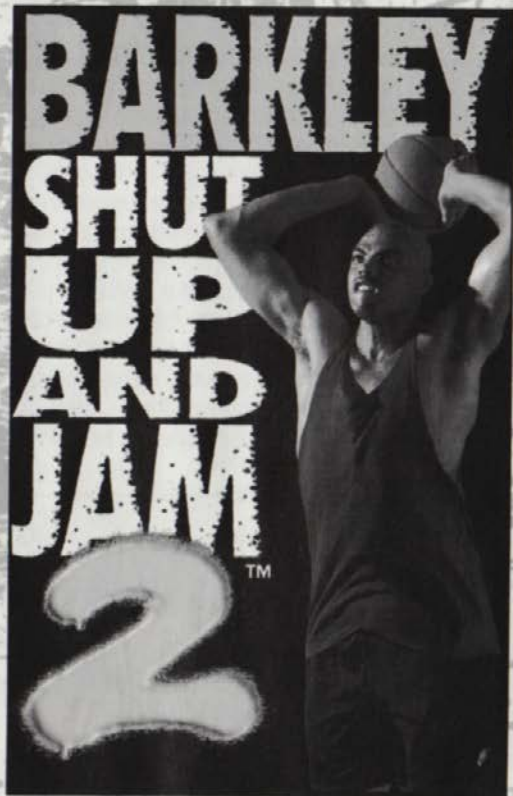




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Canada #'s 1,183,276/1,082,2351; Hong Kong # 88-4302; Germany # 2,609,826;  
Singapore # 88-155; U.K. # 1,535,999; France #1,607,029;  
Japan #'s 1,632,396/82-205605 (Pending)

3050-0224  
Rev. A



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FOR PLAY ON THE SEGA™ GENESIS™ SYSTEM

**WARNING: READ BEFORE USING YOUR SEGA VIDEO GAME SYSTEM**

A very small percentage of individuals may experience epileptic seizures when exposed to certain light patterns or flashing lights. Exposure to certain patterns or backgrounds on a television screen, or while playing video games, may induce an epileptic seizure in these individuals. Certain conditions may induce previously undetected epileptic symptoms even in a person who has no history of prior seizures or epilepsy. If you, or anyone in your family, has an epileptic condition, consult your physician prior to playing. If you experience any of the following symptoms while playing a video game – dizziness, altered vision, eye or muscle twitches, loss of awareness, disorientation, any involuntary movement, or convulsions – IMMEDIATELY discontinue use and consult your physician before resuming play.

This product has been rated by the Entertainment Software Rating Board. For information about the appropriateness of the rating, contact the ESRB at 1-800-771-3772.

# Credits

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- Public Relations:** Melinda Mongelluzzo
- Manual:** Jeff Becker, Brian Sexton, Shirley Sellers
- Voice:** Sir Charles Barkley

# Handling Your Cartridge

- The Sega Genesis Cartridge is intended for use exclusively with the Sega Genesis System.
- Do not bend, crush, or submerge it in liquids.
- Do not leave it in direct sunlight or near a radiator or other source of heat.
- Be sure to take an occasional recess during extended play, to rest yourself and the Sega Cartridge.

Warning to owners of projection televisions: Still pictures or images may cause permanent picture-tube damage or mark the phosphor of the CRT. Avoid repeated or extended use of video games on large-screen projection televisions.

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# Charles Barkley

If Charles Barkley has a motto, it's "You only live one time. Don't leave nothing on the table." It seems like he's got it all. But he'll be the first to tell you, he wants more.

Born in 1963 in Leeds, Alabama, Barkley starred at Auburn University and was named MVP of the Southeastern Conference in 1983-84. He entered the NBA draft after his junior season, and was taken fifth overall by the Philadelphia 76ers.

Barkley spent eight unfulfilling seasons with the 76ers. But a trade to the Phoenix Suns in 1992 – and a spot on the NBA Dream Team at the '92 Olympics – unleashed this 6'4" "monster in the middle." Leading the Suns to the NBA finals, he earned the league's MVP award and secured the most votes for the West's All Star Team in 1994.

Barkley knows there's still unfinished business for him. With the drive and intensity he learned on the playgrounds of Alabama, he is determined to take it all the way and win the NBA Championship. It isn't for the ring, or the love of the fans; for Sir Charles, it's for the ultimate win!

# Introduction

So you want to play some streetball. You've come to the right place, but you'd better have some game if you don't want to get worked. These guys do not mess around. Basketball means everything to them. It has to; they're playing in the hottest basketball game available today.

*Shut Up and Jam 2* takes basketball back to its roots – no fancy courts, no media hype, and no big salaries. This game is played for the thrill of fast, furious competition and the taste of a hard-earned victory. Your goal seems simple enough: put the ball in the hole. Run, pass or fight – just get that rock down court. Don't hesitate to make your opponent suck elbow now and then, because he won't think twice about doing it to you. When he does, don't whine about it because there's no ref watching and nobody wants to hear it – except maybe your mama back home.

Whether you want to play an exhibition game with some of your boys from the 'hood or take on Sir Charles and his boys in a national tournament, you will be treated to the latest in computer-generated players and all the funky jams that give this game its name.

Why are you still reading? Sir Charles is waiting.

# Quick Start

## Exhibition - 1 Player

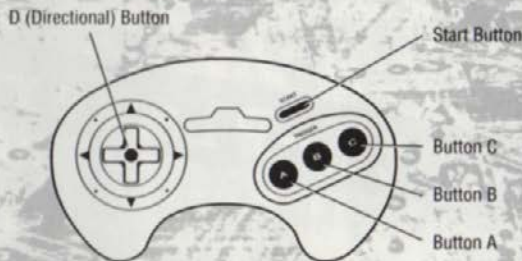
- 1 Make sure the power switch on your Sega Genesis console is off.
- 2 Insert the *Shut Up and Jam 2* cartridge into the cartridge slot and press it down firmly.
- 3 Plug a controller into port 1.
- 4 Turn the power switch on. If nothing appears on screen, re-check your cartridge to make sure it is inserted properly.
- 5 Press **START** at the Title Screen to go to the Main Menu.
- 6 Press **START** with the spinning basketball next to **Exhibition**. The How Many Players Screen appears with 1 Player as the default setting.
- 7 Press **START**. The Player Select Screen appears.
- 8 Press D-Pad ◀ or ▶ to cycle through the available players. When the player you want as Player 1 is in the center of the screen, press **START**. The computer will then select a player.

- 9 Repeat step 8 to select your CPU teammate. The computer will then select a teammate. The Players Match-up Screen appears then the game begins.

## Multi-Players

*Shut Up and Jam 2* can be played with up to four players in Exhibition Mode by using a multi-player adapter (available from your video game retailer). Install your multi-player adapter as described in its instructions, and plug in your controllers as indicated. *Shut Up and Jam 2* will automatically detect the presence of the additional controllers.

# Controls



## Menu Screens

### D-Pad

- Moves the spinning basketball next to a menu item.
- Scrolls through available players on the Player Select Screen.
- Changes settings on the Options Screen.

### START

- Selects menu items.
- Selects a player from the Player Select Screen.

## During Gameplay

### D-Pad

- Moves your player in any direction.

### START

- Pauses game.

### Button A

- **Offense:** Jump shot, jump up, or double clutch (change shot or dunk when in the air).
- **Defense:** Jump up.

### Button B

- **Offense:** Passes the ball or requests pass from computer teammate.
- **Defense:** Attempts to steal the ball while on the ground or block shot/ dunk when in air.

### Button C - 1 Player Mode

- **Offense:** With ball – computer teammate jumps; without ball – switches player control to teammate.
- **Defense:** Attempts flagrant foul while on the ground.

## Special Controls

- **Dunk:** Button A then C + D-Pad  $\blacktriangle$ ,  $\blacktriangledown$ ,  $\blacktriangleleft$ ,  $\blacktriangleright$
- **Block Shot:** Button A then B.
- **Block Dunk:** Button A then B.
- **Head Fake:** Double tap Button A while on the ground.
- **Alley-Oop:** While dribbling, press Button C when teammate is near basket, then press Button B to pass and attempt the alley-oop.
- **Double Clutch:** Press Button A while in the air to change your shot or dunk.

- **Post Up:** When in or around key with your back to the basket, press **D-Pad** in the direction of the basket to have your player back-pedal dribble in.
- **Rebound Dunks:** If the ball is above the rim, press **Button A** to jump for the rebound then press **Button A** again while in the air for the "put-back" dunk or pass off with **Button B**.

## Main Menu

The Main Menu is the primary screen for all game decisions. Here you will select the game type and play

options. Before you select a game type, use the options section of this screen to set up the game the way you want (see Options Screen, pg. 7). Here are the Main Menu options:

- **Tournament:** There are 8 Rounds in a Tournament with each played in a different city. As you progress, Sir Charles' team becomes tougher and



tougher. In Rounds 1 and 2, you get 1 retry if you lose (retries do not count as a loss). In Rounds 3 – 5, you are demoted 1 Round level if you lose. You are eliminated from the Tournament with 2 losses in Rounds 1 – 5, or an accumulated 3 losses in Rounds 6 – 8.

- **Exhibition:** Up to 4 players can participate in an Exhibition game. Sir Charles won't be around for this one, but it's a good way to sharpen your skills before facing him in the Tournament.
- **Options:** Allows you to toggle music on or off, choose a scoring system, display player stats, view top players or reset player stats and saved games.

## Options Screen

Use the **D-Pad** ▲ or ▼ to move the spinning basketball next to one of these options:

- **Music:** Press **D-Pad** ◀ or ▶ to toggle background music on or off.



- **Scoring Method:** Press D-Pad ◀ or ▶ to select one of the following scoring methods: **Play to 21 points, Play to 50 points, 3 Minute Quarter, 5 Minute Quarter.**

- **Display Stats:**

Press **START** to display Tournament statistics for the names entered on the Saved Game Screen. Statistics are listed for **Wins, Losses and Triple Doubles** (double digit scoring in three of these categories: points, assists, steals, blocks and boards).

PLAYER STATS				
NAME	TOTAL WINS	TOTAL LOSSES	TRIPLE DOUBLE	
JANNA	1	0	0	
FITTY	2	0	1	
BLACKJAK	6	0	0	
TRE	6	0	4	

- **Display Top Players:**

Press **START** to view the Top Players Screen for Tournament Mode. You are notified at the end of a game if your name has been added to this list.

TOP PLAYERS	
1	CARNIVOR
2	KC
3	CHARGER
4	GANGU JR
5	SHADD
6	KYLE REC
7	TV
8	DEV
9	DONNETS
10	ALHILLER

- **Reset Cartridge:** Press **START** to clear all saved Tournament team names and player statistics.

- **Return to Main Menu:** Press **START** to enter the new settings and go the Main Menu.

# Tournament Options

Select **Tournament** on the Main Menu to go to the Tournament Option Screen. This screen includes:

- **Resume Tournament:** This option is selectable if there is at least one saved Tournament and allows you to resume a tournament at the point where you last left it (see **Resuming a Tournament**).
- **New Tournament:** Begin a New Tournament with a new team. This option takes you to the Saved Games Screen.

*Note: The New Tournament option is not selectable after seven Tournaments have been saved. To begin a New Tournament at this point, you must reset the cartridge or delete a name from the Saved Game Screen (see pg. 11).*

- **Main Menu:** Returns you to the Main Menu.



# Saved Games Screen

## New Tournament

When you select **New Tournament** from the Tournament Options Screen, you go to the Saved Games

Screen. (The name you enter on this

screen will appear on the Resume Tournament Screen, see **Resuming a Tournament**, page 23). Here's how to enter a name:

- 1 Press **D-Pad ▲** or **▼** to enter a letter or number.
- 2 Press **D-Pad ►** to move to the next space. (To back up and fix mistakes, press **D-Pad ◀**.)
- 3 When you're satisfied with the name you entered, press **START** to go to the **How Many Players** Screen.



You can save up to seven Tournaments in *Shut Up and Jam 2*. After the 7th Tournament, you must delete a name before beginning a new Tournament. Here's how to delete a name:

- 1 Select **Tournament** from the Main Menu. The Tournament Options Screen will appear.
- 2 Select **Resume Tournament** from the Tournament Options Screen. The Saved Games Screen will appear.
- 3 Press **D-Pad ▼** to move the spinning basketball next to **Mark a name for deletion** and press **START**.
- 4 Press **D-Pad ▲** or **▼** to move the spinning basketball next to the name you want to mark.
- 5 Press **D-Pad ◀** or **▶** to mark the name with a check symbol.
- 6 Press **D-Pad ▼** to move the spinning basketball next to **Delete marked names** and press **START**. All marked names will be deleted.
- 7 Press **D-Pad ▼** to move the spinning basketball next to **Exit** and press **START** to return to the Main Menu.

## # Of Players

The How Many Players Screen appears in New Tournament Mode after you enter your name on the Saved Games Screen. Press

**D-Pad** ◀ or ▶ to select one of these options:

- **1 Player**
- **2 Player Coop:** You and a friend compete against Barkley's team.

In Exhibition Mode this screen appears after you select **Exhibition** from the Main Menu and includes these choices:

- **1 Player**
- **2 Player Comp:** You and a friend compete head-to-head.
- **2 Player Coop:** You and a friend play as a team against computer players.
- **3 Player** (if a 4 player adapter is detected).
- **4 Player** (if a 4 player adapter is detected).



## Player Selection

When **New Tournament** or **Exhibition** has been selected, you must select your players. The **Player Select** Screen displays 10 players; each with his own personality and Style of play.



**To make your player selection in Tournament Mode:**

- 1 Press the **D-Pad** ◀ or ▶ to cycle through the available players. When the player you want as your captain (Player 1) is in the center of the screen, press **START** to select.
- 2 Repeat Step 1 to select a teammate. (If you are playing 2 Player Coop Mode, Player 2 selects his player.) The **Player Match-up** Screen appears and the Tournament begins.

To make your player selection in Exhibition Mode:

- 1 Press the D-Pad ◀ or ▶ to cycle through the available players. When the player you want as your captain (Player 1) is in the center of the screen press **START** to select. The computer, or Player 2, then selects a player.
- 2 Repeat Step 1 to select a teammate. The computer (or Players 2, 3 and 4) then selects a player. The Player Match-up Screen appears and the Exhibition begins.

*Note: When you use the multi-player control adapter: Player 3 selects after Player 1 and is the captain of the opposing team. Player 2 then selects a player followed by Player 4. Players 1 and 2 are a team and Players 3 and 4 are the opposing team. In 3-Player Mode, the computer will select the teammate for Team 2.*

## The Cities

*Shut Up and Jam 2* includes eight styles of courts, each in a different location. In Exhibition Mode you play in a randomly chosen city. In Tournament Mode you travel through the cities in this order:

- Brooklyn
- Watts
- Chicago
- Detroit
- Oakland
- Atlanta
- Philadelphia
- Phoenix

# On The Court

Juice Bar



## Running the Floor

The players have the run of the entire court. That's a lot of room for four guys to run around in, so make use of it.

**Run:** While the ball is in play, your active player will run in whichever direction you press the **D-Pad**.

If he has the ball, he will dribble it automatically.

**Switch Players (offense only):** If your teammate is under the control of the computer, you can take control of him by pressing **Button C** while he has the ball. The computer then automatically controls your other teammate.

**Post Up:** If your active player has the ball and is near the basket, with his back to it, you can back-pedal dribble in (post up), by pressing the **D-Pad** toward the basket.

## Passing

Something happens to players who don't know how to pass: they get mugged! Learn where to pass or your opponents will thank you and your teammate will pretend he doesn't know you.

**Ground Pass:** Press **Button B** to make your active player pass the ball to your teammate, or if he is under the control of the computer, to have him pass the ball to your active player. The kind of pass thrown depends on where the passing and receiving players are standing and what directions they are facing.

**Jump Pass:** If your active player doesn't have a clear path for a pass, you can do a Jump Pass by pressing **Button A** to jump, then **Button B** to pass while he is in the air.

## Shooting & Dunking

The player with the ball can make several different shots depending on where he shoots from. Experience will teach you which shots work best from each location. Remember, different players have different shooting abilities.

**Jump Shot:** The jump shot is the most common shot in the game and is done by pressing and holding **Button A**, then releasing it at the top of the jump.

**Double Clutch:** If your shot isn't clear, you can change it in mid-jump by pressing **Button A** a second time. The change will vary depending on location, and works great for faking out your opponent.

**Head Fake:** A head fake can fool your opponent into thinking that you're going for a jump shot so you can drive to the basket when he jumps for the block. Quickly tap **Button A** twice to initiate.

**Rebound:** So your teammate isn't a perfect shot... when he misses, press **Button A** to make your active player jump for the rebound. If he gets it, you can make him run with it, pass it, or you can press **Button A** again to make him jam a put-back in the hole.

**Lay-up:** The lay-up is your basic finger-roll shot. Press **Button A** while your active player is running close up and toward the basket.

**Basic Jams:** Press **Button A** while your active player is running very close in under the basket.

**Special Jams:** With your active player running, press **Button A** then **C + D-Pad** **▲**, **▼**, **◀** or **▶** to see some amazing stuff. Be careful though, the higher the jam, the more vulnerable it is to a defensive facial.

*Tip: Try double-clutching out of a special jam by pressing Button A while in the air.*

**Alley-Oops:** If your computer controlled teammate is near the goal, press **Button C** to make him jump then press **Button B** to pass him the ball. He will automatically try to shoot or put it in the hole. If your teammate is under the control of another human player, press **Button B** to pass him the ball when he's in position and hope he takes care of the rest.

*Tip: If you think you're hot, when your teammate is a computer player, try pressing Button C to make him jump (when you have the ball) then Button B to pass to him. Just before he receives the pass, press Button C to switch to that player. After you receive the ball, handle the rest!*

## **Defense**

Never underestimate the importance of defense in your game. You can score all day, but it won't do you any good if your opponents do the same, so don't let them. Don't worry about fouls because there's no ref around to call them. There is a lot of Barkley-style defense in *Shut Up and Jam 2*, so use it!

**Steal:** You can make your active player reach in to steal the ball from your opponent by moving your player in close and pressing **Button B**. Stealing ability and the ability to keep the ball from being stolen vary from player to player.

**Flagrant Foul:** If you land an elbow, you will not only have the pleasure of watching your opponent fall flat on his butt, but you will knock the ball free for a turnover or gain possession. Press **Button C** to take a swing. Caution: If you miss, your opponent will blow past you.

**Block:** If you make your active player jump by pressing **Button A**, you might be able to block your opponent's shot or dunk. Press **Button B** while you're up there to swat at him and the ball. Timing is the key!

**Rebound:** When all of your other defenses have failed, but your opponent's shot misses the hole, press **Button A** to make your active player jump for the rebound. If he gets the ball, he can pass it off in the air or hit the ground with possession.

### **Goaltending**

*Shut Up and Jam 2* is an aggressive, all-out scoring battle played mostly on the honor system, but has just one little rule to keep things fair. Goaltending will be called on any defensive player who intercepts a shot while it is moving downward toward the basket. When goaltending is called, the offensive team will get their points and the defensive team will take out the ball.

### **Pause Option**

At any point during a game, you can press **START** to pause. The screen will display three options:

- **Resume:** Let's you resume the game.
- **Quit:** You can quit the game and return to the Title Screen.
- **Music On/Off:** Toggles music on or off.

Press the **D-Pad B** or **\*** to highlight an option then press **START** to select.

### **The Juice Bar**

Located at the top of the screen, next to each player's name is an orange "juice" bar. This juice bar is NOT to be mistaken as a "turbo" bar – you have to earn your juice. The juice bar shrinks and grows based on your gameplay. You earn more juice if you sink a 3-point jumper or super jam, steal the ball from an opponent, throw a flagrant foul and gain possession, intercept a pass, or block a dunk. Your juice decreases if your pass is intercepted, the ball is stolen or a dunk is blocked. If the juice bar reaches half, or better, its capacity, your abilities increase. The bar turns white if you are fully "juiced." The bar resets to the default value when the quarter or half ends.

# Statistics

After each half and end of game, a Statistics Screen will appear to show how well the four players have played. The statistics are:

KIND 16		MEMIS 22	
POINTS	10	POINTS	20
2 PTS	2	2 PTS	10
3 PTS	0	3 PTS	0
ASSISTS	1	ASSISTS	2
STEALS	0	STEALS	0
BLOCKS	0	BLOCKS	0
BOARDS	0	BOARDS	0
TIME 00:00		COOLIDGE	
POINTS	10	POINTS	16
2 PTS	5	2 PTS	8
3 PTS	0	3 PTS	8
ASSISTS	1	ASSISTS	1
STEALS	1	STEALS	1
BLOCKS	0	BLOCKS	1
BOARDS	0	BOARDS	1

- **Points:** The total number of points the player has scored.
  - **2 Pts:** The number of successful two point shots made, and the number of two point shots attempted. A 5-6 would indicate 5 successful two point shots in 6 attempts.
  - **3 Pts:** The number of successful three point field goals made, and the number of three point field goals attempted. A 1-3 would indicate 1 success in 3 attempts.
- **Assists:** The number of times a player has helped his teammate score a basket.

- **Steals:** The number of steals.
- **Blocks:** The number of rejections.
- **Boards:** The total number of rebounds under both the offensive and defensive boards.

# Resuming a Tournament

To Resume a saved Tournament:

- 1 Select **Tournament** from the Main Menu. The Tournament Options Screen will appear.
- 2 Select **Resume Tournament** from the Tournament Options Screen. The Saved Games Screen will appear.

*Note: Resume Tournament is selectable only if there is at least one saved Tournament.*

- 3 Press **D-Pad ▲** or **▼** to move the spinning basketball next to the Tournament name you want to resume.
- 4 Press **START** to continue the saved Tournament.

# Profiles



## **Newts**

Sleep, eat, and play basketball. This guy is so good, he can do all three at the same time.

Unfortunately,

he only sleeps in mid-air and his favorite meal is 2-on-2 players who think they can beat him with a head-fake.



## **Kimo**

Playing ball in the hot sun of Hawaii did something to Kimo. He thinks beach balls are brown and dimpled. He thinks sun

block is something you do to your Dad on the court. And a wave is what you'll be doing when he blows by you in the lane.



## **Angsta**

This guy's so bad, even the backboards shake when he shows up. Word around the 'hood is that playing street-

ball's kept this guy out of trouble. But try to take him face-up and you'll wish he was doing time somewhere else.



## **Coolidge**

This guy learned hoops from his sisters. They taught him the cross-over dribble. They showed him the behind-the-back aerial jam. They made him shoot

threes until he made 20 in a row. But don't talk trash about them. They might come after you.



## **Sphinx**

This guy is a landmark on the courts. He doesn't say much, but his jams rock like the pyramids. He runs like he's riding on a magic carpet and his defense is

a river named "Denial."



## **Rhino**

Ever notice that freight trains barely seem to be moving even when they're going 40 MPH? I think you know what I'm saying.





### ***Kleep***

Scary. That's about the only word I can think of to describe this guy. He's crazy about going for the ball. He's nuts about doing aerial slams. He's out of

control, out of his mind and out to beat your sorry butt every time.



### ***Tyrone***

Tyrone is not a gentleman. He doesn't share. He is not courteous. He doesn't respect other people's feelings. He is always grumpy

and people say he has a bad attitude. No wonder I like this guy so much.



### ***Bones***

There ain't enough meat on these bones to feed a weener dog for a day. In

fact, the boy's so gangly, you think he's going to fall apart in mid air when he winds up for one of his "Bone-Daddy" jams. Well, he doesn't fall apart. And even after 3 hours on the court, neither does his game.



### ***Tino***

Some guys work hard. Some guys have talent. Other guys are so mean, people just try to get out of their way. I don't know what it is about this guy

that makes him so good, but I'll tell you this much: whatever it is, it's dangerous.

### ***Barkley's Teammates***

You sure you want a piece of this? You are looking at 8 of the toughest streetball players in the world. Get a good look because you're going to be spending a lot of time with 'em. And they'll be looking to get a piece of you.

### ***Blade***



Watch out for Blade. The man plays like a concealed weapon. He gets you looking right, he cuts left. You take him on at the top of the key, he'll slash in for

a rim-bending jam.

### ***Dolemite***



Dolemite is 2-on-2 slang for a guy who thinks he oughta' have the ball all the time. One time, a guy called him "Hog-a-mite" when he wouldn't pass it

inside for an easy lay-up. Now that I think about it, that dude doesn't play around here anymore.



### **Hamma**

From 3-point land... WHAM. Jumper from the baseline... BAM. Over the middle with a jump-hook... POW. Around the back, mid-air 360... KABOOM. Anywhere on the court, this guy will

hit it. And people who play against him take their lumps.



### **Jim-Pak**

In the martial arts, you learn to control your body and your mind. They must have kicked this guy out of class a long time ago. On the

blacktop, Jim-Pak is all elbows and forearms. It ain't pretty, but it works.



### **Pauly**

Couple years back, this guy was just a skinny little kid who liked to hang around the courts and

bug us until we let him shoot the ball. Now that he's 6'6" and weighing in around 220, we can't get it away from him.



### **Shuga**

Sweet on "D," sweeter in the air. When you play against Shuga, you'll be taking on a guy who's so smooth, it's almost worth it to just sit back and watch

him play. With the scores this guy racks up, I think that's what most people do anyway.



### **Spider**

Remember the one about the eensy-weensy spider climbing up the water spout? Imagine that spider with a 52" vertical leap and speed like a jack rabbit. I'm

just glad he doesn't bite.



### **Bongo**

This dude loves music. Rap, rock, reggae, he doesn't care. Too bad the only songs he knows are "Slam On You" and "'Scuse Me While I Hit The Three."

Can't carry a tune, but the boy knows how to play.

# Warranty

Accolade, Inc. warrants for a period of 90 days from the date of purchase by the original purchaser of this Cartridge that the medium on which it is recorded will be free from defects in materials and workmanship. A defective Cartridge which has not been subjected to misuse, excessive wear or damage due to carelessness may be returned during the 90-day period without charge. To receive warranty service:

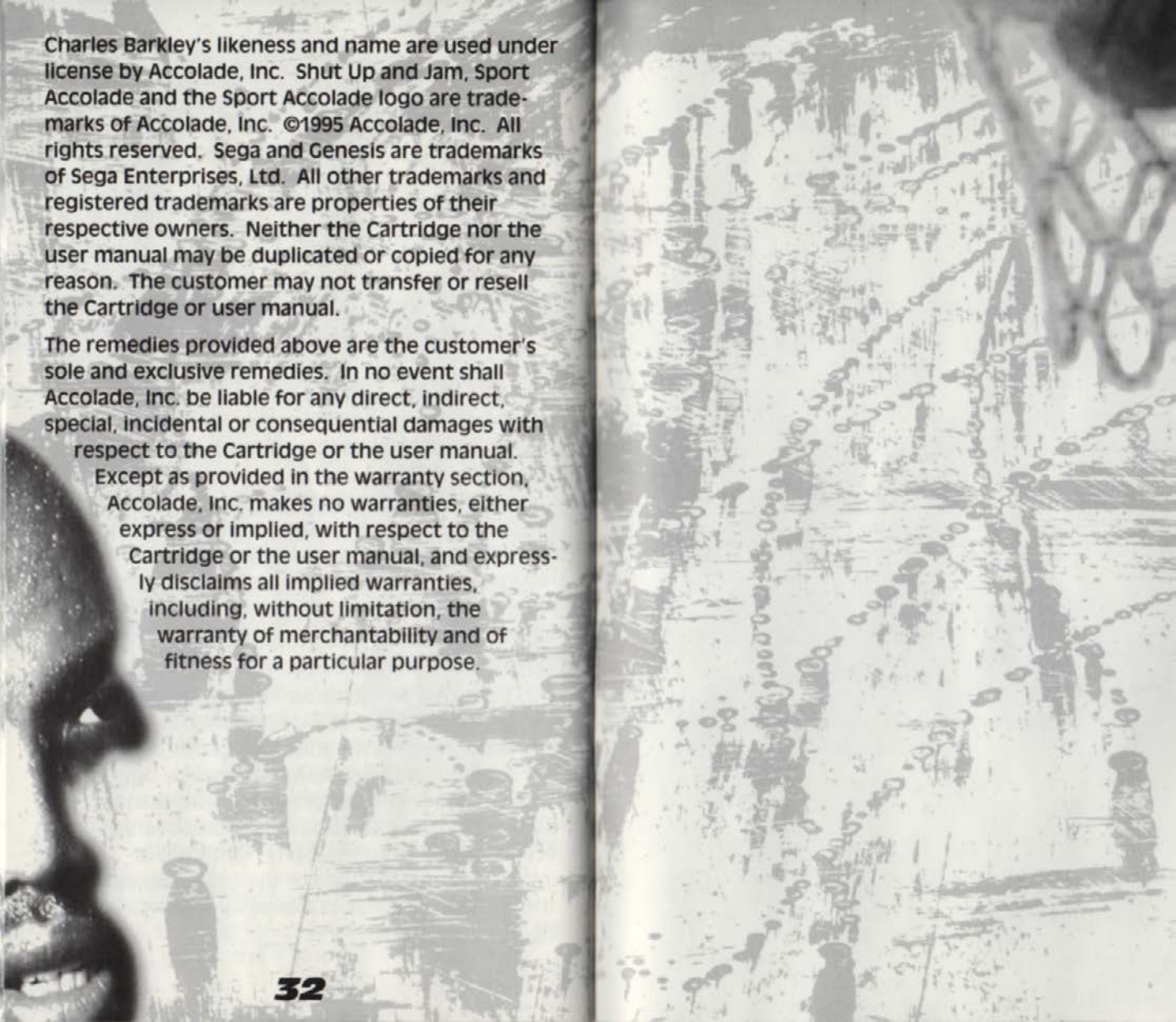
- 1 DO NOT return your defective Cartridge to the retailer.
- 2 Notify Accolade Customer Service of the problem by calling (408) 296-8400 between the hours of 8am and 5pm (Pacific Standard Time) Monday through Friday. Please Do Not send your Cartridge to Accolade before calling. Accolade can also be reached 24 hours a day through America On Line, CompuServe, and our BBS system. Reach us through America On Line by using the keyword "Accolade." CompuServe users should type GO GAMPUB or leave a message for Accolade 76004,2132. Here are Accolade's BBS numbers: For 300, 1200, 2400 and 9600 baud rates, dial (408) 296-8800; for 9600 and 14.4 baud rates, dial (408) 296-8810. Settings for all baud rates are: 8 Data, No parity, and 1 Stop Bit.

- 3 If a Customer Service Technician is unable to solve the problem by phone, you will be given a Return Authorization number. Record this number on the outside packaging of your Cartridge (be sure your packaging is at least 4" x 6" as many shipping companies will not ship anything smaller). Send the Cartridge and your sales slip or similar proof-of-purchase within the 90-day warranty period to:

Accolade  
Customer Service  
5300 Stevens Creek Blvd. #500  
San Jose, CA 95129

After the 90-day period, a defective Cartridge may be replaced in the United States for \$15 (U.S. dollars; plus 8.25% sales tax if the purchaser resides in California). Make checks payable to Accolade, Inc. and return to the address above. (To speed up processing, return only the Cartridge, not other materials.) Accolade is not responsible for items returned via First Class Mail. Any exchanges or returns should be sent by Certified Mail, UPS™, Federal Express™ or other traceable method of shipment.

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