HELP AND TIPS INFORMATION

If you find that you are having technical difficulties operating your Virgin software, first check the product information sticker to be sure your computer configuration matches the system requirements listed. Also, please be sure you have attempted to follow the directions in the manual first.

IBM Users - Clear your computer's memory of any RAM resident programs (TSR's), such as menus, utilities or memory managers. These programs can be found in your AUTOEXEC.BAT file and/or your CONFIG.SYS file. If you cannot find any TSR's being loaded, or you don't know what might be memory resident, you can boot your computer directly from a DOS diskette. To do so, please follow the directions below:

Creating A Boot Disk

To make a book disk, boot up your computer with your hard disk drive, and be certain you are at the DOS prompt, in your DOS directory, which usually appears as a drive letter, a path designation and a greater than sign (i.e., "C:\DOS>"), insert an appropriate blank disk into your A: drive then type the command listed for your disk drive and disk type:

	High Density Disk & High Density Drive or Double Density Disk & Double Density Drive	Double Density 5.25" Disk & High Density Drive	Double Density 3.5" Disk & High Density Drive
DOS 3.11-4.0	FORMAT A: /S	FORMAT A: /4 /S	FORMAT A: /N:9 /S
DOS 5.0	FORMAT A: /S	FORMAT A: /F:360 /S	FORMAT A: /F:720 /S

Once you have created a boot disk, you will need to create a CONFIG.SYS file. To do this, type the following at your A:> prompt:

```
1) COPY CON CONFIG.SYS (ENTER)
2) FILES=30 (ENTER)
3) BUFFERS=25 (ENTER)
4) Press (F6) & (ENTER)
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If done successfully, you should see the message "1 File(s) copied.". You may also wish to create an AUTOEXEC.BAT that automatically loads your mouse driver. Please refer to the operating manual for your mouse to learn how to do this.

Unless the "boot from floppy disk" option has been disabled on your machine, this will boot your computer to a clean DOS from which you can run your product.

C64, Amiga, Atari and Apple Users - If you are having difficulty, be sure you have removed all additional unnecessary peripherals such as printers, additional floppy drives, modems, etc. In other words, anything that might use up memory.