardware for assistance in getting the drive to run in native Win95 mode (32bit).

**QUESTION: When I try to run The 7th Guest , I get an error box stating "Can't lock primary DirectDraw surface" or "DirectDraw Initialization failed. Is there anything I can do?**

**ANSWER:** Your video card driver is not DirectX 3 compatible. Try other compatible video card drivers on your system. See "How to change your video card driver " under the "How to Change, Update and Adjust Video Drivers " section. If this doesn't work, you need updated drivers for your video card. Look to the end of this document for a list of specific video card problems and solutions as well as a list of video card and computer manufacturers. The latest drivers can often be downloaded from their web site. Lastly, if you are still experiencing problems, it may be due to the use of third-party TSR's like screen savers or SciTech's Display Doctor. See the Question/Answer below for an example of how to remove TSR's of this nature.

**QUESTION: When I try to run The 7th Guest on my Compaq Presario, I get an error box "DirectSound Initialization failed". Is there anything I can do?**

**ANSWER:** From Control Panel select Multimedia

In Audio select "Game compatible device" as the preferred device and check "Use preferred device only"

If "Game compatible device" doesn't exist as a choice, do the following

Select Advanced and double-click "Audio devices"

Select "Audio device for Compaq Presario 336VSC Modem wave device"

Select properties

Check "Use audio features for this device"

Check "Do not map through this device"

Click apply...ok...restart

After the system has restarted From Control Panel select Multimedia

In Audio select "Game compatible device" as the preferred device and check "Use preferred device only"

**QUESTION: I have SciTech Display Doctor installed on my computer. Does this cause problems with The 7th Guest ?**

**ANSWER:** Yes, SciTech Display Doctor, UniVBE, and any TSR (terminate and stay resident ) program, can prevent The 7th Guest from running, or cause crashes and errors once the game is running. One solution is to disable the TSR by adding REM to the beginning of the line in your autoexec.bat that installs it. For example, on a system running SciTech's Display Doctor SDD52, you would click on the **START** button, go to **Run** and Click, then type in "**SYSEEDIT**" and press Enter. Six windows will appear, with your autoexec.bat file on top. Find any lines beginning with "C:\SDD52\..." and change them to read "REM C:\SDD52\..." The lines associated with SciTech's Display Doctor are usually found at the beginning of Autoexec.bat. Examples are "C:\UNIVBE -m" & "C:\SDD52\MKACCEL -gen" These should be changed to read "REM C:\UNIVBE -m" and "REM C:\SDD52\MKACCEL -gen." Once these changes have been made, click on **File**, then **Save**. Finally, click on the **START** button, go to **Shut Down** and click, select **Restart the computer** and click on **OK** so that the changes can take effect. To restore the functionality of SciTech's Display Doctor, you need simply to reverse the steps above and delete the "REM" from each line.

**QUESTION: I installed The 7th Guest and all went well but I've lost the added features of my video card's enhanced tools. How do I get them back?**

**ANSWER:** See "*Restoring Video Drivers to the Original Windows'95 version*" under the "How to Change, Update and Adjust Video Drivers" section on the last page.

**QUESTION: I've changed video cards and the "New Hardware Found" message comes up. I get a message saying "The Disk labeled "Direct Draw Drivers" is now required, please insert this disk.**

**ANSWER:** Insert The 7th Guest disk, type in "D:\DIRECTX\DRIVERS\DISPLAY\BIN" and hit Enter. This will use the DirectX drivers that are compatible with your video card.

**QUESTION: When installing The 7th Guest , I get an error box stating that DirectX (Draw/Sound/etc.) Setup needs the DirectX Drivers CD provided by the system's manufacturer. What do I need to do?**

**ANSWER:** Click BROWSE and select the proper sub-directory of the DirectX directory on your The 7th Guest CD. It should find the file it needs and finish cleanly. Note: This problem generally occurs if you are running another task that uses audio, while trying to install The 7th Guest . It is always prudent to close all other applications when installing new software.

**QUESTION: Oops, I hit CANCEL from the DirectX Error described in the previous question. When I rebooted, my display was reset to 640x480x16, and I can't get it to go back using the Display Properties dialog box. How do I fix this?**

**ANSWER:** Boot the machine as normal. If Windows prompts you to start in Safe Mode, try Normal first. Once in Windows, open the System/Device Manager window, select the video driver and remove it. Sometimes it may be necessary to remove the audio card driver as well. Reboot the system. Windows will say "New hardware found, Installing software for it", for either or both of the Video and Audio drivers. Go into Display Properties dialog, set the screen resolution and color depth to the desired settings. Restart the machine. Everything should now be fine and you can perform The 7th Guest installation again.

**QUESTION: My computer meets the minimum requirements to run The 7th Guest , but the game seems slow and sluggish as I play the game. Is there anything I can do to improve performance?**

**ANSWER:** Be sure to exit any programs that run in the background and make sure that The 7th Guest is the only program running while you play the game. This would include background virus checking, program schedulers and screen savers. Depending on the program, it may have a large impact on the performance of The 7th Guest on your system.

It may also help if you make sure that you have the most recent DirectX compatible video drivers for your video card installed on your computer.

Scanning of available drives by the program in a system with a removable drive such as a "Zip Drive"(tm) or "Jazz Drive"(tm) may cause a slight stutter or delay while the removable media spins up. This can be avoided by ejecting such removable disks prior to playing the game.

**QUESTION: When I install The 7th Guest , I get a dialog box that says DirectX 3.0 or newer was already detected on my system. Do I want to replace my drivers?**

**ANSWER:** The default selection is NO, so you should try that first. If you have problems with the game running, uninstall then re-install the game. This time select YES to replace your drivers. This will install Microsoft's DirectX drivers, which should run the game properly.

**QUESTION: I'm getting the message "ERROR: DirectDraw initialization failed (887600de)," what do I need to do?**

**ANSWER:** Set your display's color palette depth to 256 colors or greater by following the instructions below. On rare occasions, this error indicates that you are using a display driver that is not Windows95 compatible. In this instance, replace your display driver with a more recent one by following the instructions given above.

**QUESTION: I'm experiencing corrupted graphics when ALT-TABBing out of THE 7TH GUEST into other Windows95 applications. What can I do?**

**ANSWER:** In order to successfully ALT-TAB back and forth out of THE 7TH GUEST, you must wait for any animations in progress to be completed before doing so. ALT-TABBing out of THE 7TH GUEST while an animation is in progress may cause unexpected results when you return to the game such as corrupted graphics or inability to move puzzle pieces.

**QUESTION: I'm trying to install the game. I put the CD into the drive but nothing happened. What do I need to do?**

**ANSWER:** If autorun is disabled or not supported by your computer, insert the CD and click on the start button. Now click on Run and type d:\setup in the command line box (assuming your CD is your "D" drive). Click on the OK button and follow the on screen messages to install the game.

**QUESTION: I have a 486 with an ISA bus video card but I can't get the game to run. Is there any solution to this?**

**ANSWER:** The minimum video specifications for The 7th Guest requires a PCI or VLB video card with at least 1 megabyte of video memory. The game will probably not run with an ISA bus card.

**QUESTION: What is the name of Virgin Interactive's favorite pooch?**

**ANSWER:** Virgin Interactive's favorite canine is named Ike Clanton Bonin the Dog. Ike is a Siberian Husky that enjoys long runs on the beach, smelling odd things and biscuits. Let's have a warm round of applause for Ike.

**QUESTION: The game install fails while copying files to my hard drive. What is causing this?**

**ANSWER:** First check to make sure you have adequate space available on your hard drive. If you're using animated cursors, turn them off. Inspect and clean your CD. You may have a dirty, scratched, or defective disk. To change animated cursors back to the standard Windows95 set, open the Control Panel, and select Mouse. Click on the pointers tab. In the scheme box, select the windows standard cursors, then click on the OK button.

**QUESTION: When I run the game under Windows NT, it runs in a Windows box. How do I fix this?**

**ANSWER:** Just press Alt-Enter

**QUESTION: When I run the game under Windows NT I am getting sound corruption. What should I do?**

**ANSWER:** You should try reinstalling the sound card's drivers using the ones that are included with your Windows NT disc.

## **Specific Video Card Problems and Solutions**

For all solutions that involve changing or updating video drivers, once a given driver has been downloaded, please refer to the section "How to Change, Update and Adjust Video Drivers" for installation instructions.

**PROBLEM:** Video cards using the *Alliance Promotion chipset*.

**SOLUTION:** First, try adjusting the Windows'95 hardware acceleration down to the first setting. If this is unsuccessful, you can download the most current driver that works with the Alliance Promotion chipset from Trilobyte's website at "<http://www.tbyte.com/ftp/drivers/alliance/promotn.exe>". An alternative driver is located on The 7<sup>th</sup> Guest CD in the D:\Drivers\Alliance directory.

**PROBLEM:** Using **Diamond's Viper PCI**. Getting a "Your display driver is not Windows'95 compatible. DirectDraw only supports Windows95 compatible drivers" error.

**SOLUTION:** You can download a confirmed drivers from Trilobyte's web site at "<http://www.tbyte.com/ftp/drivers/diamond/viper.exe>". Alternative drivers are located on The 7th Guest CD under the D:\Drivers\Diamond directory. For the **Diamond Viper PCI**, use the driver found in the D:\Drivers\Diamond\Viper directory. For **Diamond Viper Pro PCI** cards, use the driver found in the D:\Drivers\Diamond\ViperPro directory.. You may also wish to check Diamond's website for later versions at "<http://www.diamondmm.com/pub/display/viper>."

**PROBLEM:** Using **Number Nine's Imagine 128**. Experiencing the "DirectDraw Initialization failed" error.

**SOLUTION:** Use the Imagine-128 video drivers from Number Nine's Hawkeye disk or download their latest drivers from their website at "<http://www.nine.com>."

**PROBLEM:** Using **Number Nine's GXE**. Experiencing audio stutters or system hang up.

**SOLUTION:** Do not use the DirectX video drivers. Restore the original Windows'95 GXE video drivers by following instructions on the last page.

**PROBLEM:** Using **Paradise Pipeline 64**. Windows "hourglass" cursor remains on screen.

**SOLUTION:** At present, there is no known solution to this problem. Check the Paradise web site for updated display drivers at <http://www.paradisemmp.com/>

**PROBLEM:** Video cards using *S3 chipsets* experiencing choppy audio during video sequences.

**SOLUTION:** Change to "S3 Trio64V+" drivers by choosing it from the list that appears when you follow the instructions for "*Restoring Video Drivers to the Original Windows'95 version*" under the "**How to Change, Update and Adjust Video Drivers**" section on the last page. A driver for this video card may be found on The 7<sup>th</sup> Guest CD in the D:\Drivers\S3trio64 directory.

**PROBLEM:** Using **Spider's Lynx64**. Experiencing the "DirectDraw Initialization failed" error.

**SOLUTION:** Download the latest drivers from Spider's BBS. At the time of this writing the BBS's phone number is (408) 526-1219 and the file required is named "LYNX95V.EXE". If you are unsuccessful in obtaining a driver from their BBS, you can download a confirmed driver from Trilobyte's website at "<http://www.tbyte.com/ftp/drivers/spider/lynx95v.exe>". A driver for this video card may be found on The 7th Guest CD in the D:\Drivers\Spider directory.

**PROBLEM:** Using **Trident** video cards. Experiencing the "Can't Lock Primary Direct Draw Surface" error.

**SOLUTION:** You can download a confirmed Trident driver from Trilobyte's website at "<http://www.tbyte.com/> Check Trident's website at "<http://www.tridentmicro.com/>" for later versions. A driver for this video card may be found on The 7<sup>th</sup> Guest CD in the D:\Drivers\Trident directory.

## **How to Change the Sound Volume**

Volume Control under Windows 95/NT.

If the volume seems to low or too loud during gameplay, please do use the Windows 95/NT Volume controls. Either one of the following methods will bring up the Volume control panel:  
Go to the Start Menu, select Program files, Accessories, Multimedia, Volume control.  
Or Select the Start button, Run, type in "SNDVOL32.EXE", press the Enter key.

## **Saved Games**

Make sure the Caps lock key is off when typing in names for the saved games. Do not use capital letters only lower caps.

## **How to Change, Update and Adjust Video Drivers**

### **I. How to change your video card driver**

- Click on the **START** button
- Go to **Settings/Control Panel** and Click
- Double-click on **Display**
- Click on the **Settings** tab
- Click on the **Change Display Type** button or **Advanced Properties** button
- Click on the **Change** button next to Adapter Type
- A list of compatible video drivers will be displayed. Select a video driver from this list and click on **OK**.

If you wish, you may click on the **Have Disk** button and insert a floppy disk containing drivers for your video card.

### **II. How to install/reinstall DirectX video drivers**

- Insert The 7th Guest CD into your CD-ROM drive
- Click on the **START** button
- Go to **Run** and Click
- Type in "**D:\DIRECTX\DXSETUP.EXE**" and press Enter (\*Note-substitute the appropriate drive letter for your CD-ROM)
- Click on **OK**
- Click on the **Re-Install DirectX** button

### **III. How to adjust Windows'95 hardware acceleration**

- Click on the **START** button
- Go to **Settings/Control Panel** and Click
- Double-click on **System**
- Click on the **Performance** tab
- Click on the **Graphics** button
- Click and drag the **Hardware Acceleration Slider** until it's on the first setting
- Click on **OK**
- Click on **Close**
- Click on **YES** to let Windows restart your system so that the changes will take effect

### **IV. How to adjust your display's color palette depth**

- Click on the **START** button
- Go to **Settings/Control Panel** and Click
- Double-click on **Display**
- Click on the **Settings** tab
- Click on the **Color Palette** scroll-down, choose a color depth and click
- Click on **Apply**
- Click on **OK**

## **Partial list of video cards, video chipsets, and computer manufacturers.**

Manufacturer Name	Web Site	Technical Support	BBS
		Phone Number	Phone Number
Acer	<a href="http://www.acer.com">http://www.acer.com</a>		(408) 383-2770
Alliance Semiconductor	<a href="http://www.alse.com">http://www.alse.com</a>		(510) 226-9555
AST	<a href="http://www.ast.com">http://www.ast.com</a>		
ATI	<a href="http://www.atitech.ca">http://www.atitech.ca</a>		(905) 882-2626
Avance Logic	<a href="http://www.avance.com">http://www.avance.com</a> FTP site: <a href="ftp://ftp.avance.com">ftp://ftp.avance.com</a>		
Boca Research	<a href="http://www.bocaresearch.com">http://www.bocaresearch.com</a>		
Chips & Technologies	<a href="http://www.chips.com">http://www.chips.com</a> FTP Site: <a href="ftp://ftp.chips.com/pub/drivers">ftp://ftp.chips.com/pub/drivers</a>		
Cirrus Logic	<a href="http://www.cirrus.com">http://www.cirrus.com</a>		(510) 440-9080
DEC (Digital)	<a href="http://www.pc.digital.com">http://www.pc.digital.com</a>		
Diamond MultiMedia	<a href="http://www.diamondmm.com">http://www.diamondmm.com</a>		(800) 468-5846
ELSA	<a href="http://www.elsa.com">http://www.elsa.com</a> or <a href="http://www.elsa.de">http://www.elsa.de</a>		
Gateway 2000	<a href="http://www.gw2k.com">http://www.gw2k.com</a>		(408) 325-7175
Genoa	<a href="http://www.genoasys.com">http://www.genoasys.com</a>		
Hercules	<a href="http://www.hercules.com">http://www.hercules.com</a>		(800) 323-0601
Matrox	<a href="http://www.matrox.com">http://www.matrox.com</a>		(514) 685-0270
Number Nine	<a href="http://www.nine.com">http://www.nine.com</a>	(617) 674-0009	(617)862-7502
Orchid	<a href="http://www.orchid.com">http://www.orchid.com</a>		
Paradise	<a href="http://www.paradisemmp.com/">http://www.paradisemmp.com/</a>		
S3 Inc.	<a href="http://www.s3.com">http://www.s3.com</a>		(408) 654-5676
Spider Graphics			(408) 526-1219
STB	<a href="http://www.stb.com">http://www.stb.com</a>		
Trident	<a href="http://www.tridentmicro.com">http://www.tridentmicro.com</a>		(415) 691-1016
Tseng	<a href="http://www.tseng.com">http://www.tseng.com</a>		(215) 579-7536

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Open House!

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Once you have completed The Seventh Guest, it will save a special game in your save game zero (0) slot. This saved game will be called "OPEN HOUSE" it allows you to roam the house freely and play all the puzzles as many times as you want.

If you need technical assistance, please don't hesitate to contact us after reading this README. For your convenience, if you cannot get through to a representative by phone and you have access to a fax machine or have internet access, please consider doing so. When contacting us, please include a complete printout of the CONFIG.SYS and AUTOEXEC.BAT used for the game, the title and version of the game, and a detailed description of the problem. If you send us a fax, include your name, return fax number with the area code, and a voice phone number so we can contact you.

WHERE TO FIND US

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How to reach us On-line  
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CompuServe  
Trilobyte Forum (GO TRILOBYTE)

America Online  
Computing, Games, Message Board, Adventure Games S

Internet e-mail  
support@tbyte.com

Web site  
<http://www.vie.com/>

Michael Vetsch (714) 474-3407  
Virgin Technical Support

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How to Reach us by Telephone  
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Technical Support  
1-714-833-1999 (Regular toll call)

Technical Support Fax  
1-714-833-2011

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