

# Table of Contents

<b>Welcome!</b> .....	<b>2</b>
<b>System Requirements</b> .....	<b>3</b>
<b>Installation Instructions</b> .....	<b>4</b>
<b>The Options Screen</b> .....	<b>5</b>
Windows.....	5
Macintosh .....	6
<b>Getting Around the Program</b> .....	<b>7</b>
Preferences Screen.....	8
Progress Checker.....	9
Goal Checker.....	10
<b>Character Descriptions</b> .....	<b>11</b>
<b>Playing Disc 1 Activities</b> .....	<b>15</b>
Picture Windows.....	15
Grandma Thora's Garden.....	16
Fact or Fiction?.....	17
The Brain's Dad's Spare Parts.....	18
Junk Sculpture.....	19
Ice Cream Inventions.....	20
Where'd It Go?.....	21
<b>Surprise Activity 1: Someone's Missing</b> .....	<b>22</b>
<b>Surprise Activity 2: Found a Wallet</b> .....	<b>23</b>
<b>Reward Activities</b> .....	<b>24</b>
Three-in-a-Row.....	24
Monkey Matching.....	25
Rubber Ducky Dunk.....	25
<b>Playing Disc 2 Activities</b> .....	<b>26</b>
Music Machine.....	26
Card Creator.....	27
Print Activities.....	29
<b>Troubleshooting</b> .....	<b>30</b>
Windows.....	30
Macintosh.....	33
<b>Credits</b> .....	<b>35</b>
<b>License Agreement</b> .....	<b>39</b>

**Welcome** to Arthur’s Kindergarten: Trouble in Arthur’s Treehouse! (version 2.0)

After Arthur’s tree house blew apart in a storm, he was worried and didn’t know what to do. Fortunately, his friends offered to help gather supplies for a new tree house. Parents, neighbors, and other townspeople of Elwood City are happy to contribute to the effort—giving things for the tree house in exchange for help with their own projects. You can help Arthur and his friends earn what they need!

© 2001 TLC Education Properties LLC, and its licensors, and © 2001 Marc Brown. All rights reserved. Developed by Presage Software Development Company. Adobe® Acrobat® © 2001 Adobe Systems Incorporated. The Learning Company is a registered trademark of TLC Education Properties LLC. “Arthur,” “D.W.” and all of the Arthur characters are trademarks of Marc Brown. Presage and the Eye logo are registered trademarks of Presage Software Development Company. 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.



## **System Requirements**

### **Windows®**

Pentium® 166 MHz processor or faster

Windows 95/98, Me, 2000, XP

32 MB of RAM

40 MB free hard disk space

8x CD-ROM Drive

256-color display

SoundBlaster or compatible sound card

Mouse

Netscape Navigator 4.0 or Microsoft Internet Explorer 4.0 or higher

28.8 Kbps or faster modem (optional)

Recommended: color printer

### **Macintosh®**

180 MHz PowerPC®, 32 MB RAM

System 8.6 - OSX

8x CD-ROM Drive

40 MB free hard disk space

256-color display

Sound Manager 3.1

Mouse

Netscape Navigator 4.0 or higher

28.8 Kbps or faster modem (optional)

Recommended: color printer

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

## Installation Instructions

NOTE: One of the Arthur CDs must be in your computer's CD drive at all times during installation and game play.

### Windows Installation

1. Insert one of the Arthur CDs into your CD drive. Note, you can install from either disc, Disc 1 or Disc 2.
2. For systems with AutoPlay, skip to step 4.
3. For systems without AutoPlay, choose RUN from the Start menu and type d:\setup in the command line box, then click OK. (If your CD drive is not d;, substitute the correct drive letter.)
4. You will be asked if you want to install. Select YES and follow the on-screen prompts.
5. When installation is complete, the Options Screen appears. Select PLAY to begin the game.

### Starting the Program

1. Insert one of the Arthur CDs into your CD drive.
2. On systems with AutoPlay, the Arthur Options Screen appears. Click PLAY to begin the game.
3. On systems without AutoPlay, go to the Start menu, select PROGRAMS, then THE LEARNING COMPANY, then ARTHUR, and finally, ARTHUR'S KINDERGARTEN. The Options Screen will appear. Click on the PLAY button to begin the game.

### Macintosh Installation

One of the Arthur discs must be in your computer's CD drive at all times during installation and game play.

1. Insert the disc into the CD-ROM drive. The CD window will open.
2. Double-click the Arthur icon and follow the on-screen prompts. The installer will install any extensions needed by your operating system. (You will not need to install again unless you remove the installed files.)
3. You can install from either Disc 1 or Disc 2.

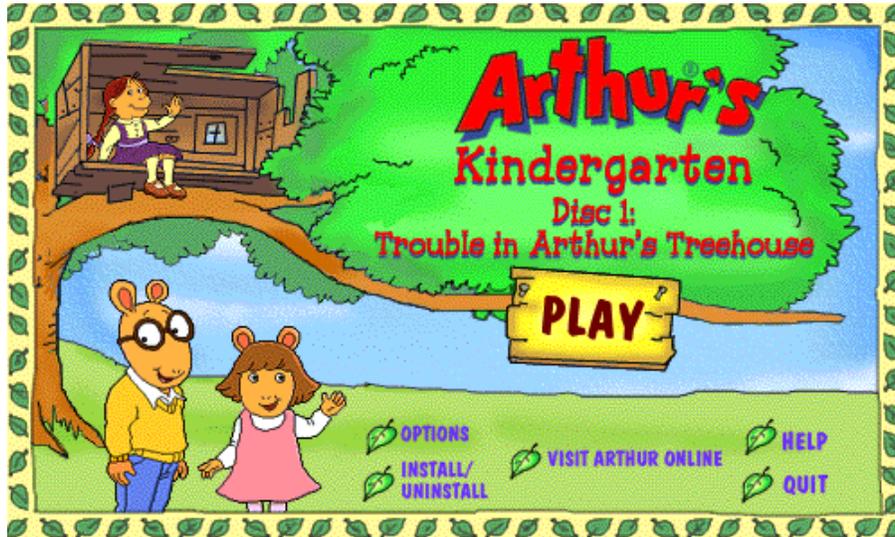
### Starting the Program

1. To play Arthur's Kindergarten, again double-click on the Arthur icon. The same icon installs and launches the program.
2. There are additional applications on these discs. To run any of these programs, double-click on their icons.

## The Options Screen

### Windows®

On Windows machines, an Options screen will appear on your desktop when you choose to run the program. (On machines with AutoPlay, this screen will appear automatically when the disc is inserted, once the program has been installed.)



#### Play

Play the game currently in your computer by clicking on the Play button.

#### Visit Arthur Online

Click here to extend your CD-ROM experience to the online world. With the click of a button, learn even more about Arthur and his friends!

#### Options

Select your Internet connection and Click here to register to register this product after it has been installed.

#### Install/Uninstall

Reinstall the program files to a different location on your hard drive or uninstall the program by clicking here. The uninstaller automatically removes the Arthur program from your computer.

#### Help Button

Open the Help file by clicking on the Help button.

#### Quit Button

Click the Quit button to close the Program Options Screen and return to Windows.

#### Product Demos (located on Disc 2)

Preview a full line-up of products from The Learning Company.

## Macintosh®

After inserting the Arthur CD into your Macintosh, the CD Window will automatically open. You can access all of the following options from the CD Window.



### Arthur Program Icon

Double-click on this program icon to install the program to your hard drive. Once the game is installed, double-click on the program icon to start the main program.

### Product Demos

Double-click on the Product Demos icon to preview a full line-up of products from The Learning Company.

### Help

Double-click on the Help icon to bring up this Arthur help file.

## Getting Around in the Program

This section describes the different screens you'll see in the program—and how to get to them.

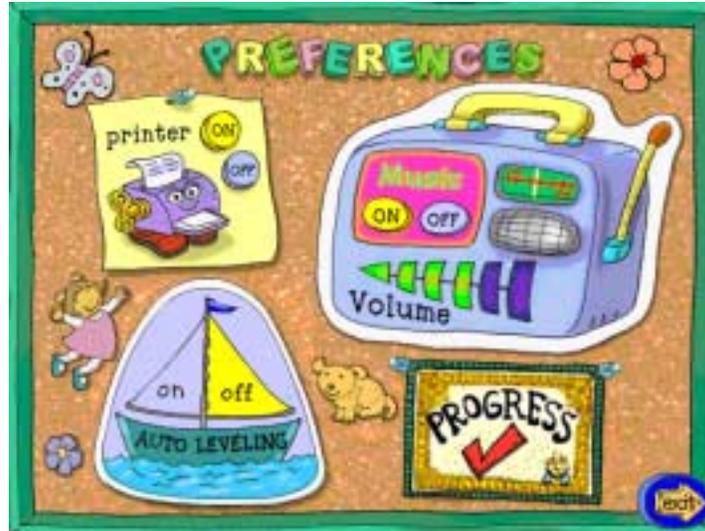
### Arthur's Treehouse

You'll use this screen to choose your next activity or to view and change Preferences.



## Preferences Screen

To set program preferences or check progress, use the Preferences screen. To get to the Preferences screen, click the Preferences icon on the main screen.



### **Printer On/Off**

Turn printing off or on.

### **Music On/Off**

Turn background music off or on.

### **Volume Control**

Choose a volume level.

### **Autoleveling**

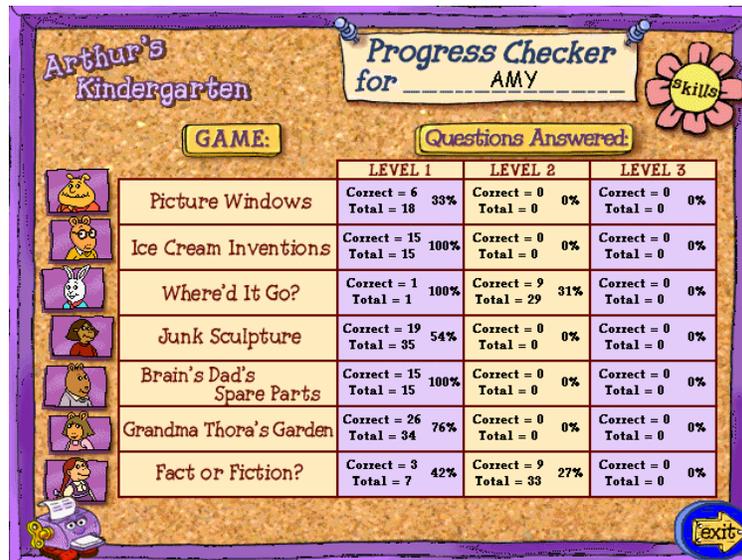
Turn autoleveling off or on.

### **Progress Checker Option**

Check to see how close you are to receiving your certificate.

## Progress Checker

The Progress Checker is a chart, accessible by clicking on the Progress icon on the Preferences screen.



### Child's Name

After you sign in, your name will appear here. This screen is specific to every player!

### Game

These are the names of the activities.

### Questions Answered

For each activity and level, the chart shows the number of correct answers, the total number of answers, and the number correct as a percentage of the total.

### Skills

Click here to see the skills practiced in each activity.

## Goal Checker

The Goal Checker is available from the Main menu and from each of the activity screens. The Goal Checker shows a child's progress through the activities. If several children play the program at different times, the Goal Checker keeps track of how close each child is to the goal.



After the player has successfully completed an activity (excluding the Reward Activities), the Goal Checker screen will appear automatically. At the beginning of gameplay, each of the characters in the Goal Checker will be grayed out. As the player completes each activity, the picture of the main character for that activity will be filled in. The Goal Checker can also be accessed from the Main menu by clicking on the Star button in the lower right corner of the screen. At this time, the player must click on the Exit button to have the screen disappear.

### Surprise Activities

This program includes two activities that appear on their own—without being selected by the child. In fact, children cannot choose these activities from the main screen until they have reached the game's goal.

The first activity appears when Arthur or one of his friends starts to feel left out of the fun. The second activity appears at the very end, after the player has completed all other activities in the program.

### Certificate

After your child completes all of the program's activities, he or she earns a personalized certificate. If the Printer preference is turned on (on the Preferences screen), this certificate can be printed.

### Reward Activities

After all of the activities have been successfully completed, the child can play three reward activities in Arthur's Tree house.

## Character Descriptions

### Arthur



The hero of dozens of stories, Arthur is a shy, thoughtful, bespectacled 8-year-old. Who but Arthur would think to get a Christmas gift for Santa Claus? Arthur's no goody-goody, but he's persistent and hardworking, and he takes his responsibilities seriously. Sensitive and reflective, he is often worried about what others will think of him, but he usually solves his own problems. He loves soccer and TV's Bionic Bunny, and his favorite foods include cheeseburgers, pizza, and chocolate cream pie.

### Muffy



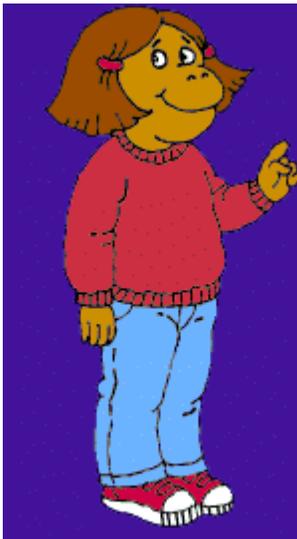
The daughter of the owner of Crosswire Motors, Muffy arrives at school in a limousine and brings her mink coat to summer camp. Used to getting her own way, Muffy can be manipulative. (She threatens that anybody who doesn't come to her party won't be her friend anymore.) She gets along well with adults, though, and is sometimes the teacher's pet. Muffy loves shopping, and, like her best friend Francine (with whom she shares a middle name), enjoys pistachio ice cream and scary movies.

## D.W.



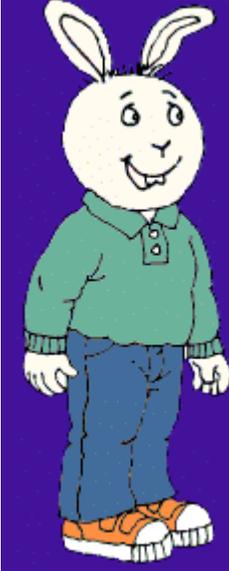
D.W. (short for Dora Winifred) is Arthur's lively, wisecracking little sister. She's independent and not afraid to speak up—especially when giving Arthur advice! Though she often gets on Arthur's nerves, it is D.W. to whom he usually turns first when he needs to borrow money. When D.W. does not have all the answers, she turns to her imaginary friend Nadine to discuss her feelings (and claims it is Nadine who needs the night light on at bedtime).

## Francine



One of Arthur's best friends, Francine has a not-so-secret crush on him. (Her birthday present to him was a "Spin the bottle" game.) She enjoys teasing Arthur and embarrassing him in public—and in general has a reputation for mischief. Her nickname "Slugger" is well-deserved: she's the best hitter on the school softball team. Brash and bright, she's an explorer and a doer—and pushes Arthur to do adventurous things he'd never dream of doing otherwise! Francine likes pistachio ice cream and scary movies.

## Buster



Arthur's best friend, Buster, is a practical joker who likes to play tricks on friends and teachers—and has been known to spend time at the principal's office. Buster laughs easily and is always ready for fun. His asthma hasn't kept him from enjoying soccer—or from playing tuba in the school orchestra! Buster is an only child and he has a very protective mother.

## The Brain



The smartest student in Arthur's class, The Brain is much admired by the other kids. He reads dictionaries for fun, and, upon discovering frogs in his bed at camp, reacts with academic interest: "Amphibians. How fascinating." The Brain loves to eat and once dressed up as a baked potato for Halloween. He's also good at sports, to which he brings his superior knowledge of psychology and physics. The Brain is colorblind, left-handed, and plays the cello in the school orchestra.

## Binky



A year older than the other kids in Arthur's class, Binky is a professional class bully. His favorite sport is professional wrestling. Binky's a bit awkward about his size, and has a sensitive side he's careful to hide. Despite his threats to pulverize Arthur, Binky becomes Arthur's friend.

## Playing Disc 1 Activities

### Picture Windows

Arthur and Binky can earn a window for the treehouse. All they have to do is put together some stained-glass windows for Mr. Glass. Help Arthur and Binky put the window panels in the right order to form a picture sequence.

Look at the pictures on the floor below the window frame, and think about how they could be arranged to tell a story. (If a picture is already in the window frame, it's in the right spot.) Click and move each picture from the floor to the spot in the window frame where it belongs.



#### Skills

- Sequencing
- Patterning

#### Levels

1. Place 2 pictures into a 3-part sequence.
2. Place 3 pictures into a 3-part sequence.
3. Place 4 pictures into a 4-part sequence.

## Grandma Thora's Garden

Grandma Thora promises to give D.W. and Arthur paint for the treehouse if they'll help her pick some flowers from her garden. Arthur thinks flower-picking can be a game—the more times you pick the right number of flowers, the faster you'll move forward on the garden's stone walkway. Be the first to reach the end of the walkway and you win!

If you're playing by yourself, click on the one-player option. If you're playing with a friend, click on the two-player option.

On your turn, look at the sheets hanging on the clothesline and solve the math problem represented by the flowers. Then click on the magnifying glass that shows the correct answer. Each time you answer correctly, your player moves two spaces. If you need help, click on Arthur.



### Skills

- Counting
- Arithmetic

### Levels

1. Problems involve addition.  
Answers are numbers less than or equal to 5.
2. Problems involve addition.  
Answers are numbers less than or equal to 10.
3. Problems involve addition and subtraction.  
Answers are numbers less than or equal to 10.

## Fact or Fiction?

Muffy and Arthur would love to get the library's old ladder for their treehouse. To help them earn it, sort a stack of books into two bins—one for Real Life and one for Make-Believe—based on Muffy's description of each book. Some of those books sound pretty weird, but others are actually about real life!

When you hear what a book is about, just click on the bin in which the book belongs. To hear the book's description again, click on Muffy.



### Skills

- Sorting
- Deductive reasoning

### Levels

1. Sort books based on simple facts and make-believe statements.
2. Sort books based on intermediate facts and make-believe statements.
3. Sort books based on complex facts and make-believe statements.

## The Brain's Dad's Spare Parts

That's some engine The Brain's dad is putting together in his garage! Arthur and The Brain are on hand to help gather needed parts from the crates that fill up the garage. The first player to reach the row of crates closest to the toolbox wins the game—and earns a rope and pulley for the treehouse!

If you're playing by yourself, click on the one-player option. If you're playing with a friend, click on the two-player option.

When it's your turn, listen to The Brain's dad to hear what kind of shape he wants you to move to. Then click on a crate that shows this shape to move closer to the toolbox. You can only click on a crate that is right next to or right in front of the crate you're on.



### Skills

- Identifying colors and shapes
- Following oral directions
- Identifying objects by attributes

### Levels

1. Clues include 1 attribute.
2. Clues include 2 attributes.
3. Clues include 3 attributes.

## Junk Sculpture

Francine's dad is great at making things out of stuff from the junkyard. If you can find the right pieces for the sculpture Francine's dad is building, he'll give Arthur a table for the tree house.

Listen to the clues Francine's dad gives. To start or add to the sculpture, click and move the object he wants from the junk heap on the left of the screen to the tree stump on the right of the screen. Be sure to move the object to the bottom of the sculpture—keep moving it until the tree stump highlights.



### Skills

- Recognizing words
- Identifying shapes
- Rhyming

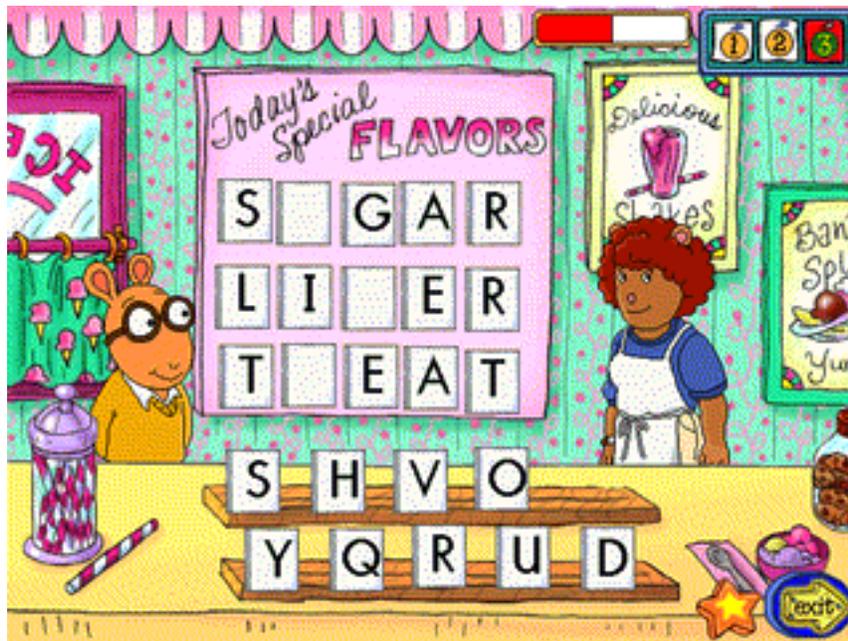
### Levels

1. The clues are the names for the objects.
2. The clues are words that rhyme with the objects' names.
3. The clues tell what category of object to choose.

## Ice Cream Inventions

The Brain's mother has invented a bunch of ice cream flavors—some good, some not so good. Can you help her list her new flavors to earn empty ice cream tubs? They'll make neat chairs for the new treehouse!

When you hear The Brain's mom say a letter or give a clue to the letter, click and move the letter from the bottom of the screen toward her. (If you give her the right letter, The Brain's mother will move the letter to the sign herself.) To hear the clue again, click on The Brain's mother.



### Skills

- Recognizing letters
- Recognizing letter sounds

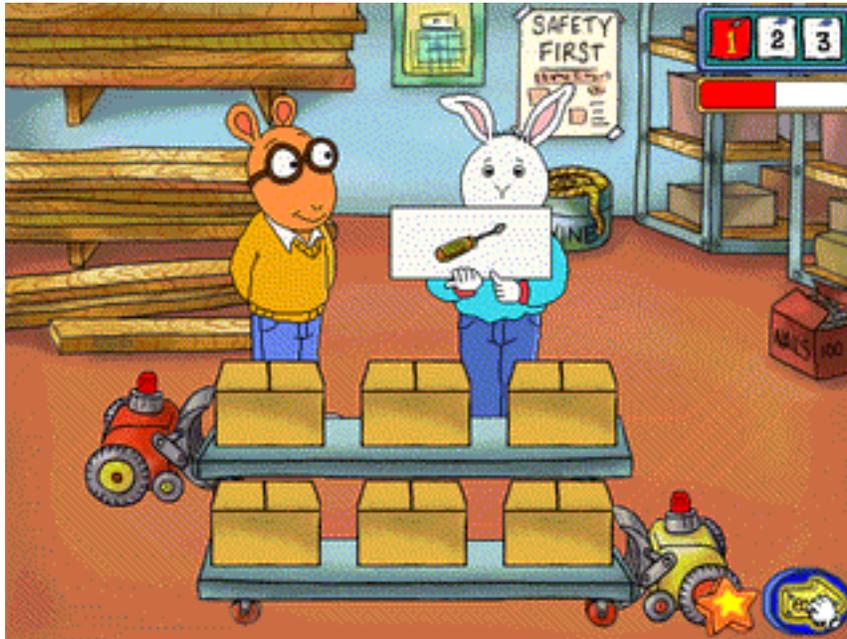
### Levels

1. Identify letters by name.
2. Identify letters by their phonetic sounds.
3. Identify letters as the first sounds of words.

## Where'd It Go?

Some scrap wood from Mrs. Maplewood's lumberyard would sure come in handy in re-building the treehouse. But first, you have to help Mrs. Maplewood restock the shelves. Can you remember which box contains which item after just one look?

Look at the contents of the open boxes, trying to memorize which box contains which tool. After the boxes close, look at the card that Buster is holding. Then click on the box that contains that tool. To hear the name of the tool Buster is looking for, click on Buster.



### Skills

- Memorizing
- Matching

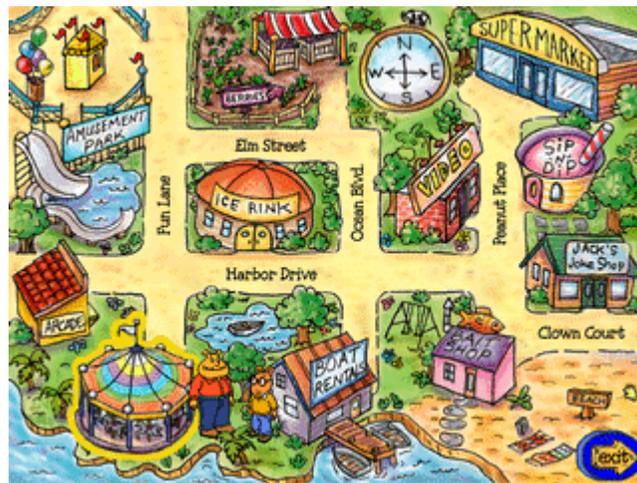
### Levels

1. 6 boxes contain 3 hidden tools.
2. 8 boxes contain 4 hidden tools.
3. 10 boxes contain 5 hidden tools.

## Surprise Activity 1: Someone's Missing

One of Arthur's friends was feeling left out, and thought it would be fun to hide from you! Find the missing friend by listening to clues that Arthur gives you.

When you hear a clue, use the arrow keys on the keyboard to move closer to the missing friend. To hear another clue, wait a few seconds; then move again.



### Skills

- Logic
- Spatial relations
- Following Directions

## Surprise Activity 2: Found a Wallet

Wow—Arthur and Buster find a wallet on the sidewalk! Could this lucky find be the key to finishing up the treehouse? Sure—but first you have to look carefully to see what's inside.

In the first part of the activity, identify each coin. When Arthur calls out a coin, click on the coin he names or describes.

In the second part of this activity, sort the coins into categories: when Arthur shows where all coins of a particular value belong, click and move all those coins.

Finally, after you've identified and sorted all the coins, help Arthur and Buster identify the owner of the wallet: click on the item that provides the owner's name and address.



### Skills

- Identification coin values
- Sorting

## Reward Activities

Congratulations! You have collected all the items that Arthur and his friends need to repair the tree house. Now you can join them in the tree house for some fun games. Choose the game you would like to play.



## Three-in-a-Row

Tic-Tac-Toe, three in a row! You can play this game against Arthur! The first player or team to get three in a row wins!



## Monkey Matching

Match all the monkeys in this game to win. You need to watch carefully! Click on a monkey and watch how he moves. Try to find another monkey that does the same thing. When you find all the pairs, you win! You have 2 minutes to find a match for all of the monkeys.



## Rubber Ducky Dunk

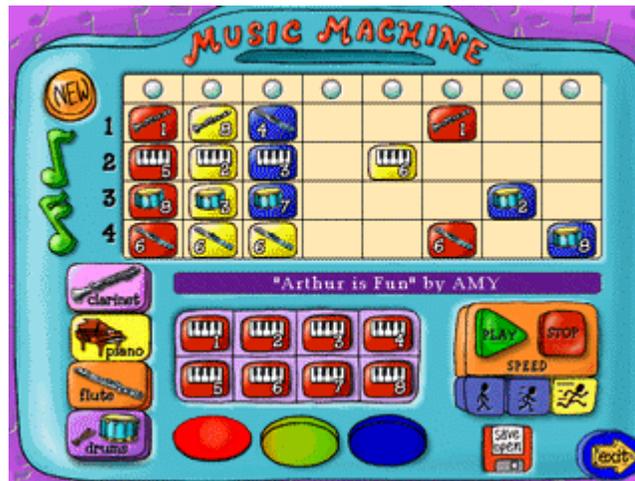
See how many ducks you can paint in 2 minutes! You control the paint machine. The more ducks you paint, the faster they will pass by.



## Playing Disc 2 Activities

### Music Machine

Make your own song using different instruments. After you write the song, you can play it back!



#### How to Play

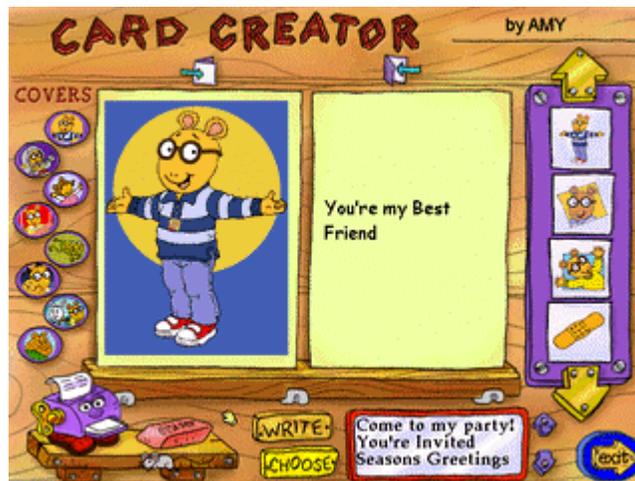
1. Click on the instrument you want to start with.
2. Notice the 8 different song parts for that instrument below the song window.
3. To hear that instrument's song part, move your cursor over the part and hold it.
4. When you hear a song part you like, click and move it into a box in the song window.  
(If you want to remove a song part from a box, just click and move it out of the song window.)
5. To see more song parts for the instrument you're working with, click on the red, yellow, or blue harmony buttons. Your song will sound the best if the instruments above and below each other in a column are the same color.
6. To work with a different instrument, click on the new instrument.
7. To preview your song, click on the Play button.
8. To change the song's tempo, click on the button with the man who is running.
9. If you want to start over, click on the New button in top left corner of the screen.
10. To save your work, click on the Open/Save button in the lower right. Just type a name for your song and click on OK.
11. To hear a song you've saved, click on the Open/Save button. Then click on the name of the song you want to listen to and click on OK.

#### Skills

- Following Directions
- Categorizing
- Creativity
- Problem solving
- Sequencing

## Card Creator

Decorate a greeting card and write a message on it! When you're done, you can print it out to give to someone.



### Card Cover Choices

You can choose from these different card covers.

### Write/Choose

You can choose to write your own message or to select from a list of ready-made messages.

### Print Options/Message Scroll Box

If you're in Write Mode, you can choose the type of print for your message.

If you're in Choose Mode, you can select from this list of ready-made messages.

### Decorations

To decorate the inside of your card, click and move one of these pictures to a corner of the card.

### Eraser

To erase a decoration from the inside of your card, click on the eraser and then click on the picture you want to erase.

### Printer

When you're done with your card, click on the Printer to print it out.

### How to Play

1. To choose the picture that will appear on the front of your card, click on a picture on the left side of the screen. If you change your mind, just click on a new picture.
2. If you want to choose from a list of messages, do the following:
  - Click on the Choose button at the bottom of the screen.
  - Click on the messages on the bottom of the screen to choose the one you like.

- Click on the arrow buttons to see more messages.
3. To write your own message, do the following:
    - Click on the Write button.
    - Type the words of your message.
    - When you've finished your message, click on the different types of print on the bottom of the screen to choose the one you like best.
  4. To start decorating your card, click on the up and down arrows on the right side of the screen to see the pictures you can choose from.
  5. Click and move the picture you like to the corner of the card where you want to put it.
  6. If you want to erase a picture, just click on the eraser button at the bottom of the screen and then click on the picture you want to erase.
  7. When you're done with your card, click on the printer button to print it out.
  8. Fold the printout to make a card.

### **Skills**

- Categorizing
- Reading
- Creativity
- Keyboarding

## Print Activities

Choose from fun things to print out and do when away from the computer!



### Category Buttons

Click one of these categories to see a list of activities available for the category.

### Activity Area

Preview the activity to decide whether you want to print it.

### Print Button

Click on the Print button to print out the activity that appears on the screen.

### How to Play

1. Click on the name of the category to choose what type of activity you want to play.  
You can choose from four categories: Cut & Paste, Color & Learn, Puzzles & Games, and More Fun!
2. Click on the up and down arrows next to the activity area to see all of the fun activities that you can print out.
3. When you find an activity that looks interesting, click on the Print button to print it out.

### Skills

- Following directions
- Adding and Subtracting
- Experimenting with Science
- Classifying
- Developing phonics
- Experimenting with Art and Creativity
- Using fine motor skills
- Logic
- Practicing safety

## Troubleshooting

If one of our CDs is causing you problems, try the general troubleshooting tips below. If you still have problems, please contact our Technical Support Department at <http://support.learningco.com>.

Note: This program requires that the disc be in the CD-ROM drive at all times when in use.

## Windows<sup>®</sup> Troubleshooting

**Problem:** Your computer is having trouble reading the CD-ROM.

**Symptoms:** There are sudden changes in performance, or error messages such as the following appear:

"Cannot read from drive 'D:'"  
"Error reading from CD-ROM"  
"A serious CD error has occurred"

**Possible Cause:** The disc may be damaged or dirty.

**Solution:** Check your disc for fingerprints, scratches, or smudges. To check your disc, hold its shiny side up to a bright light. If you find your disc is dirty, you can clean it with a soft cotton cloth. If necessary, you may also use a damp cloth. If your disc becomes damaged, refer to our replacement policy in the warranty section of the user's guide.

**Problem:** You are experiencing difficulty installing the program.

**Possible cause:** Other programs may be running while attempting to install this product.

**Solution:** First, make sure there are no other programs running. Press ALT+TAB to check for other programs running. If there are other programs running, please quit them before proceeding with installation.

**Possible cause:** Some problems may be specific to the setup screen used for installation.

**Solution:** Try avoiding that aspect of the installation by using your computer's RUN command to manually install the product:

1. Click on START.
2. Click on RUN.
3. Type the following command: D:\install\\_setup.exe (substitute the correct letter if your CD drive is other than "D").

**Problem:** The video or display of one of our activities does not seem right, or you are getting an error message concerning display or video.

**Possible Cause:** Your computer has out-dated or corrupted video drivers.

**Solution:** Re-install the video drivers using the discs that came with your computer and/or video card. If you do not possess discs with the video drivers you require,

contact your computer or video card manufacturer, as they are most qualified to help you update your video drivers.

**Possible Cause:** Your monitor's color depth setting is not set to 256 colors, or your screen's resolution is not set to 640x480 pixels.

**Solution:** Adjust your monitor's display settings. Try the following:

1. Click the right mouse button on your Windows' Desktop screen.
2. Select PROPERTIES.
3. Click on the SETTINGS tab. This will show the current color and screen settings.
4. Change your color depth setting to 256 colors, and/or your screen resolution depth to 640x480. Click OK.

#### **Finding out who makes your video card:**

1. Locate the My Computer Icon on your desktop.
2. Click once to highlight it, and then click one time on the right mouse button.
3. Select PROPERTIES.
4. Click on the DEVICE MANAGER tab.
5. Double-click on the Display Adapters line. The name of your video card will appear below the Display Adapters line.
6. To find out more about your video drivers, click on the name of your video card and then click on the PROPERTIES button at the bottom of the screen.
7. Please contact the manufacturer. Never attempt to change these settings unless you know how to do so.

**Problem:** There is no sound, or there is distorted sound.

**Possible cause:** Your sound card's settings are improperly set.

**Solution:** First, check the following setting. If that fails to help, you will need to contact your sound card manufacturer. It may help to increase the size of your sound buffer:

1. Go to START, then SETTINGS, then CONTROL PANEL.
2. Double-click on the MULTIMEDIA icon.
3. Click on the Advanced tab, then double-click on MEDIA CONTROL DEVICES.
4. Double click on WAVE AUDIO DEVICE.
5. Click on the SETTINGS button; turn the dial so that the sound buffer is set to 8.

**Possible cause:** There is no sound card present.

**Solution:** Our programs require a sound card. If you do not currently have one, see your local computer retailer for a compatible sound card.

NOTE: Should you need to contact your sound card manufacturer, the following information will help you get the information you need, as well as supply the information they will need.

1. Your sound card IRQ (Interrupt Request) should be set to either 5 or 7.

2. Our programs are designed to recognize these settings first. Your sound card manufacturer can help you change your IRQ setting.
3. Make sure you are working with the most current sound driver available for your sound card. Your computer or sound card manufacturer can help you update your sound driver.

**Problem:** You are experiencing problems printing.

**Possible cause:** There is not enough virtual memory for the program to print. You may need to allocate more virtual memory.

**Solution:** To allocate more virtual memory to your computer, please do the following:

In Windows 95, hard drive space is automatically used by the operating system for virtual memory use. If you run out of virtual memory, free up more hard drive space on your computer.

For best performance, wait until your system has finished printing before using other parts of the program, or printing other print jobs from this program.

## Macintosh® Troubleshooting

If you have trouble with your software, make sure your computer meets the System Requirements and check the troubleshooting information below for advice. If you still need help contact our TLC Support Department at <http://support.learningco.com>.

Note: This program requires that the disc be in the CD-ROM drive at all times when in use.

**Problem:** The sound is choppy or the program's performance is slow.

**Possible Cause:** Virtual Memory may be turned on, or RAM Doubler may be installed.

**Solution:** Open the Control Panels Folder in your System Folder and double-click on the "Memory" icon. Turn virtual memory off by clicking on the "off" button and restart your computer. If your RAM Doubler is enabled, remove the RAM Doubler extension from the Extensions Folder in your System Folder. You may also disable RAM Doubler by holding down the Escape key (Esc) while your system is booting. (The next time you restart your system, RAM Doubler will load again.)

**Problem:** You get an error message saying there is not enough memory to run the program.

**Possible Cause:** You do not have enough memory available to run the program.

**Solution:** Make more memory available by disabling certain System Extensions in your System Folder. Please consult your Macintosh documentation for instructions on how to do so.

**Possible Cause:** Applications other than this Arthur application are running.

**Solution:** Quit the program and exit all other programs, including screen savers. Then try launching the program again.

**Problem:** You get the error message: "Error Type 11".

**Possible Cause:** You do not have enough memory available to run the program.

**Solution:** Make more memory available by disabling certain System Extensions in your System Folder. Please consult your Macintosh documentation for instructions on how to do so.

**Possible Cause:** In Macintosh operating systems that use Modern Memory Manager, this control panel may not be allocating enough memory to the program to allow it to play.

**Solution:** Quit this Arthur program and exit all other programs. Turn Modern Memory Manager off in your Memory control panel. Please consult your Macintosh documentation for instructions on how to do so.

**Problem:** You receive the error message: "The disk could not be put away, because it contains items that are in use."

**Possible Cause:** You have opened the Help file and the QuickHelp application is still running from the CD.

**Solution:** Click on the Mac icon in the upper right corner of your screen. Select "QuickHelp 4.3.5" from the menu that appears. Then click on the File menu in the upper left corner

of your screen. Select "Quit" from the menu. You may now drag your Arthur CD icon to the Trash to eject it.

**Problem:** On OS X, the program does not display at full screen.

**Possible cause:** You may be running OS 10.0.1 or OS 10.0.2.

**Solution:** Upgrade to OS 10.0.3. On older OS X systems, the game will play in a window.

## Credits

Version 2.0 Produced by The Learning Company

### **Senior Producer**

Maryann Duringer

### **Producer**

John Wright

### **Associate Producer**

Marissa Rocha

### **Development Producers**

Solveig M. Pederson

Nancy Wood

### **Original Product Design**

Michael Artin

### **Senior Brand Manager**

Vandana Mehra

### **Brand Manager**

Anthony Jiwa

### **QA Manager**

Dan Mizuba

### **QA Test Supervisor**

Andrew Vloria

### **QA Lead**

Daniel Safradin

### **QA Testers**

Wilfred Albovias

Kelvin Chang

Albert de Castro

Mark Plummer

Braulio Tijerino

### **Audio Manager & Senior Composer**

Brian Burge

### **Composers**

Alan Nu

David Nolan

### **Voice Talent & Casting Director**

Jim Foote

### **Principal Software Engineer**

Darrell Fetzer

### **Production Engineer**

Gregory Kitamura

### **Operations Specialist**

Patricia Aparicio

### **Legal**

Dan Guggenheim

Sara Guinness

### **Educational Consultants**

Susan Fryer-Patrick

Gina Morimoto

Sherri Wright

### **Editorial Manager**

Gabriele Rennie

### **Creative Services Manager**

Sally Mark

### **Public Relations**

Evelyn Dubocq

Debbie Galdin

### **Launcher Art Design**

Fluent Solutions

### **Package Design**

Mez Designs

### **Child/Field Testing**

Shelly Hall

Maureen Shumway

### **Administrative Support**

Sallee Green

Jeanette Jolliff

### **Executive Producer**

Sid Weber

### **V.P. of Development**

Derek Miyahara

## Credits (continued)

### **V.P. Marketing**

Mark Hittie

### **V.P. of Engineering**

Hugo Paz

### **Senior V.P. & General Manager, Education Division**

Eric Stone

### **Thanks to:**

Jenny Nguyen  
Drayson Nowlan  
Derek Sorrentino  
A.J.

### **Additional Thanks to:**

All the kid testers and  
their parents who  
provided invaluable  
feedback during  
development

### **Special Thanks to:**

Marc Brown  
Tolon Brown  
Sunny Macmillan

### **Version 2.0 Developed by:**

**ImaginEngine  
Corporation**

### **Senior Producer**

Jennifer Whitley

### **Art Director**

Don Richards  
Software Engineers  
James Lawrence  
Graham Grindlay  
Brian Weed  
Art & Animation  
Chin-Mei Yu  
Louis-Guy Dumais  
Jennifer Hansen  
Jeff Petersen  
Sound Effects  
Rob Thomure  
Bob Marshall

### **Additional Production Help**

Isaac Hazard

### **Founding Partner, Corporate Development**

Jon Goldman

### **Founding Partner, New Product Development**

Mark Loughridge

### **Chief Technical Officer**

Randall Sanborn

### **Executive Producer**

Bridget Erdmann

### **Voice Talent**

Ben Ellis - Arthur  
Derek Sorrentino - Mr.  
Ratburn, Bionic Bunny,  
and Buster  
Marcia Perry - Arthur's  
Mom  
Shoshana Bush - D.W.  
Kristina Muhlker -  
Francine

### **Special Thanks to:**

Leigh Brown  
Wes Gale  
Shawn Brownell  
Dana Cotter  
Kevin Sanborn  
Sarah Mullinger

## Credits (continued)

**Version 1.0 Produced by  
The Learning Company**

**Executive Producer**  
Paul Oeschger

**Producer**  
Maryann Duringer

**Associate Producer**  
Craig Bocks

**Associate Producer**  
Solveig M. Pederson

**Director of Marketing for  
Early Learning**  
Kevin Kimbell

**Senior Marketing  
Manager**  
Antigone Burns

**Product Marketing  
Manager**  
Julene Reed

**Marketing Operations  
Liaison Coordinator**  
Debbie Martin

**QA Lead Engineer**  
Michelle Romeyn

**QA Assistant Engineers**  
John Fosnaugh  
Natasha Humphries

**QA Testers**  
Stacey Clark  
Dave Haws

Jim Kurck  
Sashi Kala  
Wendy Lin  
Mike Mekhalian  
Mike Nebeker  
Abdella Sifaf

**Software Engineering  
Manager**  
Hugo Paz

**Production Engineer**  
Gregory Kitamura

**Senior V.P. of Marketing**  
Andy Young

**Senior V.P. of Product  
Development**  
Gibson Biddle

**General Manager and  
Senior Vice President**  
Laurie Strand

**Senior Creative Services  
Manager**  
Gregory Graalfs

**Creative Services Project  
Manager**  
Barbara Ashbaugh

**Creative Services**  
Tim Nelson

**Legal Text**  
Sara Guinness

**Educational Consultants**  
Irene Barnett  
Sarah Shank

**Technical Writer**  
Marina Krakovsky

**Interactive Help**  
Sarah Tilton

**Launcher Art Design**  
Ian Jay Castaneda

**Package Design**  
Wood + Woods

**Child\Field Testing**  
Jenny Nguyen

**Administrative Support**  
Joy Carchidi  
Jeanette Jolliff  
Candy Galea  
Jana Wilson Wade

**Version 1.0 Developed  
by Presage Studios**

**Producer**  
Fred Royal

**Associate Producer**  
Melissa Nagy

## Credits (continued)

### **Lead Programmer for Disk One**

Simone Pia

### **Programmers for Disk One**

Aaron Miller

Gunnar Proppe

Andrew Howat, Fluid

Steve Ohmert

Scott Shumway

### **Additional Programming by:**

Barbara Shipley

### **Lead Programmer for Disk Two**

Scott Shumway

### **Creative Director**

Steve Snyder

### **Art Manager**

Laura Goode

### **Artists**

Jana Yeakel

Shawn Brownell

Armand Tam

Greg Cutler

Susan Stanley

David Magliocco

Colleen Proppe

Kate Pepper

Christine Johnson

Peter Mitchell-Dayton

Steve Morales

Don Albrecht

Satoe Haile

Gary Cooper

Loring Doyle

John Zitman

Garrick Damir

### **Art Techs**

Chris Thacker

Peter Stein

### **Audio Direction**

Paul Gorman

### **Sound Design**

Paul Gorman

### **Casting**

Derek Sorrentino

### **Voice Coach**

Derek Sorrentino

### **Additional Audio Production**

Wavegroup

Recording Studio

### **Music and Sound Effects**

Paul Gorman

### **Voice Talent**

Ben Ellis- Arthur

Shoshana Bush-DW

Remy LeBoeuf-The Brain

Nikki Rapp- Muffy-Buster's mom

Kristina Muhlker- Francine-Brain's mom

Matt Walters-Mr. Ratburn-Francine's Dad

Juliette Tibbetts-

Francine's mom

Irene Mulderrig-

Grandma Thora

Robin Arthur-Binky-

Mr.Gumdrop

Dave Boat-Brain's Dad

Keith Davis-Mr. Glass

Derek Sorrentino-

Buster-Mr. Crosswire-

Mr. Grumpbone-

Arthur's Dad

### **Script**

### **Supervisors\Editors**

Melissa Nagy

Fred Royal

### **Scriptwriters**

Alan Lipton –

Kindergarten

Wendy Wibbens – First

Grade

Derek Sorrentino –

Second Grade

Lauren Sidle\ Fred

Royal- Disk Two

### **Educational**

### **Consultants**

Barbara Christiani

Lauren Sidle

### **Special Thanks**

Bill Holt

Ed Murphy

Josine La Monica

Kelly Free

Capri Justin

Kimo Yoshida

## TLC LICENSE AGREEMENT

### SINGLE-USER PRODUCTS

THIS IS A LEGAL AGREEMENT BETWEEN YOU (EITHER AN INDIVIDUAL OR AN ENTITY) AND TLC MULTIMEDIA LLC, AND ITS SUBSIDIARIES AND AFFILIATES ("TLC"). THIS AGREEMENT IS GOVERNED BY THE INTERNAL SUBSTANTIVE LAWS OF THE STATE OF CALIFORNIA (AND NOT BY THE 1980 UNITED NATIONS CONVENTION ON CONTRACTS FOR THE INTERNATIONAL SALE OF GOODS, AS AMENDED). BY INSTALLING OR USING THE SOFTWARE, YOU AGREE TO BE BOUND BY THE TERMS OF THIS AGREEMENT. IF YOU DO NOT AGREE TO THE TERMS OF THIS AGREEMENT, REMOVE THE PRODUCT FROM YOUR HARD DRIVE AND PERMANENTLY ERASE ALL COPIES OF THE PRODUCT. IF YOU ARE THE ORIGINAL INSTALLER OF THE SOFTWARE YOU MAY PROMPTLY RETURN THE SOFTWARE (INCLUDING PRINTED MATERIALS) WITH PROOF OF PURCHASE TO THE PLACE WHERE IT WAS PURCHASED FOR A FULL REFUND OF THE AMOUNT PAID.

---

### TLC SOFTWARE LICENSE

**GRANT OF LICENSE.** This License Agreement permits you to use one copy of TLC software (the "Software"), which may include electronic documentation, on a single computer/workstation. The Software is "in use" on a computer when it is loaded into the temporary memory (i.e., RAM or Cache) or installed into permanent memory (e.g., hard disk, CD-ROM drive, or other storage device) of that computer. This License does not constitute a sale and does not authorize a sale of the Software or anything created thereby. All intellectual property (including copyright, trademark and patent) in the Software, including all animations, audio, images, maps, music, photographs, video, and text incorporated into the Software, are owned by TLC and its affiliates, suppliers and licensors, and are protected by United States laws and international treaty provisions. TLC and its affiliates, suppliers and licensors retain all rights not expressly granted. You must treat the Software like any other copyrighted material, except that you may make one copy of the Software solely for backup or archival purposes. You may transfer your rights under this Agreement on a permanent basis provided you transfer the license granted by this Agreement, and the Software and all associated printed materials, and you retain no copies, and the recipient agrees to all of the terms of this Agreement.

- You may not use the software on or over a network or any other transfer device (including the Internet) except in a manner using the network and online functions included in the Software, if any. Use of the Software on more than one computer constitutes copyright infringement and may be punishable by civil fines, criminal penalties, or both.
- You may not rent or lease the Software, but schools and libraries may lend the Software to third parties provided the Software is in CD format and each end user is given a copy of this License Agreement which will govern the use of such Software.
- You may not modify, translate, reverse engineer, decompile, or disassemble the Software, except to the extent that this restriction is expressly prohibited by applicable law.
- You may not remove any proprietary notices or labels in the Software.
- You may not copy the printed materials accompanying the Software or distribute printed copies of any user documentation provided in electronic format.
- You may not publicly perform or publicly display the Software.

The restrictions contained herein apply equally to hybrid CD-ROMs which may contain multiple versions of the Software for use on different operating systems. Regardless of the type of media you receive, you may use only the portion appropriate for your single-user computer/workstation. In the event you fail to comply with any of the terms or conditions of this license, your rights to use the Software will end, you shall stop using the Software, remove the Software from your computer, and permanently erase all copies of the Software. You may not export or reexport the Software or any underlying information or technology except in full compliance with all United States and other applicable laws and regulations.

---

### LIMITED WARRANTY

LIMITED WARRANTY. TLC and its affiliates, suppliers and licensors warrant to the original installer of the Software, for a period of ninety (90) days from the date of purchase, that the media on which the Software is distributed is

substantially free from defects in materials and workmanship. ANY AND ALL OTHER IMPLIED WARRANTIES WITH RESPECT TO THE SOFTWARE AND THE ACCOMPANYING WRITTEN MATERIALS, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE EXPRESSLY DISCLAIMED.

REMEDIES. Your exclusive remedy shall be, at TLC's sole option, (a) the refund of the amount you paid for the Software or (b) repair or replacement of the Software, provided that the defective Software is returned to TLC (at The Learning Company, Dock Door #9, 120 Hidden Lake Circle, Duncan, SC 29334, Telephone: (319) 378-7319) along with proof of the date of purchase within ninety (90) days from the date of purchase. This Limited Warranty is void if failure of the Software has resulted from accident, abuse, neglect or misapplication. Any replacement Software will be warranted for the remainder of the original warranty period or thirty (30) days, whichever is longer. Except as set forth above, the Software is sold "as-is", without any express or implied warranties of any kind.

LIMITATION OF LIABILITIES. IN NO EVENT WILL TLC OR ITS AFFILIATES, SUPPLIERS AND LICENSORS BE LIABLE FOR ANY INDIRECT, SPECIAL, INCIDENTAL, ECONOMIC, COVER, CONSEQUENTIAL, EXEMPLARY OR PUNITIVE DAMAGES ARISING OUT OF THE USE OF OR INABILITY TO USE THE SOFTWARE, USER DOCUMENTATION, OR RELATED TECHNICAL SUPPORT, INCLUDING, WITHOUT LIMITATION, DAMAGES OR COSTS RELATING TO THE LOSS OF PROFITS, BUSINESS, GOODWILL, DATA, TIME OR COMPUTER PROGRAMS, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. IN NO EVENT WILL TLC'S AND ITS AFFILIATES', SUPPLIERS' AND LICENSORS' LIABILITY EXCEED THE AMOUNT PAID BY YOU FOR THE SOFTWARE REGARDLESS OF THE FORM OF THE CLAIM (INCLUDING, WITHOUT LIMITATION, ANY CONTRACT, PRODUCT LIABILITY, OR TORT CLAIM). BECAUSE SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF LIABILITY FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES, THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

---

#### MISCELLANEOUS

TLC may cancel, change, modify, discontinue, terminate or charge a fee at any time for any reason for the online services advertised as part of this product.

No change or modification of the License will be valid unless it is in writing and is signed by TLC. The provisions of this Agreement are severable; if any provision is held to be invalid or unenforceable, it shall not affect the validity or enforceability of any other provision. If the Software was acquired outside the United States, then local law may apply.

U.S. GOVERNMENT RESTRICTED RIGHTS. The Software and user documentation is provided with RESTRICTED RIGHTS AND LIMITED RIGHTS. Use, duplication, or disclosure by the Government is subject to restrictions as set forth in subparagraph (c)(1)(ii) of the Rights in Technical Data and Computer Software clause at DFARS 252.227-7013 or subparagraphs (c)(1) and (2) of the Commercial Computer Software--Restricted Rights at 48 CFR 52.227-19, as applicable. The Learning Company, 500 Redwood Blvd., Novato, CA 94947 U.S.A.

---

**IMPORTANT NOTE:** *In order to receive technical support and notification of product upgrades and enhancements, please register this product.*

---