



## **USER'S GUIDE**



## **ABOUT THE LEARNING COMPANY®**

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 parents, children, and professionals in education. 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 choose with confidence 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.

---

---

© 2002 Riverdeep Interactive Learning Limited, and its licensors. All rights reserved. Uses Miles Sound System. Copyright © 1991–2002 by RAD Game Tools, Inc. Miles 3D Realistic Sound Experience (RSX) Software Copyright © 1997–2002 by Intel Corporation and RAD Game Tools, Inc. Uses Bink Video Technology. Copyright © 1997–2002 by RAD Game Tools, Inc. Adobe® Acrobat® © 2002 Adobe Systems Incorporated. All rights reserved. The Learning Company and ClueFinders are registered trademarks and *Mystery Mansion Arcade* is a trademark of Riverdeep Interactive Learning Limited. Windows and Win are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries. Macintosh and Mac are registered trademarks of Apple Computer, Inc. Adobe and Acrobat are trademarks of Adobe Systems Incorporated. All other trademarks are the property of their respective owners.

---

# TABLE OF CONTENTS

|                                               |    |
|-----------------------------------------------|----|
| Hardware and System Requirements . . . . .    | 1  |
| Getting Started . . . . .                     | 2  |
| Installing the Program . . . . .              | 2  |
| Starting the Program . . . . .                | 3  |
| Signing In . . . . .                          | 4  |
| Using the TLC Learning Launcher . . . . .     | 5  |
| <i>Mystery Mansion Arcade</i> . . . . .       | 6  |
| The Distress Signal . . . . .                 | 6  |
| Playing the Game . . . . .                    | 7  |
| The Command Center . . . . .                  | 7  |
| Red Video Phone . . . . .                     | 7  |
| Joni's Backpack . . . . .                     | 7  |
| Owen's Radical Pizza Race . . . . .           | 8  |
| Leslie's Bookerang Library . . . . .          | 9  |
| Santiago's Pinball Predicament . . . . .      | 11 |
| Joni's Last-Chance Labyrinth . . . . .        | 12 |
| Changing Program Options in LapTrap . . . . . | 14 |
| Control Room . . . . .                        | 14 |
| Help . . . . .                                | 14 |
| Scoring . . . . .                             | 15 |
| Settings . . . . .                            | 15 |
| The ClueFinders Club . . . . .                | 15 |
| Rogues Gallery . . . . .                      | 15 |
| Troubleshooting . . . . .                     | 16 |
| Windows® . . . . .                            | 16 |
| Macintosh® . . . . .                          | 18 |
| Contacting The Learning Company . . . . .     | 21 |
| Technical Support . . . . .                   | 21 |
| Customer Support . . . . .                    | 21 |
| Credits . . . . .                             | 22 |

---

# HARDWARE AND SYSTEM REQUIREMENTS

## Windows®

Runs on: IBM® PC and compatibles—Pentium® 200 MHz or faster

With:

- 32 MB of memory (RAM)
- Hard disk with 60 MB of free disk space
- 8X or faster CD-ROM drive
- 16-bit color monitor capable of 800 x 600 resolution
- Windows 95, 98, Me, 2000, or XP
- Windows-compatible sound card
- Windows-compatible mouse

Recommended:

- Web browser, such as Netscape® Navigator® 4.75 or Microsoft® Internet Explorer® 5.0 or later
- 28.8 Kbps or faster modem
- Printer

## Macintosh®

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

With:

- 32 MB of memory (RAM)
- Hard disk with 60 MB of free disk space
- 8X or faster CD-ROM drive
- 16-bit color display, 13" or larger
- System 8.6 to System 9.x, OS X
- Mouse

Recommended:

- Web browser, such as Netscape Navigator 4.75 or Microsoft Internet Explorer 5.0 or later
- 28.8 Kbps or faster modem
- Printer

---

# GETTING STARTED

*ClueFinders® Mystery Mansion Arcade™* runs from your CD-ROM drive. However, you will need 60 MB of free hard disk space to store some program files.

## Installing the Program

Some program files for *ClueFinders Mystery Mansion Arcade* will be installed on your computer. If needed, the TLC Learning Launcher will also be installed on your computer. (See *Using the TLC Learning Launcher*.)

### 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 in your CD-ROM drive.
2. Follow the instructions on the screen 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.

To install the program with AutoPlay off:

1. Insert the program CD in your CD-ROM drive.
2. Double-click **My Computer**.
3. Double-click the CD-ROM icon.
4. Double-click **Play**.
5. Follow the instructions on the screen to complete the setup process.

### Macintosh®

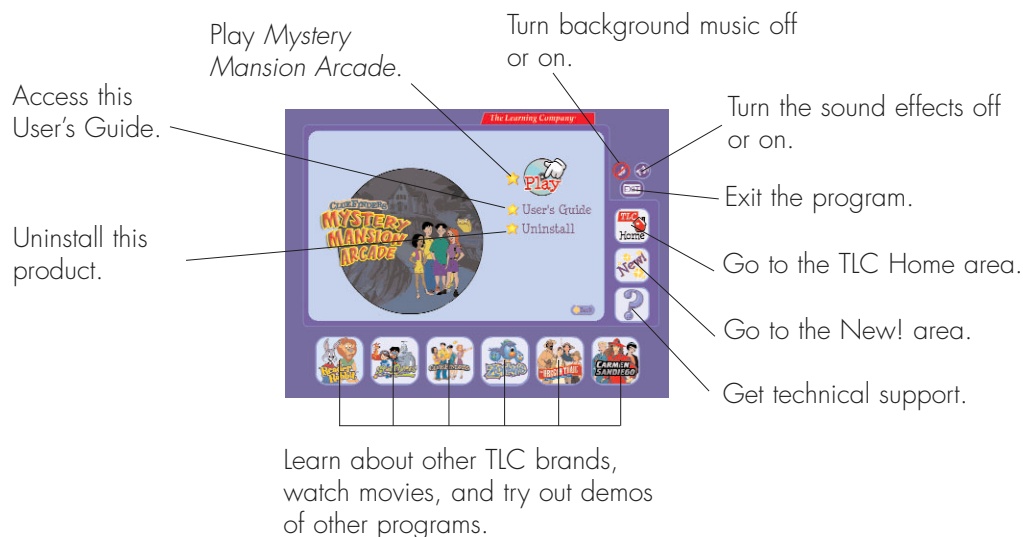
To install the program with the AutoPlay extension on:

1. Insert the program CD in your CD-ROM drive.
2. Follow the instructions on the screen to complete the setup process.

To install the program with the AutoPlay extension off:

1. Insert the program CD in your CD-ROM drive.
2. Double-click **Play**.
3. Follow the instructions on the screen to complete the setup process.

## Starting the Program



## Windows®

To start the program with AutoPlay on:

1. Insert the program CD in your CD-ROM drive.
2. At the TLC Learning Launcher, click **Play**.
3. Sign in to the program. (See *Signing In*.)

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 in your CD-ROM drive.
2. Double-click **My Computer**.
3. Double-click the CD-ROM icon.
4. Double-click the program name.
5. Sign in to the program. (See *Signing In*.)

To start the program with AutoPlay off (Option 2):

1. Insert the program CD in your CD-ROM drive.
2. Click the **Start** button, then point to Programs. Point to The Learning Company, then ClueFinders, then click **Mystery Mansion Arcade**.
3. At the TLC Learning Launcher, click **Play**.
4. Sign in to the program. (See *Signing In*.)

---

## Macintosh®

To start the program with the AutoPlay extension on:

1. Insert the program CD in your CD-ROM drive.
2. At the TLC Learning Launcher, click **Play**.
3. Sign in to the program. (See *Signing In*.)

To start the program with the AutoPlay extension off:

1. Insert the program CD in your CD-ROM drive.
2. Double-click the program icon.
3. At the TLC Learning Launcher, click **Play**.
4. Sign in to the program. (See *Signing In*.)

## Signing In

If this is your first time signing in with the TLC Learning Launcher, click **Play**, then click **New Name**. Type your name in the sign-in list, and click **Play** again.

If your name is already on the sign-in list, click your name. If you don't see your name, click the arrows on the side of the list until you find it. Then click **Play**.

**Note:** If you have inserted the *ClueFinders Mystery Mansion Arcade* CD in the CD-ROM drive, clicking **Play** will start the program.

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

---

## Using the TLC Learning Launcher

The TLC Learning Launcher is your gateway to *ClueFinders Mystery Mansion Arcade* and other programs from The Learning Company. Once you have started the TLC Learning Launcher, you'll have to sign in before you can begin your ClueFinders adventure. (See *Signing In*.)

If you are not yet ready to begin playing *ClueFinders Mystery Mansion Arcade*, 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 TLC 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.



### 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 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 various age groups.

### TLCKids.com

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

---

# MYSTERY MANSION ARCADE

## The Distress Signal

It's late at night and the ClueFinders are responding to a message from Joni's Uncle Horace. They approach a mysterious, sinister-looking house. Joni is eager to go inside, but the other ClueFinders think that the message might be a fake, sent to fool them. And LapTrap, of course, is scared to death.

The house has a high-tech "command center," with a large table and video monitors along the wall. Seated at the table are four villains from previous ClueFinders adventures—Fletcher Limburger, Alistair Loveless, Pericles Lear, and Ms. Rose. An unknown person sits at the center of the table, identity obscured—the mastermind of the entire affair. This person has asked the other villains to do what no one else has been able to do: trap the ClueFinders once and for all.

You must guide Owen, Santiago, and Leslie through their arcade traps, collect special "powers," and then help Joni. Joni cannot complete her multi-player arcade trap until all the ClueFinders are together. This final arcade game is long and challenging, and if Owen, Leslie, or Santiago run out of special powers, they must go back to their own arcade games to get more. Can you help the ClueFinders escape from their arcade traps and reveal the identity of the mastermind?

---

# PLAYING THE GAME

## The Command Center

The Command Center is the main room from which all the arcade games are accessible. The video monitors are the links to the different arcades.

Go to Owen's  
Radical Pizza  
Race

Go to Leslie's  
Bookerang  
Library

Go to Santiago's  
Pinball  
Predicament

Go to Joni's  
Last-Chance  
Labyrinth



## Red Video Phone

The red video phone is available in all arcades except Joni's. When you click the red video phone icon, Joni appears and gives help and encouragement.

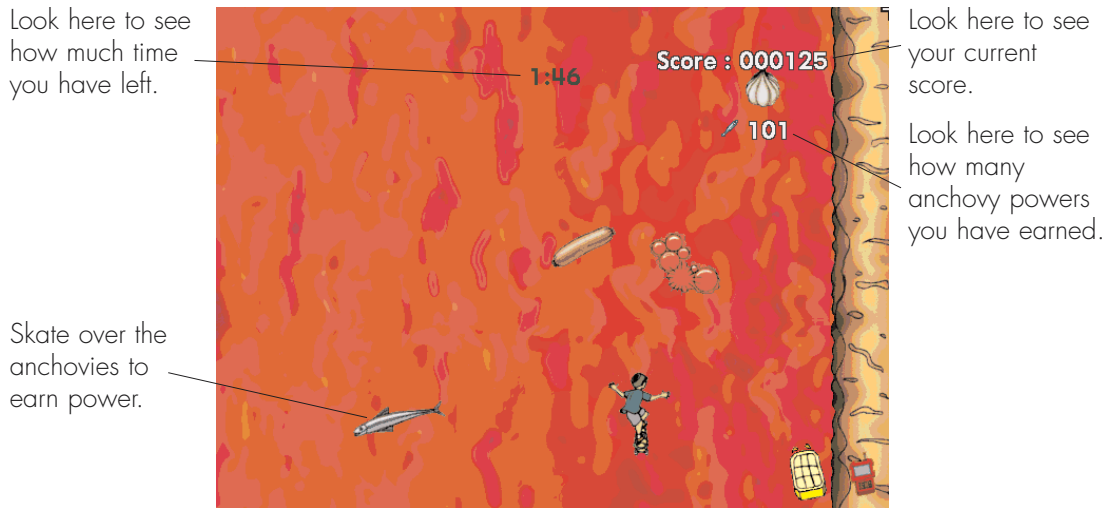
## Joni's Backpack

Unlike other ClueFinders adventures, nothing is stored in Joni's backpack. Although Joni is wearing her backpack in the Last-Chance Labyrinth, it is not accessible. All the necessary powers you have collected from the other arcades will be displayed on the screen.

---

## Owen's Radical Pizza Race

Owen loves to skateboard and he loves to eat, so the diabolical Fletcher Limburger has created the ultimate Owen challenge: ride through a gigantic, spinning pizza on a submarine sandwich with wheels! Owen may laugh, but the hot, melted cheese, huge pineapple wedges, and super-thin slices of pepperoni appearing at high speeds are no joke for him. Avoid the toppings and get to the finish line before the timer runs out. Collecting anchovies along the way earns Owen the special power that will be needed in Joni's arcade. The anchovies give Owen super-strong anchovy breath, which will temporarily knock out monsters and break rolling boulders.



You can help Owen get to the finish line by using your mouse, or by using the arrow keys on your keyboard. The left and right arrow keys move Owen left and right. The up arrow key makes Owen skate faster. The down arrow key makes Owen use his brake and slow down. The space bar makes Owen jump. The mouse can also control Owen's left and right movement. A click of the mouse will cause Owen to jump. However, there is no way to make Owen speed up or slow down with the mouse, so unless you use the up and down arrow keys, you will stay at the default speed.

To advance to another pizza, get to the finish line before the timer runs out. When you successfully jump over a topping, you will hear a beeping sound. The timer then stops temporarily and gives you extra time to get to the finish line.

Collecting anchovies and completing successful jumps will earn you points. If you crash into toppings or into the crust, you will lose points. Getting to the finish line before time runs out will earn you extra points for each second left on the timer.

There are eight levels in this arcade. As you move up the levels, you will have less time on the timer, more toppings to avoid, and a longer racetrack.

## Leslie's Bookerang Library

Leslie's love of books and knowledge has inspired Alistair Loveless to trap her in a forbidding Gothic library, where gargoyles come to life and mischievously toss books off the shelves. Leslie must jump from book to book in order to preserve them from destruction, but she must choose her jumps carefully, according to a category on the wall. If Leslie lands on a correct book, it is "sealed" and becomes a solid part of a book stack. If she lands on an incorrect book, it crumbles and is lost. The gargoyles periodically dangle ladders from the ceiling; if Leslie can grab a ladder, she will advance upwards, eventually making her way out of the library. Jumping on Bookerangs earns Leslie the special power that will be needed in Joni's arcade. Leslie can throw the Bookerangs, which will temporarily knock out monsters and break through ropes.



---

Pressing the space bar will cause Leslie to jump. Use the arrow keys to change Leslie's direction. Pressing two arrow keys at the same time (for example, the up and right arrow keys) will make Leslie face a diagonal direction. If your keyboard has a number keypad, you can also use that to move Leslie.

After a stack has reached four books high, a ladder may appear. Move Leslie directly under it (a shadow on the stack will let you know which stack is directly below the ladder). If you can move Leslie directly under the ladder before it disappears, she will automatically jump up, grab the ladder, and move into another library.

Jumping on correct books and collecting Bookerangs will earn you points. If you jump on incorrect books, into a wall, or onto gargoyles, you will lose points.

There are eight levels in this arcade. As you advance in the levels, the game will get more difficult. Gargoyles will appear on the floor to prevent Leslie from jumping on those spaces. Gargoyles may also occasionally fly in and crumble some books that Leslie has already sealed. Also, the speed at which the books fall will increase as the levels progress.

## Santiago's Pinball Predicament

Demented toymaker Pericles Lear has trapped Santiago in a giant pinball machine. And Santiago is the pinball! Santiago must pilot his air-car through mazes, around obstacles, over targets, and off flippers to escape. At the same time, he must light up the pinball game's letters, which are the key to his escape. Collecting batteries earns Santiago the special power that will be needed in Joni's arcade. The batteries power Santiago's force ray, which will temporarily knock out monsters, break through walls, and push blocks out of the way.



Use the mouse to change Santiago's direction. The space bar will fire the air-car's thrusters. The cursor in this activity looks like a crosshair. When you move the mouse, you will see the crosshair move. Wherever the crosshair shows, that is the direction Santiago will travel when the thrusters are engaged. As in any pinball machine, if Santiago hits a bumper or any other obstacle, it will toss him off course. Move the crosshair and fire the thrusters again to make him move in a new direction.

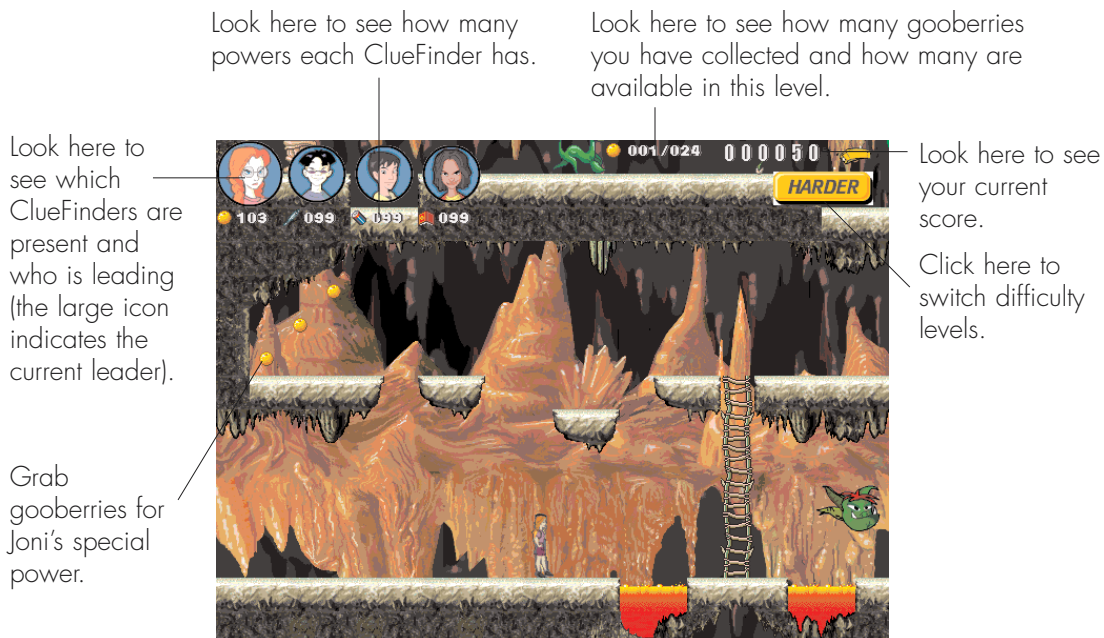
To escape from the pinball machine, you will have to light up all the lights in the words, *LEAR'S ARCADE*. The pinball machine is divided into four areas. Each area has an activity that will light up some of the needed letters. For example, to light up the A, D, and E from the word *Arcade*, you will need to go through a maze that is in the lower right section of the pinball machine. Once all the lights have been lit, Lear's mouth will open. Successfully navigating into Lear's mouth will move Santiago out of one pinball machine and into the next.

Collecting batteries, bumping into bumpers, going through mazes, and lighting up lights will earn you points. But if a roving bowling pin bumps into you, you lose points. You will also lose points if Santiago gets caught in the spinning wheel around Lear's face, or if you lose Santiago through the pinball flippers.

There are eight levels in this arcade. As you progress through the levels, you will notice the game gets more difficult. Roving bowling pins appear as you move up the levels, and the pinball machine's bumper speed will also increase.

## Joni's Last-Chance Labyrinth

Her leadership qualities are needed as Joni helps guide the team in an adventure where all four ClueFinders must contribute. Ms. Rose has placed Joni in a dangerous underground labyrinth filled with hostile plants. When Owen, Leslie, and Santiago escape their own arcade traps to come help her, the final adventure begins. Each ClueFinder has a unique power. The key to escaping the final arcade trap is to decide which ClueFinder has the right special power to overcome a hazard. The ClueFinders need to avoid obstacles, defeat monsters, and get to the escape door. Collecting gooberies gives Joni her special power. The gooberies make everything sticky, which temporarily knocks out monsters and freezes stompers and spiders.



---

The arrow keys move the ClueFinders left, right, up, and down. Pressing the space bar makes the ClueFinders jump. Only the ClueFinder in the lead can activate his or her power. Switch leaders either by clicking on the picture of the ClueFinder or by pressing the ENTER key (Windows) or the RETURN key (Macintosh). To activate a ClueFinder's power, press the CTRL key (Windows) or the CONTROL key (Macintosh).

**Note:** If the current leader's power does not overcome an obstacle or defeat a monster, try using a different power by switching leaders.

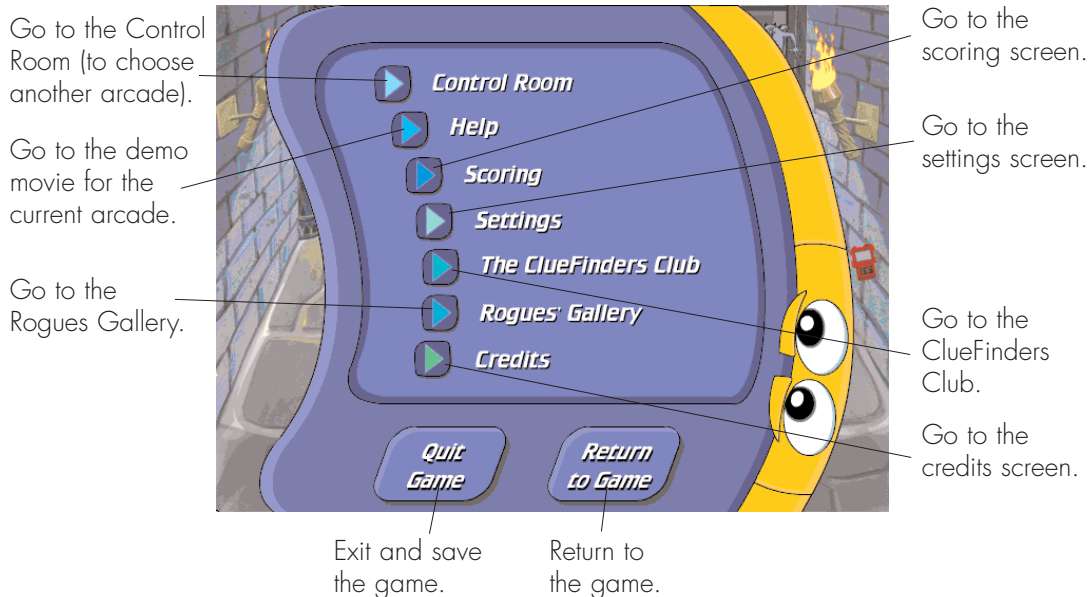
Along the way, the ClueFinders will find several checkpoints. These checkpoints look like small plant bulbs. When the ClueFinders pass over a checkpoint, the bulb grows into a large flower. Checkpoints can be very useful, since once the ClueFinders have passed a checkpoint, they will not be reset behind it if they run into monsters or obstacles. Move forward to find the escape door to unlock the entrance to the next labyrinth. If you run out of special powers for Owen, Leslie, or Santiago, you will have to return them to their arcades to earn more.

Defeating monsters and collecting gooberberries will earn you points. But if you run into monsters, you will lose points.

There are four different maps in this labyrinth arcade. Each map has two difficulty levels. You can choose the difficulty level before you begin the arcade. If you decide to switch difficulty levels in the middle of a map, you will be reset to the beginning of that map, but on the new level. You will be given back all the powers that you had when you entered that level.

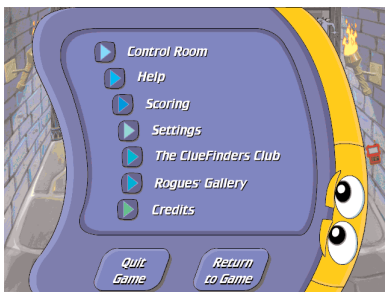
# CHANGING PROGRAM OPTIONS IN LAPTRAP

You can access and change the program options by clicking on LapTrap.



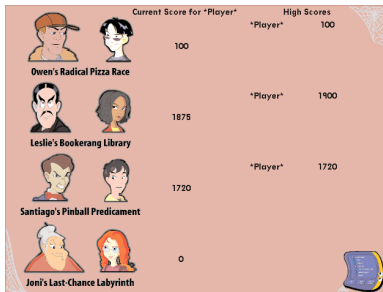
## Control Room

This is the command center for the villains. The video monitors are the links that allow access to all the arcades.



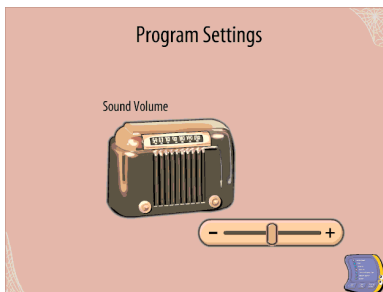
## Help

If you get stuck and need help on how to play an activity, click the Help button in LapTrap to see an instructional demonstration of the arcade game you are currently playing.



## Scoring

The scoring screen keeps track of your score in each of the arcades. It also keeps track of the names and scores of the top three players for each arcade.



## Settings

The settings screen allows you to change the volume setting for the background sound in *ClueFinders Mystery Mansion Arcade*.



## The ClueFinders Club

The ClueFinders Club screen is the place to learn about the personalities of the ClueFinders team members. Click the image of the ClueFinder you want to know more about. When you are finished, click **DONE** to return to the main ClueFinders Club screen. Click the LapTrap icon in the lower right corner of the screen to return to the Program Options screen.



## Rogues Gallery

The Rogues Gallery screen is the place to learn about the personalities of the villains. Click the image of the villain you want to know more about. When you are finished, click **DONE** to return to the main Rogues Gallery screen. Click the LapTrap icon in the lower right corner of the screen to return to the Program Options screen.

---

# 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 that may scratch the CD, such as tissue.

If you have additional questions, please visit The Learning Company Web site at: <http://www.riverdeep.net/learningcompany/support/>

## Windows®

**1. The program icon does not appear on the desktop or in the Start menu.**

- Make sure the product has been properly installed. Reinstall the program if necessary.

**2. You see a message telling you that there is not enough available space on the hard disk.**

*Mystery Mansion Arcade* requires 60 MB of hard disk space for the program's data and executable files.

- Create some free hard disk space by removing some files after backing them up.

**3. You see a message telling you that there is not enough memory to run the program.**

*Mystery Mansion Arcade* 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 restart the program.

**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.

- Check that the mouse is properly connected to the computer.
- Wait until the animation or sound stops and your normal cursor returns. Then try pressing the keys or clicking the mouse again.

---

**5. The program's speed is very slow.**

*Mystery Mansion Arcade* needs at least a Pentium 200-MHz computer with a 8X CD-ROM drive for basic performance.

- Close any other applications that are running.
- Remove any non-essential applications from your Startup folder.
- Make sure that you have the latest Windows video drivers for your graphics card. (Contact the video card manufacturer for the latest drivers.)
- Change your display adapter settings to 800 x 600, 16-bit color display mode.

**6. You do not hear music, sound, or speech.**

- Check that the speakers are properly connected to your computer. Make sure that they are getting power and are turned on, and that the volume is turned up.
- Make sure that your sound card is Windows-compatible and is properly installed for Windows. Make sure that the sound card is specifically designed to work with the version of Windows that you are using. Also make sure the volume is properly set. See the manufacturer's documentation for information relating to your sound card.
- Make sure the mixer level setting is correct:
  - a. Click the Start button, then point to Programs.
  - b. Point to Accessories, then Multimedia (Windows 95) or Entertainment (Windows 98, Me, XP), then click **Volume Control**.
  - c. 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 changing your display adapter settings to 800 x 600, 16-bit color display mode. (See your Windows documentation for more information.)
- Make sure you have the latest Windows video drivers installed. (Contact your video card manufacturer for more information.)
- Remove any non-essential applications from your Startup folder.

**8. Colors don't look right.**

- Adjust your monitor's color and brightness.
- Make sure your color display is set to 16-bit.
- 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 program 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. (See your Windows documentation.)

**10. Nothing prints.**

- Make sure the printer is plugged in and switched on.
- Check the indicator light on the printer to be sure the printer is “online” or “selected.”
- Make sure the printer cables are tightly connected.
- Make sure you have selected at least one print item from the Printing area. Where applicable, make sure you have selected either Colored In or Outlined.

**11. When you print, pictures or text look faint, blurred, or streaky.**

- Check your print quality settings. (See your printer documentation.)
- Replace your printer’s ink or toner cartridge.

**12. The printer displays an “out of memory” message.**

- Make sure your printer has at least 1 MB of memory.

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

This feature requires an Internet 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 the browser of your choice. To check this, double-click any .HTM file.

**Macintosh®**

**1. You do not see the program icon.**

- Make sure the program CD is inserted in the CD tray, printed side up.
- Make sure that the CD-ROM drivers are correctly installed.

**2. You see a message that there is not enough space on the hard disk.**

*Mystery Mansion Arcade* requires 60 MB of hard disk space for program data files.

- Create some free hard disk space by removing some files after backing them up.
- Adjust the Virtual Memory setting to take up 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.**

*Mystery Mansion Arcade* requires at least 32 MB of installed memory (RAM) to run. Try to increase available memory and then start the program again.

(Depending on which Internet browser you use, you may not be able to run both your browser and the program with only 32 MB of RAM.)

- Quit any programs that you may be running.
- Turn off or remove from the System Folder, non-Apple® control panels.
- Reduce the size of the disk cache in the Memory control panel. (See your Macintosh documentation for more information.)
- 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 hourglass on the screen, and any key presses or mouse clicks will be ignored.

- Check that the mouse is properly connected to the computer.
- 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 your system's speaker volume as needed by selecting the Volume setting.

**6. You do not hear music, sound, or speech.**

- Make sure that the Volumes setting in the Sound control panel is not set to zero.
- If you have external speakers, make 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.**

- Check the speaker connection to the computer.
- Close all other applications.

**8. The program window seems small.**

Some monitors are not able to display the program at the optimum display setting, so 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 animations do not play smoothly.**

*Mystery Mansion Arcade* needs at least a 180-MHz Power Macintosh computer with a 8X CD-ROM drive for basic performance.

- Make sure Virtual Memory is turned off in the Memory control panel.
- If you must have Virtual Memory turned on, reduce the amount of Virtual Memory allocated in the Memory control panel.

**10. Nothing prints.**

- Make sure the printer is plugged in and switched on.
- Check the indicator light on the printer to be sure the printer is “online” or “selected.”
- Make sure the printer cables are tightly connected.
- Make sure you have selected at least one print item from the Printing area. Where applicable, make sure you have selected either Colored In or Outlined.

**11. When you print, pictures or text look faint, blurred, or streaky.**

- Check your print quality settings. (See your printer documentation.)
- Replace your printer’s ink or toner cartridge.

**12. The printer displays an “out of memory” message.**

- Make sure your printer has at least 1 MB of memory.

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

This feature requires an Internet browser.

- Make sure that you have a browser properly installed. (See your browser and Macintosh documentation for more information.)

---

# CONTACTING THE LEARNING COMPANY

## Technical Support

If you continue to experience problems, please visit The Learning Company Web site at <http://www.riverdeep.net/learningcompany/support/> and 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 phone number. You may be asked to provide the following information:

- Your contact information (name, e-mail address, phone number, and mailing address)
- Description of the problem
- Product name and version number (the version number is usually printed on the CD label)
- Computer manufacturer and model
- Operating system (for example, Windows 98 or Macintosh OS 8.6)
- Processor type and speed
- RAM (in MB)
- Video card manufacturer
- Sound card manufacturer
- Printer type
- Hard disk space remaining
- Background programs (for example, anti-virus programs and screensavers)

## Customer Support

For assistance with product orders, purchases, and refunds, please contact our Customer Support department by visiting The Learning Company Web site at: <http://www.riverdeep.net/learningcompany/>

## Satisfaction Guaranteed

If you are not completely satisfied with this product, The Learning Company will gladly refund your purchase price or provide a replacement product. 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 and specify the replacement title. Allow 4–6 weeks for refund. Limit one per household. Dealers, wholesalers, and their immediate families are not eligible.

---

# CREDITS

## DESIGN TEAM

Jack Martinelli  
Susan Nachand-Prestidge  
David Nowlin  
Shawn Sloan  
Pete Shoemaker  
Pam Stalker  
Dan Tjandra

## ART

*Lead Principal Artist*  
Pam Stalker

*Animator*  
Philip Thong

*Animator*  
Marcelo Souza

*Animator*  
Fred Dianda

*Ink & Paint Artist*  
Tim Nelson

*Ink & Paint Artist*  
Craig Wong

*Globals Artist*  
Krista Hubbard

*Art Manager*  
Fred Butts

*Movie Animation*  
Aniotion

*Backgrounds*  
Fluent Solutions

*Backgrounds*  
Johnny Karwan

## AUDIO

*Lead Sound Designer & Composer*

David Nowlin

*Sound Designer*  
Andrew Kawamura

*Production Specialist*  
Jenny Nguyen

*Director of Creative Development*  
Drayson Nowlan

*Sound Design*  
Jamie Hert

*Sound Design*  
Brian Burge

*Live Drums & Sound Design*  
Alan Nu

## DESIGN

*Design Manager*  
Pete Shoemaker

*Art Director*  
Nick Stern

*Creative Director*  
Kenny Dinkin

## EDITORIAL

*Editorial Manager*  
Gabriele Rennie

*Editor*  
Elizabeth Robinson

*User's Guide Writer*  
Shawn Sloan

*Desktop Publisher*  
Scott Peeler

## EDUCATION

*Education Designer*  
Shawn Sloan

*Child Test Coordinator*  
Shelly Hall

*Education Designer*  
Gina Morimoto

## ENGINEERING

*Lead Sr. Software Engineer*

Jack Martinelli

*Software Engineer*  
Dan Tjandra

*Software Engineer*  
Michelle Abraham

*Production Engineer*  
Gregory Kitamura

*Vice President, Engineering*  
Hugo Paz

## PRODUCT MANAGEMENT

*Development Producer*  
Susan Nachand-Prestidge

*Development Director*  
Sid Weber

## QUALITY ASSURANCE

*QA Lead Engineer*  
Cheryl Roman

*QA Engineer*  
John Bogle

*QA Engineer*  
Lance Brandon

## QA Engineer

MinmHiep Kong

*QA Engineer*  
Scott Mitchell

*Usability Framework Manager*  
Pam Sprowl

*QA Supervisor*  
Carlos Molina

*QA Manager*  
Dan Mizuba

*Director of Quality Assurance*  
Ron Runyon

## VOICE TALENT

*Joni Savage*  
Nikki Rapp

*Santiago Rivera*  
Juliet Tibbetts

*Owen Lam*  
Shaun Smith

*Leslie Clarke*  
Sara Real

*LapTrap*  
Les Hedger

*Alistair Loveless & Pericles Lear*  
Charles Martinet

*Fletcher Limburger*  
Jeff Kramer

*Ms. Rose*  
Willow Wray

*Mr. Big*  
David Nowlin

*Carmen Sandiego*  
Christiane Crawford

## CLUEFINDERS BRAND MANAGEMENT

*Executive Brand Producer*  
Bill Romer

*Brand Producer*  
Marc Goodman

*Director of Marketing*  
Tom Craven

*Sr. Brand Manager*  
Fran Dillard

*Assoc. Brand Manager*  
Cindy Arnold

## DESIGN SERVICES

*Design Services Manager*  
Sally Mark

## LEGAL

*Contract & IP Administrator*  
Arlette Labat

*Sr. Legal Counsel*  
Dan Guggenheim

## OPERATIONS

*Operations Manager*  
Carole Kochan

*Operations Specialist*  
Patricia Aparicio

## PUBLIC RELATIONS

*Media Manager*  
Evelyn Dubocq

*Assoc. Public Relations Manager*  
Debbie Galdin

## ADMINISTRATIVE

*Contracts Administrator*  
Frannie La Day

*Executive Assistant*  
Sarah Zentner

## SPECIAL THANKS

Stevo Brock  
Michael Brown  
All the children who helped us test our product!

## RIVERDEEP – THE LEARNING COMPANY

*Controller*  
Lisa Thomas

*Vice President, Marketing*  
Mark Hittie

*Vice President, R & D*  
Derek Miyahara

*Sr. Vice President, GM*  
Eric Stone