



Wake Up Snoozer!

A Learning Adventure



USER'S GUIDE



About Riverdeep – The Learning Company

Riverdeep provides highly motivating, dynamic, curriculum-based Internet and CD-ROM learning experiences for the K-12 market. Our products feature interactive, problem-solving approaches and real-world applications that help develop your child's underlying thinking skills and creativity, while reinforcing important areas of the basic curriculum, such as reading, writing, and mathematics.

Since 1980, The Learning Company's award-winning titles have consistently produced the highest quality educational software available. Every product 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 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.

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Welcome!

Welcome to the world of the lovable Ham-Hams, where Hamtaro and his hamster friends find themselves in another big adventure. Little Penelope has wandered into the tunnels that Boss dug, but the Ham-Hams cannot get past sleeping Snoozer to reach her. Join these lovable characters as they use teamwork to get around Snoozer. They need your help to find a way into the tunnels to rescue Penelope!



Hardware and System Requirements*

	Windows®:	Macintosh®:
PROCESSOR	Pentium® II 233 MHz or faster	G3
OPERATING SYSTEM	98/ME/2000/XP	OS 8.6 – 9.2.2, OSX – 10.2.6
HARD DISK	100 MB free†	100 MB free†
RAM	32 MB	32 MB
CD-ROM	8 speed	8 speed
MONITOR	16 bit color, 800X600 resolution	16 bit color, 800X600 resolution
VIDEO	4 MB Direct X‡ 8.1-compatible driver	4 MB video memory
AUDIO	DirectSound 8.1-compatible sound card, speakers	Speakers

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

† An additional 9 MB of disk space may be required to install Adobe® Acrobat® Reader.

‡ An additional 30 MB of disk space may be required to install DirectX.

Installing and Starting the Program

Wake Up Snoozer! runs from your CD-ROM drive. However, you need 100 MB of free disk space on your hard drive to store some program files.

Installing the Program: Windows®

These instructions assume that the AutoPlay feature of Windows is turned on. (AutoPlay is usually enabled when you install Windows on your computer. See your Windows documentation for more information.)

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

Installing the Program: Macintosh®

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

Starting the Program: Windows and Macintosh

Once you've completed the setup, the program will run automatically any time you insert the program CD in the CD-ROM drive.


To start the program:

1. Insert the program CD in your CD-ROM drive.
2. At the launcher, click **PLAY**.

More Windows Instructions

Whenever you exit the program, you return to the Main Menu. You can restart the program directly from the Start menu as long as the program CD is still in the CD-ROM drive. (These instructions also apply if AutoPlay is turned off.)

To start the program from the START menu:

-  Click the **START** button. Then choose **PROGRAMS, THE LEARNING COMPANY®, HAMTARO,** and **WAKE UP SNOOZER,** in that order.

MAIN MENU

Click here to quit the program.

Click here to begin playing your adventure.



Click here to see more Hamtastic stuff (see Program Extras).

Click here to access this user's guide.

Click here to access The Learning Company online.

Click here to register your software.

Click here to uninstall the program.

Getting Started

To start playing **Wake Up Snoozer!**, you need to sign in to start an adventure. You can choose a difficulty level or the program will auto-level as you play (see **Difficulty Levels**).

Signing In

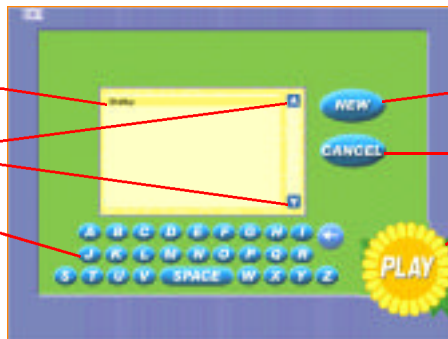
Sign in by entering your name. The sign-in screen lists all players who have already entered their names. You can use the letter keys on the screen to type your name on the sign-in list, or use your computer's keyboard. Then click **PLAY** or press **ENTER** on the PC keyboard (the **RETURN** key on the Mac) to continue on your way.

SIGN-IN SCREEN

Click a name in the sign-in list to choose it.

Click the arrows to scroll through the sign-in list.

Click the letters of your name to sign in.



Click to enter a new player name.

Click here to quit the program.

Click here to start your adventure.

If you are returning to the program and want to continue your saved adventure where you left off, find and click your name on the list. If you don't see your name, click the arrows on the side of the list until you find it. Then click **PLAY** or press **ENTER** on the PC keyboard (the **RETURN** key on the Mac).

Check Out Hamtastic Stuff

Be sure to check out some of the bonus goodies that are included on the **Wake Up Snoozer!** program CD — extra fun waits there for you to explore.

Click the **HAMTASTIC STUFF** button at the Main Menu to access extra program goodies.

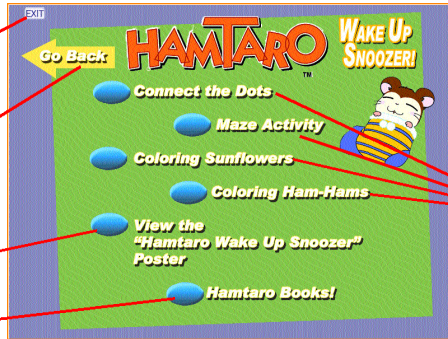
HAMTASTIC STUFF SCREEN

Click here to exit the program.

Click here to return to the Main Menu.

Click here to see the Hamtaro™: Wake Up Snoozer! poster.

Click here for information on Hamtaro books.



Click here for printable activity pages.

Online Extras*

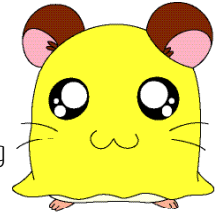
Have fun online by visiting Websites especially designed for Hamtaro fans. Just click **VISIT US ONLINE** at the Main Menu to learn more about Hamtaro and his cuddly Ham-Ham friends.

* The online services advertised as part of this product may be changed or discontinued at any time, for any reason.

Wake Up Snoozer!



Grooba! It was hard work, but Boss is very proud of the new tunnels he dug. As he joins the other hamsters in the Clubhouse, Pashmina arrives. She and Penelope were designing a beautiful flower garden for the Sunflower Festival, but Penelope is missing! Heke? Could she be lost in the tunnels?



Hamgoof! Snoozer is fast asleep, blocking the entrance to the tunnels. Each of the Ham-Hams has an idea of how to get in the tunnels and rescue Penelope, but they need your help.

The Ham-Ham Clubhouse

The Ham-Ham Clubhouse is where the Ham-Hams meet and where you start each activity. From here you can go to the Options screen, the Flower Garden activity, the movie screen, or quit your adventure.

CLUBHOUSE SCREEN

Click Pashmina to go to the Design a Flower Garden activity throughout your adventure.

Click to watch the movies that you have seen already.

Click here to quit your adventure.

Click here to go to the Options screen.

This counter shows you how many flowers you have collected.



Click a Ham-Ham to go to their activity.

After you complete the other four activities, you can click Hamtaro to go to the final activity and tunnel for Penelope.

Starting an Activity

From the Clubhouse, click the different Ham-Hams to begin an activity. You must play four activities first before you can join Hamtaro to search for Penelope. Click to select Boss, Bijou, Howdy and Dexter (they have one activity together), or Panda. Once you complete the first four activities, you can click Hamtaro to begin the final activity to look for Penelope.

There are flowers in all the activities to use in creating a beautiful flower garden with Pashmina. As you play the activities, collect as many flowers as you can find. From the Ham-Ham Clubhouse, click Pashmina to enter the **Design a Flower Garden** activity at any time during your adventure.



Quit Button

Click the **QUIT** sign and the Quit screen appears. Click **YES** to quit or **NO** to return to your adventure. Also, you can quit your adventure by pressing **ALT+F4** or the **ESC** key at any time. When you quit, your information is saved automatically under the name you entered at the sign-in screen. Partially finished activities will not be saved.



Options Screen

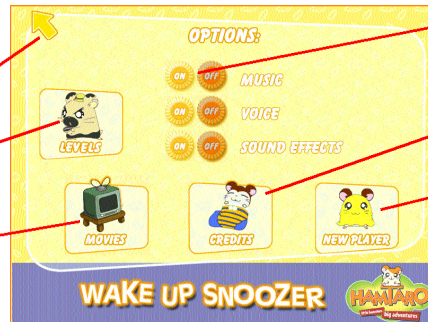
From the Ham-Ham Clubhouse, click **OPTIONS** and the Options screen appears. Click the **BACK** arrow to return to the Clubhouse.

OPTIONS SCREEN

Click to go back to the previous screen.

Click to go to the Levels screen.

Click to view the Movies that you have seen already.



Click the flowers to turn the Music, Voice, and Sound Effects on or off.

Click to view the program's Credits.

Click to return to the Sign-In screen and start a new adventure.



Back Button

When you are finished looking at a screen, click the back arrow in the top-left corner to return to your previous screen.



Sound

Click the flower buttons to turn the music, voice, and sound effects ON or OFF. The default setting for the volume is "ON."



Difficulty Levels

At the Options screen, click the LEVELS button to open the Levels screen. From here, you can choose from four difficulty levels: **EASY**, **EASY-MEDIUM**, **MEDIUM**, or **DIFFICULT**. The default setting is **AUTO-LEVEL**. With **AUTO-LEVEL** selected, the program senses automatically if the adventure is too easy or too hard for you, and it will move automatically to a different level of difficulty.

LEVELS SCREEN

Click here to go back to the Clubhouse.

Click here to go directly to the activity.



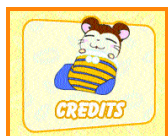
To start an activity at a particular difficulty level, click the level you want (1 is easiest and 4 is hardest).

Click **AUTO-LEVEL** to have the computer automatically select your difficulty level as you play.



Movies

Click **MOVIES** in the Options menu to play the movies you have seen already in your adventure. Once you view a movie in game, you can click here to see it again. If you wish to skip a movie once it begins to play, press the Spacebar.



Credits

Players can see who created Hamtaro™: Wake Up Snoozer! by clicking the **CREDITS** button in the Options menu.

Back to the Clubhouse Button



When you are playing an activity and you want to stop and return to the Clubhouse, click the Clubhouse image at the bottom of your screen. If you have finished a round of the activity, the program will remember, but if you haven't completed a section, it will not be saved.



Getting Help

Click on the **?** icon from any activity to get help. Hamtaro offers instructions, strategy, or advice. If you are stuck, sometimes the program gives you help automatically.



Flower Counter

The program keeps track of how many flowers you have collected from the activities. Check the flower counter at the bottom of the screen.

THE ACTIVITIES

Design a Flower Garden with Pashmina



Oopah! Pashmina and Penelope were looking for flowers to design a beautiful garden for the Sunflower Festival. But now, Penelope is lost!

Will you help Pashmina by collecting as many flowers as you can? There are different types of flowers to find in every activity you explore. After you find at least one flower from any activity, go back to the Ham-Ham Clubhouse and click Pashmina to enter the **Design a Flower Garden** activity. You can go to this activity at any time during your adventure.

In the **Design a Flower Garden** activity, flower pots hold the flowers you have collected in each activity. The numbers tell you how many flowers you have found so far. Click a flower to select it, then click somewhere in your garden to plant the flower. If you change your mind, click the shovel icon at the bottom-left of the screen, then click the flower you want to remove, and the flower goes back into its flower pot.

You can create many beautiful gardens using different designs. Click the arrows on the sign at the top-left of the screen to choose a new garden style. If you want to print out your garden creation, click the **PRINT** button at the bottom of the screen.

When you finish designing your garden, go back to the different activities to collect more flowers and add more blooms to your garden. Click the **CLUBHOUSE** button at the bottom of the screen to return to the Ham-Ham Clubhouse.

Dig Your Way In with Boss

Boss will give you instructions and help.

Choose from these tiles to complete the maze on the right.



Find a tile that matches one of this tile's images.

Click here to place the tile you choose.

Collect a flower by making a match in this space.

Click here to return to the Ham-Ham Clubhouse.



With Snoozer blocking the entrance to the tunnels, Boss thinks the best solution is to dig another tunnel under Snoozer to get to Penelope. After he digs the tunnels, Boss wants to show the way for the other hamsters. Will you help Boss by matching the images on the tiles to create a map through the tunnels?

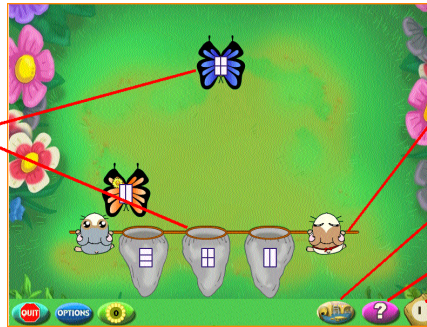
Boss tells you how to work with the tiles, and there is one tile already placed in the tunnel. This tile contains two images, and you need to find an image that matches one of the pictures from the tile room on the left of the screen. Click a tile to pick it up and click again to place it next to the tile in the tunnel. If the pictures match, the tile sticks in place. If it does not match, the tile snaps back into the tile room. Match the next image on the end of the tile with another tile from the stack. When you fill the tunnel with matching tiles, you move on to the next tunnel with Boss. Complete the activity by mapping three tunnels.

There are flowers scattered throughout the tunnels, and when you place a tile in the right spot, you receive a flower to add to Pashmina's flower gardens.

As the adventure becomes more difficult, you match pictures by similar traits, no longer using identical images. Put on your thinking cap and use your knowledge of animals and where they live to match the images. For example, ask yourself "where does it live?" to match a bird with a nest, or a fish with the sea. At the higher levels the tunnels are more complicated and take more tiles to complete.

Catch Butterflies with Dexter & Howdy

Match the image on the back of a butterfly with the image on one of their nets.

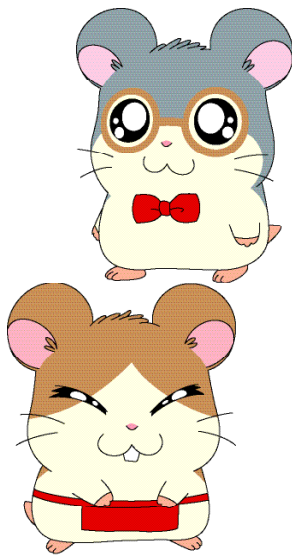


Use the arrow keys to move Dexter and Howdy left and right to catch the butterflies in their nets.

Click here to return to the Ham-Ham Clubhouse.

Click here if you need help.

This counter shows how many butterflies you have caught.



Click Dexter and Howdy in the Ham-Ham Clubhouse. They want to move Snoozer by lifting him out of the way with butterflies! Follow them to a sunny field, where they hold a butterfly net between them. Dexter and Howdy need your help to catch the correct butterflies.

Dexter and Howdy's butterfly catcher contains three nets, each marked with a shape. The butterflies flying toward them carry shapes on their backs. Use the mouse or the keys to move the nets back and forth so each butterfly enters the net with the same shape on it. Avoid catching the butterflies carrying shapes that don't match the nets.

As the adventure's difficulty level increases, the shapes on the butterflies are divided into pieces. Match the shaded portion of the shape to the image on the net. At the hardest level, the shaded fractions of the shapes on the butterflies must match the numeric fraction printed on the nets.

Dexter and Howdy tell you how many butterflies are needed to complete the activity; at the higher levels, you must catch more butterflies. The number of butterflies you have netted so far appears at the bottom-right of the screen.

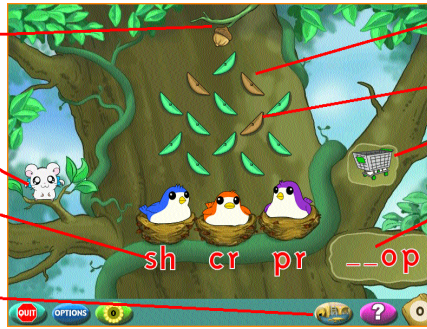
Collect Ribbons with Bijou

Click the acorn to see it follow the path you made with the leaves.

Bijou will collect a ribbon when you complete a word.

Create a path for the acorn to the bird's nest with the letter you want to use.

Click here to return to the Ham-Ham Clubhouse.



Click the leaves to make a path for the acorn.

Brown leaves do not move.

Complete the word that describes this picture.

Complete this word by leading the acorn to the bird's nest with the correct letter.

This counter shows how many words you have completed.



Bijou thinks that the Ham-Hams should use ribbons to lift up the sleeping Snoozer so they can enter the tunnels and look for Penelope. Will you help Bijou get her ribbons back from the birds nesting in a tree?

On the right of the screen is a picture, and below it is a word with a letter or letters missing. Which of the three birds is sitting on the letter or letters to complete the word?

Click the leaves to tilt them and make a path leading to a bird. Then, click the acorn and watch it roll through the path you have made. When the acorn lands on a bird's head it flies away. If you have made a path to the correct answer, Bijou scampers over to collect a ribbon. If you don't choose the correct bird, you get a surprise!

Bijou tells you how many ribbons she needs, and the number of ribbons she has gathered appears at the bottom-right of the screen.

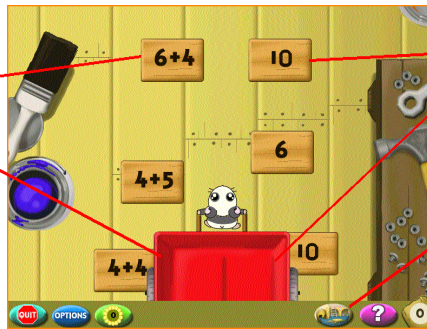
More flowers for the **Design a Garden** activity will appear randomly in the nest when correct matches are made.

At the higher levels, it is harder to make paths for the acorns because some of the leaves cannot be moved, and the words are more challenging to solve.

Build a Contraption with Panda

Click a board on one side of the workshop to select it.

Click to place the board inside Panda's red wagon.



Find the board on the other side of the workshop that matches the one in his wagon. Click it and click the wagon to create a match.

Click here to return to the Ham-Ham Clubhouse.

This counter shows how many matches you have made.



Panda wants to make a lifting machine to move Snoozer away from the tunnel entrance. Can you help him build his contraption from the materials in the workshop?

Wasa-wasa. Panda pulls his red wagon through the workshop, looking for boards to use for construction. You can help him by matching the values on the boards he passes. Click on a board on one side of the workshop to select it, then click to place it in Panda's wagon. Next, find a board containing the equal value from the other side of the workshop. Click that board and place it in the wagon beside the first piece.

The solutions can be made by matching identical numbers, or matching four nails on a board with the number four. At the higher levels, you'll match equations with solutions, for example, $4 + 1$ matches with 5 .

Panda will tell you how many boards to match so he can build his lifting contraption, and your total appears at the bottom-right of the screen.

If there's a flower in the wagon when you make a match, you get to keep that flower to use in creating your flower garden.

Tunneling for Penelope!

Click one of these tools to select it. Click where you want to use the tool in the tunnel.

Guide the Ham-Hams to the flowers scattered throughout the tunnels to collect them.

Try not to lose any Ham-Hams as you lead them through the tunnels.



Click here to restart the level.

Lead the Ham-Hams to the tunnel exit. To complete the adventure, you must lead the number of Ham-Hams indicated through the door.

Click here to return to the Ham-Ham Clubhouse.



Oopaa! You've helped the other Ham-Hams move Snoozer, opening the tunnels where Penelope is lost. Join forces with Hamtaro and the other Ham-Hams. Guide them safely through the tunnels to rescue Penelope!

Ticky-ticky, ticky-ticky! The Ham-Hams keep walking, and it's up to you to lead them to the correct exit, using the tools at the top of the screen. Click the tool of your choice, then click where you want to use the tool in the tunnel. If you want to remove a tool, click it again.

As you lead the Ham-Hams, guide them over the flowers scattered in the tunnels to collect them for your flower garden.

The exit door will show you how many Ham-Hams you must get through. When Ham-Hams go through a wrong door, they become lost. With fewer Ham-Hams, it's more difficult to lead the required number to the proper exit. When you succeed, another maze of tunnels will appear.

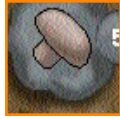
At the more difficult levels, you have more tools to work with, and more obstacles. The maze of tunnels is more complicated, and you must lead more Ham-Hams to the exits.

Let's go - Penelope's waiting to be rescued!

Tools to use in the tunnels:



Build bridges with these logs to cross over gaps in the tunnel.



Bounce the Ham-Hams up-and-left or up-and-right using these bouncy mushrooms.



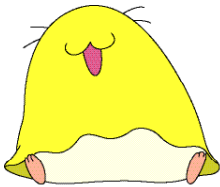
Use the dandelion cushions to soften their landing from a fall.



When a Ham-Ham meets a boulder, it will turn around and go the other direction.



Use the shovels to dig down through the tunnel to the right or left.











Lead the correct number of Ham-Hams through the tunnels to the exit and you will find Penelope.

Educational Focus

Wake Up Snoozer! provides engaging learning opportunities for children age four to seven.

The educational activities develop skills in mathematics, language arts, logical thinking, problem solving, and life science. Multiple levels provide a variety of challenges, and the auto-leveling feature ensures that the content and difficulty is appropriate for each child's skill level.

Wake Up Snoozer! addresses the following content and skill areas:

-  phonics
-  number sense
-  simple addition and subtraction
-  geometric shapes
-  logical thinking
-  comparing and matching
-  pattern recognition
-  simple fractions

Dig Your Way in with Boss

In this activity, players carefully examine pictures of animals and plants in order to identify matching relationships. At the easiest level, players simply match identical pictures of animals and plants. Higher levels introduce elements of life science, as children use their understanding of animal and plant traits to determine which pictures should be matched together. In addition, the puzzle involves logical thinking, as the player must decide how to place each picture tile so that all the pieces fit correctly. Multiple matches add to the thinking challenge.

Catch Butterflies with Dexter & Howdy

This activity challenges children to match and sort objects according to shapes and fractions. At the easiest level, players catch butterflies with matching whole shapes. As the difficulty increases, shapes are shown with fractional lines, making the matches harder. The highest level introduces simple fractions: players match a divided shape shown on each butterfly's back with a numeric fraction shown on a net.

Collect Ribbons with Bijou

This phonics activity reinforces phonemic awareness and challenges players to identify letters that form the beginning and ending letter sounds of words. Lower levels focus on beginning and ending consonants, while higher levels introduce short vowels, blends, and digraphs. The activity also integrates logical thinking and spatial reasoning skills, as the player must alter the acorn's path and make predictions to reach the correct answer.

Build a Contraption with Panda

In the beginning level of this activity, players match visual quantities (nails in the pieces of wood) to numerals. Children use these concrete objects and pictures to build number sense and represent object quantities with numeric symbols. As the difficulty level increases, players match simple addition equations with the correct sums. These levels also encourage players to think of multiple ways that a number can be broken into smaller parts. For example, the number **8** can match to several different equations, such as **6 + 2**, **4 + 4**, and **1 + 7**. The highest level allows for multiple solutions by providing several different equations that can equal the same sum.

Tunneling for Penelope

Tunneling for Penelope is a fast-paced thinking challenge, as you analyze the various tools and figure out how they can be used to guide the hamsters to their goal. Players experiment with each tool and begin to form hypotheses about how they help create new paths. Learning how to best use each tool requires careful observation, and eventually players must find a sequence of placements to reach the tunnel's end. Higher levels introduce new tools and more obstacles, and challenge players to discover new uses for each tool.

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.

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

Windows Troubleshooting

1. The Wake Up Snoozer! program icon does not appear in the START menu.

-  Make sure the program is installed. Reinstall the program, if necessary.

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

Wake Up Snoozer! requires 100 MB of hard disk space for the program's data and executable files. (Additional hard disk space will be required to save player information for more than five players. Additional space is also required if Acrobat Reader or DirectX need to be installed on your computer.)




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

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

Wake Up Snoozer! 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. Program speed is very slow on a PC.

Wake Up Snoozer! needs at least a 166-MHz PC or compatible with an 8X CD-ROM drive for basic performance.

- ☀ Close any other applications that are running.
- ☀ Remove 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 latest drivers).
- ☀ Change your display adapter settings to 640 x 480 and (16-bit) color.

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

- ☀ Check that the speakers are properly connected to your computer. Make sure 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. Be sure that the sound card is specifically designed to work with the version of Windows that you are using. Also check that 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.

Click the **START** button. Choose **PROGRAMS** from the Start menu. Next choose **ACCESSORIES**. Then choose **MULTIMEDIA** (Windows 95) or **ENTERTAINMENT** (Windows 98, Me, XP), 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. The game crashes on your PC when you click the HELP icon.

This may be because your computer does not have a sound card that is DirectX-certified. A possible remedy is to:

- a. Open the Control Panel from the Start menu of Windows.
- b. Click on the sound card icon.
- c. Disable Direct Sound.

If this does not correct the problem, contact your sound card manufacturer for additional assistance.

8. Strange graphics appear; the game action stops unexpectedly.

- ☀ Make sure you have the latest Windows video drivers installed (contact your video card manufacturer for more information).

9. Colors don't look right.

- ☀ Adjust your monitor's color and brightness.
- ☀ 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).

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 connected tightly.
- ☀ 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 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 Websites.

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 on any .HTM file. If the browser does not launch, create an association from the File Manager (see your Windows documentation for more information).

Macintosh Troubleshooting

1. You do not see the Wake Up Snoozer! program icon on the desktop.

- ☀ 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.

Wake Up Snoozer! requires 100 MB of hard disk space for program data files. (Additional hard disk space will be required to save player information for more than five players.)

- ☀ Create some free hard disk space by removing some files after backing them up to a floppy disk.
- ☀ 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.

Wake Up Snoozer! 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 other programs that you may be running.
- ☀ Turn off or remove any non-Apple® control panels from the System Folder.
- ☀ 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 watch 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 music and voice in the game are too loud or too soft.

- ☀ Choose VOLUMES 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 in Control Panels 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 any non-Apple control panels and extensions from the System Folder (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.

The program window may not fill the entire screen.

- ☀ For maximum window size, make sure the display mode is set to 640 x 480 in the Monitors control panel.

Some monitors are not able to display the program at the optimum display setting, so the program may not fill the entire screen.

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

Wake Up Snoozer! 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 your Memory control panel.
- ☀ If you must have virtual memory on, reduce the amount of virtual memory allocated.

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 connected tightly.
- ☀ 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.

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

Contacting Riverdeep

Technical Support

If you have questions about your **Wake Up Snoozer!** program, please refer to the Troubleshooting section. If you do not find an answer to your question, visit our Website at: <http://www.riverdeep.net/learningcompany>.

Click **SUPPORT** and then type the name of your product into the search field. This website features the same troubleshooting tools that our representatives use to answer your questions.

Customer Support

SMILES GUARANTEED!

If you are not completely satisfied with this product, Riverdeep, Inc. 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 90 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.

Credits

RIVERDEEP – THE LEARNING COMPANY

DESIGN

Design Artist

Pam Stalker

Creative Director

Kenny Dinkin

Education Designer

Alex Watson

Lauren Meltzer

DEVELOPMENT

Senior Producer

Craig Bocks

Producer

Marissa Rocha

Associate Producers

Mark Puckett

David Merrick

AUDIO

Sound Design Supervisor

Brian Burge

EDITORIAL

User Guide Writer

Corinne Mah

Editorial Manager

Therese Furlong

Editor

Sarah Zentner

ENGINEERING

Senior Technical Producer

Karen McDaniel

Vice President of Development

Craig Copley

QUALITY ASSURANCE

Quality Assurance Lead

Dyanne Broenkow

Quality Assurance Manager

Buck Irving

Quality Assurance Testers

Zorah Mardesich

Sonja Einsiedl

Director Software Development

Marty Garcia-Cotter

MARKETING

Associate Brand Manager

Alison Brennan

Director of Marketing

Vandana Mehra

CREATIVE SERVICES

Design Manager

Barbara Ashbaugh

Packaging Design

Phil McDonel Design

OPERATIONS

Operations Manager

Carole Kochan

PUBLIC RELATIONS

Public Relations Managers

Evelyn Dubocq

Debbie Galdin

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Alan Rubin

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Dan Guggenheim

Vice President, Development

Fiona O'Carroll

SPECIAL THANKS

Matt Bassi

Gary Heyman

Brian Tucker

All the kids who tested the
product

SHOPRO ENTERTAINMENT

Producer

John Easum

Executive Producer

Akira Fujita

Art Director

Sean D. Williams

Marketing Director

Cynthia Modders

IMAGINEENGINE

Director of New Business Development

Jon Goldman

Director of New Product Development

Mark Loughridge

Executive Producer

Philo Northrup

Creative Director

Bridget Erdmann

Art Director and Animator

Sarah Fay Krom

Programming

Digital Praise, Inc.

Additional Programmer

George Phillips

Additional Artists/Animators

Greg Cooper

Victor Kalvachev

Senior Producer

Bridget Erdmann

Artist

Sarah Fay Krom

Engineering

Peter Fokos

AUDIO PRODUCTION BY SKYWARD STUDIOS

Music

David Nowlin

Drayson Nowlan

Sound Design/Editing

Jamie Hert

VOICE TALENT AND RECORDING

HAMTARO CHARACTERS

Hamtaro

Brett Abrahamson

Bijou

Michelle Johnston

Boss

Brian Moore

Dexter

Jeff Kramer

Howdy

Andrew Chaikin

Oxnard

Evelyn Huynh

Panda

Brandy Collozo

Pashmina

Ali Johnston

Recording Studios

Webtone

Dialogue Director

Greg Weber

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