ClueFinders® 3rd Grade Adventures™

User's Guide

ABOUT THE LEARNING COMPANY® BRAND

Since 1980, The Learning Company has consistently produced the highest quality educational software available. Our award-winning products help develop your child's underlying thinking skills and creativity, while reinforcing important areas of the basic curriculum, such as reading, writing, and mathematics.

Every premium product under the ClueFinders® brand undergoes extensive research and testing, with input from educational professionals, parents, and children. Each product features a precise balance of educational content and entertainment value, so your child has fun while learning!

How do we do it? Enchanting characters. Challenging situations. Rich game environments. State-of-the-art graphics and sound. Progressive skill levels and game segments that can be customized to meet your child's individual needs.

As parents and educators, we recognize that education is a continuous process, so we developed a complete system of age-appropriate programs. Carefully sequenced by age groups, this system makes it easy for you to confidently choose the right products for your children at each stage of their educational development. As an integral part of The Learning Company's system, each of our products addresses a specific age group and subject area with appropriate themes to heighten your child's interest in learning.

ClueFinders® 3rd Grade Adventures

HARDWARE AND SYSTEM REQUIREMENTS

Windows version

Runs on: PC and compatibles—
Pentium® 166 MHz or faster

With:

- 32 MB of memory (RAM)
- Hard disk with 100 MB free disk space*
- 8x CD-ROM drive
- 16-bit-color monitor capable of 800 x 600 resolution
- Windows 95,98,Me,2000**,XP**
- Windows-compatible sound card
- Speakers
- Mouse

Recommended:

- Browser, such as Netscape® Navigator® 4.75 or Microsoft® Internet Explorer® 5.0 or higher
- 28.8 Kbps or faster modem
- Printer

Macintosh version

Runs on: PowerPC® Macintosh computers—
180 MHz or faster

With:

- 32 MB of memory (RAM)
- Hard disk with 100 MB free disk space*
- 8x CD-ROM drive
- Thousands-color display, 13" or larger
- System 8.6 to System 9.1
- Speakers
- Mouse

Recommended:

- Browser, such as Netscape Navigator 4.75 or Microsoft Internet Explorer 5.0 or higher
- 28.8 Kbps or faster modem
- Printer

An additional 7 MB of disk space may be required to install Adobe® Acrobat® Reader.

In the interest of product improvement, information and specifications represented here are subject to change without notice.

SETTING UP AND STARTING THE PROGRAM

ClueFinders 3rd Grade Adventures runs from your CD-ROM drive. However, you need 100 MB of free hard disk space to store some program files.

Windows®

AutoPlay is usually enabled when you install Windows on your computer. (See your Windows documentation for more information.)

To install the program with AutoPlay on:

1. Insert the program CD into your CD-ROM drive.
2. Follow the onscreen instructions to complete the setup process. Once you've completed the setup, the program will run automatically any time you insert the program CD into the CD-ROM drive.

ClueFinders® 3rd Grade Adventures

To install the program with AutoPlay off:
1. Insert the program CD into your CD-ROM drive.
2. Double-click **My Computer**.
3. Double-click on the CD-ROM icon.
4. Follow the onscreen instructions to complete the setup process

Macintosh®

To install the program with the AutoPlay extension on:
1. Insert the program CD into your CD-ROM drive.
2. Follow the onscreen instructions to complete the setup process.

To install the program with the AutoPlay extension off:
1. Insert the program CD into your CD-ROM drive.
2. Double-click **ClueFinders 3rd Grade**.
3. Follow the onscreen instructions to complete the setup process.

Starting the Program

Windows®

To start the program with AutoPlay on:
1. Insert the program CD into your CD-ROM drive.
2. At the TLC Learning Launcher, click **Play**.

There are two ways to start the program with AutoPlay turned off. You can choose to follow either set of instructions.

To start the program with AutoPlay off (Option 1):
1. Insert the program CD into your CD-ROM drive.
2. Double-click **My Computer**.
3. Double-click on the CD-ROM icon.
4. Double-click **Play**.

To start the program with AutoPlay off (Option 2):
1. Insert the program CD into your CD-ROM drive.
2. Click the **Start** button. Then choose **Programs**, **The Learning Company**, **ClueFinders**, and **3th Grade Adventures** in that order.
3. At the TLC Learning Launcher, click **Play**.

Macintosh®

To start the program with the AutoPlay extension on:
1. Insert the program CD into your CD-ROM drive.
2. At the TLC Learning Launcher, click **Play**.

To start the program with the AutoPlay extension off:
1. Insert the program CD into your CD-ROM drive.
2. Double-click on the program icon.
3. At the TLC Learning Launcher, click **Play**.

Click here to access this program's user's guide.

Click here to begin your adventure.

Click here to turn background music on or off.

Click here to uninstall this product.

Click here to turn sound effects on or off.

Click here to exit the program.

Click here to go to theTLC Home area.

Click here to go to the New! area.

Click here to get technical support help.

Click here to learn about other programs from The Learning Company.

USING THE TLC LEARNING LAUNCHER

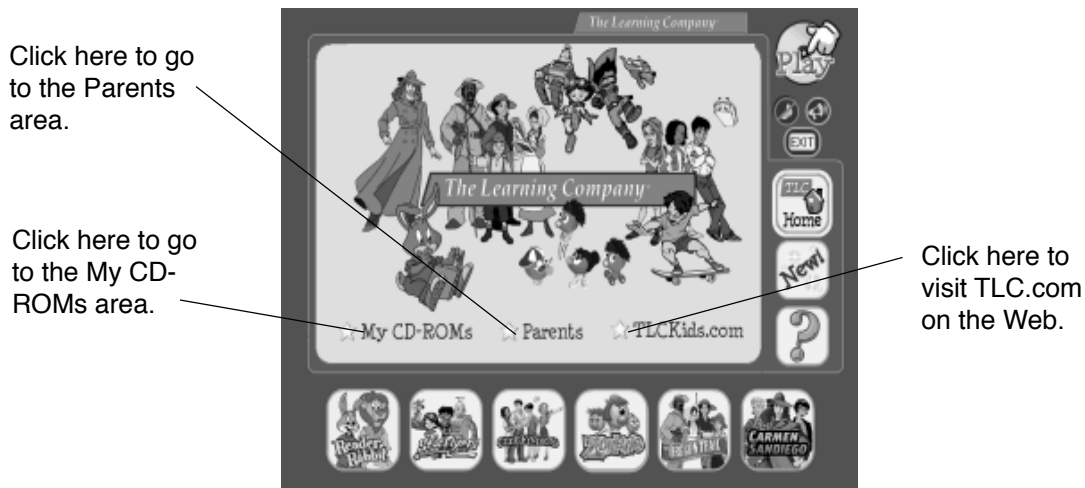The TLC Learning Launcher is your gateway to *ClueFinders 3th Grade* Adventures and other programs from The Learning Company.

If you are not yet ready to begin playing *ClueFinders 3th Grade* Adventures, take some time to explore the other areas of the TLC Learning Launcher. The TLC Learning Launcher provides an innovative interface with convenient tools to update and organize your Learning Company educational software through The Learning Company's secure server. On the Automatic setting, the launcher will ask if you would like to receive an update. On the Manual setting, you can click on the *New!* button any time you want to receive the latest updates.

Note: The online services advertised as part of this product may be changed or discontinued at any time.

Click here to go to the Parents area.

Click here to go to the My CD-ROMs area.

Click here to visit TLC.com on the Web.

MY CD-ROMs AREA

If you have purchased and installed other products from The Learning Company, you may be able to access those products in the My CD-ROMs area.

PARENTS AREA

Go to the Parents area to learn more information about the TLC Learning Launcher. Here you can change the Launcher setting to manual. You can also find out which products from The Learning Company are appropriate for different age groups.

TLCKIDS.COM

In the TLCKids.com area, be on the lookout for fun movies and demos of new products. You may also find updates that you can download for your program.

EDUCATIONAL FOCUS

In *ClueFinders 3rd Grade Adventures*, players solve problems or sets of problems involving mathematics, logic, geography, science, reading, and language arts. Each of the 24 activities builds on third graders' growing abilities in abstract thinking, problem solving, and logical reasoning, as well as their avid interest in mystery and adventure. Activities ask players to apply the math, reading, and language arts skills taught in the third-grade classroom. Additional activities encourage players to review and broaden their knowledge in two key content areas—geography and science.

Auto-adjusting Skill Levels

Each activity in *ClueFinders 3rd Grade Adventures* has multiple levels, so the program can move from simple to more complex concepts at a pace that suits each player. Players can tackle more challenging problems even if they haven't mastered *all* skills or concepts in the program; each skill area adjusts its level up or down independently from the others, thereby creating a tailored learning experience that addresses each player's specific needs.

ClueFinders 3rd Grade Adventures carefully tracks players' responses to each level's activities, using that information to adjust the type of puzzle presented. Not all activities are suited to this type of auto-leveling (open-ended experiments, for example); these activities begin at the first difficulty level and become more complex as players complete more of the game.

Children can play the game at any of four levels:

Level 1: appropriate for most children in the first month of third grade

Level 2: appropriate for most children in the middle of third grade

Level 3: appropriate for most children in the end of third grade

Challenge: appropriate for most children in the first three months of fourth grade

The ClueFinders' quest takes them through a rain forest divided into four sections. Each section contains problems from a different curriculum area.

Monkey Kingdom: Mathematics

• place value	• perimeter	• money
• even/odd	• decimals	• estimation
• whole-number addition	• whole-number subtraction	
• whole-number multiplication	• whole-number division	
• patterns	• word problems	• deductive reasoning
• factors	• calendar	• sequencing
• following written directions		

Goo Lagoon: Logic

- graphic analogies
- word analogies
- attributes
- comparing/contrasting
- Boolean logic
- making hypotheses
- making inferences
- drawing conclusions
- completing patterns
- planning and organizing
- sequencing
- following written directions

Jungle Canopy: Geography

- cardinal directions
- identifying regions and states of the U.S.
- longitude/latitude
- identifying places of interest in the U.S.
- map keys
- identifying state products
- map grids
- identifying state capitals and major cities in the U.S.

The Lost City: Science, Reading, and Language Arts

- graphic analogies
- word analogies
- attributes
- life science
- earth science
- physical science
- classification
- sequencing
- main idea/details
- parts/wholes
- making inferences
- drawing conclusions
- antonyms
- synonyms
- categories
- homophones
- parts of speech: noun, pronoun, adjective, verb, adverb

For more in-depth information about the educational content and benefits of the program, click on **Educational Focus** at the opening menu screen (Windows) or double-click on **Educational Focus** in the ClueFinders' 3rd Grade folder (Macintosh).

THE MYSTERY OF MATHRA

Deep in the Numerian rain forest, the ClueFinders—Joni, Santiago, Leslie, and Owen—have stumbled upon a mystery. The animals are disappearing. The goo is being polluted. And now, Joni's Uncle Horace, a well-known scientist, has disappeared, just as he was about to shed some light on the strange happenings in the forest.

The ClueFinders need your help. They have heard a legend about Mathra, a monster who was believed to have terrorized the inhabitants of ancient Numeria. The ClueFinders think that Mathra has returned and is responsible for the current troubles in the rain forest. They also believe that to solve the mystery, they will need to find the keys to the ancient Lost City.

Rescuing Uncle Horace and the animals, stopping Mathra, and restoring order to the rain forest will take courage, patience, and many different types of skills. The ClueFinders are waiting for you. Are you ready to join them?

Signing In

Once you've met Uncle Horace and LapTrap in the introduction, you're ready to begin your adventure. First, click on **NEW PLAYER SIGN-IN**. Type your name onto the sign-in sheet, and then click on **START GAME**.

To pick up your journey where you left off, find your name on the list and click on it. If you don't see your name, just click on the arrows on the side of the list until you find it. Then click on **START GAME** to continue on your way.

When the sign-in list has 99 names, it is full. You'll need to remove a name before you can enter a new one. Click on the name you want to remove. Then, press **Ctrl+R** (Windows) or ⌘**+R** (Macintosh). This will permanently erase that player's adventure information from the hard disk.

After you sign in, you need to choose the difficulty level for the content areas of the problems that you will be facing: math, logic, language arts, science, and geography. (If you completed the pre-assessment activity and applied the results, those levels will be reflected here.) You need to do quite a bit of reading to solve the science problems, so take your reading skills into account when you choose a science level. The levels you set will remain in effect throughout your adventure, unless you choose to change them. You can change them at any time by using LapTrap. (See *Getting Help*.)
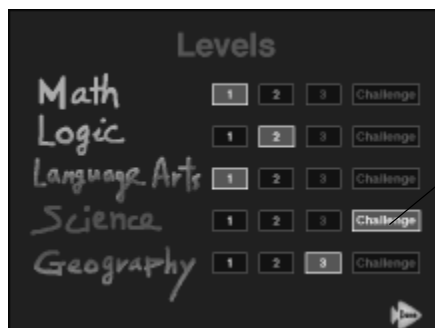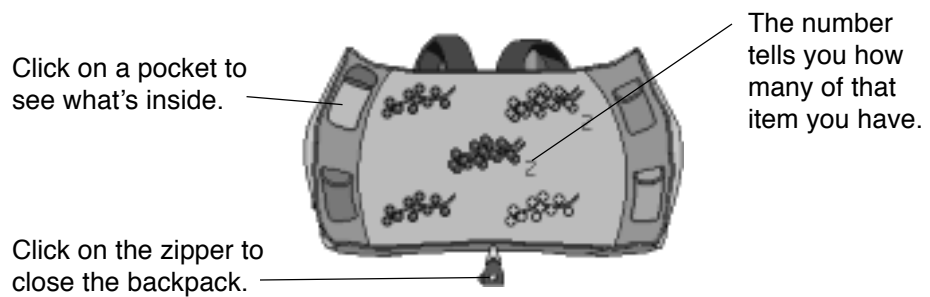

Click on a level to choose it.

If you want to take some time away from your rain forest journey to practice solving different problems, click on **PRACTICE MODE** at the sign-in screen. Work on the problems for as long as you like; then return to your adventure whenever you're ready. (For more information, see *Practice Mode*.)

Starting on the Path

It's time to look for Uncle Horace! Mathra has taken him to the Lost City. Your job is to help Joni and Santiago get through the rain forest so they can find the keys, rescue Uncle Horace, and save the disappearing animals.

There are four areas you will need to explore in the rain forest: the Monkey Kingdom, the Goo Lagoon, the Jungle Canopy, and, finally, the Lost City. Along the way, you will face challenging problems. As you solve them, you will collect special items that will help you in later puzzles. As you earn the items, put them into Joni's backpack so you can take them with you. There are four pockets in the backpack to help keep your items organized. Each type of item will be stored in its own pocket.

Click on a pocket to see what's inside.

The number tells you how many of that item you have.

Click on the zipper to close the backpack.

Now you're ready to go! Here at the entrance to the rain forest, you can choose to begin in either the Monkey Kingdom or the Goo Lagoon.

Click on the sign for the path you want to follow.
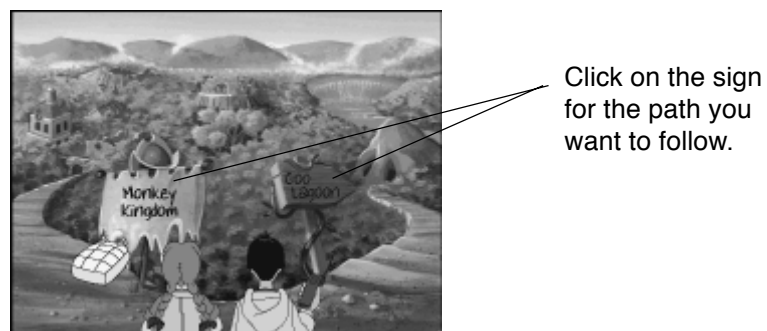
As you travel, you can learn more about Mathra and the unfortunate changes in the rain forest. Be on the lookout for clues. And be sure to pay close attention to the inhabitants you meet. Some of them have interesting songs to share that will help you understand all the trouble that Mathra is causing.

Click on the inhabitants to hear their songs. The songs are sung in sections, so you will need to click again after hearing one section to hear the next one.

Song area in the Goo Lagoon

You can wander in and out of the Monkey Kingdom and the Goo Lagoon as you look for the keys. However, you need to complete all of the problems in the Monkey Kingdom and the Goo Lagoon before you can move on to the Jungle Canopy. You will then need to complete all of the problems there before you move on to the final leg of your adventure.

Getting Help

As you travel, there are many ways you can get help.

■ **Leslie and Owen** are at Uncle Horace's base camp. They are available to give you useful tips on solving the problems you encounter. Whenever you need to contact them, click on Santiago's video phone.

■ Some of the **rain forest creatures** will ask you to help them solve problems. They will give you specific directions about what to do. Just click on them if you need to hear the directions again.

■ **LapTrap** is a resource for a lot of information and program options. Click on LapTrap, and then click on the item you want.

➔ The **Leveling** button takes you to the Levels screen, where you can change the difficulty level of the different types of problems.

➔ For each activity, the **Progress Report** shows 1) your percentage of correct answers and 2) the number of tries and correct answers.

➔ The **Map** shows the four areas of the rain forest.

Monkey Kingdom

The yellow square shows where you are.

Lost City

Jungle Canopy

Goo Lagoon

Click here to go back to LapTrap.

Small icons mark the specific places you can go. You can also see which items you can collect in each place. When you pass through a place, the icon brightens. When you are in an area, you can go back to a place you've already visited within that area by clicking on the icon. However, you cannot move from one area to another.

➔ The **Settings** button can help you if the game speed seems slow.

➔ Click on **Quit Game** whenever you want to stop playing.

➔ **Music On/Off** turns the background music on and off.

The Monkey Kingdom

Welcome to the Monkey Kingdom! As you travel, be ready to solve mathematics problems. That is how you earn sneezeberries—the colored berries that will help you cross the five Rings of Fire and find one of the golden keys to the Lost City. There are five colors of sneezeberries; make sure you earn at least one bunch of each color. If you want to pass through a place without solving the problem, that's fine. You can go back to that place later. Each time you return to a place, you will get a different problem.

Take the address stones from the ground and put them over the doorway to make the address the monkey needs. You will earn **purple** sneezeberries.
Activity focus: place value

Place the correct plaque on the monument. You will earn **blue** sneezeberries.
Activity focus: word problems

Choose the vine that will fit exactly around the pit and give it to the monkey. You will earn **red** sneezeberries.
Activity focus: perimeter

Place the marker on the correct date on the queen's calendar. You will earn **golden** sneezeberries.
Activity focus: deductive reasoning with numbers

Place the correct amount of money into the treasure chest. You will earn **green** sneezeberries.
Activity focus: addition with money

As you make your way through the Monkey Kingdom, you may suddenly find that your path is blocked. Your mathematics skills will help you.

Find the group of stones whose weight equals that of the large stone. Place that group of stones on the end of the log, and you will be able to cross the chasm of snakes. You will not earn any sneezeberries.
Activity focus: addition with whole numbers or decimals

Before you can find the golden key, you need to cross the five Rings of Fire. At each ring, you will need to use correctly colored sneezeberries to find a clue and make a bridge rise. If you don't have the right colored sneezeberries or if you run out before you find a whole clue, you'll need to go back through the Monkey Kingdom and collect more. The clues will help you find the key.

To find a clue and make a bridge rise up across a Ring of Fire, choose an operation (addition, subtraction, multiplication, or division). Then click on the answer to see if you've found a letter in the clue. Each clue contains 10 letters.
*Activity focus: addition, subtraction, multiplication, division*

Once you have all five clues, you'll find yourself in a cave. To find the key that's hidden there, read the clues and follow the directions they give.
Activity focus: following written directions

The Goo Lagoon

Are you ready to explore the Goo Lagoon? To get through this part of the rain forest, you will have to solve logic problems. The colored beetle bags you earn will help you climb to the top of Goo Falls and find one of the golden keys to the Lost City. There are five colors of beetle bags; make sure you earn at least one of each color. As in the Monkey Kingdom, if you want to pass through a place without solving the problem, that's fine. You can go back to that place later. Each time you return to a place, you will get a different problem.
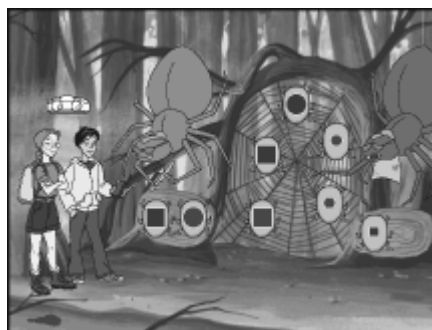
Place a bug on the tree stump so that the Spider Sisters have pairs of bugs that go together in a similar way. You will earn a **purple** beetle bag.
Activity focus: graphic analogies

Lock the chest to stop the crabalock attack. Choose a key so that the bottom two words go together in the same way as the top two words. You will earn a **blue** beetle bag.
Activity focus: word analogies

The attack-nid is pretending it's a leaf. To get rid of it, find the leaf whose design is just a little bit different from the design on the others. Give that "leaf" to the tree. You will earn a **red** beetle bag.
Activity focus: visual thinking

Save the caterpillar's friend from the moth or flea that is itching it. Find the creature that matches the description, and then feed it to the caterpillar. You will earn a **golden** beetle bag.
Activity focus: attributes

Help the worms enjoy their day out. Read the directions on the signboard, and then put the worms into their correct seats on the boat. You will earn a **green** beetle bag.
*Activity focus: deductive reasoning with story problems*

As you travel along through the Goo Lagoon, you may suddenly find that your path is blocked. Don't worry! Your logic skills will help you.

Put the planks onto the bridge in the right order to complete the sequence and fix the bridge. Then you can cross the River of the Goo Creature. You will not earn any beetle bags.
Activity focus: patterns

Before you can find the golden key, you need to climb the five Walls of Goo Falls. At each wall, you will need to help the beetles from one of the beetle bags climb to the top of the wall, eat the venomflowers, and release the staircase so you can climb up. If you don't have the right colored beetle bags or if you run out before your goo beetles reach the venomflowers, you'll need to go back through the Goo Lagoon and collect more. Each time your beetles climb a wall and release a staircase, you receive a special clue. The clues will help you find the key.
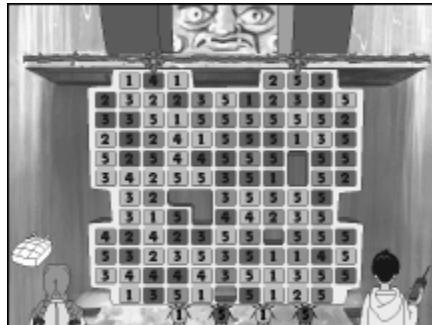
To get a goo beetle to climb to the top of the wall, click on a tile at the bottom of the wall to move the beetle to that tile. Then keep clicking on tiles, following the rule given by the stone man for matching beetles to tiles. When the beetle gets to the top, it will eat the venomflower and break a vine.
*Activity focus: logical reasoning*

Once you have all five clues, you'll be in the chamber at the top of Goo Falls. To find the key that's hidden there, read the clues and follow the directions they give.
*Activity focus: following written directions*

The Jungle Canopy

Once you've found the two golden keys, you will be transported to the Jungle Canopy. The Lost City isn't far away, but you'll need to solve some geography problems before you can get there.
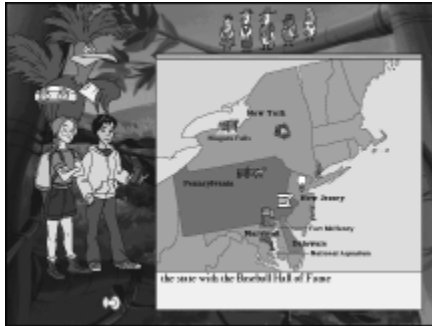
Before you can go on, you need to figure out where you are. Read the information next to the map. Then put the big red arrow onto the map spot that shows your location.
*Activity focus: map skills*
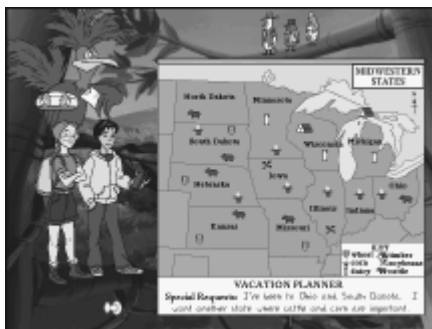
You need to help these birds start their vacations. Read the special requests in the vacation planner at the bottom of the map. Then put the yellow pushpin onto the state that has the features the bird is seeking.
Activity focus: U.S. geography

The Lost City

Now you're at the gates of the Lost City. Uncle Horace and the animals are trapped on the other side of the five Bottomless Pits of Doom. To get through the Lost City, you will have to travel through five chambers and solve science problems. The colored serpents of snagnets you earn will help you seal the five pits. Once the pits are sealed, the Mathra trap will be rebuilt, and Uncle Horace and the animals will be saved!

There are five colors of serpents of snagnets; make sure you earn at least one serpent of each color. If you want to pass through a chamber without solving the problem, that's fine. You can go back to that chamber later. Each time you return to a chamber, you will get a different problem.
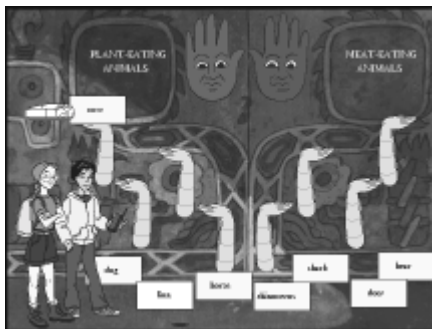
Inside the Chamber of Order, place the word stones in the hands underneath the correct category label. You will earn **purple** snagnets.
*Activity focus: classification*

Inside the Chamber of Vision, place the pictures in the right order to answer a question about how the world works. You will earn **golden** snagnets.
Activity focus: sequencing

Inside the Chamber of Structure, put the pieces of the puzzle into the right places to reveal a completed animal skeleton. You will earn **red** snagnets.
Activity focus: constructing animal skeletons
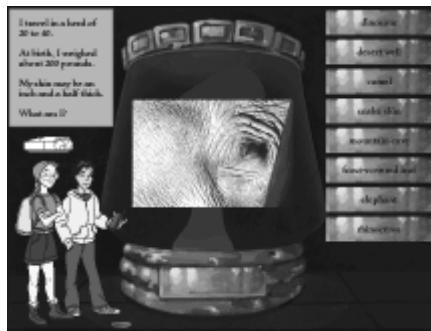
Inside the Chamber of Illusion, look at each picture, read the clues, and place the correct label beneath the picture. You will earn **blue** snagnets.
Activity focus: making inferences
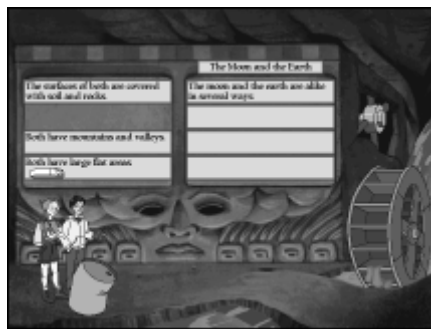
Inside the Chamber of Knowledge, read the sentences on the cabinet. Then put the sentences into the correct order so they present their information in a way that makes sense. You will earn **green** snagnets.
Activity focus: reading for main ideas

Before you can rescue Uncle Horace and the animals, you need to use your language arts skills to seal the five Bottomless Pits of Doom. At each pit, you will need to use one of the serpents of snagnets you earned. If you don't have the right colored snagnets or if you run out before you seal the pit, you'll need to go

back through the chambers in the Lost City and collect more. Each time you seal a pit, you rescue some animals. When you seal the fifth pit, you rescue Uncle Horace and the Mathra trap is complete.
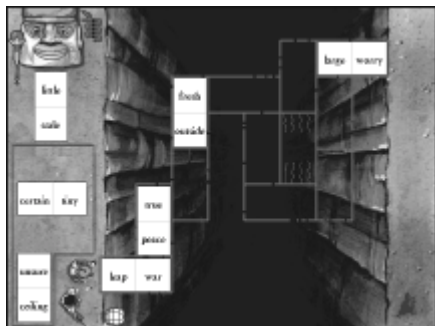
To seal a pit, place the bridgestones onto the light bridge. Make sure you listen for the rule so you'll know whether words that touch each other must be antonyms, synonyms, in the same category, homophones, or the same parts of speech.
Activity focus: antonyms, synonyms, categories, homophones, parts of speech

Practice Mode

If you want to take some time to work on problems without traveling through the rain forest, choose **PRACTICE MODE** at the sign-in screen. You can choose the difficulty level for the different subject areas. (The difficulty levels you choose for your practice sessions will not affect the difficulty levels you set for the game.) There is a special version of the rain forest map for you to use during your practice sessions. It shows you the problems you can practice in each area. Just click on an icon to go to that activity.

Click on the video phone if you need help solving the problem.

Click here to get another problem of the same type.

Click here to return to the map and choose a different activity.

Since you are practicing, you always have a full supply of all the items you need to use at the Rings of Fire, the Walls at Goo Falls, and the Bottomless Pits of Doom. You can work on any activity as long as you'd like.

TROUBLESHOOTING

Try this first! If you have problems running the program, try cleaning the CD. Gently remove any fingerprints and dust using a clean, soft, lint-free cloth dampened with water or a CD-cleaning solution. Avoid using materials such as tissue, which may scratch the CD.

Windows

1. **The *ClueFinders 3rd Grade Adventures* program icon does not appear on the desktop or in the Start menu.**
   - Reinstall the program.
2. **You get a message telling you that there is not enough available space on the hard disk.**

   ClueFinders 3rd Grade Adventures requires 100 MB of hard disk space for the program's data and executable files.
   - Remove some files after backing them up.
3. **You see a message telling you that there is not enough memory to run the program.**

   ClueFinders 3rd Grade Adventures needs at least 32 MB of installed memory (RAM) to run. Your computer's memory may be filled with other programs that are running in the background.
   - Close any other applications that are running, and try starting the program again.
4. **The mouse doesn't seem to work.**

   There are times in the program when the animation or sound cannot be interrupted. You will see the hourglass cursor on the screen and any key presses or mouse clicks will be ignored.
   - Wait until the animation or sound stops and your normal cursor returns. Then try pressing the keys or clicking the mouse again.
5. **Program speed is very slow.**

   ClueFinders 3rd Grade Adventures needs at least a Pentium 166 MHz computer with an 8x CD-ROM drive for basic performance.
   - Close any other applications that are running.
   - Make sure that you have the latest Windows video drivers for your graphics card. (Contact the manufacturer to obtain the latest drivers.)
6. **You do not hear music, sound, or speech.**
   - Check that the speakers are properly connected to your computer, getting power, and turned on. Be sure that the volume is turned up.
   - Make sure that your sound card is Windows compatible and is properly installed for Windows. Be sure that the sound card is specifically designed to work with Windows 95/98/Me/2000/XP. Also check that the volume is properly set. (See the manufacturer's documentation for more information relating to your sound card.)

- Make sure the mixer level setting is correct. Click on the **Start** button. Choose **Programs** from the Start menu. Next choose **Accessories**. Then choose **Multimedia**, and choose **Volume Control**. Make sure that the sliders on the mixer control panel are all the way up and that no mute buttons are selected.

7. **Strange graphics appear; the game action stops unexpectedly.**
   - Try using the 800 x 600, 16-bit color display mode driver that came with your video card. (See your Windows documentation.)
   - Make sure you have the latest Windows video drivers installed. (Contact your video card manufacturer for more information.)

8. **Colors don't look right.**
   - Adjust your monitor's color and brightness.
   - Make sure the color display is set to 16-bit colors.
   - Turn off your screensaver.
   - Close any other applications that are running.
   - Make sure you have the latest graphics drivers installed. (Contact your video card manufacturer for more information.)

9. **The game window seems small.**

   The program window may not fill the entire screen.
   - For maximum window size, make sure that the display mode is set to 800 x 600. (See your Windows documentation.)

10. **You are not able to connect to our online Web sites.**

    This feature requires a browser.
    - Make sure that you have a browser properly installed. See your browser and Windows documentation for more information.
    - Make sure that the files with an .HTM extension (for example, "bookmark.htm") are associated with your browser. To check, double-click on any .HTM file. If the browser does not launch, create an association from the File Manager.

Macintosh

1. **You do not see the *ClueFinders 3rd Grade Adventures* program icon.**
   - Make sure the CD is inserted in the CD tray, printed side up.
   - Try restarting your computer and/or rebuilding your desktop.
   - Make sure that the CD-ROM drivers are correctly installed.

2. **You get a message that there is not enough space on the hard disk.**
   ClueFinders 3rd Grade Adventures requires 100 MB of hard disk space for program data files.
   - Remove some files after backing them up.
   - Adjust the Virtual Memory setting to take less hard disk space. (See your Macintosh documentation for more information.)

3. **You see a message telling you that there is not enough memory to run the program.**
   The program requires at least 32 MB of installed memory (RAM) to run. Try to increase available memory and then start the program again. (Depending on what Internet browser you use, you may not be able to run both your browser and the program in 32 MB).
   - Quit any programs that you may be running.
   - Turn off or remove from the System Folder non-Apple® control panels and extensions. (Leave the CD-ROM drivers.) Restart your computer.
   - Reduce the size of the disk cache in the Memory control panel.
   - Turn off AppleTalk.

4. **The mouse doesn't seem to work.**
   There are times in the program when the animation or sound cannot be interrupted. You will see the watch cursor on the screen and any key presses or mouse clicks will be ignored.
   - Wait until the animation or sound stops and your normal cursor returns. Then try pressing the keys or clicking the mouse again.

5. **The music and voice in the game are too loud or too soft.**
   - Choose **Sound** from **Control Panels**. Adjust the system's speaker volume as needed by selecting the Volumes setting.

6. **You do not hear music, sound, or speech.**
   - Make sure that the Volumes setting in the Sound control panel in Control Panels is not set to zero.
   - Make sure that Music is turned on in LapTrap.
   - If you have external speakers, be sure they are turned on and getting power, and that they are properly connected to your computer. Also check the speaker volume.
   - Turn off or remove from the System Folder non-Apple control panels and extensions. (Leave the CD-ROM drivers.) Restart your computer.

7. **You hear popping noises in the game sounds and character voices.**
   If you are running System 8.6 to System 9.*x*, installing the Apple Sound Manager (included on your program CD) should eliminate this problem.

Sound Manager changes how the system handles sound and improves the program's sound quality. To install Sound Manager, follow the instructions below:

a. Insert the *ClueFinders 3rd Grade Adventures* CD into your CD-ROM drive. In the open *ClueFinders 3rd Grade Adventures* window, scroll down until you see two icons: Sound Manager and Sound.

b. Drag the Sound Manager and Sound icons onto your active System Folder icon (do not open the System Folder first). The active System Folder has a picture of a small computer on it.

c. Click on **OK** in the dialog box that appears.

d. Restart your Macintosh.

8. The game window seems small.

The program window may not fill the entire screen.
- For maximum window size, make sure the display mode is set to 800 x 600 in the Monitors control panel.

9. Program speed is very slow, or sounds and animation do not play smoothly.

ClueFinders 3rd Grade Adventures needs at least a 180 MHz Power Macintosh computer with an 8x CD-ROM drive for basic performance.
- Make sure Virtual Memory is turned off in your Memory control panel.

CONTACTING THE LEARNING COMPANY

Technical Support

If you have questions about your *ClueFinders 3rd Grade* program, please refer to the Troubleshooting section. If you do not find an answer to your question, visit our Web site at: **http://www.riverdeep.net/learningcompany/support**. Click Product Support. Select the product name from the alphabetical list and check to see if the problem you are experiencing is listed among the FAQs. If you need to speak to a technical support representative, click Contact Us and scroll down to the Technical Support area for the appropriate number.

You may be asked to provide the following information:

4   Your contact information (name and email address, plus phone or mailing address if you wish)
4   Description of the problem you're having
4   Product name and version number (The version number is often printed on the CD label.)
4   Brand of computer
4   Operating system (for example, Windows 98 or Mac® OS 8.6)
4   Processor type and speed
4   RAM memory (in MB or megabytes)
4   Video card manufacturer
4   Sound card manufacturer
4   Printer type
4   Hard disk space remaining
4   Background programs (antivirus programs or screensavers)

Customer Support

SMILES GUARANTEED!

If you are not completely satisfied with this product, Riverdeep - The Learning Company will gladly refund your purchase price. Return the complete package to us at The Learning Company, Dock Door #9, 120 Hidden Lake Circle, Duncan, SC 29334, within 30 days of purchase. Include a copy of the sales receipt, packing slip, or invoice showing the store name and location. Please enclose an explanation for the return. Allow 4-6 weeks for refund. Limit 1 per household. Dealers, wholesalers, and their immediate families are not eligible.