

How the Leopard Got His Spots

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- Hardware and Software Requirements
- Tips on Setting Up Your Windows Environment
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- When You Need Technical Support

This HELP file is provided as a reference document to help you setup your Windows environment or fix any problems that you are having with *How the Leopard Got His Spots*. In addition to this HELP file, there is a Getting Started Guide in the front of your CD jewelcase and a README.TXT file located in the root directory on the CD as a quick-reference to *How the Leopard Got His Spots*.

Getting Started

Installing *How the Leopard Got His Spots*

1. Start Microsoft Windows.
2. Insert *How the Leopard Got His Spots* CD-ROM in your CD-ROM Drive.
3. From the Program Manager File menu, choose Run.
4. In the dialog box, type the following command, substituting the letter of your CD-ROM drive for <drive> and press ENTER.

<drive>:\SETUP.EXE
5. Follow the instructions on the Setup screen.

The **Rabbit Ears - Leopard** icon is used to start the program.

The **Rabbit Help - Leopard** icon is for access to the HELP file you are currently reading.

Hardware and Software Requirements

Computer:

A Multimedia PC or compatible with a 486/33 or higher microprocessor.

Memory (RAM):

4 MB of RAM (8 MB recommended for better performance).

Note: On machines with 8 MB or less of RAM, be sure that there is a Windows "Permanent Swap File" of at least 6,196 KB set up in your environment. See your *Microsoft Windows User's Guide* for information on swap files.

Hard Disk Space:

You will need 6MB of free disk space and an additional 6MB of hard disk space if you need to create a swap file (see above: **Memory**).

CD-ROM Drive:

Double-speed CD-ROM: The CD-ROM drive can transfer data from the CD-ROM at 300 KB per second while using less than 40% of the CPU bandwidth and has an average seek time of less than 400 milliseconds.

MS-DOS CD-ROM Extensions (MSCDEX) version 2.2 or later. Check the documentation that came with your CD-ROM drive.

NOTE: *How the Leopard Got His Spots* may run properly on systems with an MPC Level I "single-speed" CD-ROM drive. We have required a double-speed CD-ROM for consistent performance on a wide range of systems.

Video Display Requirements:

Super VGA display capable of displaying 256 colors at 640 x 480 resolution: *How the Leopard Got His Spots* requires a display driver and monitor capable of displaying 256 colors with a color palette in Windows. Using more than 256 colors may affect performance. A local bus video card is recommended.

Operating System Requirements:

MS-DOS operating system version 5.0 or later.

Microsoft Windows operating system version 3.1 or later.

Sound Requirements:

Windows compatible sound card.

Other Requirements:

Speakers or headphones.

Microsoft mouse or compatible pointing device.

System Recommendations:

WINDOWS HOT-KEYS: We advise against using Windows "Hot Keys" while running *How the Leopard Got His Spots* whenever possible.

We recommend setting your display to 256 colors for optimized display of *How the Leopard Got His Spots*.

For faster performance, be sure that there is a Windows "Permanent Swap File" of at least 6,196 KB set up in your environment. See your *Microsoft Windows User's Guide* for information on swap files.

Tips on Setting Up Your Windows Environment

Introduction

How the Leopard Got His Spots requires a minimum of 4 megabytes of random access memory (RAM) to operate. Check that available memory is adequate. Although Windows allows you to run more than one application simultaneously, it is highly recommended that you close all other open applications to release all available memory when you run *How the Leopard Got His Spots*.

Running In Low Memory Or Running Slowly

How the Leopard Got His Spots uses your computer's system memory to display pictures. If you find that *How the Leopard Got His Spots* runs slowly or if you encounter out-of-memory errors, the program probably doesn't have enough memory. Try doing the following to improve your computer's performance:

1. Close all unnecessary applications.
2. Determine how much total memory your computer has available. At the MS-DOS prompt, type "mem" and press ENTER. You need a minimum of 4 MB of total RAM memory to use *How the Leopard Got His Spots*. If you do not have at least 4 MB of memory, you will not be able to run *How the Leopard Got His Spots* until you add more memory.
3. If you are running Windows in Enhanced mode, make sure a Windows "Permanent Swap File" of at least 6,196 KB is set up on your hard disk. See your *Microsoft Windows User's Guide* for more information.
4. Defragment ("clean up") your hard disk by running a defragmentation program such as DEFRAG, which comes with MS-DOS version 6 or higher.

The Windows Swap File

On machines with 8 MB or less of RAM, be sure that there is a Windows "Permanent Swap File" of at least 6,196 KB set up in your Windows environment. See your *Microsoft Windows User's Guide* for information on how to create a permanent swap file.

Video Display Drivers

How the Leopard Got His Spots requires that your video driver support a screen resolution of at least 640x480. The program also requires that your video driver be able to display 256 colors. While the program will support higher screen resolutions and color-depth, performance may suffer.

To install the required video driver, or to change your current video driver, follow the instructions in your *Microsoft Windows User's Guide* under Display driver - updating.

You can also obtain new video drivers from your video card manufacturer. Contact the manufacturer of your video card to determine if there are newer versions available. The company's phone number should be in the manuals that came with your video card or personal computer.

You may also be able to obtain drivers for your video card from the Microsoft Download service, an

electronic bulletin board that can be accessed via a modem at (206) 936-MSDL (206-936-6735).

Troubleshooting

- Troubleshooting Setup Problems
- Troubleshooting Audio Problems
- Troubleshooting Video Problems
- Troubleshooting Performance Problems
- My problem isn't any of these.

[Click here if you can't get Setup to run or there is a problem during setup.](#)

[Click here if your problem is sound related \(what you hear - or don't hear\).](#)

[Click here if your problem is related to what you see on your screen.](#)

[Click here if the product seems to be running very slowly.](#)

Troubleshooting Setup Problems

- "*How the Leopard Got His Spots* requires a 256 color display."
- "No sound card detected."
- "There isn't enough free space on that drive . . ."
- Setup appears to freeze or hang.
- "WinG has encountered a problem . . ."
- My problem isn't one of these.

How the Leopard Got His Spots requires a 256 color display.

How the Leopard Got His Spots requires that your video driver support a screen resolution of *at least* 640x480 (although the program will support higher screen resolutions). In addition, the program requires that your video driver is able to display 256 colors.

To install the required video driver follow the instructions in your *Microsoft Windows User's Guide* under Display driver - updating.

Your computer uses a piece of hardware called a video card (or video display adapter) to take images from the computer and display them on your video monitor. Your video card uses a special piece of software called a "video driver" to communicate with your computer.

While *How the Leopard Got His Spots* will support screen resolutions greater than 640x480, the area that the program actually uses will be limited to 640 pixels by 480 pixels. Therefore, for optimal viewing, it is recommended that you use a screen resolution of only 640x480.

No sound card detected.

This error indicates that your sound driver is either not installed, not installed correctly, not configured correctly, or is in use. For more information on troubleshooting WAVE errors, refer to the section entitled, [I can't hear any sounds.](#)

There isn't enough free space on that drive . . .

Setup requires approximately 6 MB of free space on your hard drive to install the program. If you have less than 6 MB of free space, you will get this error message. You will need to free up space on your hard drive and reinstall the program.

To find out how much free space you have on your hard drive, type the following at the MS-DOS prompt:

```
chkdsk
```

The number of "bytes available on disk" should be equal to at least 6,291,456 bytes.

Setup appears to freeze or "hang."

If setup appears to freeze or hang, it may be that something else is conflicting with the setup program. If this happens, exit and restart Windows. Be sure that nothing else is running before you run setup. To be sure that all applications are closed, hold down your Ctrl key and press your Esc key. This will run Task Manager. In the Task Manager Task List, the only application that should be listed is your Windows shell (e.g. Program Manager, Norton Desktop for Windows, TabWorks).

If setup still hangs, please refer to the ["When You Need Technical Support"](#) portion of this file.

WinG has encountered a problem . . .

If you receive the error message -

"WinG has encountered a problem with your video display driver, you have several options:
First try changing to the SVGA driver that comes with Microsoft Windows. If that does not help, contact the manufacturer of your video card to obtain the most recent driver. Your WinG applications will still run, but at reduced speed"

- it most likely means that you have old video drivers. Check the documentation that came with your video card or computer to find out where you can get the latest video drivers for your system. For more information about how to obtain more recent drivers, see [Troubleshooting Video Problems](#).

My problem isn't one of these.

If your problem doesn't seem to be audio, video, or performance related, ask yourself, "When does this problem occur?" Most problems will tend to fall into the above categories.

Often you will receive an error message and won't know what it means or what to do. If you get an error message while using the *How the Leopard Got His Spots*, please take note of the following:

1. The exact error message.
2. Where in the program you got the message.
3. What events led up to the error message.

If you need to call Microsoft Product Support Services, please refer to the "When You Need Technical Support" section of this file.

Troubleshooting Audio Problems

How the Leopard Got His Spots uses the following type of sound files:

WAVE (*.WAV): Digitized audio

To hear these sounds, you must have a sound card that is capable of playing WAVE sounds.

Your sound card uses a special piece of software called a "sound driver" to communicate with your computer. In some instances, you may not get any sounds when using *How the Leopard Got His Spots*. Usually this is because your sound driver is not installed or is configured improperly. If you do not hear any sounds, or get an error message when you start the program saying that there is a problem with your sound card or sound driver, the WAVE portion of your sound driver may be either improperly configured or not installed.

- I got an error message about my sound.
- I can't hear any sounds.
- My sounds are "scratchy".
- My sounds "break up" when they play.

I got an error message about my sound.

The two most common errors you will get about WAVE sounds are:

"A sound card is required to run *How the Leopard Got His Spots*."

"*How the Leopard Got His Spots* cannot get the sound device right now, it's in use elsewhere, try again."

If you receive the first error message, it usually indicates that your sound driver is either not installed, not installed correctly or not configured correctly. If you receive the second error message, it usually indicates that your sound driver is in use by another open program. This is solved by closing all other open programs, and restarting *How the Leopard Got His Spots*.

For more information on troubleshooting WAVE errors, refer to the section entitled, [I can't hear any sounds](#).

I can't hear any sounds.

If you do not hear sounds when you click on things, you may have one of the following problems:

- Your sound driver may not be configured correctly.
- Your volume control and/or mixer control may be turned down.
- Your speakers or headphones may be not be working.

Your sound driver may not be configured properly

If you have determined that your sound driver is installed, but still do not hear WAVE sounds, it may be that your sound driver is not configured properly. If that is the case, please refer to your sound card documentation or contact your sound card manufacturer to get your WAVE driver configured properly.

Once you have configured your sound driver, you can test to see if it is working correctly by doing the following:

1. Open "Sound Recorder" in your Accessories group.
2. Open a *.WAV file.
3. Play the sound.
4. If you get no sound or you get an error message your sound driver may not be configured properly, your volume may need to be turned up on your sound card, or you may have a problem with your headphones or speakers.

Your volume control and/or mixer control may be turned down

Many sound cards have a volume control knob on the sound card itself. Other sound cards have a "mixer control" program available in Windows. Still other sound cards have both. To determine how your sound card controls volume, please refer to your sound card documentation or contact your sound card manufacturer.

Once you have determined how your sound card controls the volume, turn up the volume on your sound card. If your sound card uses a "mixer control" program, be sure that both the WAVE volume and the Master volume are turned up.

Your speakers or headphones may not be working

In many cases, you do not get sound because there is a problem with your headphones or with the speakers you are using with your sound card. First make sure the speakers are plugged into the correct jack, usually called the speaker jack. Then try using an alternate set of headphones and/or speakers. Some speakers require a source of power, either batteries or through a wall outlet, check that these are connected or working. In addition, many speakers used with today's sound cards have volume control knobs on the speakers. Check to ensure that the volume is turned up on your speakers.

If your sound driver is installed, configured correctly, the volume is turned up, and your speakers and/or headphones are working correctly but you still get no WAVE sounds when using *How the Leopard Got His*

Spots, please contact your sound card manufacturer.

My sounds are "scratchy".

If your sounds are "scratchy" or sound distorted, it may be due to the speakers that you are using with your sound card. Many speakers do not have the ability to play some sounds, especially low frequency sounds. If you are using speakers, try changing speakers or try using headphones instead. If your sounds are still distorted or scratchy, you may be experiencing a problem with the DMA channel you are using.

The most common cause of scratchy or distorted sound is due to a problem with the DMA channel you have chosen to use on your sound card. Scratchy sounds are most often experienced on systems that are using 16-bit sound cards. 16-bit sound cards can access high DMA channels as well as low DMA channels.

If your sound card is using a **high** DMA channel in Windows and you are experiencing scratchy sounds, try using a low DMA channel instead.

If your sound card is using a **low** DMA channel in Windows and you are experiencing scratchy sounds, try using a high DMA channel instead.

If you need information on how to change your DMA settings in Windows for your sound card, please refer to your sound card documentation or call your sound card manufacturer.

DMA channel = Direct Memory Access channel

My sounds "break up" when they play.

If your sounds seem to "break up" when you play them, it could be due to one of two things:

Sound buffer set too low
System performance

You may need to increase the buffer time in the Leopard.ini file. To change the sound buffer setting, do the following:

1. In Program Manager, open Notepad, which is usually located in the Accessories program group.
2. Select Open from the File Menu.
3. Go to the \MSKids\Leopard directory, and scroll to get the Leopard.ini file. If you do not see it make sure you are listing all files (*.*)).
4. Double click on the Leopard.ini file to open in Notepad and edit it.
5. In the Audio16 section change BufferTime=1000 to BufferTime=1500.
6. From the File menu click Save.
7. Click Close.
8. Restart *How the Leopard Got His Spots* and test to see whether sound still "breaks up" when it plays.

If your sounds still break up, please refer to the [Troubleshooting Performance Problems](#) section of this file.

Video Color Palette = the set of colors that are available at any given time for displaying what you see on the screen.

Troubleshooting Video Problems

Your computer uses a piece of hardware called a video card (or video display adapter) to take images from the computer and display them on your video monitor. Your video card uses a special piece of software called a "video driver" or "display driver" to communicate with your computer.

In some instances, the video driver does not work correctly. When that happens your video color palette can re-map itself to something that looks "splotchy", your program can stop working, Windows can stop working, or your computer can seem to freeze or hang. In addition, Any of these problems can lead to the need to change and/or update your video driver.

How the Leopard Got His Spots requires that your video driver support a screen resolution of at least 640x480. The program also requires that your video driver be able to display 256 colors. While the program will support higher screen resolutions and color-depth, performance may suffer.

To install the required video driver, or to change your current video driver, follow the instructions in your *Microsoft Windows User's Guide* under Display driver - updating.

You can also obtain new video drivers from your video card manufacturer. Contact the manufacturer of your video card to determine if there are newer versions available. The company's phone number should be in the manuals that came with your video card or personal computer.

You may also be able to obtain drivers for your video card from the Microsoft Download service, an electronic bulletin board that can be accessed via a modem at (206) 936-MSDL (206-936-6735).

The following are a list of the most common problems or error messages associated with the video driver:

- "The display driver is not a palette driver and supports less than 256 colors."
- The program does not fill my entire screen.
- My machine stops working or hangs when I use *How the Leopard Got His Spots*.
- Part of my screen turns black. (This usually indicates a performance problem.)

The display driver . . . supports less than 256 colors.

How the Leopard Got His Spots requires that your video driver support a screen resolution of *at least* 640x480 (although the program will support higher screen resolutions). In addition, the program requires that your video driver be able to display 256 colors.

To install the required video driver follow the instructions in your *Microsoft Windows User's Guide* under Display driver - updating.

The program does not fill my entire screen.

While *How the Leopard Got His Spots* will support screen resolutions greater than 640x480, the area that the program actually uses will be limited to 640 pixels by 480 pixels. This is a design feature implemented, in part, for increased performance. Therefore, for optimal viewing, it is recommended that you use a screen resolution of only 640x480.

My machine "hangs."

If your machine seems to stop working or hang while using *How the Leopard Got His Spots*, especially if it seems to hang during animations, movies (.AVI's), or during transitions between screens, there may be a problem with your video display driver.

To correct this problem, you may need to obtain a different and/or updated video driver for your particular video card. If you are unsure about what kind of video card you have, you should contact the store or dealer that you purchased your computer from. If you are unsure about where to obtain a video driver for your video card or you do not know how to install the video driver, please contact the manufacturer of your video card.

Troubleshooting Performance Problems

If you experience performance problems using *How the Leopard Got His Spots* it may be due to the following:

Your machine is displaying more than 256 colors.

Your machine does not meet the [minimum system requirements](#) for *How the Leopard Got His Spots*.

Your machine just meets the minimum system requirements for *How the Leopard Got His Spots*.

To determine if your machine is displaying more than 256 colors, open up Windows Setup and check the display line for color depth information. If none is present, then refer to the video/display driver documentation that came with your video card. To change the number of colors displayed, refer to the video/display driver documentation that came with your video card.

If your system does not meet the [minimum system requirements](#) for *How the Leopard Got His Spots*, you need to make the necessary modification(s) to your system before you can expect *How the Leopard Got His Spots* to work properly.

If your machine "just meets" the minimum system requirements, you can try the following to help increase your system performance:

- Optimize your Windows swap file settings.
- Optimize your system's memory.
- Optimize Windows.
- Have SMARTDRIVE cache your CD-ROM drive.
- Close all other applications when using *How the Leopard Got His Spots*.
- Start Windows without the network drivers.

On machines with 8 MB or less of RAM, be sure that there is a Windows "Permanent Swap File" set up in your Windows environment.

See your *Microsoft Windows User's Guide* for information on determining your swap file settings. If your swap file does not meet the minimum size requirements (6,196KB), please refer to your *Microsoft Windows User's Guide* for information on creating or changing your swap file settings.

For more information on optimizing your system's memory, please refer to your *MS-DOS User's Guide*.

For more information on optimizing Windows, please refer to your *Microsoft Windows User's Guide*.

If you are using MS-DOS 6.2 or later, you can use SMARTDRIVE to cache your CD-ROM drive. To do this, you need to load MSCDEX before you load SMARTDRIVE in your AUTOEXEC.BAT file. For more information, please refer to your *MS-DOS User's Guide*.

To be sure that all applications are closed, hold down your Ctrl key and press your Esc key. This will run Task Manager. In the Task Manager Task List, the only applications that should be listed are your Windows shell (e.g. Program Manager, Norton Desktop for Windows, TabWorks) and *How the Leopard Got His Spots*.

To get better performance with Windows for Workgroups and a minimum configuration, try running windows without the network drivers. To do this:

1. Exit Windows
2. At the DOS prompt type: **win /n**
3. Press ENTER

Note: You will not be able to connect to the network until you reboot windows. For more information see your *Microsoft Windows User's Guide*.

When You Need Technical Support

- When You Have a Question
- Product Support Within the United States and Canada
- Product Support Worldwide

When You Have a Question

If you have a question about *How the Leopard Got His Spots*, first look on the Getting Started card or consult P.J. Rabbit or this Help file. You can also find late-breaking updates and technical information in the Readme file that came with your *How the Leopard Got His Spots* CD-ROM. If you cannot find the answer, contact the Microsoft Support Network.

Outside the United States and Canada, contact Microsoft Product Support Services at the Microsoft subsidiary office that serves your area. For information about Microsoft subsidiary offices, see [Product Support Worldwide](#).

The Microsoft Support Network

The Microsoft Support Network offers you a wide range of choices and access to high-quality, responsive technical support. Microsoft recognizes that support needs vary from user to user; the Microsoft Support Network allows you to choose the type of support that best meets your needs, with options ranging from electronic bulletin boards to annual support programs. For information about support services in the United States and Canada, see [Product Support Within the United States and Canada](#). Services vary outside the United States and Canada. In other locations, contact a local Microsoft subsidiary for information. The Microsoft Support Network is subject to Microsoft's then-current prices, terms, and conditions, and is subject to change without notice.

Product Support Within the United States and Canada

In the United States and Canada, the following support services are available through the Microsoft Support Network:

- Electronic Services
- Standard Support
- Priority Support
- Text Telephone
- Other Support Options
- Product Training and Consultation

Electronic Services

CompuServe

Interact with other users and Microsoft support engineers, or access the Microsoft Knowledge Base to get product information. At any ! prompt, type go Microsoft to access Microsoft forums, or type go mskb to access the Microsoft Knowledge Base. For an introductory CompuServe membership kit, call (800) 848-8199, operator 519.

Microsoft Download Service

Access, via modem, the Driver Library and the most current technical notes (1200, 2400, or 9600 baud; no parity; 8 data bits; 1 stop bit). In the United States, call (206) 936-6735. In Canada, call (905) 507-3022.

Internet

Access the Driver Library and the Microsoft Knowledge Base. The Microsoft Internet FTP archive host, ftp.microsoft.com, supports anonymous login. When logging in as anonymous, you should type your complete electronic mail name as your password.

Standard Support

In the United States, no-charge support from Microsoft support engineers is available via a toll call between 6:00 A.M. and 6:00 P.M. Pacific time, Monday through Friday, excluding holidays.

For technical support for *How the Leopard Got His Spots*, call (206) 635-7140. In Canada, support engineers are available via a toll call between 8:00 A.M. and 8:00 P.M. Eastern time, Monday through Friday, excluding holidays. Call (905) 568-3503. When you call, you should be at your computer and have the appropriate product documentation at hand. Be prepared to give the following information:

1. The version number of the Microsoft product that you are using. (Note: To determine what version of *How the Leopard Got His Spots* you are using, hold down your Ctrl and Shift keys and hit I).
2. The type of hardware that you are using, including network hardware, if applicable.
3. The operating system that you are using.
4. The exact wording of any messages that appeared on your screen.
5. A description of what happened and what you were doing when the problem occurred.
6. A description of how you tried to solve the problem.

Priority Support

The Microsoft Support Network offers priority telephone access to Microsoft support engineers 24 hours a day, 7 days a week, except holidays.

In the United States, call (900) 555-2000; \$2 (U.S.) per minute, \$25 (U.S.) maximum. Charges appear on your telephone bill. Not available in Canada.

In the United States, call (800) 936-5700; \$25 (U.S.) per incident, billed to your VISA card, MasterCard, or American Express card. In Canada, call (800) 668-7975; \$30 per incident, billed to your VISA card, MasterCard, or American Express card.

Text Telephone

Microsoft text telephone (TT/TDD) services are available for the deaf or hard-of-hearing. In the United States, using a TT/TDD modem, dial (206) 635-4948 between 6:00 A.M. and 6:00 P.M. Pacific time, Monday through Friday, excluding holidays. In Canada, using a TT/TDD modem, dial (905) 568-9641 between 8:00 A.M. and 8:00 P.M. Eastern time, Monday through Friday, excluding holidays.

Other Support Options

The Microsoft Support Network offers annual support plans. For information, in the United States, contact the Microsoft Support Network Sales and Information group at (800) 936-3500 between 6:00 A.M. and 6:00 P.M. Pacific time, Monday through Friday, excluding holidays. In Canada, call (800) 668-7975 between 8:00 A.M. and 8:00 P.M. Eastern time, Monday through Friday, excluding holidays.

Product Training and Consultation

Microsoft Solution Providers are independent organizations that provide consulting, integration, customization, development, technical support and training, and other services for Microsoft products. These companies are called Solution Providers because they apply technology and provide services to help solve real-world problems.

In the United States, for more information about the Microsoft Solution Providers program or the Microsoft Solution Provider nearest to you, please call (800) 426-9400 between 6:30 A.M. and 5:30 P.M. Pacific time, Monday through Friday, excluding holidays. In Canada, call (800) 668-7975 between 8:00 A.M. and 8:00 P.M. Eastern time, Monday through Friday, excluding holidays.

Product Support Worldwide

If you are outside the United States and have a question about a Microsoft product, first:

1. Consult the documentation and other printed information included with your product.
2. Check on-line Help.
3. Check the README files that come with your product disks. These files provide general information that became available after the books in the product package were published.
4. Consult electronic options such as CompuServe forums or bulletin boards, if available.

If you cannot find a solution, you can receive information on how to obtain product support by contacting the Microsoft subsidiary office that serves your country.

The Microsoft Support Network

The Microsoft Support Network, where available, offers you a wide range of choices and access to high quality, responsive technical support. Microsoft recognizes that support needs vary from user to user; the Microsoft Support Network allows you to choose the type of support that best meets your needs, with options ranging from electronic bulletin boards to annual support programs. The Microsoft Support Network is subject to Microsoft's then-current prices, terms, and conditions in place in each country at the time the services are used and is subject to change without notice.

Calling a Microsoft Subsidiary Office

When you call, you should be at your computer and have the appropriate product documentation at hand. Be prepared to give the following information:

1. The version number of Microsoft product that you are using. (Note: To determine what version of *How the Leopard Got His Spots* you are using, hold down your Ctrl and Shift keys and hit I).
2. The type of hardware that you are using, including network hardware, if applicable.
3. The operating system that you are using.
4. The exact wording of any messages that appeared on your screen.
5. A description of what happened and what you were doing when the problem occurred.
6. A description of how you tried to solve the problem.

Microsoft subsidiary offices and the countries they serve are listed below. If there is no Microsoft office in your country, please contact the establishment from which you purchased your Microsoft product.

Area

Telephone Numbers

| | |
|-----------|---|
| Argentina | <p>Microsoft de Argentina S.A. Customer Service: (54) (1) 814-5105 (54) (1) 814-4807 (54) (1) 814-4808 (54) (1) 811-7199 Technical Support: (54) (1) 815-1521 Fax: (54) (1) 814-0372</p> |
| Australia | <p>Microsoft Pty. Ltd. Installation Support: (61) (02) 870-2870 Fax: (61) (02) 805-0519 Bulletin Board Service: (61) (02) 878-5200 Technical Support: (61) (02) 870-2131 Sales Information Centre: (61) (02) 870-2100</p> |
| Austria | <p>Microsoft Ges.m.b.H. Phone: 0222-68 76 07 Fax: 0222-68 16 2710 Information: 0660 - 6520 Prices, updates, etc.: 0660-6520 CompuServe: GO MSEURO (Microsoft Central</p> |
| Europe) | <p>Technical support: 0660-6511</p> |
| Belgium | <p>Microsoft NV Phone: 02-7303911 Customer Service: 02-7303922 CompuServe: 02-2150530 (GO MSBEN) Bulletin Board Service: 02-7350045 (1200/2400/9600 baud, 8 bits, no parity, 1 stop bit, ANSI terminal emulation) Technical Support: (Dutch speaking): 02-5133274 (English speaking): 02-5023432 (French speaking): 02-5132268</p> |
| Bolivia | <p>See Argentina</p> |
| Brazil | <p>Microsoft Informatica Ltda. Phone: (55) (11) 530-4455 Fax: (55) (11) 240-2205 Technical Support Phone: (55) (11) 533-2922 Technical Support Fax: (55) (11) 241-1157 Technical Support Bulletin Board Service: (55) (11) 872-4106</p> |
| Canada | <p>Microsoft Canada Inc. Head Office Phone: 1 (905) 568-0434 Customer Support Centre: 1 (800) 563-9048 Microsoft Support Network: Standard Technical Support Phone: 1 (905) 568-3503 Priority Support Information: 1 (800) 668-7975 Technical Support Bulletin Board Service: 1 (905) 507-3022 Text Telephone (TT/TDD) 1 (905) 568-9641</p> |
| Caribbean | <p>Microsoft Caribbean, Inc</p> |

Tel: (809) 273-3600
Fax: (809) 273-3636
Technical Support: (214) 714-9100

| | |
|------------------|---|
| Chile | Microsoft Chile S.A. Tel: 56 2 218 5771, 56 2 218 5711, 56 2 218 7524 Fax: 56 2 218 5747 |
| Colombia | Microsoft Colombia Tel: (571) 618 2245 Soporte Tecnico: (571) 618 2255 Fax:(571) 618 2269 |
| Denmark | Microsoft Denmark AS Phone: (45) (44) 89 01 00 Technical Support: (45) (44) 89 01 11 Microsoft Sales Support: (45) (44) 89 01 90 Microsoft BBS: (45) (44) 66 90 46 (Document 303030 in FaxSvar contains detailed instructions) Microsoft FaxSvar: (45) (44) 89 01 44 |
| Dubai | Microsoft Middle East Phone: (971) 4 513 888 Fax: (971) 4 527 444 |
| England | see United Kingdom |
| Finland | Microsoft OY For Technical Support, please contact your local dealer. Phone: (358) (9) 0 525 501 Microsoft BBS: (46) (0) 8 750 47 42 (Information in Swedish and English) Microsoft FaxSvar: (46) (0)8 752 29 00 (Information in Swedish and English) |
| France | Microsoft France Phone: (33) (1) 69-86-46-46Telex: MSPARIS 604322 Fax: (33) (1) 64-46-06-60 Technical Support Phone: (33) (1) 69-86-10-20 Technical Support Fax: (33) (1) 69-28-00-28 Fax Information Service: (33) (1) 69-29-11-55 |
| French Polynesia | See France |
| Germany | Microsoft GmbH Phone: 089 - 3176-0 Telex: (17) 89 83 28 MS GMBH D Fax: 089 - 3176-1000 Information: 089 - 3176 1199 Prices, updates, etc.: 089 - 3176 1199 Bulletin board, device drivers, tech notes : Btx: microsoft# or *610808000# CompuServe: GO MSEURO (Microsoft Central Europe) Technical support: 089 3176 1120 |
| Greece | Microsoft Hellas, S.A. |

Phone: (30) (1) 6893 631 through (30) 1 6893 635
Fax: (30) (1) 6893 636

Hong Kong

Microsoft Hong Kong Limited
Technical Support: (852) 804-4222
Fax: (852) 560-2217

Ireland

See United Kingdom

Israel

Microsoft Israel Ltd.
Phone: 972-3-575-7034
Fax: 972-3-575-7065

Italy

Microsoft SpA
Phone: (39) (2) 269121
Telex: 340321 I
Fax: (39) (2) 21072020
Customer Service (Prices, new product info, product literature): (39) (2) 26901359
Bulletin Board: (39) (2) 21072051
Technical Support: (39) (2) 26901351

Japan

Microsoft Company Ltd.
Phone: (81) (3) 5454-8000
Fax: (81) (3) 5454-7972
PSS Technical Support Fax: (81) (3) 5454-7955
Customer Service Phone (Version upgrade/Registration)
Phone: (81) (3) 5454 2305 Fax: (81) (3) 5454-7952
Channel Marketing (Pre-sales Product Support) Information Center
Phone: (81) (3) 5454-2300 Fax: (81) (3) 5454 7951

Korea

Microsoft CH
Phone: (82) (2) 531-4500
Fax: (82) (2) 555-1724
Technical Support: (82) (2) 531-4800
Technical Support Fax : (82) (2) 563-5194
Technical Support Bulletin Board Service : (82) (2) 538-3256

Liechtenstein

See Switzerland (German speaking)

Luxembourg

Microsoft NV
Phone: (32) 2-7303911
Customer Service: (32) 2-7303922
CompuServe: (32) 2-2150530 (GO MSBEN)
Bulletin Board Service: (32) 2-7350045 (1200/2400/9600 baud, 8 bits, No parity, 1 stop bit, ANSI terminal emulation)
Technical Support:
(Dutch speaking): (32) 2-5133274
(English speaking): (32) 2-5023432
(French speaking): (32) 2-5132268

México

Microsoft México, S.A. de C.V.
Phone: (52) (5) 325-0910
Customer Service: (52) (5) 325-0911
Bulletin Board Service: (52) (5) 590-5988 (1200/2400 baud, 8 bits, No parity, 1 stop bit, ANSI terminal emulation)

Fax: (52) (5) 280-7940
Technical Support: (52) (5) 325-0912

Netherlands

Microsoft BV
Phone: 02503-89189
Customer Service: 02503-77700
CompuServe: 020-6880085 (GO MSBEN)
Bulletin Board Service: 02503-34221 (1200/2400/9600 baud, 8 bits,
No parity, 1 stop bit, ANSI terminal emulation)
Technical Support:
(Dutch speaking) Technical Support: 02503-77877
(English speaking) Technical Support: 02503-77853

New Zealand

Microsoft New Zealand Ltd.
Phone: 64 (9) 358-3724
Fax: 64 (9) 358-3726
Technology Link Centre (Technical Support)
Phone: 64 (9) 357-5575 Fax: 64 (9) 358-0092

Northern Ireland

See United Kingdom

Norway

Microsoft Norway AS
Phone: (47) (22) 02 25 00
Technical Support: (47) (22) 02 25 50
Microsoft Sales Support: (47) 22 02 25 80
Microsoft BBS: (47) 22 18 22 09 (Document 404040 in FaxSvar
contains detailed instructions)
Microsoft FaxSvar: (47) 22 02 25 70

Papua New Guinea

See Australia

Paraguay

See Argentina

Portugal

MSFT, Lda.
Phone: (351) 1 4412205
Fax: (351) 1 4412101

Republic of China

Microsoft Taiwan Corp.
Phone: (886) (2) 504-3122
Fax: (886) (2) 504-3121
Technical Support : (886) (2) 508-9501

Republic of Ireland

See United Kingdom

Scotland

See United Kingdom

South Africa

Microsoft South Africa
Phone: (27) 11 444 0520
Fax: (27) 11 444 0536

Spain

Microsoft Iberica SRL
Phone: (34) (1) 804-0000
Fax: (34) (1) 803-8310
Technical Support: (34) (1) 803-9960

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| Sweden | Microsoft AB Phone: (46) (8) 752 56 00 Information on Technical Support: (46) (8) 752 09 29 Sales Support: (46) (8) 752 56 30 Microsoft BBS: (46) (8) 750 47 42 (Document 202020 in FaxSvar contains detailed instructions) Microsoft FaxSvar: (46) (0)8 752 29 00 |
| Switzerland | Microsoft AG Phone: 01 - 839 61 11 Fax: 01 - 831 08 69 Documentation: Phone: 155 59 00 Fax: 064 - 224294, Microsoft Info-Service, Postfach, 8099 Zürich Prices, updates, etc.: 01/839 61 11 CompuServe: GO MSEURO(Microsoft Central Europe) Technical support: (German speaking) 01 - 342 -4082 Technical support: (French speaking) 022 - 738 96 88 |
| Turkey | Microsoft Turkey Phone: (90) 212 2585998 Fax: (90) 212 2585954 |
| United Kingdom | Microsoft Limited Phone: (44) (734) 270000 Fax: (44) (734) 270002 Upgrades & Registration: (44) (81) 614 8000 Technical Support: Bulletin Board Service: (44) (734) 270065 (2400 Baud) (44) (734) 270060 (9600 Baud) Fax Information Service: (44) (734) 270080 Main Line (All Products): (44) (734) 271000 MSDOS 90 day F.O.C. Support: (44) (734) 271900 MSDOS Charged Support: (44) (891) 315500 |
| Uruguay | See Argentina |
| Venezuela | Corporation MS 90 de Venezuela S.A. Technical Support: 58.2.910046, 58.2.910510 Other information: 58.2.910008, 58.2.914739, 58.2.913342 Fax: 58.2.923835 |
| Wales | See United Kingdom |

