

## **TABLE OF CONTENTS**

### **INTRODUCTION**

### **INSTALLATION & SET UP**

1. Minimum System Requirements
2. Autoplay
3. DirectX(R) Detection & Installation

### **VIDEO ISSUES**

1. Monitors
2. In-game and Desktop Resolutions
3. Graphical Corruption When Changing Video Settings
4. Windowed Mode/Standby Mode
5. Changing Brightness and Contrast

### **GENERAL ISSUES**

1. Alt-Tab & Alt-Enter
2. Uninstalling with Antivirus Software Enabled
3. Gamepad Options
4. Invert Controls Setting
5. Options for Lower End Systems

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## **INTRODUCTION**

Refer to this document if you encounter difficulties with one or more aspects of installation or running the *Ultimate Spider-Man™* game. Many of the most commonly encountered issues are covered here.

### **INSTALLATION & SET UP**

1. Ultimate Spider-Man™ Minimum System Requirements

- 3D hardware accelerator card required - 100% DirectX(R) 9.0c-compliant 64 MB video card and drivers\*
- Microsoft(R) Windows(R) 2000/XP
- Pentium(R) III 1.2 GHz or Athlon(TM) 1.2 GHz or higher processor
- 256 MB of RAM
- 3500 MB of uncompressed hard disk space (plus 400 MB for the Windows(R) swap file)
- A 100% Windows(R) 2000/XP - compatible computer system including:
- DirectX(R) 9.0c (Included)
- 100% DirectX(R) 9.0c-compliant true 16-bit sound card and drivers
- 100% Windows(R) 2000/XP - compatible mouse, keyboard and drivers
- 100% Windows(R) 2000/XP - compatible quad speed CD-ROM drive (600 K/sec sustained transfer rate) and drivers

\*Supported Chipsets for Windows 2000/XP

All NVIDIA(R) GeForce2(TM) and better chipsets

All ATI(R) Radeon 7500(TM) and better chipsets

\*Important Note: Some 3D accelerator cards with the chipsets listed here may not be compatible with the 3D acceleration features utilized by *Ultimate Spider-Man*<sup>™</sup>. Please refer to your hardware manufacturer for 100% DirectX 9.0c compatibility.

## 2. Autoplay

If the Windows Autoplay feature is enabled on your computer, the splash screen will begin when you insert the *Ultimate Spider-Man*<sup>™</sup> CD 1 into your CD-ROM drive. On the splash screen press "Install" and follow the on-screen instructions to continue the installation.

\*Note: *Ultimate Spider-Man*<sup>™</sup> CD 1 functions as the CD key. You must have CD 1 in your CD-ROM drive to play the game.

If the Autoplay feature is disabled, you can begin the installation by doing the following:

- a) Go to the Start Menu and select Run.
- b) Type D:\SETUP.EXE (assuming D is your CD-ROM drive letter) and press Enter.

-or-

- a) Double-click on My Computer
- b) Double-Click your CD-ROM drive icon.
- c) Double-click on SETUP.EXE.

### 3. DirectX Detection & Installation

During the *Ultimate Spider-Man*™ install setup, the install process will automatically detect DirectX 9.0c on your computer. If it is not already installed, Microsoft DirectX 9.0c will be installed on your computer. DirectX 9.0c is a set of sound, video, input and network functions developed by Microsoft. DirectX 9.0c is necessary to run *Ultimate Spider-Man*™ .

If you choose not to install DirectX 9.0c when you install the game, you can manually install it later. To do so, use the following instructions:

1. Place your *Ultimate Spider-Man*™ disk in the CD-ROM drive. The Launch screen should appear. (See the AutoPlay section above if it does not appear.)
2. Click on the "Extras" button.
3. Click on "DirectX" and follow the installation process. When DirectX installation finishes, you will need to restart your computer for the new drivers to work.

If you encounter the following error message, then you have tried to start the game without the correct version of DirectX installed on your computer:

"DirectX 9.0c is not installed on this computer. Install it and try again."

You will need to follow the directions above to install DirectX before starting the game.

## VIDEO ISSUES

### 1. Monitors

Please make sure your monitor supports the game resolution you are trying to play in. To check what resolutions your monitor supports, do the following:

- a) Open up My Computer
- b) Double-click on Control Panel
- c) Find the Display icon and open it
- d) Choose the Settings tab
- e) Locate the resolution pointer in the Desktop or Screen Area box and drag it to the far right

The resolution choice shown is the maximum resolution your monitor is capable of displaying. If you do not want to change to this resolution now, select cancel. Your Desktop Area should be set to the game resolution you are trying to play in or higher.

NOTE: Please make sure your monitor type is properly specified to insure correct reporting of available video resolutions.

### 2. In-game and Desktop resolutions

In most cases, *Ultimate Spider-Man*™ should choose the proper resolution for your system based on your processor, system memory, and video card. Changing the game resolution may

result in decreased performance or visual quality.

### 3. Graphical Corruption When Changing Video Settings

Changing the settings on your Video Options menu may sometimes result in temporary color corruption of the screen. These irregularities will disappear when you return to the game.

Flickering may occur in certain video card and monitor settings. Manually raising the refresh rate in which the game runs will alleviate the flickering. 60-75Hz produces the most noticeable results.

### 4. Windowed Mode/Standby Mode

Windowed mode is not a supported feature of *Ultimate Spider-Man™*.  
Standby mode is not a supported feature of *Ultimate Spider-Man™*.

### 5. Changing Brightness and Contrast

On some video cards, changing the Brightness and Contrast levels all the way up or down may produce undesirable graphical results. If this happens, it is suggested that the "set default" option be used to reset these sliders back to their default settings.

## GENERAL ISSUES

### 1. Alt-Tab & Alt-Enter

Using Alt-Tab or Alt-Enter to exit *Ultimate Spider-Man™* and switch to another application is not recommended. While you may be able to Alt-Tab/Alt-Enter to exit *Ultimate Spider-Man™*, and the game will remain running in the task bar, you may not be able to recover the game by Alt-Tabbing/Alt-Entering back to it. At this point, you may have to use the Windows Task Manager to close *Ultimate Spider-Man™*. Hold down the Ctrl-Alt-Delete keys to bring up the Task Manager, then select *Ultimate Spider-Man™* from the list of programs currently running and hit the End Task button. Alt-Tab & Alt-Enter are not supported features of *Ultimate Spider-Man™*.

### 2. Uninstalling with Antivirus Software Enabled

The uninstallation process may take more time if an antivirus software (like Norton Utilities(TM) or McAfee(R)) is currently running, even if the antivirus software is running in the background. Although *Ultimate Spider-Man™* will still uninstall correctly with this software running, disabling any antivirus program will make this process run faster. You will be able to uninstall *Ultimate Spider-Man™* normally.

### 3. Gamepad Options

- If you are using a gamepad without an analog stick, it is recommended that you do not check the "Mouse Look" option in the *Ultimate Spider-Man™* Settings screen in the Main Menu. When using this type of controller, selecting the "Mouse Look" option may cause the camera pitch to become locked. The reset camera function does not reset the camera pitch.
- Note: When a third controller is plugged into the PC it has no functionality in changing the button configuration to the third controller. There is also no way to switch it so that the third controller is functional in the menu of the remapping of the keys. The only way to get the third controller to work is if one of the controllers is unplugged.

#### 4. Invert Controls Setting

The invert option in the *Ultimate Spider-Man™* Settings screen can be used to reverse the controls for moving the camera up and down. Mouse look must be enabled for this selection to be changed.

#### 5. Options for Lower End Systems

Users with lower end systems may experience slower performance. Selecting the following options may improve the way *Ultimate Spider-Man™* runs on your machine.

In the *Ultimate Spider-Man™* main menu, go to Settings. Make sure "Detailed Shadows" is turned off. The box next to these options should be empty. If you are still having problems, you may want to turn on "Distance Clipping (Fog)" by checking the box next to this option. Moving the slider to the left moves the distance clipping closer.

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