

# STARCRRAFT®

## BATTLE CHEST™



# GETTING STARTED

## PC SYSTEM REQUIREMENTS

**Computer:** Pentium 90 MHz processor or equivalent.

**Operating Systems:** Windows 2000, Windows XP, or Windows Vista.

**Memory:** 16 MB of RAM

**Controls:** A keyboard and mouse are required. Joysticks, game pads, graphic tablets, and input devices other than the mouse and keyboard are not supported.

**Drives:** A hard drive with 80 MB of disk space available and a 2x CD-ROM drive are necessary for installation and play. A 4x speed CD-ROM drive is necessary to view cinematic sequences.

**Video:** StarCraft requires a Local-bus SVGA video card that supports DirectDraw®. You must have DirectX® 2.0 or better installed on your system to play the game.

**Sound:** StarCraft will work with any DirectX 7.0 or better compatible sound card.

**Multiplayer Connectivity:** Access to Blizzard Entertainment's online gaming service, Battle.net, requires a low-latency, active Internet connection, rated at 28.8 Kbps or faster. Multiplayer games played over a LAN require an active connection to a TCP/IP network.

## INSTALLATION OF DIRECTX

StarCraft requires DirectX 7.0 or higher to play on the PC. You can obtain the latest version of DirectX from Microsoft's website at

***<http://www.microsoft.com/directx/>***

## MAC SYSTEM REQUIREMENTS

**Computer:** Any Mac OS computer with a PowerPC processor.

**Operating Systems:** Mac OS X 10.3.9 or higher is required.

**Memory:** 16 MB of RAM plus virtual memory (32 MB of RAM is recommended). For multiplayer games of StarCraft, 32 MB of physical RAM is required.

**Controls:** A keyboard and mouse are required. Joysticks, game pads, graphic tablets, and input devices other than the mouse and keyboard are not supported.

**Drives:** A hard drive with 80 MB of disk space available and a 2x CD-ROM drive are necessary for installation and play. A 4x speed CD-ROM drive is necessary to view cinematic sequences.

**Video:** StarCraft requires that your computer support at least a 640x480 display in 256 colors.

**Sound:** StarCraft will work with any Mac OS compatible system's built-in sound.

**Multiplayer Connectivity:** Access to Blizzard Entertainment's online gaming service, Battle.net, requires a low-latency, active Internet connection, rated at 28.8 Kbps or faster. Multiplayer games played over a LAN require an active connection to a TCP/IP network.

## GAME INFORMATION & LORE

Blizzard Entertainment has documented all information about StarCraft on our website, updated with the latest changes made to StarCraft. To find out how to play StarCraft or get more information on units, abilities, strategy, and other game-specific details, please visit our website, The StarCraft Compendium, at <http://www.battle.net/scc/>

Background information on the world of StarCraft can be found on Blizzard's website at <http://www.blizzard.com/lore/>

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## ⊕ TECHNICAL SUPPORT ⊕

### CONTACT INFORMATION

Blizzard Entertainment takes every care to ensure that our customers are treated in a professional manner. If you find that you have a technical problem with one of our titles and you need assistance, there are a number of options available in order to contact us for help. Before contacting Technical Support, please gather the following information about your computer to help us with your issue:

- Computer make and model if available
- System RAM
- Operating System and version
- DirectX version
- Graphic and Sound Card make, model, and driver version

### INTERNET SUPPORT

The Blizzard Entertainment Technical Support website has solutions to the most common game questions and problems. This free service is available 24 hours a day, 7 days a week. You can find our Technical Support website at

**<http://www.blizzard.com/support/>**

Blizzard Entertainment also operates a Technical Support forum, where users can post their questions and receive help from representatives of Blizzard Technical Support. In order to post, you must have a valid CD key for a Blizzard Entertainment product.

This forum can be found at

**<http://www.battle.net/forums/board.aspx?ForumName=support>**

## EMAIL SUPPORT

You can email our Technical Support department at any time. Under normal circumstances, you will receive an automated reply within 15 minutes detailing solutions to the most common problems. Typically, within 24 to 72 hours, you will receive a second email containing a more detailed solution to your particular problem or question.

For PC support, email [\*support@blizzard.com\*](mailto:support@blizzard.com)

For Mac support, email [\*macsupport@blizzard.com\*](mailto:macsupport@blizzard.com)

Additionally, an online form is available that automatically gathers system information and emails Blizzard Technical Support, which can be found at [\*http://www.blizzard.com/support/?id=eSupport000\*](http://www.blizzard.com/support/?id=eSupport000)

## PHONE SUPPORT

To speak with a live representative, call (949) 955-1382. This service is available from 8 AM to 8 PM PST, Monday through Friday (except on U.S. Holidays).

Automated support is also available by calling (949) 955-1382. Simply dial the number and, instead of waiting for a live representative, follow the instructions to reach the automated support system. Automated support is available 24 hours a day, 7 days a week, and has an 80% success rate addressing the most common questions.

Phone support is offered at no cost to you from Blizzard Entertainment, though long-distance charges from your phone company may still apply.

## ADDITIONAL SUPPORT SERVICES

You can also contact Blizzard Technical Support via fax at (949) 737-2000 or through mail at:

**Technical Support**  
**Blizzard Entertainment**  
**P.O. Box 18979**  
**Irvine, CA 92623**