

FRANK THOMAS BIG HURT BASEBALL™ TECHNICAL SUPPLEMENT

If you are experiencing any problems with *Frank Thomas Big Hurt Baseball™*, please take some time to read this technical supplement before calling our technical support number.

SYSTEM REQUIREMENTS:

Please note that the systems requirements which appear on the package have been reduced from 5 MB hard disk space (40 MB recommended). The new minimum is 4 MB (37 recommended).

MANUAL ADDENDUM

The following changes were made after the instruction manual was printed:

GENERAL:

4 button controls for player 1 and 2 are the same (use player 1 controls). If using a 4 button controller that can be switched between 2 and 4 button mode, controls will vary depending on which mode is used.

OTHER:

on page 6 Press the ESC key to return to a previous menu (not the 1 key as stated).

on page 9 **MOVING THROUGH SCREENS:** Player 1 PAUSE control is the PAUSE KEY no matter which input device is used. Likewise, Player 2 PAUSE control is ESC.

on page 10 **BATTING/ 4 BUTTON CONTROLS:**

Swing is the RED button ONLY

Bunt is the RED + BLUE buttons

Steal is the RED button

on page 12 **FIELDING/ KEYBOARD 1 & 2 CONTROLS:**

Outfield Shift is the ">" key, not the "<" key as stated

MEMORY MANAGEMENT

Frank Thomas Big Hurt Baseball™ was thoroughly tested before its release. If you are having problems with *Frank Thomas Big Hurt Baseball™*, they are most likely related to how your memory is allocated. Outlined below are some procedures for configuring your computer's memory. Most personal computers are shipped from the factory with the memory configured to run productivity software. Entertainment software frequently requires a more robust memory configuration. For *Frank Thomas Big Hurt Baseball™* to function properly, we recommend that MS-DOS have a total of at least 450K of conventional memory available. The more conventional memory the merrier, but we have had success in running *Frank Thomas Big Hurt Baseball™* at this setting. You will also need at least 650K of extended memory. You can check the amount of memory you have by typing MEM [enter] at the DOS prompt (C:\>). The number after "Largest executable program size" is the amount of conventional memory you currently have.

If you are experiencing any type of memory error (i.e. memory allocation, fatal errors, etc.), please execute the following instructions:

- If you are using MS-DOS 6.2 or higher, you can solve your memory problems by rebooting the computer and pressing the F8 key when the screen displays "STARTING MS-DOS". DOS will ask you to confirm all of the drivers that need to be loaded and processed in your CONFIG.SYS and AUTOEXEC.BAT files. If you are uncertain as to which drivers should be loaded, refer to the CONFIG.SYS and AUTOEXEC.BAT file examples in this supplement, and/or to your hardware manuals. Note that you may also use a DOS boot disk to simplify the *Frank Thomas Big Hurt Baseball™* start up process. Refer to the next section.

DOS BOOT DISK INSTRUCTIONS

Using a DOS boot disk allows you to free up more memory without altering the CONFIG.SYS and AUTOEXEC.BAT files on your hard drive.

Booting your computer from a DOS disk does not prohibit you from accessing your hard drive, but provides you another method of configuring your memory.

After you create a DOS boot disk, you will copy your CONFIG.SYS and AUTOEXEC.BAT files onto the boot disk and modify these copies.

Use this method to avoid altering the CONFIG.SYS and AUTOEXEC.BAT files on your hard drive, which might affect your memory configuration for running other applications.

WARNING: If you are unsure about how to create a boot disk or feel anything less than 100% confident about doing so, please do not undertake this without assistance. Please refer to our Technical Support number if you need assistance.

If you are using MS-DOS 5.0 or if you have device drivers that need to be loaded (i.e. soundcard, CD-ROM, the HIMEM.SYS driver for upper memory, etc.) then you will need to create a boot disk. Your goal is to have more than 450K of conventional memory available. (Once you have created your boot disk and rebooted your computer, to check how much memory is available, type MEM [enter] at the DOS prompt (C:\>).)

1. In order to create a boot disk, you will need a blank formatted disk for your A:\> drive. Please remember to back up your startup files (AUTOEXEC.BAT&CONFIG.SYS) before undertaking the proposed changes. Your hard drive will not operate properly without these files. If your computer starts up automatically with another program (i.e. windows, dosshell, etc.) you will have to exit from this program. After doing so, you should see the following prompt: C:\>
2. Insert the blank formatted diskette in the A drive and at the C:\> prompt, type SYS A: [enter]
The screen should display SYSTEM TRANSFERRED. Remember: it is very important that you use the A:\> drive for the boot disk. Booting from the B:\> drive will not work.
3. Type: COPY C:\CONFIG.SYS A: [enter]
The screen should read 1 file copied.
Type: COPY C:\AUTOEXEC.BAT A: [enter]
The screen should read 1 file copied.
4. Now we have to edit your startup files (CONFIG.SYS and AUTOEXEC.BAT) on the boot disk in order for the boot disk to work. To simplify this process, you may wish to make a printout of your current startup files. You may then use your printout of the startup files as a reference sheet.

You will need to remove any extraneous drivers and TSR/memory resident programs; i.e. mouse drivers, anti-virus TSRs, disk caching programs, etc.

5. Switch over to the **A:\>** drive by typing **A:** [enter]

Type **EDIT A:\CONFIG.SYS** [enter]

The contents of your **CONFIG.SYS** file should appear on your screen.

The CD-ROM driver, located in the **CONFIG.SYS** file, will normally contain the driver name (i.e. **SBCD.SYS**, **SLCD.SYS**, **COMKE.SYS**, **CDRVR.SYS**, etc.) followed by the device name of your CD-ROM (i.e. **/D:\MSCD001**, **/SLCD000**). Please exclude the mouse driver, **SETVER.EXE**, **SMARTDRV.EXE** and the windows' **IFSHLP.SYS** drivers.

Below is an example of what an ideal *Frank Thomas Big Hurt Baseball*™ **CONFIG.SYS** file looks like:

[CONFIG.SYS]

DEVICE=C:\DOS\HIMEM.SYS

DEVICE=C:\MTMCDAL\SYS /D:SLCD000 /F:1 /A:1 (your CD-ROM driver should look similar to this)

FILES=40

BUFFERS=20,0

STACKS=9,256

DOS=HIGH_UMB

DEVICE=???????????? (certain sound cards require a line in the config.sys. If you are uncertain as to whether or not you require this line, please refer to your soundcard manuals, your original config.sys or manufacturer for further details)

NOTE: While it is important that your file have the same basic line headings, (i.e., **DEVICE=C:\???????**), the particular configuration will vary for each computer.

6. You should delete and/or add whatever lines are needed to conform to this example. When you are finished making the necessary changes, you may save the file and exit by pressing the **Alt + F** keys to pull down the file menu, then typing **X** to exit and **Y** to save.
7. Now you need to edit your **AUTOEXEC.BAT** files as well. To do so, type:

EDIT A:\AUTOEXEC.BAT [enter]

The contents of your **AUTOEXEC.BAT** file should appear on your screen.

The soundcard settings, in the **AUTOEXEC.BAT** file, will usually contain the line **SET BLASTER=A??? I? D? T?**, where **"?"** is the number your particular computer uses (refer to the printout of your own startup files).

Below is an example of what an ideal *Frank Thomas Big Hurt Baseball*™ **AUTOEXEC.BAT** file looks like:

[AUTOEXEC.BAT]

PATH=C:\DOS

SET TEMP=C:\DOS

SET BLASTER=A220 I5 D1 T1 (your soundcard setting should look similar to this one)

C:\DOS\MSCDEX.EXE /D:SLCD000 (your MSCDEX line should look similar to this one)

C:\DVACCLAIM\BIGHURT (or whichever directory you have installed 'Big Hurt' into)

BIGHURT

8. You should delete and/or add whatever lines are needed to conform to this example. After you are finished, you may save the file and exit by pressing the **Alt + F** keys to pull down the file menu, then typing **X** to exit and **Y** to save.

Congratulations, you have just made a DOS boot disk. To use it, just reboot the computer by pressing **Ctrl+Alt+Delete**. Leave the disk in drive **A**. You should now have your memory correctly configured to play *Frank Thomas Big Hurt Baseball*™.

TROUBLESHOOTING

COMMON QUESTIONS

Q: When I run *Frank Thomas Big Hurt Baseball*™, the screens are all jumbled or the screen has gone blank and the computer locks.

What can I do to fix it?

A: Certain video cards do not function properly in *Frank Thomas Big Hurt Baseball*™ with UNVBE installed. To correct this problem, type:

BIGHURT -U

This will disable UNVBE temporarily. If you find that this corrects the problem, here are a few steps that you can perform to make the changes permanent:

In the 'Big Hurt' directory that you installed the game to, type the following:

SETUP OFF

(This will disable UNVBE.)

* If you find disabling UNVBE does not correct the problem, try using the VESA drivers that are supplied by your video card manufacturer. If you have any questions concerning the VESA driver for your video card, please contact your video card manufacturer. e.g. Certain versions of ATI MACH 64, MATROX, and Diamond Viper video cards have been known to require their own VESA drivers.

Note: Unfortunately *Big Hurt Baseball* does not work properly with the following video cards:

Diamond Viper Pro Video

QVISION 2000+

QVISION 2000P

Number 9 Imagine 128

Q: I have a 100% compatible sound card, but I'm not getting any sound. I don't get it!

A: If your sound card is not listed on the box, but is 100% compatible with one of the cards listed, it may have to be put into Sound Blaster emulation mode. Please consult your sound card manual for more information. Or, make certain that there are no IRQ conflicts with the sound card. The digital speech in the game will not be able to play if such a conflict is present. Run the **SETUP SND** program located in the **C:\ACCLAIM\BIGHURT** directory or the directory 'Big Hurt' is installed in. Make sure that after you configure the soundcard, the program verifies that the soundcard was configured successfully.

Q: Frank Thomas Big Hurt Baseball occasionally locks up. What can I do to alleviate this problem?

A: You may be loading other software that is not compatible with Frank Thomas Big Hurt Baseball™. Try running the system from a boot disk. Or, you may not be meeting all the system requirements. Please take note of the requirements listed on the box. You will not be able to play the game unless you meet the minimum requirements. Make sure that all the drivers in your system are up to date. You can also try to change the drivers for your soundcard by running **SETUP SND** in the **C:\ACCLAIM\BIGHURT** directory. Using an incorrect sound card driver will crash the game. Note for Ensoniq Soundscape/Reveal SFX32 users: If you are having problems configuring your soundcard, try choosing the "Creative Labs Sound Blaster and 100 % compatibles" driver in the **SETUP SND** screen. Make sure that the soundcard has been put in FM emulation mode. Frank Thomas Big Hurt Baseball™ is not compatible with the IBM Blue Lightning processor and the NEXGEN Nx586 processor. These processors will cause the game to freeze.

Q: How do I re-install the game?

A: If you need to re-install the Frank Thomas Big Hurt Baseball™ make sure you delete the directory 'Big Hurt' is installed in and install the game like you did before.

Q: The game crashes when I play Frank Thomas Big Hurt Baseball™ through Windows 95. Help!

A: If the game is crashing in Windows 95, we recommend that you exit Windows 95 in order to play the game. You can do this in two ways:

1. If you are already in Windows 95, click on the **START** button and **SHUTDOWN** the computer. Select "Restart Computer in MS-DOS mode" This should bring you to the MS-DOS prompt (**C:\WINDOWS>**). Make sure that your CD-ROM drive is functioning correctly. Type "**CD**" and the name of the directory in which Frank Thomas Big Hurt Baseball is installed (i.e., **CD\ACCLAIM\BIGHURT**) and press **ENTER**. Then type "**BIGHURT**" to run the game.
2. As the computer is "booting up", press the **F8** key at the "Starting Windows 95" prompt. Choose the "Command Prompt Only" option in the menu. At the DOS prompt (**C:\>**), run the file **DOSSTART.BAT** in the Windows directory to enable the CD-ROM drive. Switch to the directory in which you installed BIGHURT (i.e. **C:\ACCLAIM\BIGHURT**) and type "**BIGHURT**" to run the game.

NOTE: If 'BIGHURT' cannot detect the CD in your CD-ROM drive, make sure that all the proper DOS drivers are being loaded in the **CONFIG.SYS** and **DOSSTART.BAT** files. Contact your computer's manufacturer for DOS "REAL MODE" drivers for your CD-ROM drive.

Q: Why does the game crash when I play Frank Thomas Big Hurt Baseball™ through MS Windows, Windows NT, IBM OS/2 ?

A: Multi-tasking environments such as these can conflict with the game's use of memory and the operating systems' resources. We recommend playing Frank Thomas Big Hurt Baseball™ directly from DOS, and not through any other operating environment.

ACCLAIM TECHNICAL SUPPORT

PHONE SUPPORT

Acclaim's Technical Support Department can be reached at (516) 759-7800 Monday - Friday from 9 AM to 7PM Eastern Standard Time. You can also reach us at our web page at <http://www.acclaim.com>

If, after reviewing this technical supplement, you are still experiencing problems with Frank Thomas Big Hurt Baseball™, please read this section and call us. We have a staff of technicians ready to assist you with any problems you may have. PCs today can have many different hardware and software combinations. Because of this, we may need to refer you to a computer company, hardware manufacturer, or system software publisher in order to properly configure your system. When you do call us, please try to be near your computer. It would be very helpful to have access to a fax machine. Please have the following information ready:

- A listing of your computer type and hardware contents. Specifically, we need all the information on the video card.
- The DOS version and the type, if any, of disk compression software. (i.e. Stacker, DoubleSpace, Superstor, etc..)
- The contents of your **CONFIG.SYS** and **AUTOEXEC.BAT** files.
- The contents of the **MEM** statement. This command displays the current amount of available memory.
- The **EXACT** error message displayed (if any).
- The brand of sound card, the **IRQ**, **IO** address and **DMA** setting of that card. (You can find this information in the **AUTOEXEC.BAT**.

Just type:

EDIT AUTOEXEC.BAT [enter]

You should notice a line that looks like this:

SET BLASTER=A220 I5 D1 T6

The number following the "A" is the sound card's address, "I" is the interrupt, and "D" is the DMA.

