

BIONICLE Heroes

README file 27/10/2006 Version 1.0

Part 1: Things You Should Know

Please read through the DirectX section of this document. This section has information that is vital to successfully running *BIONICLE Heroes* on your system.

1.1 DirectX

This game is optimised for Microsoft's DirectX 9.0c. In order for you to play the game, you **must have** DirectX 9.0c compliant drivers for your video card and sound card. Please note that although DirectX 9.0c is installed with the game, your video and sound card drivers will not be upgraded to DirectX 9.0c drivers.

You will need to obtain the latest DirectX 9.0c drivers from the manufacturer or PC supplier. These drivers cannot be supplied by Eidos.

1.2 Memory and Performance

While the game will run fine in 256 MB of RAM, your playing experience will be smoother if you have at least 512 MB of Ram

Regardless of how much memory you have, you can maximize your available memory and increase the overall performance of the game engine by doing the following:

- ☐ Closing any open windows
- ☐ Shutting down all other programs, including menu-bar programs like ICQ
- ☐ Defragmenting your hard drive

Eidos recommends that you have no other programs running at all while playing *BIONICLE Heroes*. Other programs, including system utilities and screen savers can cause system degradation when playing games and may conflict with the game for system resources, potentially resulting in instability and crashes.

1.3 Known Issues

- ☐ Ensure you are running latest drivers from nVidia and ATI.
- ☐ If you experience any issues in game this could be linked to your sound card, try reducing the hardware acceleration option within the DXDIAG tool – To Run DXDIAG see the `Technical support section` below, once loaded select the SOUND tab and move the slider option (Hardware Sound Acceleration) to the left.

Traveller's Tales and Eidos Interactive are committed to providing customer support for our games on a continuing basis. In that spirit, there may be a patch for BIONICLE Heroes forthcoming; visit the Eidos website or the BIONICLE Heroes website for more information.

<http://www.eidos.com/>
<http://www.bionicleheroes.com/>

To download drivers, you need to contact your computer manufacturer (or motherboard manufacturer if your computer is custom built).

Part 2: Technical Issues

2.1 Installation & Set-up

System Requirements

The **minimum** system requirements are as follows:

OPERATING SYSTEM:

Microsoft Windows 2000/ Microsoft Windows XP (admin rights required) 95/98/ME/NT not supported.

CPU:

Pentium 4 1.5GHz or Athlon XP equivalent

RAM:

256MB system Memory

GRAPHICS:

DirectX 9.0c compatible cards with 64MB ram, supporting vertex shader 1.1 and pixel shader 1.1 (nVidia GeForce 3 or ATi Radeon 9000)

SOUND:

Direct X compatible sound card

CD-ROM:

CD-ROM drive

HARD DRIVE:

1.9GB Free Space

INPUT DEVICES:

Keyboard and mouse.

The **recommended** system requirements are as follows:

OPERATING SYSTEM:

Microsoft Windows 2000/ Microsoft Windows XP (admin rights required) 95/98/ME/NT not supported.

CPU:

Pentium 4 2.4GHz or Athlon XP/64bit Equivalent

RAM:

1GB system Memory

GRAPHICS:

ATI X800 series, nVidia GeForce 6800 series, or higher video card

SOUND:

Direct X compatible sound card

CD-ROM:

CD-ROM drive

HARD DRIVE:

1.9GB Free Space

INPUT DEVICES:

Keyboard and 3 button mouse

Graphic Cards supported

ATI Radeon 8500/9000/9200/9500/9600/9700/9800 family

ATI Radeon X300/X600/X700/X800/X1300/X1600/X1800/X1900 family

NVIDIA GeForce 3/4/FX/6/7 family

Graphic Cards not supported

NVIDIA GeForce 4MX

Other graphics cards not listed above may work but are not supported.

Preparing Your Hard Drive

To ensure that your installation is trouble free, you should check to see that your hard drive and file system are both tuned for optimum performance. Windows comes with a utility program that will help optimise your hard drive performance.

You can optimise your hard drive's performance by running a program called **Disk Defragmenter**. You can run Disk Defragmenter by clicking on the **Start** button from the Windows desktop, followed by **Programs**, then **Accessories**, then **System Tools**, and finally **Disk Defragmenter**.

Installing *BIONICLE Heroes*

Installing *BIONICLE Heroes* is easy. Simply insert the CD into your CD-ROM drive. After a few seconds, the **Launch Panel** will appear.

This program will guide you through the remaining process via onscreen prompts. If at any time you are instructed to restart your computer, do so.

In the event the Launch Panel does not appear when you insert the CD:

- ☐ Double-click on the **My Computer** icon, then double-click on the **CD-ROM** icon, and lastly double-click on the **setup.exe** file to bring up the Launch Panel.
- ☐ Click on the **OK** button to begin the install program.

You will then be prompted to select either 'Easy install' or 'Custom install'.

Selecting 'Easy install' will begin installation to the default installation directory (C:\Program Files\Eidos\BIONICLE Heroes\). Upon installation completing the game will automatically start.

Selecting 'Custom install' will allow you to change the installation directory and to change options such as placing a shortcut on the desktop (Not applicable to windows Vista) and running the program when installation is complete.

DirectX 9.0c is installed as part of the game installation.

Starting/Loading The Game

- ☐ Click on the **Start** button.
- ☐ Choose **Programs** from the pop-up menu.
- ☐ Drag your mouse to the right and click on *BIONICLE Heroes* from the list.
- ☐ Click on *BIONICLE Heroes* from the ensuing pop-up menu.

Uninstalling BIONICLE Heroes

If you need to UNINSTALL *BIONICLE Heroes*, you may do any of the following two things:

- ☐ Click on the **Start** button.
- ☐ Choose **Programs** from the pop-up menu.
- ☐ Drag your mouse to the right and click on *BIONICLE Heroes* from the list.
- ☐ Click on *Uninstall BIONICLE Heroes* from the ensuing pop-up menu and follow the onscreen instructions.

OR

Go to the **Control Panel** and choose **Add/Remove Programs**. Click on *BIONICLE Heroes* from the pop-up panel to follow, select the **Add/Remove** button, and follow the onscreen prompts.

On completion of the uninstallation process you may wish to delete your saved games. To do so follow these steps:-

1. Open an explorer window.
2. Make sure hidden files and folders are visible (Select Tools->Folder Options->View->Hidden files and folders->Show hidden files and folders).
3. Select Apply (if available).
4. Find and open the 'Documents and Settings' folder (usually found on drive C:).
5. Open the folder that corresponds to your user name.
6. Open the folders 'Local Settings' then 'Application Data' then 'Eidos'.
7. Delete the 'BIONICLE Heroes' directory.

2.2 CD-ROM Problems

BIONICLE Heroes requires at least a Quad-Speed CD-ROM drive with 32-bit *Windows* drivers.

I receive a "xxxxxx.xxx not found" error message when installing or running *BIONICLE Heroes*

This error message is usually the result of your computer using MS-DOS (16 bit) drivers instead of Windows (32 bit) drivers for your CD-ROM drive. You can easily check to see if this is causing problems by opening the **Control Panel** (either click on the **My Computer** icon or click on the **Start** button followed by **Settings**, then **Control Panel**).

2.3 Crashes and Lock-Ups

When I start *BIONICLE Heroes*, my mouse cursor disappears and my computer locks-up.

Chances are your installed audio card drivers are not compatible with DirectX. The only solution is to get a DirectX 9.0c-compatible driver from your audio card manufacturer.

When I start *BIONICLE Heroes*, I receive the following error message:

"The application BIONICLE Heroes.exe referenced memory at address xxxx:xxxx that can't be read from."

Its likely that your installed video card drivers are not compatible with DirectX 9.0c. The only solution is to get a DirectX 9.0c -compatible driver from your video card manufacturer.

The Installer keeps stopping when a certain percentage is complete.

There a few likely causes:

- ☐ You may have run out of free space on your hard drive. Please remove unwanted programs to free up additional space for the game, and then reinstall *BIONICLE Heroes*.
- ☐ There may be dirt or fingerprints on the CD-ROM disc itself. Examine the bottom of the disc; if you see any fingerprints or dirt, carefully clean the disc using a clean, soft, lint-free cloth by wiping from the centre of the disc (near the hole) towards the outer edge in a straight line.

***BIONICLE Heroes* is crashing to the desktop with no error messages.**

This problem can be caused by several different things. Here's a list of the most common culprits associated with these crashes:

- ☐ Make sure the CD-ROM is clean (check for both scratches and smudges on the reading surface of the CD).
- ☐ Make sure the game has been installed properly.
- ☐ Make sure DirectX 9.0c has been installed properly.
- ☐ Make sure you have the latest drivers for your video card and that they are DirectX 9.0c -compatible.
- ☐ Make sure you have the latest drivers for your sound card and that they are DirectX 9.0c -compatible.
- ☐ Make sure **Virtual Memory** is enabled on your system.
- ☐ Run **Disk Defragmenter**.
- ☐ Try exiting the game, rebooting your machine, and re-entering the game.



Note: *If your system crashes to the desktop while playing *BIONICLE Heroes*, you should probably reboot your computer before starting a new play session. Otherwise, DirectDraw or DirectSound may be in a locked state, and the game will be unable to use your sound or video hardware.*

Logitech Headset

When using a headset, we advise that this is connected and set as "Favourite Audio Device" within your control panel before launching the game.

NOTE: Should the headset become disconnected during play, as this hardware is detected as a soundcard device you may lose audio as the 'Valid Sound Device' would have been lost, should this occur we recommend you check the connections to your Headset and re-launch the game as appropriate.

2.4 DirectX-Related Questions

DirectX has become the new standard in Windows application development. Nearly all high-performance software will be tuned around this technology, so we do not normally recommend that customers attempt to alter its installation on their system.

Can I Run Without DirectX?

I cannot use DirectX on my computer! Is there any other way to run *BIONICLE Heroes*?

If you do not have DirectX installed on your computer, you will not be able to run *BIONICLE Heroes*.

2.5 Technical Support

If you need further technical assistance after reading the Readme file please do not hesitate to contact us using any of the methods listed below.

When contacting us, please be sure to provide us with as much information as possible. Make sure to note the exact type of hardware that you are using in your system, including: your graphics card, sound card, CD-ROM drive, amount of RAM present, speed and manufacturer of your processor. Also, make sure to include the title and version of the game, and a detailed description of the problem.

It will also help if you prepare by creating a "**DXDIAG**" diagnostic file in Windows before you call us. Simply follow these instructions:

- ☐ Click on **Start**
- ☐ Click on **Run**
- ☐ Type *dxdiag*
- ☐ Click on **OK**
- ☐ Click on the **Save Information** button and save the file to your computer.

When you call our Technical Support line either have this file open or have a printed copy. If you send an e-mail query please attach the file to the e-mail.

Technical Support Contact Details (United Kingdom)

Address Wimbledon Bridge House

1 Hartfield Road
Wimbledon
SW19 3RU

E-Mail customerservice@eidos.co.uk
Phone 0870 9000222
Web www.eidos.co.uk/support/index.html

Technical Support Contact Details (United States of America)

Address Eidos Customer Services
651 Brannan Street
San Francisco
CA 94107
Phone 415 615-6220
Web www.eidos.com/support.html

FAQs are available for known issues; if none exist select the "All Categories" link.
If your issue is not on the list you must select an issue, then choose the show me "more" link to display a list of all known issues. If none of this helps, there will be a link here to enter a "Support Request"



Note: *Hints and tips will not be given out over the Technical Support lines.*

Alternatively, you may find help with hardware problems on one of the websites maintained by the supplier, some of which are listed below:

ATI Technologies: www.ati.com
Creative Labs: www.creative.com/worldwide.asp
nVIDIA: www.nvidia.com
Intel support.intel.com

Eidos maintains a web page with links to all major video and audio card manufacturers, which is a good first stop if you are looking to upgrade your drivers. You can reach this page at:

UK: www.eidos.co.uk/support/index.html
US: www.eidos.com/support.html

Thank you and we hope you enjoy playing *BIONICLE Heroes*.

Eidos 2006.