User's Manual

PUZZLE
CASTLE

Ages 4-7

Trampoline™

WARNINGS

Epilepsy Warning

A very small percentage of individuals may experience epileptic seizures when exposed to certain light patterns or flashing lights. Exposure to certain patterns or backgrounds on monitors or television screens or while playing games on a computer may induce an epileptic seizure in these individuals. Certain conditions may induce undetected epileptic symptoms even in persons who have no history of prior seizures or epilepsy. If you, or anyone in your family, has an epileptic condition, consult your physician prior to playing. If you experience any of the following symptoms while playing a CD-ROM game — dizziness, altered vision, eye or muscle twitches, loss of awareness, disorientation, any involuntary movement or convulsions — IMMEDIATELY discontinue use and consult your physician before resuming play.

ESRB Rating

This product has been rated by the Entertainment Software Rating Board. For information about the ESRB rating, or to comment about the appropriateness of the rating, please contact the ESRB at 1-800-771-3772.

Handling Your Compact Disc

• The PC compact disc is intended for use exclusively on IBM compatible systems with the minimum configurations as specified on the system requirements of the game purchased. Avoid bending the disc. Do not touch, smudge or scratch its surface.

• Do not leave the disc in direct sunlight or near a radiator or other source of heat.

• Always store the disc in its protective case.

Technical & Customer Service

Need help with set-up or installation? Call 1-888-SegaSoft, 8:00AM - 9:00PM (Pacific Standard Time) Monday through Friday, and 8:00AM-5:00PM weekends.

To purchase products directly from SegaSoft, call 1-888-SEGA SALES.

Visit SegaSoft's Internet Site at: http://www.segasoft.com
Email: webmaster@segasoft.com

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System Requirements

PC

- IBM or 100% compatible PC (80486 DX-66 MHz or faster processor)
- Double-speed (2X) CD-ROM drive (minimum 300 KB transfer rate)
- 8 MB of RAM
- 13 MB of free disk space
- MS-DOS version 5.0 or later (not required for Windows 95 users)
- Microsoft Windows version 3.1 or later
- SVGA monitor with at least 640x480 resolution and 256 colors
- Standard AT-101 keyboard
- Microsoft-compatible mouse
- Sound Blaster-compatible sound card (8-bit or 16-bit sound/22 KHz sampling)

Macintosh

- Motorola 68040 25 MHz or higher, or any Power PC Macintosh processor.
- Double-speed (2X) CD-ROM drive (minimum 300 KB transfer rate)
- 8 MB of RAM, with 4100 KB of free contiguous memory
- 13 MB of free disk space
- System 7.1 or higher
- Monitor with at least 640x480 resolution and 256 colors
- Standard mouse
- Standard keyboard

Getting Started

Windows 3.1

Installing *Puzzle Castle*

1. Start Windows. If Windows is already running, exit any other currently active programs, including screen savers, as they could interfere with installation.
2. Place the *Puzzle Castle* CD in your computer's CD-ROM drive.
3. From the Program Manager, select File on the menu bar. Then choose Run.
4. In the Command Line box that appears, type: X: SETUP (where X: is the letter of your CD-ROM drive) and then click on OK.
5. Follow the on-screen instructions. When the installation is done, you will return to the Program Manager and see a new program group, Media Station, with icons for *Puzzle Castle*, *Puzzle Castle* Help, and *Puzzle Castle* Uninstall.
6. Click on the *Puzzle Castle* icon to begin play.

Windows 95

Installing *Puzzle Castle*

1. Start Windows 95.
2. If you use a screen saver, turn it off before starting. It could affect the colors and animations. Place the *Puzzle Castle* CD in your computer's CD-ROM drive.
3. Before *Puzzle Castle* is installed, the first *Puzzle Castle* screen displays a message asking you to complete setup and the Play button is disabled.
4. Click Setup to proceed with the installation.
5. Follow the on-screen instructions to perform a regular or custom install. (A custom install permits you to install *Puzzle Castle* to a location you specify.)
6. Click Play to start *Puzzle Castle*.

Macintosh

Installing *Puzzle Castle*

1. Insert the *Puzzle Castle* CD into the CD-ROM drive.
2. The *Puzzle Castle* folder opens to show *Puzzle Castle*, *Puzzle Castle* Help and *Puzzle Castle* Installer icons.
3. Double-click the *Puzzle Castle* Installer icon.
4. Follow the on-screen instructions to perform a regular or custom installation.

If you perform a regular installation, the *Puzzle Castle* files are installed in the System Folder. This folder contains the following:

System Folder

> Preferences (folder)
>> *Puzzle Castle* Preferences (file)
>> Media Station (folder)
>>> *Puzzle Castle* (folder)
>>>> pzcastle.cxt

If you perform a custom installation, the *Puzzle Castle* files are installed in the location you specify and in the System Folder.

Starting *Puzzle Castle*

1. Insert the *Puzzle Castle* CD into the CD-ROM drive.
2. Double-click the *Puzzle Castle* icon.
3. If *Puzzle Castle* is installed, it will start to play. If not, a dialog box will appear and ask you to install *Puzzle Castle*. Press Exit and the message box disappears and returns you to the Finder.
4. Double-click the *Puzzle Castle* Installer icon to start the installation process.

Introduction

Come join the brave knight Sophie and help her find the mysterious monster hiding in the dungeon before it can ruin the grand banquet. Throughout the adventure, collect pieces of "useful equipment" that Sophie will need to travel safely through the dungeon.

Start off your visit to *Puzzle Castle* with a stop at Puzzle Fox's Workshop. The choices you make in the Workshop will effect how you proceed through the story.

TO LEARN HOW TO PLAY *PUZZLE CASTLE*, click on "About the Story." A screen will allow you to access more details about the characters, Sophie's adventure, and the "useful equipment" she will need to accomplish her goal.

TO START PLAYING *PUZZLE CASTLE*, click on the word "PLAY" on the pyramid.

TO GO TO A SPECIFIC PUZZLE, click on the books labeled "Pick a Puzzle." Then click on the hands holding the torches to see all the places you can go to in the castle. When you find your favorite place, click on it to go there.

TO LEAVE *PUZZLE CASTLE*, click on the "EXIT" sign on the door.

When you play *Puzzle Castle*, Puzzle Fox will ask you to select a skill level. You can choose to play at either the EASY or the HARD level, but once you have chosen, you will play at that level throughout the story.

MOVE THROUGH THE 12 PUZZLES by using the arrows in the lower corners of every screen ◄█ █► Click on the right arrow to move forward to the next screen; click on the left to move back to the previous screen. Or, move from screen to screen by using the right and left keyboard arrow keys.

As you go through the game, Sophie encounters different puzzles. Puzzle Fox reads a question that also appears on the screen. Find the answer to solve the puzzle. To keep track of your progress, a highlighted picture of every correct choice you make will appear below the puzzle question. These pictures will remain in place, even if you leave that particular puzzle and then return to it later.

You can solve the adventure for Sophie by locating all the missing pieces of "useful equipment" hidden throughout the different puzzles. In order to find the monster in the dungeon, you'll need an umbrella, a monster protection shield, a gold key, a special pair of run-faster shoes, a monster phrase book, a monster protection helmet, a powerful flashlight, and a mystery box. Another puzzle found throughout the game involves finding 1-4 of Jester Jim's juggling balls. To solve an extra hidden puzzle, try and catch Cecil the Ghost whenever he materializes.

There are over 200 clickable animations hidden throughout the castle. To find the clickable surprises, called Hotspots, move the cursor/shield over the screen and click when it changes to a sword.

PUZZLE HELP IS AVAILABLE at any time during the story by clicking on the question mark icon in the upper right corner of the screen.

TO RETURN TO THE MAIN MENU, click on Puzzle Fox's hat in the upper right corner of the screen. If you return to the main menu from the story, you have a chance TO GO BACK TO THE LAST PLACE YOU WERE by clicking on the words "GO BACK" that appear on the planet mobile.

Throughout *Puzzle Castle,* you'll be able to CONTROL THE ACTION AND VARIOUS ELEMENTS OF THE STORY either by using the mouse to move the cursor on the screen or by using key commands. Besides using standard key commands to quit the title or switch applications (see the help file), you can achieve the following results by using the key commands as noted:

Volume Control: Press the up arrow to raise the volume; press the down arrow to lower it.

Switching Random Movements Off/On: In "The Adventure Starts" and "Where Is Titus?" screens, press either 'R' or 'r'.

Switching Background Music Off/On: Press either 'S' or 's'. By default, the background music is on when the story begins.

Switching Jester Jim and Cecil Hints Off/On: Press either 'H' or 'h'. By default, the hints are on when the story opens.

Sing-Along Songs

There are four fantastic sing-along songs in Puzzle Castle. After enjoying them in the game, you can play the songs on your audio CD player.

To play the songs on your audio CD player:
1. Insert Puzzle Castle in your audio CD player.
2. Advance to Track 2.
3. Play and enjoy the music.
IMPORTANT: Do not let the CD player start at Track 1. Track 1 contains data only, which when played over an audio CD-ROM could damage the speakers.

Lyrics to "Join the Party" from the WHERE IS TITUS? screen

Verse 1
Come along and join the party, come along and have a ball
We're gonna eat, drink, sing, and dance, in other words, rock the hall!
We'll put up the party banners, we'll put up the party tents,
It's almost time we got this royal banquet to commence!
Interlude
A monster's in the castle and we're terrified because
We think it has a lot of teeth and rows of sharpened claws.
We've got to get it out of here or nothing else will matter
'Cause you and I will end up on the monster's dinner platter

Verse 2
Come along and do the cha-cha, put your dancin' sneakers on
PLay guitar or sing some opera, there is fun for everyone
Come and join the celebration, it'll be an awesome sight
You've never seen a party like the one we'll have tonight!

Lyrics to "Princess Posy's Problem" from the PRINCESS POSY'S PROBLEM screen

Verse 1
My name is Princess Posy
And my problem's not unique
If I don't clean my room, my mom
Will absolutely freak
But just between the two of us, bein' neat just ain't my job,
I guess it's just my nature to be something of a slob
Spoken Aside
"The other day my mom told me to pick up my room
and I said, 'but it's too heavy!'" She didn't laugh."
Verse 2
My dad says I can change my ways
If only I would try
But I find it rather comforting
To live in a pig sty
If you want the truth of it, bein' neat just ain't my job,
I guess it's just my nature to be something of a slob

Spoken Aside
Once I told my dad that a messy room is a sign of genius
And he said, "Then I've got the smartest daughter in the whole kingdom!"
Verse 3
But it's time this royal princess
Got her royal act together,
Time I had a proper place
For all my silk and leather
I'll get some help to tidy up, cause hey, it ain't MY job,
I guess it's just my nature to be something of a slob

Lyrics to "Beth's Lament" from the BETH AND THE BABIES screen

Verse 1

I thought that I could handle this, I though it would be easy
But babysitting all day long is making me feel queasy!
I never get a chance to rest, a chance to sit and think,
The moment that I turn my back these kids put up a stink.
They don't stop

Chorus

Spinning, jumping, bouncing, tumbling, shimmying and shouting
Screaming, wailing, kicking, flailing, fidgeting and pouting
Fussing, drumming, singing, humming, yodeling and wiggling.
Rocking, sighing, rolling, crying, twittering and giggling
There hasn't been one lately and I'll bet there never will
Be a solitary moment when they ALL SIT STILL!

Verse 2

I'll admit that when they're fast asleep, these kids are rather cute,
But when they're wide awake I pull my hair out by the roots.
They turn into little monsters worse than any you'd imagine,
I'd sooner babysit the monster trapped inside the dungeon!

Chorus Repeats

Lyrics to "Finale" from THE GRAND BANQUET screen

Verse 1

Eat! Drink! Stuff yourself like a sausage link.
Sip! Slurp! Don't be shy, go ahead and burp!

Verse 1 Repeats

Chorus

Everybody get a chair, and save a place for Sophie, there,
Fill your plate and fill your cup, then make a toast and bottoms-up!

Verse 2

Gulp! Pour! Drink your fill, then go back for more
Bite! Chew! Bet I can eat up more than you!

Verse 2 Repeats

Chorus

Everybody get a chair, and save a place for Dennis, there,
Fill your plate and fill your cup, then make a toast and bottoms-up!

Verse 3

Pig! Out! Keep eating till you're big and stout!
Plates! Cups! Eat too fast and you'll get hiccups.

Verse 3 Repeats

Chorus

Everybody get a chair, and save a place for Sophie, there,
Fill your plate and fill your cup, then make a toast and bottoms-ups!

THE ADVENTURE STARTS

Hotspots: Sophie can see right away that the Puzzle Castle is a very busy place! Find the hotspots on the objects and characters in the scene and click on them to watch the action.

*Objective:* Help Sophie find a safe route across the moat.

Game Play: Move Sophie across the moat by dragging the cursor. She will follow the cursor but she can only walk on the paths and bridges. If you take Sophie along an unsafe path, she will encounter a "peril point" and then will return to her last position before that point.

Skill Levels: At the HARD level, Sophie will have to avoid more peril points than at the EASY level.

WHERE IS TITUS?

Hotspots: All of the castle's residents and their friends are rushing to get ready for the big banquet. To watch some of the preparations — including a musical number — click on the hotspots located all around the courtyard.
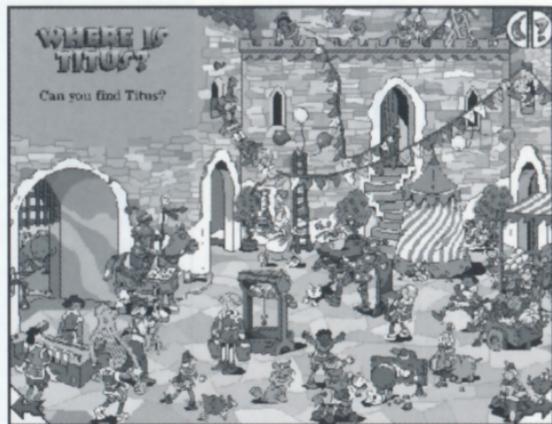
Objective: Find Titus in the crowd.

Game Play: Click on Titus when you locate him. It's not as easy as you think because Titus won't be hidden in the same place every time you play this game.

Skill Levels: At the EASY level, a thought bubble of Titus stays on the screen to remind you what he looks like and Titus will never change position. At the HARD level, Titus' thought bubble only stays on the screen for 10 seconds at a time. Titus also will change position periodically by disappearing from one location and reappearing in another.

ROYAL PORTRAITS

Hotspots: Sometimes looking at family portraits can be really dull. But this is the Puzzle Castle, where nothing is ever boring! Find the hotspots on the pictures and other objects and characters in the room and then click on them for some action.

Objective: Find the correct portrait.

Game Play: Mervin is trying to find a particular uncle's portrait for Princess Posy, but he's forgotten what the man looks like. Puzzle Fox will describe the royal relative for you so that you can locate his picture and keep Mervin from being thrown in the dungeon.

Skill Levels: At the EASY level, the descriptions of Princess Posy's uncles are short and direct; while at the HARD level, they are longer and more involved.

PRINCESS POSY'S PROBLEM

Hotspots: Princess Posy's room is full of clutter, but that means there are lots of interesting things to examine. Find the hotspots and click on them to discover what Princess Posy sees in all this stuff!

Objective: Find the items Princess Posy is missing.

Game Play: Princess Posy is looking for a few missing things but her room's a real mess! Help Sophie find all the Princess' missing items and click on them, one by one.

Skill Levels: There are fewer missing items at the EASY level than at the HARD level and they are easier to locate.
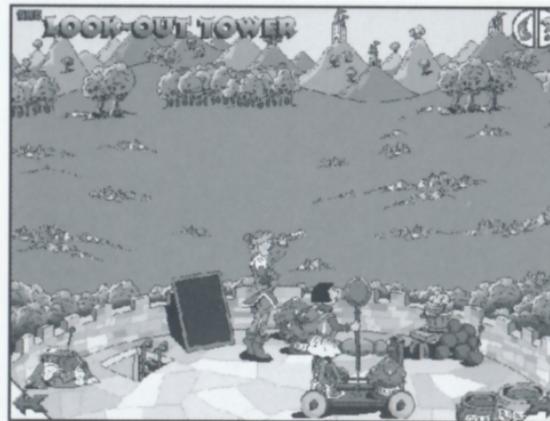
THE LOOK-OUT TOWER

Objective: Help Sophie and Larry stop the uninvited guests from entering the castle.

Game Play: Move the catapult into position by dragging the cursor (the mouse) to the left or right. Once the catapult is where you want it, click the mouse to hurl dung at the approaching parties. If you hit them, the uninvited guests will dissolve. If you miss, Larry will dump one of the 3 buckets of dung over the side of the parapet onto them. Buckets will not be replaced after they're used.

Skill Levels: At the EASY level, a total of 6 uninvited guests approach the castle. At the HARD level, a total of 10 uninvited guests approach the castle at a faster rate than at the EASY level.

BETH AND THE BABIES

BETH & THE BABIES
Can you find the right outfit for each baby?

Hotspots: The babies' playroom is filled with toys. Find the hotspots on the characters and the toys and click on them to make the playroom come to life! HINT: The babies will not animate until they've been correctly outfitted.

Objective: Match the babies to their outfits.

Game Play: Beth, the new babysitter, has to dress the 7 babies for the banquet, but she doesn't know whose clothes are whose. To make things worse, she can't even remember the babies' names! To match the babies with their outfits, click on a baby or an outfit. A swatch of clothing on a hanger will appear below the puzzle question. If you click on the corresponding match, the swatch will be highlighted and the baby will animate. If you fail to make a match in 2 tries, the swatch will disappear.

Skill Levels: The outfits are simpler in design at the EASY level than at the HARD level.

IN THE KITCHEN

THE KITCHEN
Can you find what Mrs. Crumb needs?

Hotspots: There is so much activity in Mrs. Crumb's busy kitchen where everyone is getting ready for the banquet! Locate the hotspots on characters and objects and then click on them to see how the preparations are progressing.

Objective: Find the missing cooking ingredients.

Game Play: Sophie must help Mrs. Crumb find the items she's missing to make either potato soup, chocolate chip cookies, or apple pie. Listen when Puzzle Fox names the missing ingredients, then look for each one in the kitchen and click on it.

Skill Levels: At the EASY level, 2 ingredients are missing from each recipe; and at the HARD level, 4 ingredients are missing.

WHICH WAY NOW?

Hotspots: There are lots of things to investigate in this room. While you're looking for the right door, click on the objects scattered about to see what happens.

Objective: Choose the door that leads to the wizard.

Game Play: Click on the doors to find the one that will lead Sophie out of the Cog Room. All the doors except the correct one have dangers hidden behind them.

Skill Levels: At the EASY level, you'll have 3 chances to pick the correct door. At the HARD level, you'll have 2 chances. After you've used your last chance, the cogs will "rotate" and a new door will become the correct one.
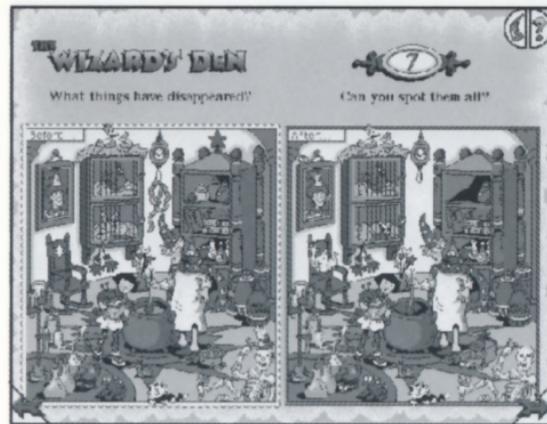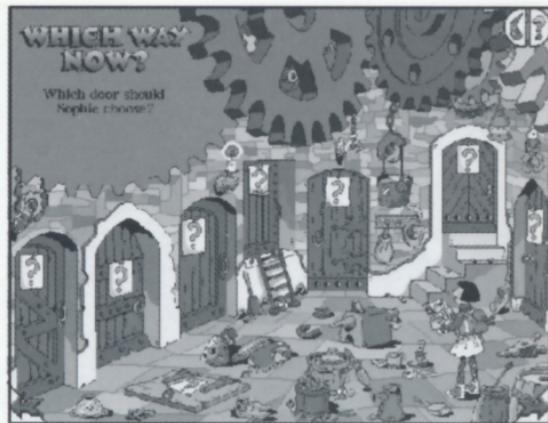
THE WIZARD'S DEN

Hotspots: Wizard Wilf is a tricky fellow! The hotspots in his den can only be accessed from the "After" picture on the right side of the screen. Since some of the hotspot items may be among the missing things, don't forget to click on the empty spaces too.

Objective: Find the 8 objects pictured in the "Before" picture that have disappeared.

Game Play: When Wizard Wilf mis-casts a spell, some of his things disappear! First carefully compare the "Before" and "After" pictures of his room. Then click on the spot in the "After" picture where a missing item should be. If you're right, the item will reappear and then animate. Continue until all the missing items have reappeared.

Skill Levels: Missing items at the HARD level are less obvious than the ones at the EASY level.

SOPHIE FINDS THE WAY
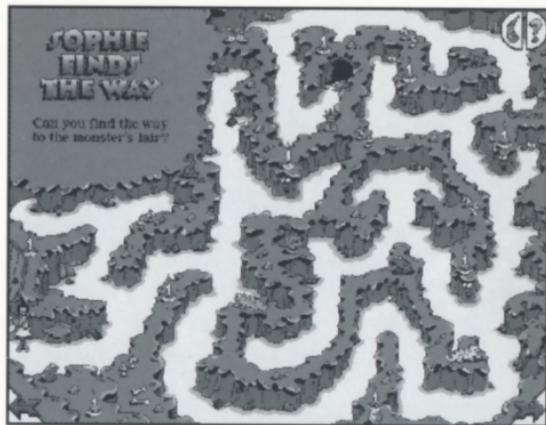
Hotspots: Explore the maze by clicking on the various objects . . . but only if you're brave enough. Some of the hotspots are funny, some are scary, and some of them are just plain dangerous!

Objective: Get safely through the tunnels to reach the monster's lair.

Game Play: To move Sophie through the maze, first place the cursor within a narrow "active" zone around her. Then drag the cursor and Sophie will follow it. (On a PC with Windows, place the cursor on Sophie and she will move at the same time as you move the cursor.) Try to keep Sophie away from the "peril points" in the maze. If she encounters one, she'll fall through a fissure in the ground and return to her starting point.

Skill Levels: The EASY and the HARD level have the same number of "peril points" but they occur with greater frequency at the HARD level.
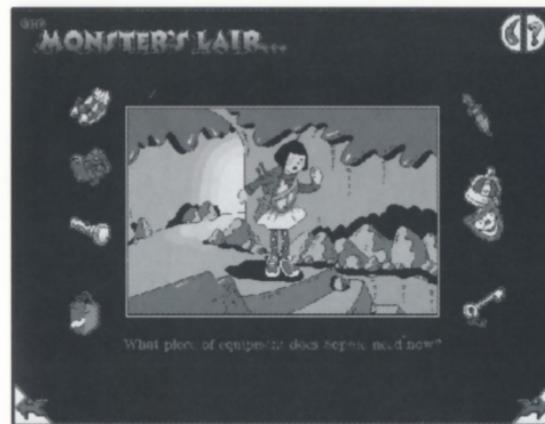
THE MONSTER'S LAIR

Objective: Select the useful equipment in the proper order so that Sophie can get through the Monster's Lair.

Game Play: Sophie must travel through 7 different areas of the Monster's Lair. In 6 of the areas, Sophie will need to use a piece of useful equipment, also displayed on the screen, to continue. Game play will be based on your skill level, whether or not you've found all the missing equipment, and whether or not you've solved the primary and secondary puzzles. If you leave this puzzle before Sophie gets to the Monster's Lair and then later return to it, you'll find Sophie waiting to start over at the first area.

Skill Levels: At the EASY level, you'll have three chances to pick the object Sophie needs from the collection in her backpack. All the pieces of equipment will appear onscreen along with the ones you found. When you pick the correct object, Sophie will be able to continue to the next area. At the HARD level, if Sophie is missing any useful equipment, she'll have to go back through the castle and find it. If you choose the wrong object for her to use in any area, Sophie will be returned to the start of the puzzle.

THE GRAND BANQUET

THE GRAND BANQUET

Who is especially happy to see Dennis?
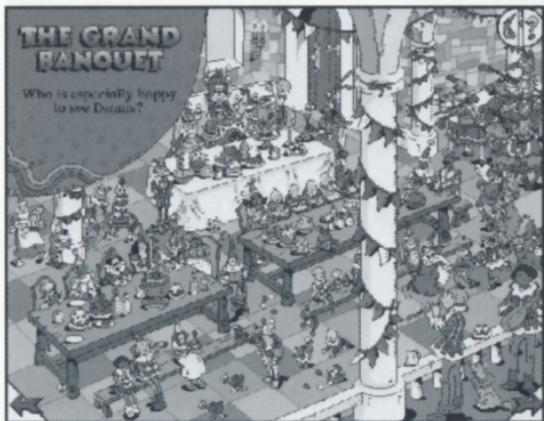
Hotspots: Everyone is so happy that the "monster" has been found that they're ready to burst into song! Locate the hotspots and click on them to hear different characters join in the fun.

Objective: Find the character especially happy to see Dennis.

Game Play: Click on the person at the banquet who is happiest to see Dennis and join in the castle's celebration!

Skill Levels: At the EASY level, the "mystery" person will not change location once the puzzle is opened. But, if you replay the puzzle, the person can come up in a different location. At the HARD level, the person can appear in one of 3 different locations each time the puzzle is played.

Technical Information

Uninstall the Game

Windows 3.1

To uninstall the title, double-click on *Puzzle Castle* Uninstall icon in the Media Station program group. Follow the on-screen instructions.

Windows 95

1. Click the Start button on the Taskbar to bring up the Start menu.
2. Select Settings and then click Control Panel.
3. On the Control Panel, double-click the Add/Remove Programs icon.
4. On the Install/Uninstall tab, select *Puzzle Castle* from the list located above the Add/Remove button.
5. Click the Add/Remove button.
6. Follow the on-screen instructions.
7. Click OK to exit the Control Panel.

Macintosh

1. Make sure the Media Station folder is open.
2. Drag the *Puzzle Castle* folder to the trash.
3. Open the System Folder.
4. Open the Preferences folder.
5. Drag the *Puzzle Castle* Preferences file to the trash.

Performance Tuning

Windows 3.1

Memory Issues

We recommend a minimum Swapfile size of 12 MB. The Swapfile should be permanent. To modify the Swapfile:

1. Double-click on the Control Panel icon in the Main program group.
2. Double-click on the Enhanced icon in the Control Panel window to open the Virtual Memory dialog box.
3. Click on the Virtual Memory button to open the Virtual Memory dialog box, and then click on the Change button. Make any necessary changes on this screen.

Warning: If you have not created a Swapfile before, or if you have a compressed drive, please refer to your Windows user's manual.

SmartDrive

We strongly recommend that you run SmartDrive or one of the other Microsoft Windows-compatible disk caching programs. A disk caching program significantly improves performance by eliminating the need to reload from the hard disk the various Windows components that *Puzzle Castle* periodically requires. In addition, it may result in improved access to the data being read from your CD-ROM drive. Please refer to your Windows user's manual for complete details on SmartDrive.

Windows 3.1 and Windows 95

Performance

Some computers may have performance problems due to slow processor speeds. We have some suggestions that may boost performance.

If your computer seems sluggish, you can turn off the ambient animations, such as "candles flickering," by pressing the R key on your keyboard. If response is still sluggish, press M to turn off background music. If you still need more help, press H to turn off Jester Jim or Cecil the Ghost hint movies that play once in a while.

Saving a Game

You may save your place in *Puzzle Castle* by pressing the S key on your keyboard to display the "Save Game" screen. Pressing the L key will display the "Load Game" screen when you want to restore an earlier game.

Key Commands

S=Displays the "Save Game" dialog.
L=Displays the "Load Game" dialog.
R=Turns off some of the recurrents.
M=Turns off background music.
H=Turns off hint movies.
Up arrow key=Turns sound up (no effect on performance).
Down arrow key=Turns sound down (no effect on performance).
Right arrow=Advances to the next screen.
Left arrow=Takes you to the previous screen.
Space bar=Takes you to the Puzzle Fox Navigation Screen.

Screen Savers

This program runs as a full-screen program. When you switch to another application, *Puzzle Castle* is "minimized" (reduced to an icon). Screen savers, and other programs that are activated by timers, can minimize *Puzzle Castle*. *Puzzle Castle* attempts to disable screen savers but may not be able to disable them all. To avoid any possible conflicts, it is recommended that you turn off all screen savers before running *Puzzle Castle*.

If *Puzzle Castle* is minimized, double-click the *Puzzle Castle* icon to return to the program.

Sound Card

Puzzle Castle makes extensive use of your computer's sound card. While this program is running, other applications will not be able to play sounds or music through the sound card. Even when minimized, *Puzzle Castle* may not always be able to release the sound card for other applications. If this is the case, the sound card will only become available to other applications after you exit *Puzzle Castle*.

If your sound system is configured with an incorrect or outdated sound driver, the sound may not play properly. Contact your sound card manufacturer to obtain the current sound drivers.

Puzzle Castle plays on systems with either 8-bit or 16-bit sound cards. 16-bit sound cards are recommended, since they provide better performance and higher quality audio reproduction.

Video Displays

Puzzle Castle requires a video display set to 640x480 resolution with 256 colors. If you have a display set to less than 640x480 resolution or set to less than 256 colors, *Puzzle Castle* will not install. If the video display is set to more than 640x480 resolution or 256 colors, program performance may be slower than it should be, or transitions between screens may be abrupt, rather than fading in and out.

If your system is configured with an incorrect or outdated video driver, you may discover that the program runs slowly, the sound is out of sync, or the program freezes when you run it.

If you encounter any of these problems, please contact your video display manufacturer. If the manufacturer is unable to help you, please call SegaSoft at (1-888-SEGASOFT).

Moving Files

Media Station, Inc. does not support moving the installed portion of the title at this time. If you want to move the installed components of the title, you must uninstall, then reinstall it.

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Mitsumi 4x CD-ROM Drive Troubleshooting

You may encounter the following problems when playing *Puzzle Castle* on this type of CD-ROM drive:
- The title freezes for a period of time, then starts playing.
- Sound skips.
- Frames are dropped.
- Delayed responses or skipping.
- CD-ROM does not grip the CD properly, causing a grinding noise from the drive.

These problems may occur intermittently. Nothing should be wrong with your *Puzzle Castle* CD.

Currently, there is no workaround for these problems. What may help is:
1. Remove the CD from the CD-ROM drive, then reinsert it.
2. Restart *Puzzle Castle*.

Macintosh

Memory Issues

If you do not have at least 4100K of available memory when the program starts, you will not be able to run *Puzzle Castle*. You can make more memory available by closing other applications and disabling extensions. Then you can restart *Puzzle Castle*.

How to determine how much available RAM you have:
1. Quit all programs.
2. Click and hold on the "Apple Menu."
3. Select "About This Macintosh."
4. Check the "Largest Unused Block" size (i.e., available memory).

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Ram Doubler

If you are using Ram Doubler (Connectix Corporation, 2600 Campus Drive, San Mateo, CA 94403, USA) Version 1.5.1 or earlier, you will receive an error message when starting *Puzzle Castle*. Either disable Ram Doubler before running *Puzzle Castle*, or obtain an upgrade to Version 1.5.2 (or later) of Ram Doubler.

Screen Savers

You should disable screen savers when running *Puzzle Castle*. If a screen saver is enabled, the program may function incorrectly or very slowly.

Video Displays

The program will automatically change your monitor setting to 256 colors when you start *Puzzle Castle*. Your original settings will be restored when you quit.

Moving Files

Media Station, Inc. does not support moving the installed portion of the title at this time. If you want to move the installed components of the title, you must uninstall it, then reinstall it.

SegaSoft Customer Support

If you need help, call SegaSoft Customer Support at 1-888-SEGASOFT.

Q&A

Q. Why does the cursor flash when I move it over some of the animations?

A: A Microsoft SVGA driver is loaded on your system. Determine which video card you have and install the correct, updated video driver for it. Note: Super VGA may be the only driver that works with your video card.

Q: Why do some of the animations seem to move unevenly? Why is the program running slowly?

A: First, make sure that your system meets the minimum requirements. A system with a single-speed CD-ROM or a processor below the minimum requirement may not be able to play all the animations properly. If your system meets the minimum requirements, it may have insufficient RAM. The program performs best with 8 MB of memory but may run with less. Close any open programs to free up RAM. Your Swapfile setting may also affect the program's performance. If you still have trouble, follow the suggestions in the "Performance" section of this manual.

Q: Why will AutoPlay not work with Windows 95?

A: Unfortunately there are some CD-ROM drives that do not yet support the AutoPlay functions of Windows 95. Contact your CD-ROM manufacturer to see if they have updated drivers that would make your CD-ROM drive AutoPlay compliant.

Q: If AutoPlay will not work, will performance be affected?

A: No. AutoPlay simply changes the icon in "My Computer" or "Explorer" to the *Puzzle Castle* icon. When you place the *Puzzle Castle* CD in the CD-ROM drive, an introduction screen displays the following buttons: Play, Setup, Help, and Exit. From this introduction screen you can click on PLAY to get started.

Q: How can I temporarily disable Windows 95 from activating AutoPlay?

A: To temporarily disable AutoPlay, hold down the SHIFT key on the keyboard when inserting the CD in the CD-ROM drive.

LIMITED WARRANTY

SegaSoft warrants to the original consumer purchaser that the PC compact disc shall be free from defects in material and workmanship for a period of 90 days from the date of purchase. If a defect covered by this limited warranty occurs during this 90-day warranty period, SegaSoft will repair or replace the defective compact disc, at its option, free of charge. This limited warranty does not apply if the defects have been caused by negligence, accident, unreasonable use, modification, tampering, or any other causes not related to defective materials or workmanship. To receive warranty service, call the SegaSoft Consumer Service Department at 1-888-SegaSoft.

To receive Canadian warranty service, call the SEGA Canadian Consumer Service Department at 1-800-872-7342.

DO NOT RETURN YOUR PC COMPACT DISC TO YOUR RETAIL SELLER. Return the compact disc to SegaSoft Consumer Service. Please call first for further information. If the SegaSoft technician is unable to solve the problem by phone, he or she will provide you with instructions on returning your defective compact disc to us. The cost of returning the compact disc to SegaSoft Service Center shall be paid by the purchaser.

Repairs After Expiration of Warranty

If your SegaSoft compact disc requires repairs after termination of the 90-day limited warranty period, you may contact the SegaSoft Consumer Service Department at the number listed above. If the technician is unable to solve the problem by phone, he or she will advise you of the estimated cost of repair. If you elect to have the repair done, you will need to return the defective merchandise, freight prepaid and insured against loss or damage, to SegaSoft Service Center with an enclosed check or money order payable to SegaSoft, for the amount of the cost estimate provided to you by the technician. If, after inspection, it is determined that your compact disc cannot be repaired, it will be returned to you and your payment will be refunded.

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