CLIVE BARKER'S
UNDYING

INSTALL & GAMEPLAY GUIDE
CONTENTS

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.

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INSTALL GUIDE

SYSTEM REQUIREMENTS

MINIMUM CONFIGURATION

■ Windows® 95, Windows 98, or Windows ME (Windows NT and Windows 2000 are not supported)

■ 400 MHz Intel® Pentium® II or AMD® K6-2™ processor

■ 64 MB RAM

■ 8x CD-ROM/DVD-ROM drive

■ 90 MB free hard disk space plus space for saved games (additional space required for Windows swap-file and DirectX 8 installation)

■ Supported 16 MB Direct3D™ or Glide™ capable video card with DirectX 8 compatible driver

■ DirectX 8 compatible sound card

■ Keyboard

■ Mouse

RECOMMENDED

■ 500 MHz or faster Intel Pentium III or AMD Athlon™ processor

■ 128 MB RAM

■ 610 MB free hard disk space plus space for saved games

■ Supported 32 MB Direct3D or Glide capable video card with DirectX 8 compatible driver

■ Environmental Audio™ (EAX) capable sound card

SUPPORTED VIDEO CHIPSETS

■ NVIDIA GeForce2™, NVIDIA GeForce 256™, NVIDIA Riva TNT2™, NVIDIA Riva TNT, 3dfx Voodoo5™, 3dfx Voodoo3™, ATI Radeon™, ATI Rage 128 Pro Maxx™, ATI Rage 128 Pro™, ATI Rage 128™, MATROX MGA-G450, MATROX MGA-G400, 3DLabs Permedia3™

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. The Start menu opens.

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 and Windows ME users):

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 **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.

Clive Barker's Undying™ uses the DirectX 8 API (the latest iteration of DirectX at the time of release) and includes DirectX 8 files which you can install.

INSTALLING THE GAME

To install *Clive Barker's Undying*:

1. Start the Windows operating system.

2. Insert the *Clive Barker's Undying* disc into your CD drive. The Autorun screen appears.

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

3. To begin installing, click INSTALL. The Registration screen appears.

4. Enter your registration number, then proceed to the InstallShield Wizard screen.

5. Click **Next**. The Setup Type screen appears.

6. Select a **Typical** (recommended), Compact, or Custom install type and a location to install the game to, then click **Next**. The Select Program Folder screen appears.

The default install directory is **C:\Program Files\EA GAMES\Clive Barker`s Undying**. To choose a different destination directory, click **Browse**..., select the desired directory, then click **Next**.

7. Choose the destination folder in which you want *Clive Barker's Undying* to appear in the ⊞**Start** menu, then click **Next**. *Clive Barker's Undying* is copied to your hard drive.

■ This process takes a few minutes—it's a good time to read the manual that accompanies the game and get familiar with the *Undying* story, or review the gameplay section of this guide to get familiar with how to play.

8. Follow the on-screen instructions to place an *Undying* shortcut on your desktop, register *Undying*, install DirectX 8 (if necessary), or view *Undying's* Readme file.

9. When the installation process is done, the Completion screen appears. Click **OK**. You're now ready to begin your adventure. (➤ *Starting the Game* on p. 6.)

UNINSTALLING/RE-INSTALLING THE GAME

If you are having problems or the game did not install correctly the first time, we recommend re-installing the game.

To uninstall Clive Barker's Undying:

1. Start the Windows operating system.

2. Click the ⊞**Start** button on your Windows taskbar, then select **Programs>EA Games>Clive Barker's Undying>Uninstall Clive Barker's Undying**. The game uninstalls.

To re-install Clive Barker's Undying:

After uninstalling the game, follow the steps listed in *Installing the Game* on p. 4 to re-install *Clive Barker's Undying*.

STARTING THE GAME

To start *Clive Barker's Undying*:

1. Start the Windows operating system.

2. Insert the *Clive Barker's Undying* disc in your CD drive.

3. Click the ⊞**Start** button on your Windows taskbar, then select **Programs>EA Games>Clive Barker's Undying>Clive Barker's Undying**. After the EA GAMES and Title screens appear, the Main Menu appears. (➤ *Main Menu* on p. 11.)

NOTE: For gameplay instructions, please see the Gameplay Guide starting on p. 11.

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 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 8 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 8. 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.

After installing DirectX 8, 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 8.

If the Certified field states "No" in this section, you must contact your manufacturer to obtain updated drivers that support DirectX 8.

If the Certified field states "Yes" in this section, your video card or sound card supports DirectX 8 and should work properly in DirectX 8 applications.

You will also want to be sure that the driver version number is 4.08.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 *Clive Barker's Undying*, 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 8 manually, please use the following steps.

To install DirectX:

1. Insert the *Clive Barker's Undying* disc 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.

CD PROBLEMS

A 8x-speed or faster CD-ROM drive is required to run *Clive Barker's Undying*.

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

■ Make sure the appropriate CD is in the CD drive. The 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 **Clive Barker's Undying**, these background tasks' features will be unavailable once shut down. Be sure to re-enable background tasks after playing **Clive Barker's Undying** 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 *Clive Barker's Undying*. 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

Clive Barker's Undying requires a Direct3D or Glide compatible video card capable of 640X480 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 **Clive Barker's Undying**.*

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.

MEMORY PROBLEMS

Clive Barker's Undying requires 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

Clive Barker's Undying 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

■ Please consult your sound card manufacturer for updated drivers if DirectX 8 DirectSound drivers are not available for your sound card.

NOTE: *Please refer to DirectX Problems on p. 6 for more information.*

GAMEPLAY GUIDE

INTRODUCTION

The year is 1923. Patrick Galloway, a rugged adventurer and investigator of the supernatural, has been summoned by an old friend, Jeremiah Covenant, to his family estate in Western Ireland. Nearly a quarter of a century earlier, Jeremiah and his younger siblings had performed an ancient ritual at the Isle of the Standing Stones. As a result of an innocent incantation, the Covenant siblings unleashed a horror beyond comprehension. Now on his deathbed, Jeremiah knows that Galloway is his last chance to contain the deadly curse and purge the evil from the Covenant Estate.

Playing as Galloway, you begin your quest just outside the mansion. Before proceeding, take a few minutes to master the basic moves and study your inventory, for upon entering the mansion, you will be thrust into a terrifying world of violence and horror. Once inside, there is no turning back.

For more info on this and other games, visit EA GAMES™ on the web at www.eagames.com.

MAIN MENU

Upon starting the game, the Main Menu appears.

*NOTE: Default settings appear in **bold**.*

NEW GAME	Select a difficulty level (EASY, MEDIUM, NIGHTMARE) and start a new adventure.
VIDEO	Adjust your visual options. (Screen Resolution, Color Depth, Brightness, etc.)
AUDIO	Set your aural options. (Voiceover, Ambient and Sound Effects volumes)

*NOTE: To activate a change in the HIGH QUALITY SOUND or ENABLE 3D HARDWARE features, the user must turn the feature **ON**/OFF, quit the game, then restart for the change to take effect.*

CONTROLS	Configure your desired control settings. (➤ *Default Controls* below for more info.)
LOAD/SAVE	Load a saved file, delete saved game files, or save your current adventure. (*Loading and Saving Games* ➤ p. 21.)
WEBSITE	Access the official game web site: undying.ea.com.
CREDITS	View the credits for *Clive Barker's Undying*.
QUIT	Abort your current game and return to the desktop.
BACK TO GAME	Resume your adventure.

You can access the Main Menu at any time from gameplay to take a break or adjust options.

■ To pause your adventure and access the Main Menu, press ESC. The Main Menu appears.

DEFAULT CONTROLS

MENU

ACTION	CONTROL
Activate highlighted item	Left Mouse Button

GAMEPLAY

ACTION	PRIMARY CONTROL	ALTERNATE CONTROL
Look	Mouse Movement	
Move Forward/Back	↑/↓	W/S
Step Left/Right	←/→	A/D
Jump	CONTROL	Spacebar
Duck	SHIFT	C
Sneak (toggle ON/OFF)	K	

Using Items, Weapons & Spells

Use Inventory Item	ENTER	Q
Cycle Inventory Items	F/V	[/]
Weapon Fire	Left Mouse Button	INS
Weapon Select	DEL	E
Weapon Action	ALT	CAPS LOCK
Cycle Weapons	1/2	Mousewheel
Use Spell	Right Mouse Button	HOME
Spell Select	END	R
Cycle Spells	3/4	
View Journal	F3	
Quick Save	F6	
Quick Load	F7	
Take Screenshot	F9	

■ For more info, ➤ *Items, Weapons & Spells* on p. 14.

NOTE: *Go to the Controls Menu from the Main Menu to customize your gameplay controls.*

ADDITIONAL CONTROLS (CAN BE MAPPED TO KEYBOARD OR MOUSE)

Turn Left/Right, Look Up/Down, Mouselook (toggle), Strafe Modifier, Center View, Individual Weapons/Spells, and Load Phosphorus/Silver Bullet Ammo

GAME SCREEN

HEALTH METER: THIS METER INDICATES THE AMOUNT OF GALLOWAY'S REMAINING HEALTH. WHEN THE METER READS "0", GALLOWAY MUST RESTART HIS ADVENTURE FROM THE MOST RECENTLY PASSED CHECKPOINT

INVENTORY: A LIST OF INVENTORY ITEMS GALLOWAY IS CARRYING.

SPELL INDICATOR: THIS ICON DISPLAYS WHICH SPELL GALLOWAY CURRENTLY HAS SELECTED. THE NUMBER OF DOTS ABOVE THE SPELL ICON INDICATES THE SPELL'S POWER LEVEL. WHEN HOLDING THE GEL'ZIABAR STONE, A GREEN DOT ALSO APPEARS, BOOSTING THE SPELL'S POWER

CURRENT WEAPON: THIS ICON INDICATES THE WEAPON GALLOWAY IS CURRENTLY HOLDING

FLIGHT INDICATOR: THIS ICON APPEARS WHEN GALLOWAY ACQUIRES A FLIGHT SPELL.

UNREAD JOURNAL: THIS ICON INDICATES THAT GALLOWAY CURRENTLY HAS A NEW JOURNAL ENTRY TO READ

MANA METER: THIS METER DISPLAYS THE AMOUNT OF GALLOWAY'S REMAINING MANA. MANA IS USED TO POWER THE SPELLS IN GALLOWAY'S COLLECTION. ONCE A SPELL IS COMPLETED, THE MANA METER BEGINS TO REGENERATE

ITEMS, WEAPONS, AND SPELLS

Throughout his adventure at the Covenant Estate, Galloway must overcome a wide variety of demons and other horrific foes. Fortunately for him, there are a number of useful items, deadly weapons, and powerful spells at his disposal.

You begin the game with a few items, but more can be found throughout your quest. The following is a brief description of each item, weapon, and spell at Galloway's disposal.

ITEMS

AMPLIFIER STONES

These are some of the most important items in the game, as they allow Galloway to boost the power of his spells. When Galloway uses a stone, the current spell is boosted permanently by one level.

HEALTH PACK

Spread throughout the game are a number of critical Health Pack power-ups that come in varying shapes and sizes. These items are stored within Galloway's inventory and can be used to restore points to his Health meter.

DYNAMITE

Dynamite sticks are powerful explosives that can be tossed at enemies to inflict concussive damage or at walls to open new passages.

ARCANE WHORLS

When collected, these mystical tattoos increase the recovery rate of Galloway's Mana.

MANA WELLS

When collected, these amulets increase the amount of Mana Galloway can hold at any given time.

ETHER TRAPS

Ether Traps allow Galloway to tap into an ethereal plane of existence and temporarily snare enemies within another dimension.

BULLET AMMUNITION

This is the standard ammunition for the Revolver.

SILVER BULLETS

This is special ammunition for the Revolver that can be used to inflict damage on magical foes.

SHOTGUN SHELLS

This is the standard ammunition for the Shotgun.

PHOSPHORUS SHELLS

This is special ammunition for the Shotgun that can be used to transform the weapon into a short-range flame-thrower.

WEAPONS

Galloway possesses a powerful arsenal for combating the evil he will encounter throughout the Estate. He starts the adventure with both the Revolver and the Gel'ziabar Stone, but more weapons can be found along the way.

Certain weapons have secondary abilities, when toggled with the Weapon Action key. The abilities are listed below.

■ It is best to avoid harming innocents with your weapons, conventional or otherwise.

REVOLVER

This is a standard six-shooter. If loaded with Silver Bullets, the Revolver can hurt foes that are not fazed by standard ammunition. Use the Weapon Action key to reload the Revolver at any time.

GEL'ZIABAR STONE

The Gel'ziabar Stone is a magical artifact that was found by Galloway during World War I. While holding the stone, Galloway's spells are amplified by one level and he will receive visual clues when to use his Scrye spell. The stone is also capable of producing a non-lethal shockwave attack that knocks back enemies.

MOLOTOV

When using this weapon, Galloway can toss lethal, short-range fire bombs for excellent damage.

PHOENIX

This weapon allows Galloway to summon a mystical, fiery Phoenix that can be guided towards a target to inflict massive damage. However, while Galloway is guiding the Phoenix, he is completely vulnerable to enemy attacks.

SPEARGUN

This is a quiet, long-range weapon that can also be used underwater. The Speargun can be used with a Lightning spell for an even more powerful attack. The Weapon Action key can be used to zoom in or out for long-range accuracy.

SHOTGUN

The double-barreled shotgun is a powerful weapon, especially at close range. If loaded with Phosphorus Shells, the Shotgun converts into a short-range flame-thrower. Use the Weapon Action key to toggle between single- or double-barrel shots.

TIBETAN WAR CANNON

This ancient weapon has the ability to launch orbs of cold. These orbs can be used to slow enemies or freeze small patches of water.

SCYTHE OF THE CELT

This is a long, curved single-edged blade with a handle, used to battle enemies at close range. It has the unusual ability to separate a soul from a mortal shell, making it an effective weapon to use against the siblings. Use the Weapon Action key to toggle between a normal or more frenzied Scythe attack. In Frenzied mode, Galloway can steal health from fallen enemies. However, remaining in Frenzied mode for a prolonged period of time costs him Mana points.

SPELLS

A man of many talents, Galloway is a master of the Occult. In addition to his weapons, Galloway has the ability to cast a variety of magical spells. To use a spell, Galloway must have the spell in his collection. He must also possess an appropriate amount of Mana.

SCRYE

This spell allows Galloway to witness events from the past and see things invisible to the naked eye. Scrying is also useful in dark areas, as it illuminates the surrounding area. At a higher level of amplification, Galloway will be able to lengthen his ability to scrye.

ECTOPLASM

This short-range attack spell fires spectral bursts, which are effective against supernatural enemies. At a higher level of amplification, Ectoplasm has the ability to penetrate thin walls and corners.

SKULL STORM

This unique spell allows Galloway to exhume fiery skulls from the ground and send them hurtling towards enemies. The skulls shatter into fragments and can generate heavy damage. At a higher amplification, Galloway can launch more than one skull at his enemies at a time.

LIGHTNING

This spell allows Galloway to project powerful bolts of lightning at an enemy. At a higher level of amplification, it will strike multiple enemies.

INVOKE

This spell allows Galloway to re-animate creatures that he has defeated to fight in his place. The greater the amplitude of this spell, the more powerful the creature that Galloway will be able to bring back to life.

DISPEL MAGIC

This spell can be used to neutralize certain forms of magic and can counteract the effects of spells that Galloway may be experiencing. At a higher level of amplification, Dispel Magic can be used to neutralize more powerful forms of magic used against Galloway.

SHIELD

When cast, the Shield spell protects Galloway from all forms of physical and magical attacks. At a higher level of amplification, the amount of damage it protects against is increased.

HASTE

This spell temporarily increases Galloway's movement and attack speed. At a higher level of amplification, Galloway's speed is increased and the spell lasts longer.

FLIGHT

This spell allows Galloway the limited ability of flight within the magical realms he explores. Once acquired, this spell is activated by jumping.

FAVORITE WEAPONS & SPELLS

On the Weapon Select or Spell Select Hud, it is possible to designate favorite weapons or spells, making them easily accessible during gameplay.

To set two favorite weapons:

1. Click and hold DEL. The Weapon Select Hud appears.

2. On the Weapon Select Hud, right-click two of your favorite weapons. Your selected weapons now appear highlighted in blue.

To toggle between selected favorite weapons during gameplay, click DEL.

To set two favorite spells:

1. Click and hold END. The Spell Select Hud appears.

2. On the Spell Select Hud, right-click two of your favorite spells. Your selected spells now appear highlighted in blue.

To toggle between selected favorite spells during gameplay, click END.

JOURNAL ENTRIES

At various times throughout the game, Galloway acquires different forms of information, which are stored in his Journal. Once acquired, the entry icon appears on the Game Screen, near the Mana Meter, and is available to read on the Journal screen (➤ *Game Screen*, pg. 14).

To access the Journal screen, press F3.

LOADING AND SAVING GAMES

Clive Barker's Undying allows you to save the progress of your adventures in the Covenant Estate.

To load saved player game data:

1. Select LOAD/SAVE on the Main Menu. The Save/Load screen appears.

2. On the Save/Load screen, highlight a saved game file then click LOAD. The saved game data loads.

To save player game data:

1. Select LOAD/SAVE on the Main Menu. The Save/Load screen appears.

2. On the Save/Load screen, highlight a slot then click SAVE. The current game data is saved.

To delete saved players game data:

1. Select LOAD/SAVE on the Main Menu. The Save/Load screen appears.

2. On the Save/Load screen, highlight a save slot you want to remove, then click DELETE. The file is deleted.

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UNDYING

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TECHNICAL SUPPORT

Clive Barker's Undying 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 *Clive Barker's Undying*, 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

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: 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: In the **United Kingdom**, contact:

Electronic Arts Pty. Ltd.   Electronic Arts Ltd.

P.O. Box 432   P.O. Box 181

Southport Qld 4215, Australia   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.

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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.

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UNDYING

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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.

Electronic Arts Customer Warranty

P.O. Box 9025

Redwood City, California 94063-9025

Web Page: techsupport.ea.com

Phone: (650) 628-1900

E-mail: warranty@ea.com

Fax: (650) 628-5999.

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