

# YEARN 2 LEARN SNOOPY

Aa  
Bb

$3+4=7$   
 $6+5=11$



1313 Sepulveda Blvd., Torrance, CA 90501

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## COMPANION GUIDE

Windows / Macintosh Edition

1/94

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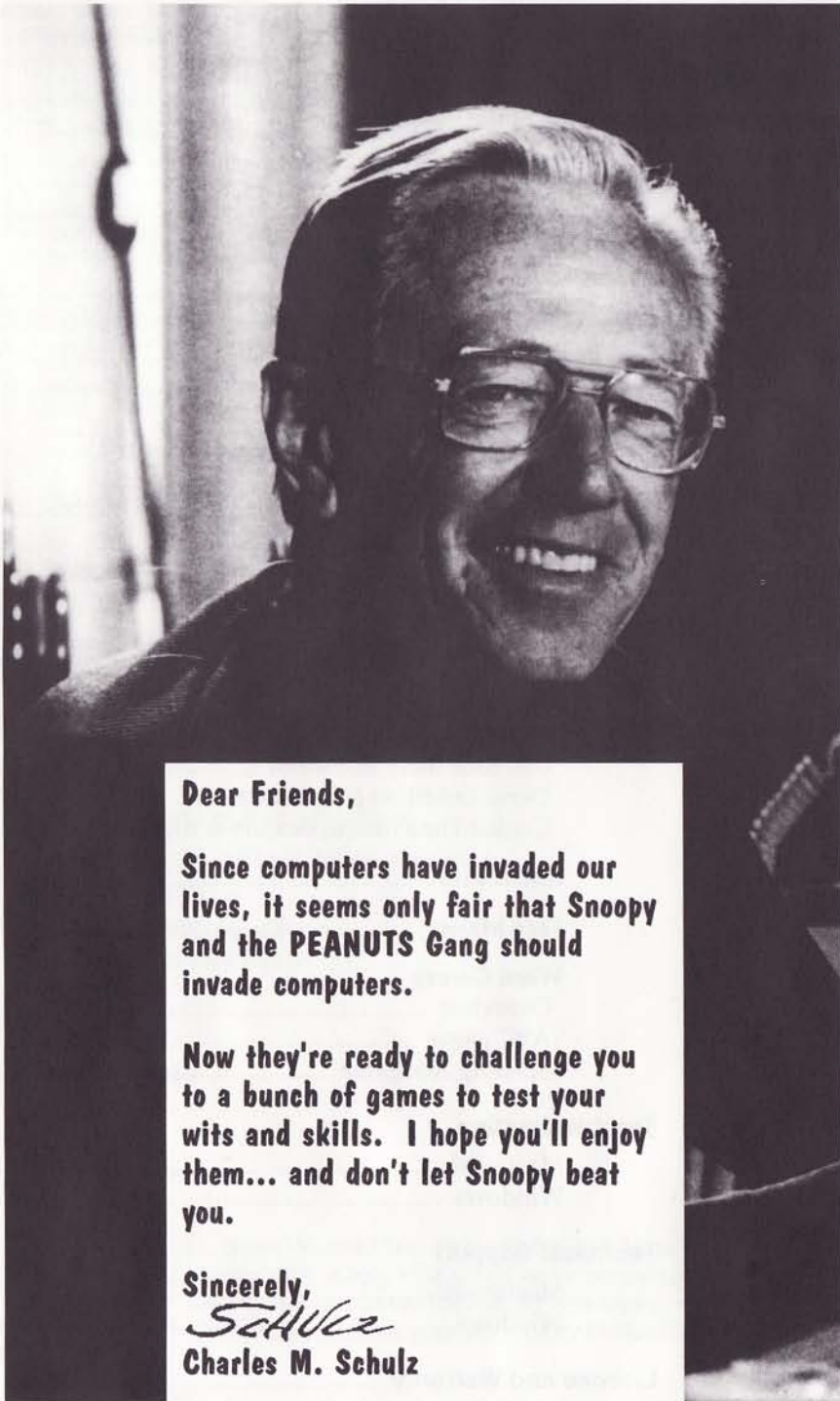
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**Dear Friends,**

**Since computers have invaded our lives, it seems only fair that Snoopy and the PEANUTS Gang should invade computers.**

**Now they're ready to challenge you to a bunch of games to test your wits and skills. I hope you'll enjoy them... and don't let Snoopy beat you.**

**Sincerely,**  
*SCHULZ*  
**Charles M. Schulz**

## GETTING STARTED

### SYSTEM REQUIREMENTS

#### Package Contents

- 1 Sealed package of program disks (for floppy disk set only)
- 1 CD program disk (in back cover of Companion Guide, for CD only)
- 1 YEARN 2 LEARN SNOOPY Companion Guide
- 1 Registration Card

#### System Requirements

##### Macintosh

Any color Macintosh with 256 colors. System software version 7.0 or greater. A minimum of 4 megabytes of random-access memory (RAM). A CD-ROM drive (if you bought CD-ROM version). **Only the floppy disk set will work with System 6.0.7 and 6.0.8.**

The floppy disk versions of this product are normally shipped on high density disks (1.4MB). If you only have low density disk drives (800K), you may not be able to install this product. For low density disks, see "Replacement Disks" below.

##### Windows

Any IBM or compatible with a 386 or higher CPU. Windows version 3.1 or greater. A minimum of 4 megabytes of random-access memory (RAM). A CD-ROM drive (if you bought the CD-ROM version). A 640x480 or higher resolution display with 256 colors. A Windows compatible sound board.

This product is normally shipped with high density 3.5" disks (1.4MB). If you only have 5.25" floppy drives (1.2MB) you will need to contact Image Smith for a set of 5.25" floppies, see "Replacement Disks" below.

##### Replacement Disks

For your replacement set of either Macintosh or Windows disks, please call 1-800-U-SNOOPY (1-800-876-6679).

##### Registration and License Agreement

We know you are excited to get your new program up and running. *However, please take a few minutes to fill out and mail your registration card. This is the only way you will have access to our technical support staff. If you have the floppy disk set, please make sure to write the serial number (located on disk one) on the Technical Support page in this manual.*

## GETTING STARTED

### MACINTOSH INSTALLATION

#### CD-ROM Installation

1. After placing the CD-ROM into the drive you will see Snoopy's red doghouse named Y2L SNOOPY on the desktop. Double click on the doghouse to open. Inside you will find several folders; look for the folder named Y2L Support files. Open it and drag the contents into the closed System folder. Then click "OK". You have just installed the fonts and sound manager needed to run this program.

2. Now you are ready to play. Double click on the SNOOPY icon which is located in the YEARN 2 LEARN SNOOPY folder to start the program.

#### Special Note

The YEARN 2 LEARN SNOOPY program will run directly from the CD-ROM. However, the program may run somewhat faster from your hard drive. If you decide to copy YEARN 2 LEARN SNOOPY onto your hard drive, it is strongly recommended that you defragment your hard drive before copying the program. This will improve performance and minimize the risk of file copy errors during copying. This program requires approximately 30 megabytes of hard disk space. Make sure you have enough free space before you start copying the program. Now drag the YEARN 2 LEARN SNOOPY folder from the CD-ROM to your hard disk.

THE CD-ROM MUST STILL BE IN THE CD-ROM DRIVE IN ORDER TO RUN THE PROGRAM, EVEN IF YOU PLAY THE PROGRAM FROM THE HARD DISK.

#### Floppy Disk Set Installation for Macintosh

1. Begin the installation process by inserting Disk 1 into the disk drive.
2. When Disk 1 opens, double click on the Installer icon to launch the installation program.
3. After the installation menu appears, select the destination drive of YEARN 2 LEARN SNOOPY by clicking on the **Drive** button. By default, the installation program selects the same disk that contains your system folder. This is usually your hard disk.

## GETTING STARTED

### MACINTOSH INSTALLATION

#### Floppy Disk Set Installation, continued:

4. **Click on the Install button.** If a message appears stating that there is not enough hard disk space, you must quit the installation process. To quit installation, click the "OK" button on the message box and then click the "Stop" button on the installation menu. Free additional hard disk space and then restart the installation process at Step One (1).

As the files are installed, you will be prompted to insert each of the program disks in turn. Click the "Stop" button only if you need to interrupt the installation process. The installation process takes a few minutes, so this is a good opportunity to fill out your product registration card. When the installation is complete, you will see a message that the software has been successfully installed.

5. **Click on the "OK" button.**

**Congratulations!** You have successfully installed the program. Now you will need to install the fonts.

#### System 7 Installation

If you are using System 7.0 or greater, you must "drag" the Geneva and Chicago fonts from the Y2L Support Files folder (located in the YEARN 2 LEARN SNOOPY folder) into the *closed* System folder before you can play the program.

#### System 6 Installation

If you are using System 6.0.7 or System 6.0.8 you must drag the TrueType Extension manually from the Y2L Support Files folder (located in the YEARN 2 LEARN SNOOPY folder) into the *closed* System folder.

Pre System 7.0 requires the use of Font/DA Mover to install the Geneva and Chicago TrueType fonts also located in the Y2L Support Files folder. Refer to your Macintosh documentation for instructions on using Font/DA Mover.

## GETTING STARTED

### WINDOWS INSTALLATION

#### CD-ROM Installation

1. To begin the installation process, insert the CD-ROM into the appropriate drive.
2. From the Program Manager, open the File Manager by double-clicking on the File Manager icon (located in the "Main" program group).
3. From the File Manager, click on the drive icon representing the drive (located below the title bar of the File Manager window) where the CD-ROM is loaded. A list of files from the disk will appear in the window.
4. From the list of files, double-click on "SETUP.EXE".
5. Choose between support file installation or full installation. If you wish to run the program off the CD-ROM, install only the support files; installation should only take a few seconds. If you wish to run the program off your hard drive, install the entire program; installation will take several minutes and will create a program group on your hard drive called "Y2L\_SNPY" (see Special Note below).

**6 The first time you start the program, a registration screen will appear.** To register, you need to fill in your name and the program's serial number (found on page 29 of this manual). When you are finished, click the "OK" button.

#### Special Note

The YEARN 2 LEARN SNOOPY program will run directly from the CD-ROM. However, the program may run somewhat faster from your hard drive. If you decide to copy YEARN 2 LEARN SNOOPY onto your hard drive, it is strongly recommended that you defragment your hard drive before copying the program. This will improve performance and minimize the risk of file copy errors during copying. This program requires approximately 17 megabytes of hard disk space. Make sure you have enough free space before you start copying the program.

THE CD-ROM MUST STILL BE IN THE CD-ROM DRIVE IN ORDER TO RUN THE PROGRAM, EVEN IF YOU PLAY THE PROGRAM FROM THE HARD DISK.

## GETTING STARTED

### WINDOWS INSTALLATION

#### Floppy Disk Set Installation for Windows



1. To begin the installation process, insert Disk 1 into the appropriate disk drive.
2. From the Program Manager, open the File Manager by double-clicking on the File Manager icon (located in the "Main" program group).
3. From the File Manager, click on the drive icon representing the drive (located below the title bar of the File Manager window) where Disk 1 is loaded. A list of files from the disk will appear in the window.
4. From the list of files, double-click on "SETUP.EXE". The program will then start the installation process.
5. The installation program will ask you to provide the path for the directory where you want to install YEARN 2 LEARN SNOOPY. By default the directory path is "C:\Y2L\_SNPY". If you want to install YEARN 2 LEARN SNOOPY elsewhere, type in another directory path or drive destination.
6. Click on the "OK" button. The installation process takes a few minutes, so this is a good opportunity to fill out your product registration card. As files are installed, you will be prompted to insert each program disk in turn. Insert the appropriate disk and click on the "OK" button. After installation is finished, you will find a new program group named Y2L\_SNPY visible in your Program Manager.
7. If this is the first time you are starting the program, a registration screen will appear. To register, you need to fill in your name and the program's serial number (found on Disk 1). When you are finished, click the "OK" button.

#### Insufficient Disk Space

If there is not enough hard disk space, a message will appear on the screen with instructions. After clicking on the "OK" button, you may specify another destination drive, or you may quit the installation by clicking on the "Exit" button. If necessary, free additional hard disk space and then restart the installation process at Step One (1.0).

## GETTING STARTED

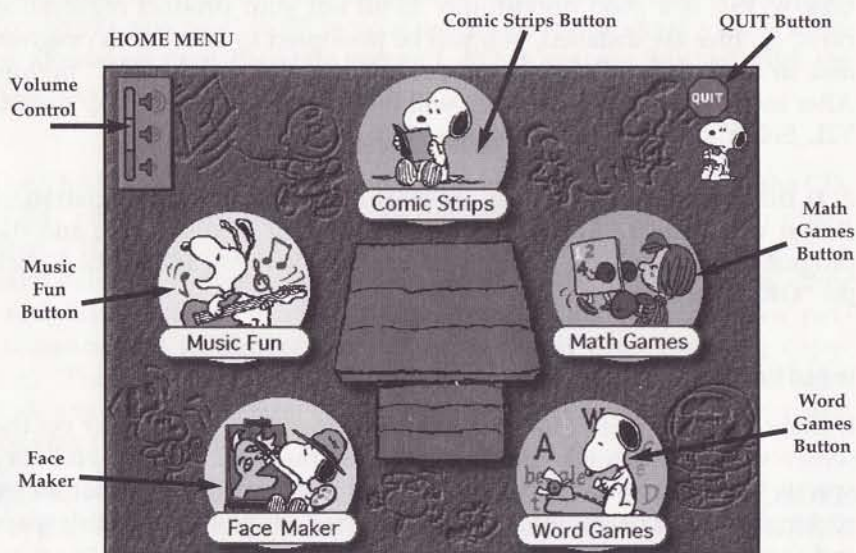
### STARTING THE MACINTOSH PROGRAM

Now find the program named SNOOPY. This is either on the CD-ROM if you have the CD-ROM version, or on your hard disk if you used the floppy disk set to install the program. SNOOPY can be found inside the folder YEARN 2 LEARN SNOOPY. Start the SNOOPY program by double-clicking on the Snoopy icon  (if System 7.0 or greater). In some cases, the SNOOPY file will appear with a generic application icon . **If this is the first time you are starting the program, a registration screen will appear.** To register, you need to fill in your name and the program's serial number (found on Disk 1). When you are finished, click the "OK" button.

After the opening animation, you are asked to "Click anywhere to go to the HOME MENU." If you do not click on the screen within one minute, the program will automatically go to the HOME MENU. *To skip the opening animation or go directly to the HOME MENU from anywhere in the program, press the "ESC" key.*

#### HOME MENU Overview

The HOME MENU shows Snoopy's doghouse, the Volume Control, a QUIT Button, and five Activity Buttons. The program uses Snoopy's doghouse as a visual representation of home. Players quickly learn that the Doghouse Button, located in the upper right corner, eventually leads to the HOME MENU.



## GETTING STARTED

### MACINTOSH HOME MENU OVERVIEW

#### QUIT Button

To exit the program, click on this button. This is the only way to exit the program.

#### Volume Control

Click on low, medium or high to change the program volume.

#### Comic Strips Button (Page 10)

This button takes you to the COMIC STRIPS Menu. Use Comic Strips activities to have fun and learn basic reading skills.

#### Math Games Button (Page 13)

This button takes you to the MATH GAMES Menu. You can sharpen math skills by selecting Bus Ride, Darts, or Cookie Time.

#### Music Fun Button (Page 17)

This button takes you to the MUSIC FUN activity. Watch and listen to the PEANUTS band perform the music you compose.

#### Face Maker Button (Page 20)

This button takes you to the FACE MAKER Menu. With this activity, you can create fun drawings.


#### Word Games Button (Page 23)

This button takes you to the WORD GAMES Menu. Learn letters and spelling the easy way while playing these games.



## GETTING STARTED

### STARTING THE WINDOWS PROGRAM

If you are running the program off your hard drive, a program group named Y2L\_SNPY should be visible in the Program Manager. Inside this program group there is a file named SNOOPY. Simply double-click on the Snoopy icon  to start up the program.

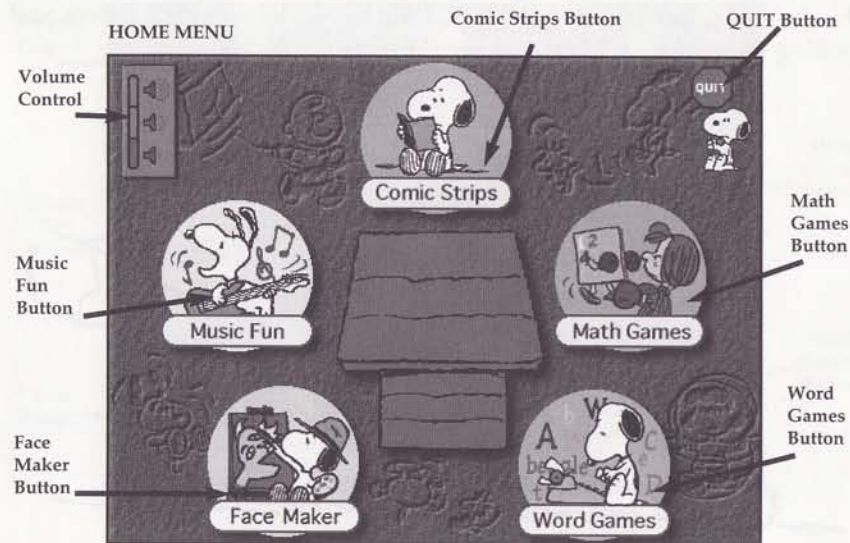
If you are running the program off the CD-ROM, go to the File Manager, click on the drive icon (located below the title bar of the File Manager window) representing the drive where the CD-ROM is loaded. A list of files from the disk will appear in the window. Double-click on "Snoopy.exe" to start up the program.

**If this is the first time you are starting the program after installation, a registration screen will appear.** To register, you will need to fill in your name and the program's serial number (found on Disk 1 for the floppy disk version, and on page 29 of this manual for the CD-ROM version).

After the opening animation, you are asked to "Click anywhere to go to the HOME MENU." If you do not click on the screen within one minute, the program will automatically go to the HOME MENU. *To skip the opening animation or go directly to the HOME MENU from anywhere in the program, press the "Home" key.*

### HOME MENU OVERVIEW

The HOME MENU shows Snoopy's doghouse, the Volume Control, a QUIT Button, and five Activity Buttons. The program uses Snoopy's doghouse as a visual representation for home. Players quickly learn that the Doghouse Button in the upper right corner, eventually leads to the HOME MENU.



## GETTING STARTED

### WINDOWS HOME MENU OVERVIEW

#### QUIT Button

To exit the program, click on this button. This is the only way to exit the program.

#### Volume Control

Click on low, medium or high to change the program volume.

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This button takes you to the COMIC STRIPS Menu. Use Comic Strips activities to have fun and learn basic reading skills.

#### Math Games Button (Page 13)

This button takes you to the MATH GAMES Menu. You can sharpen math skills by selecting Bus Ride, Darts, or Cookie Time.

#### Music Fun Button (Page 17)

This button takes you to the MUSIC FUN activity. Watch and listen to the PEANUTS band perform the music you compose.

#### Face Maker Button (Page 20)

This button takes you to the FACE MAKER Menu. With this activity, you can create fun drawings.

#### Word Games Button (Page 23)

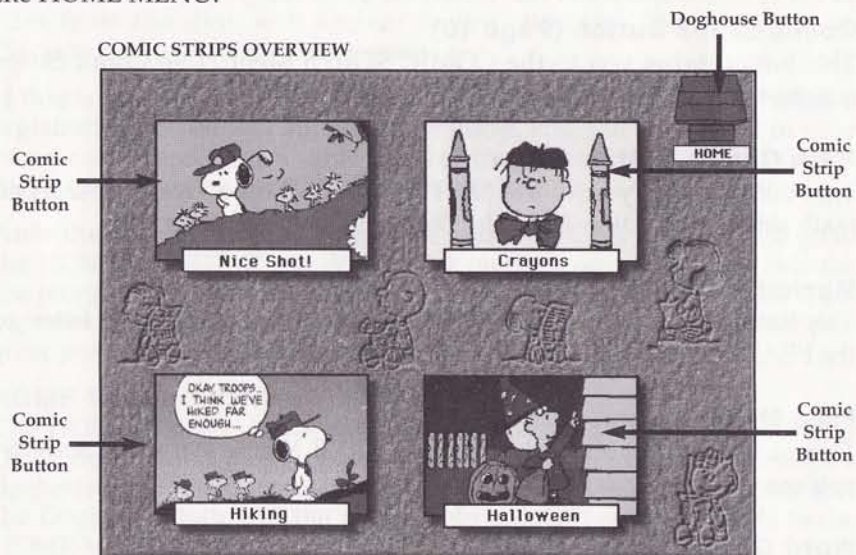
This button takes you to the WORD GAMES Menu. Learn letters and spelling the easy way while playing these games.



## COMIC STRIPS

### COMIC STRIPS OVERVIEW

The COMIC STRIPS OVERVIEW Menu presents a selection of several different comic strips. To choose a comic strip, simply click on the picture of the strip you want to play. Each comic strip is loaded with fun reading words and exciting "hot spots" for you to discover. When finished with the Comic Strips, click on the Doghouse Button to return to the HOME MENU.

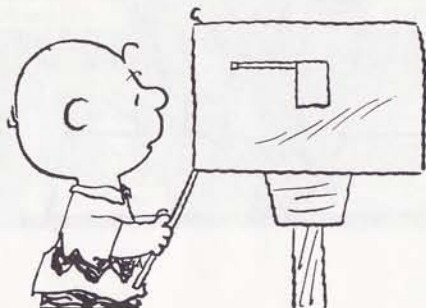


#### Comic Strip Buttons

Click on any of the Comic Strip Buttons to take you to the comic strip of your choice.

#### Doghouse Button

Click on this button to take you to the HOME MENU.



## COMIC STRIPS

### PLAYING A STRIP

#### Read It Button

Once you click a Comic Strip Button, the comic will start playing. As each frame with text is played, the words are read and highlighted, just like a storyteller reading a book. You can have the storyteller repeat the reading by clicking on the Read It button.



#### Single Word Reader

To hear the narrator read individual words, click directly on the word that you want to hear. By clicking on single words, you can make up your own sentences and learn how to pronounce unfamiliar words.

#### Hot Spots

If you click on different areas within a frame of a comic strip, you will find hidden "hot spots." Clicking on a hot spot will trigger a variety of exciting animation and sound effects. Clicking on some hot spots more than once may trigger several different effects. You do not have to find the hot spots to play the comic strip and hear the story read. At the end of each comic strip, Snoopy will show the number and percentage of hot spots you found.

## COMIC STRIPS

### PLAYING A STRIP

#### Forward Arrow Button

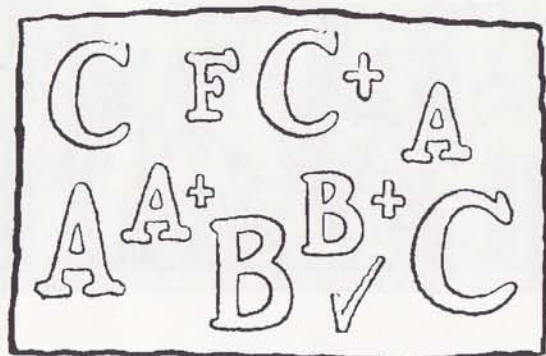
Click the Forward Arrow Button to go to the next frame of the comic strip. The Forward Arrow Button will blink once you've found all the hot spots in a given frame. If you go through the same comic strip several times (without leaving the strip), the Forward Arrow Button may flash because the program keeps track of the hot spots you have found since the first time through the comic strip.

#### Backward Arrow Button

Click the Backward Arrow Button to go backwards one frame.

#### Doghouse Button

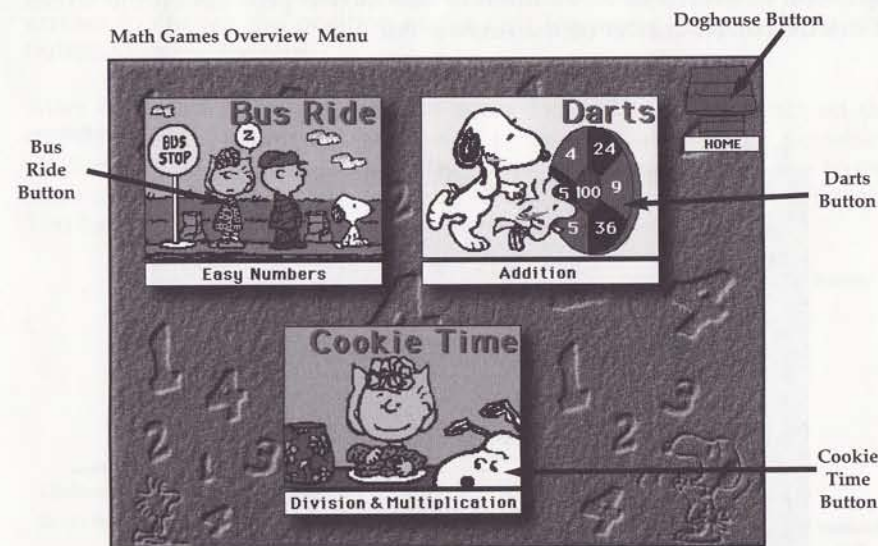
Click the Doghouse Button to return to the COMIC STRIPS OVERVIEW Menu (see page 10).



## MATH GAMES

### MATH GAMES OVERVIEW

The MATH GAMES OVERVIEW Menu provides the choice of three challenging math games. To begin playing a math game, click on the Bus Ride, Darts, or Cookie Time Button.



#### Bus Ride Button

Practice easy addition and subtraction with the PEANUTS gang as they take a bus all over the world.

#### Darts Button

Add up the score for Snoopy and Woodstock's dart game. One or two can play, each at different levels of difficulty!

#### Cookie Time Button

Sharpen your multiplication and division skills as the gang tries to eat their cookies before Snoopy snatches them away.

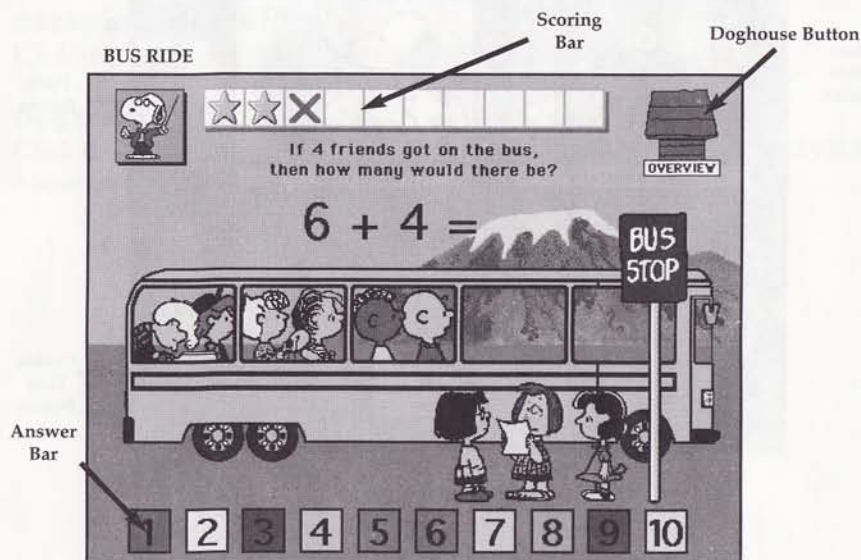
#### Doghouse Button

Click on this button to take you to the HOME MENU.

## MATH GAMES

### BUS RIDE

At the start of this addition and subtraction game, the YEARN 2 LEARN bus comes by to pick up some of Snoopy's friends at the bus stop. At some stops, kids get off the bus. At other stops, kids get on the bus. At each bus stop, the player is asked how many kids are on the bus. The question is written as an addition or subtraction problem on the screen. Click the correct answer on the Answer Bar.



#### Answer Bar

To answer, point the mouse arrow on the number in the Answer Bar and click once. You have two chances to get a correct answer.

#### Scoring Bar

The Scoring Bar contains ten boxes. A correct answer will receive a ★ and an incorrect answer will receive an ✖. When the Scoring Bar is filled, Snoopy will show the percentage of correct answers.

#### Doghouse Button

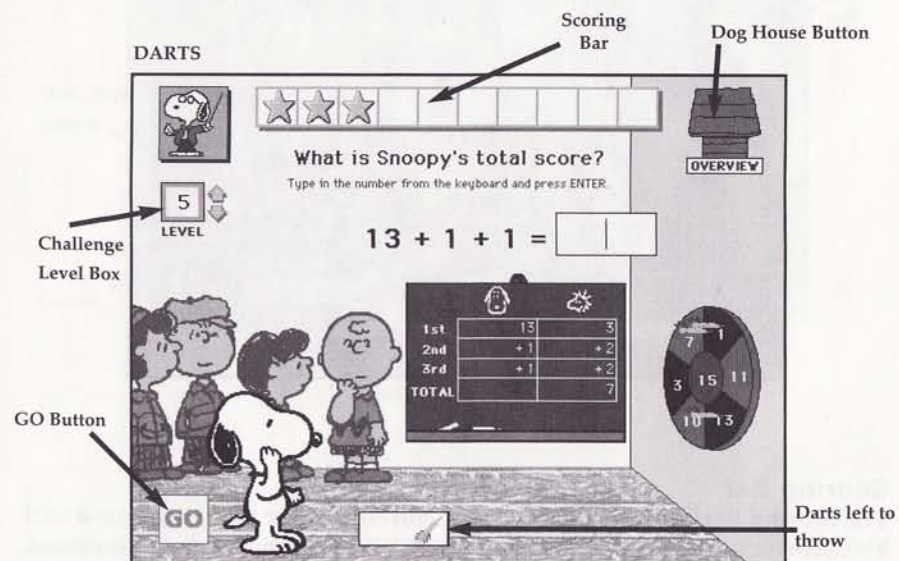
Click on this button to return to the MATH GAMES OVERVIEW Menu (see page 13).

## MATH GAMES

### DARTS

After you click the Darts Button in the MATH GAMES Overview, choose a one-player game or a two-player game. When the Darts Game screen appears, click on the Go button to throw the darts. When you click on the Go button, the button changes to a pattern of arrows around a circle. Hold down the mouse button and move the mouse pointer over the arrows to change the position of the dart thrower. Release the mouse button to throw the dart.

After each dart hits the target, the score for that throw appears on the screen. After a player throws two or three darts (depending on which challenge level is selected), the program will ask you to add the scores shown of the screen. Type the total on the keyboard and press "Enter." You have two opportunities to answer correctly.



#### Scoring Bar

The Scoring Bar contains ten boxes. A correct answer receives a ★ and an incorrect answer receives an ✖. At the end of ten questions, Snoopy will show the percentage of correct answers.

#### Challenge Level Box

To adjust the level of difficulty, click on the up or down arrow next to the Challenge Level Box.

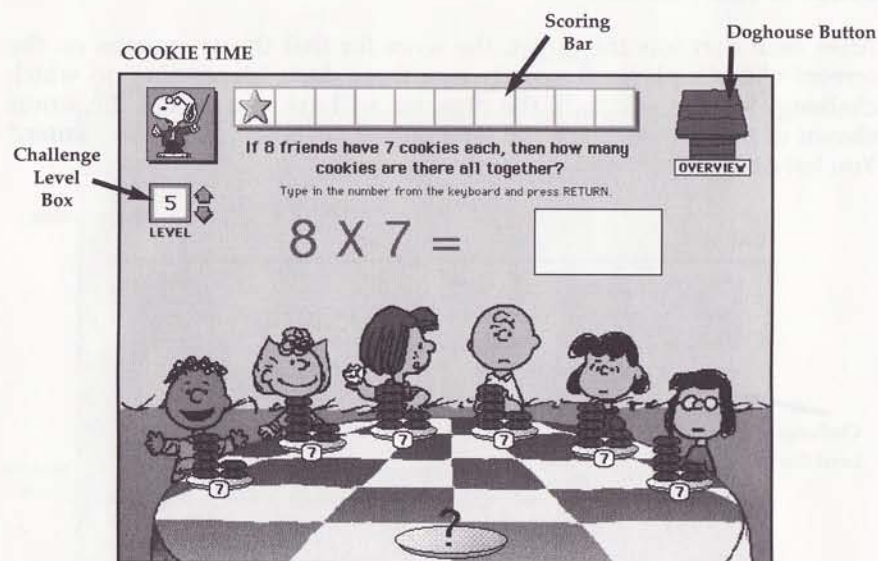
#### Doghouse Button

Click on the Doghouse Button to return to the MATH GAMES OVERVIEW Menu (see page 13).

## MATH GAMES

### COOKIE TIME

Charlie Brown and his friends are ready to enjoy some cookies. But they want you to help them figure out just how many cookies everyone at the table gets, or how many cookies there are to share. Read the question and look at the picture to solve the multiplication or division problem. Type the answer on the keyboard and press "Enter." There are two chances to get a right answer.



#### Scoring Bar

The Scoring Bar contains ten boxes. A correct answer will receive a ★ and an incorrect answer will receive an ✖. At the end of ten questions, Snoopy will show the percentage of correct answers.

#### Challenge Level Box

To adjust the level of difficulty, click on the up or down arrow next to the Challenge Level Box.

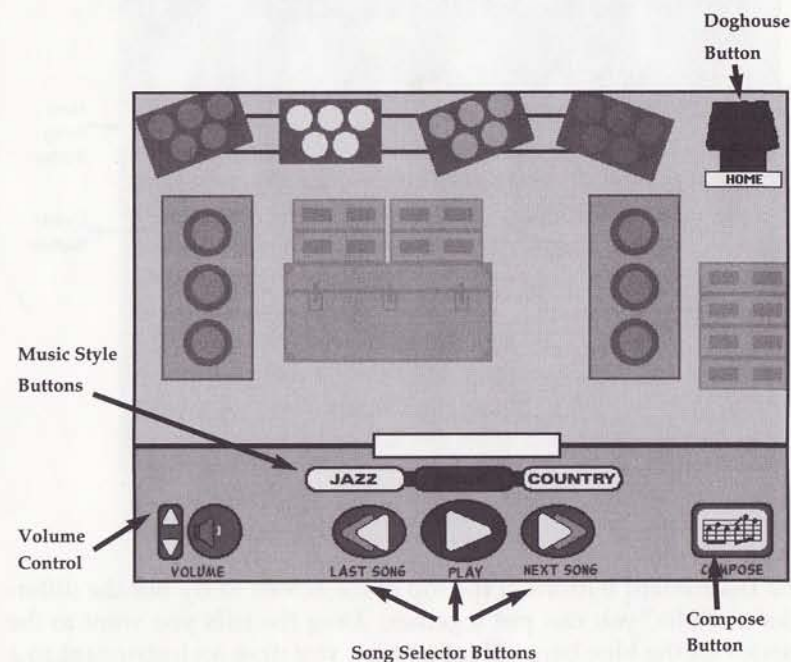
#### Doghouse Button

Click the Doghouse Button to return to the MATH GAMES OVERVIEW Menu (see page 13).

## MUSIC FUN

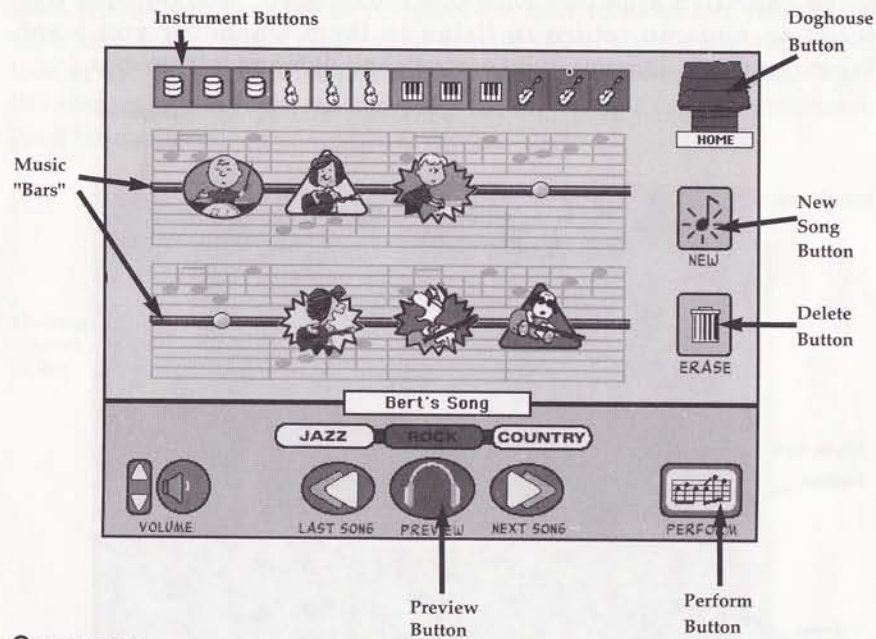
### OVERVIEW

Create your own songs with the Music Fun game, then watch and listen to the PEANUTS band play what you have created. You can save your songs so you can return to listen to them whenever you want. Experiment with different styles of music and different instruments.



The first screen you see is the empty bandstand screen. This is where the band will perform. To see the band perform right away, just click one of the **Music Style** buttons, then click **Play**.

Once you have created and saved your own songs (see the "Compose" section on the next page), you can cycle through these songs and perform them using the **Last Song** and **Next Song** buttons. The name of the currently selected song (if any) is displayed above the **Music Style** buttons.



### Compose

Click the **Instrument** buttons at the top of the screen to try out the different "licks" or "riffs" you can put together. Drag the riffs you want to the small circles on the blue bars. The first time you drag an instrument to a bar, you are asked to name the song you are creating. Type whatever name you want in the "Name the Song" dialog box and click on "OK."

### Preview

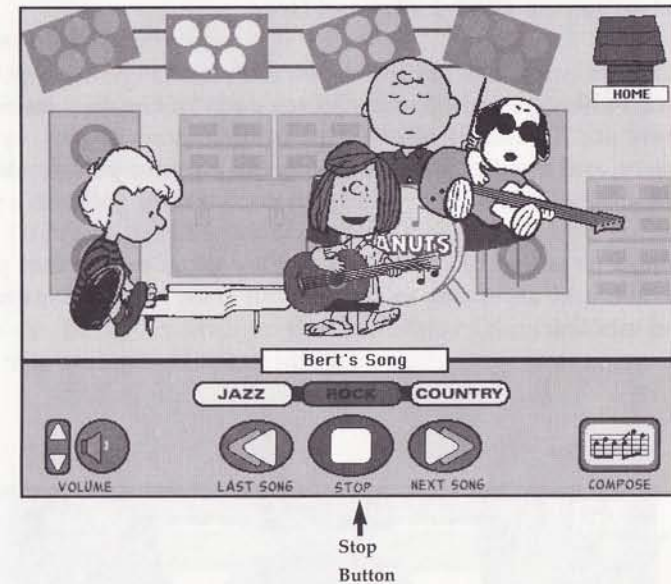
Click on **Preview** to hear the song you have composed. Watch the song progress along the bars by watching the animations when it is time for each riff. You can move riffs around, drag them out of the song, and add new ones.

### New

Click **New** to start a new song. You will be asked to give the new song a name.

### Delete

Click **Delete** to delete the selected song.



### Perform

When the song is the way you like it, click **Perform** to return to the bandstand screen. Now the band will start to perform your composition. The **Play** button changes to a **Stop** button. The title of the song that is playing is displayed in the box just below the stage. Click the **Last Song** and **Next Song** buttons to listen to other songs. Click **Stop** to end the performance.

### Play Along

While the music is playing, you can manually click on any of the characters to make them play a riff along with the music.

# FACE MAKER

## OVERVIEW

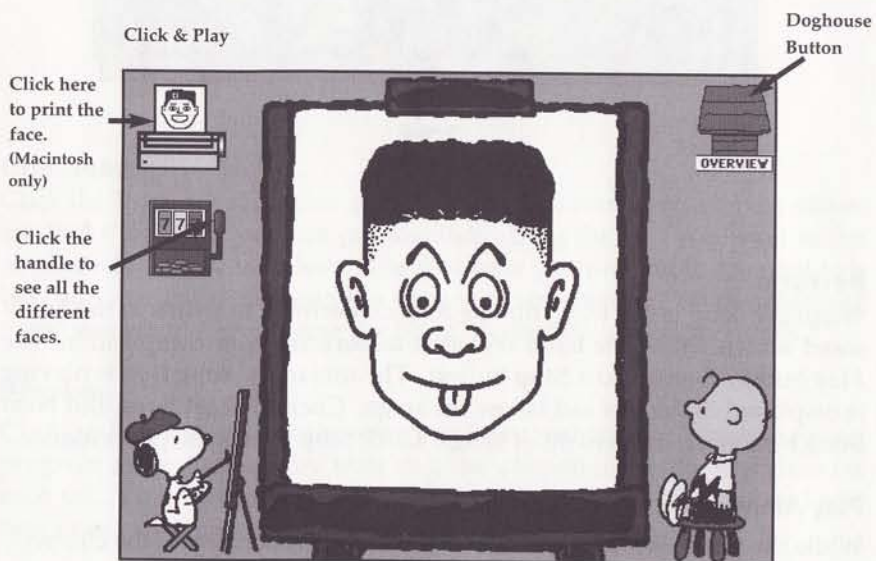
With Face Maker you will have hours of fun helping Snoopy paint funny portraits. When you click on the Face Maker Button in the Home Menu you will come to the Face Maker Overview Menu; here you are offered a choice of two games: Click & Play and Draw.

### Click & Play

With Click & Play you click on different parts of the face on Snoopy's easel. There are thousands of different combinations of hair, eyes, eyebrows, noses, and mouths that will amuse and surprise you.

### Draw

The Draw game is just like the Click & Play game except that you also have a brush and an eraser to create your own hair, eyes, eyebrows, noses, and mouths.



In both games, drag the mouse across different parts of the face. When the mouse pointer turns into the feature you want to change, click the mouse button.

# FACE MAKER

There are 10 different versions of each feature. In the Draw game, you can store 20 additional versions of each feature that you create yourself. That means millions of drawings with no two alike.

### Slot Machine

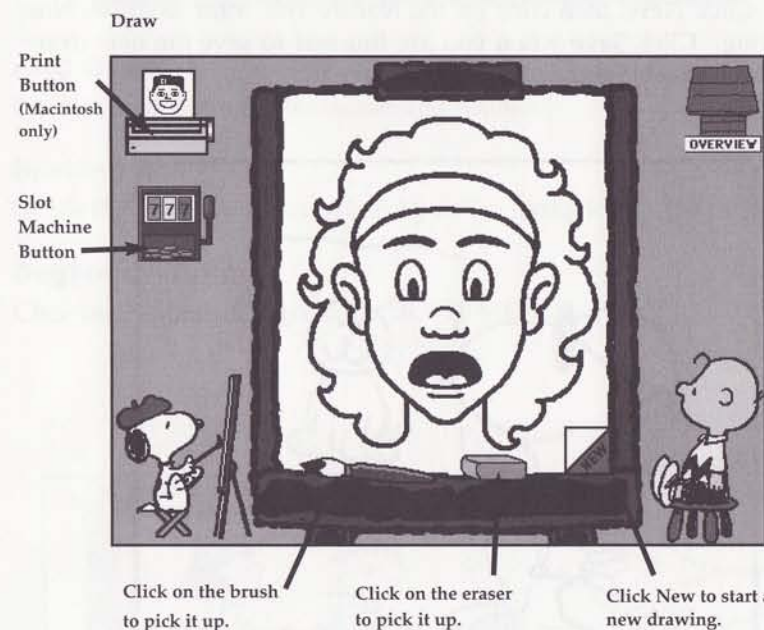
To display a different face, click the handle of the slot machine. Click once to see one at a time. Hold the mouse button down to go faster.

### Print (Macintosh version only)

Printing a drawing makes a coloring book page, with black lines to be colored in. To print a drawing, click on the printer icon.

### Doghouse Button

Click on this button to return to the Face Maker Overview Menu. Click on it again to return to the HOME MENU.



## FACE MAKER

### Brush

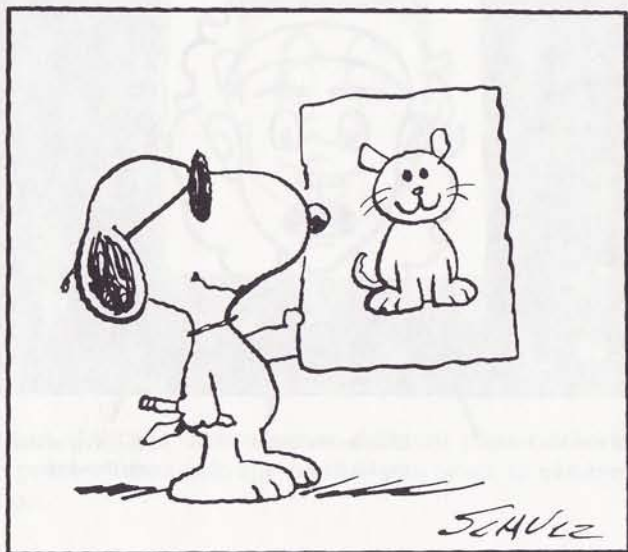
Use the brush to draw your own features. First click on the brush (the mouse pointer will turn into a brush), then click on the feature you want to change. Draw whatever you want inside the rectangle that appears over the feature, and change the feature to your liking. Click **Save** when you are finished to save the new drawing. Or click **Cancel** if you do not want to save it.

### Eraser

To erase part of a drawing, first click on the eraser. The mouse pointer turns into an eraser. Then click on the feature you want to erase. Hold the mouse button down and rub the eraser back and forth inside the rectangle that appears over the feature. Click **Save** when you are finished to save the new drawing. Or click **Cancel** if you do not want to save it.

### New

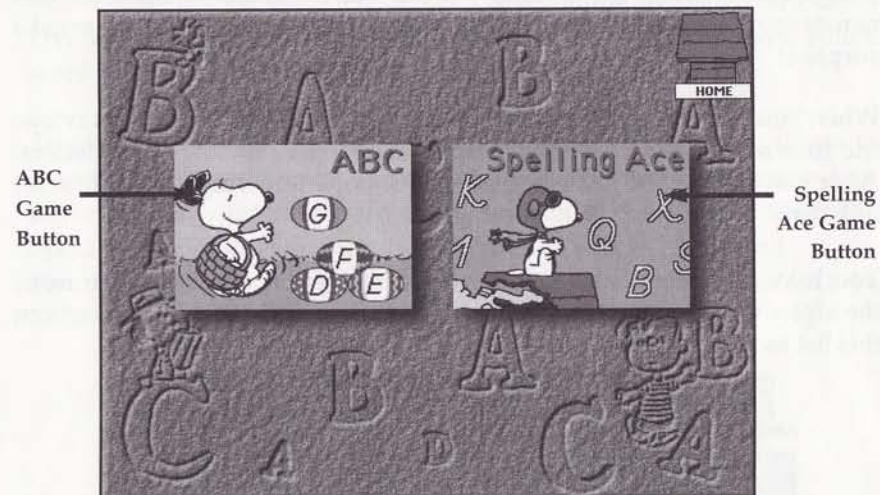
You can create and store up to 20 different noses, eyes, eyebrows, mouths, and hair. Click **New**, then click on the feature you want to draw. Now start drawing. Click **Save** when you are finished to save the new drawing. Or click **Cancel** if you do not want to save it.



## WORD GAMES

### OVERVIEW

Here are two games to make reading fun for younger and older children!



### ABC Game

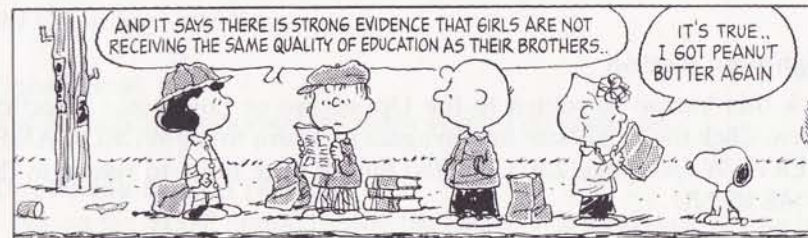
Practice recognizing letter names and sounds.

### Spelling Ace

Guide the Flying Ace through a sky full of flying letters to spell a word.

### Doghouse Button

Click on this button to go to the HOME MENU.



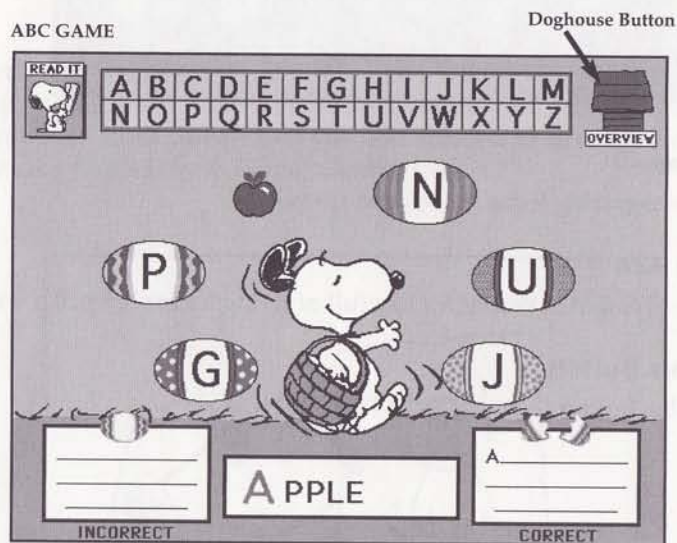
## WORD GAMES

### ABC

In the ABC game the narrator reads the names of the letters that appear on the screen, then says to click on one of the letters. When the player clicks on the correct letter, the narrator pronounces the sound of the letter and names something that begins with that sound as the egg breaks to reveal a surprise!

When you click on the ABC Game Button in the Word Games Overview, the first screen lets you choose uppercase letters or lowercase letters. After you choose, the game begins with Snoopy throwing out the first set of letters.

You have two chances to click on the correct letter. After the first miss, the alphabet is displayed at the top of the screen. Click on any letter from this list to hear its name.



#### Doghouse Button

Click this button to return to the Uppercase or Lowercase selection screen. Click the Doghouse Button again to return to the WORD GAMES OVERVIEW (see page 23). Click the button once more to return to the HOME MENU.

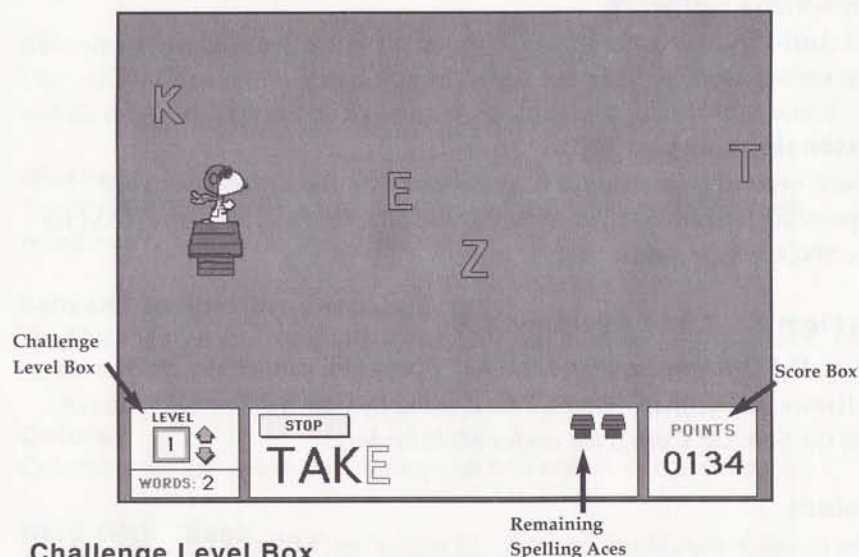
## WORD GAMES

### SPELLING ACE

Spelling has never been this much fun!

When you click on the Spelling Ace Game Button in the Word Games Overview, the Spelling Ace screen appears. The narrator tells you which word to spell, as the word appears at the bottom of the screen.

To play, click on the Flying Ace and hold the mouse button down to steer him through the sky. Catch (in the correct order) the letters that make up the word displayed at the bottom of the screen. Steer the Spelling Ace around the letters that are not part of that word. If the Flying Ace bumps into three incorrect letters, he crashes...but he'll be back four more times!



#### Challenge Level Box

To adjust the level of difficulty, click on the up or down arrow next to the Challenge Level Box.

#### Score Box

The Score Box shows you how many points you have won.

#### Doghouse Button (Stop)

Click on the STOP Button to stop the game. The Doghouse Button will then appear. Click this button to go to the WORD GAMES OVERVIEW (see page 23). Click the button again to go to the HOME MENU.

## TROUBLESHOOTING

### MACINTOSH SYSTEM CHECKLIST

When you are having problems, use the following checklist.

- |  |       |
|--|-------|
| 1. Anti-Virus (for installation)                               | OFF   |
| 2. All Extensions  | OFF   |
| 3. MultiFinder (System 6.0.7 or 6.0.8, floppy disk version)    | OFF   |
| 4. System 7.0 or higher (CD-ROM version)                       | CHECK |
| 5. Color Monitor   | CHECK |
| 6. Color set at 256 Colors                                     | CHECK |
| 7. Sufficient free hard disk space (14MB, floppy disk version) | CHECK |
| 8. Minimum RAM available (2,048K)                              | CHECK |
| 9. Sound Level 5 or above (Mac IIsi only)                      | CHECK |

#### Anti-Virus Software

All Anti-Virus software must be turned off or the Installer software will not work properly. See your Anti-Virus manual.

#### Extensions and/or Inits

These need to be turned off to avoid conflicts and errors. See your Operating System on how to turn these off. This will also free RAM for the SNOOPY program.

#### System 6.0.7 and System 6.0.8

The CD-ROM version of the SNOOPY program cannot run on System software earlier than version 7.0. If using System 6.0.7 or 6.0.8, do not use the SNOOPY program under Multifinder.

#### Colors

The monitor should not be set to "16 colors" or "Millions of colors"; set monitor to 256 colors.

#### Hard Disk Space

The SNOOPY program floppy disk version requires approximately 14MB of free hard disk space. Make sure this is available or the Installer will keep prompting you to free up more space.

#### RAM

Insufficient RAM will cause problems. The program's standard setup is for 2,048K.

## TROUBLESHOOTING

### WINDOWS SYSTEM CHECKLIST

When you are having problems, use the following checklist.

- |  |       |
|--|-------|
| 1. Background utilities                    | OFF   |
| 2. Sound driver installed                  | CHECK |
| 3. Windows 3.1 or later                    | CHECK |
| 4. 640x480 resolution display driver       | CHECK |
| 5. Color set at 256 Colors                 | CHECK |
| 6. Sufficient free hard disk space (17 MB) | CHECK |
| 7. Minimum RAM available 4,096K            | CHECK |

#### Background Utilities

These need to be turned off to avoid conflicts and errors. See your Operating System on how to turn these off. This will also free RAM for the SNOOPY program.

#### Sound Driver Installed

The SNOOPY program will not produce sound without a sound driver installed for your sound board. See the manual for your sound board.

#### Microsoft Windows 3.1 or Later

The SNOOPY program cannot run on earlier versions of Microsoft Windows.

#### 640x480 Resolution Display Driver

The SNOOPY program requires a 640x480 resolution display, or greater, to run.

#### Colors

Colors set to "256 colors"; anything else will not work correctly.

#### Hard Disk Space

The floppy disk version of the SNOOPY program requires approximately 17MB of free disk space. Make sure this is available or the Installer will keep prompting you to free up more space.

#### RAM

Insufficient RAM will cause problems. The program's standard setup is 4,096K RAM.

## TECHNICAL SUPPORT

### MACINTOSH

Before you call, you should first gather the following information. Our Technical Support Staff will not be able to help you without it.

1. Product name and version #: \_\_\_\_\_
2. Your model of computer: \_\_\_\_\_
3. Monitor name and size: \_\_\_\_\_
4. Hard disk size. Amount of free space: \_\_\_\_\_
5. Amount of RAM in your computer: \_\_\_\_\_
6. System version on your computer: \_\_\_\_\_
7. When does the problem occur? \_\_\_\_\_  
\_\_\_\_\_
8. If any error messages are given, write them down exactly as they appear on your screen. \_\_\_\_\_  
\_\_\_\_\_

When this is filled out to the best of your ability, then write, call, or fax us at Image Smith, Inc. Technical Support. Remember to be in front of your computer and be ready to run through the program with a member of the Technical Support Staff.

Macintosh serial number goes here.



By mail:

Image Smith, Inc.  
1313 West Sepulveda Boulevard  
Torrance, California 90501

Technical support numbers:

Voice: (310) 325-1359  
Fax: (310) 539-9784

**PLEASE: BEFORE YOU CALL, READ THROUGH  
THE TROUBLESHOOTING PAGE OF THIS MANUAL  
FOR YOUR COMPUTER.**

## TECHNICAL SUPPORT

### WINDOWS

Before you call, you should first gather the following information. Our Technical Support Staff will not be able to help you without it.

1. Product name and version #: \_\_\_\_\_
2. Your model of computer: \_\_\_\_\_
3. Video board and driver: \_\_\_\_\_
4. Sound card name and version: \_\_\_\_\_
5. Hard disk size. Amount of free space: \_\_\_\_\_
6. Amount of RAM in your computer: \_\_\_\_\_
7. Windows version on your computer: \_\_\_\_\_
8. When does the problem occur? \_\_\_\_\_  
\_\_\_\_\_
9. If any error messages are given, write them down exactly as they appear on your screen. \_\_\_\_\_  
\_\_\_\_\_

When this is filled out to the best of your ability, then write, call, or fax us at Image Smith, Inc. Technical Support. Remember to be in front of your computer and be ready to run through the program with a member of the Technical Support Staff.

Windows serial number goes here.



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