AST Computers

Contact Information:

Online Services:
World Wide Web: http://www.ast.com

Phone Contacts in the U.S.:
Telephone: 800-876-4278
Technical Support: 800-727-1278
                                  817-232-9824
BBS: 714-852-1872

Contacts Outside the U.S.:
None available. Please contact your local retailer.

ATI Technologies Inc.

Contact Information:

Online Services:

Internet E-mail: 74740.667@compuserve.com
FTP Site: ftp://ftp.atitech.ca/pub/support
World Wide Web: http://www.atitech.ca

Phone Contacts in the U.S.:

Customer Support: 905-882-2626
Fax: 905-882-0546
BBS: 905-764-9404

Contacts Outside the U.S.:

Germany
Customer Support: 89-460907-77
Fax: 89-460907-76

About the Windows 3.1x Version

Uses 35 MB or more hard disk space due to the demands of virtual memory.

Requires that your display be set to 256-color.

Contains a Muppet Treasure Island Help file that is easily accessible through the title screen.

About the Windows 95 Version

Uses 35 MB or more hard disk space due to the demands of virtual memory.

Requires that your display be set to **256-Color** and the **Taskbar** NOT be set to **always on top**.

Contains a *Muppet Treasure Island* **Help** file that is easily accessible through the title screen.

Acer America

Contact Information:

Online Services:

America Online:	Keyword Acer
Prodigy:	Jump Acer
CompuServe:	Go Acer
FTP Site:	ftp://ftp.acer.com/
World Wide Web:	http://www.aci.acer.com

Phone Contacts in the U.S.:

Technical Support:	800-445-6495
Acer BBS:	408-428-0140 (28.8K bps, 8-N-1)

Contacts Outside the U.S.:

None available. Please contact your local retailer.

AdLib MultiMedia, Inc

Contact Information:

Online Services:
None Available

Phone Contacts in the U.S.:
Telephone: 418-529-1159
Fax: 418-529-9676

Contacts Outside the U.S.:
None available. Please contact your local retailer.

Advanced Gravis

Known Problems:

Windows 95 Drivers
Advanced Gravis has released drivers for the Gravis Ultrasound card; these drivers are fully compatible with Windows 95.   Please refer to the extensive README file included with the drivers for installation information.   These drivers are available through the online services listed below.

Contact Information:

Online Services:
Internet E-mail: tech@gravis.com or support@gravis.com
World Wide Web: http://www.gravis.com

Phone Contacts in the U.S.:
Telephone: 604-431-1807
                             604-431-5020
Fax: 604-431-5155
BBS: 604-431-5927

Contacts Outside the U.S.:

Netherlands
Telephone: 36-5364443
Fax: 36-5366011
BBS: 36-5360379

For other countries, please contact your local retailer.

Advanced Integration Research

Contact Information:

Online Services:
None Available

Phone Contacts in the U.S.:
Telephone: 408-428-0800
Technical Support: 408-428-1547
BBS: 408-428-1735

Contacts Outside the U.S.:
None available. Please contact your local retailer.

AutoPlay (Windows 95 only)

If the *Muppet Treasure Island* title screen does not appear, try performing the following steps:

1. With **Disc I** in your CD-ROM drive, double-click on the **My Computer** icon on your desktop or right-click on it and select the **Open** option.

2. In the **View** pull-down menu, select **Refresh**.

3. Double-click on the *Muppet Treasure Island* **CD** icon in the window or right-click on it and choose the **AutoPlay** option.

4. After the *Muppet Treasure Island* **title screen** appears, click on the **Play** button (or the **Install** button, if the has not been previously installed).

If the AutoPlay feature does not function, please check the following:

1. Make sure the CD is clean and properly placed in the CD-ROM drive.

2. Double-click on the **My Computer** icon on your desktop. Select the **Refresh** option located in the **View** pull-down menu. When the *Muppet Treasure Island* **CD** icon appears, double click on it; The *Muppet Treasure Island* **title screen** should appear.

3. Verify that the **Auto insert notification** for your CD-ROM is enabled. To do this:

   a. Choose the **System Properties** dialog box by right-clicking on the **My Computer** icon and then clicking on **Properties**.

   b. Choose the **Device Manager** tab in the dialog box.

   c. Select and double-click **CD ROM**.

   d. Select your CD-ROM drive and click the **Properties** button.

   e. Select the **Settings** tab of the **Properties** dialog box.

   f. Make sure that the **Auto insert notification** box is checked. If not, click on it to make it checked.

   g. Click **OK** to accept your changes.

4. Verify that your CD-ROM driver is optimized for use with Windows 95 by doing one of the following:

   a. Open the **Control Panel** and double-click on the **System** icon. Click on the **Performance** tab. If any of your hardware drivers are not fully optimized for use with Windows 95, they will be listed here with an explanation of the exact problem and suggestions on how to fix it. If you cannot get your system to perform optimally, please consult <u>Microsoft</u> customer support.

   b. <u>Click here</u> to begin the Hardware Conflicts Troubleshooter (Windows 95 only).

5. If you have already installed *Muppet Treasure Island* on your computer, you can also start the game by clicking the **Start** button on your Taskbar, selecting **Programs\Muppet Treasure Island**

Muppet Treasure Island. This will allow you to begin the game.

If for some reason you do not wish to use AutoPlay, you can turn it off using the following steps:

1. Choose the **System Properties** dialog box by right-clicking on the **My Computer** icon and then clicking on **Properties**.

2. Choose the **Device Manager** tab in the dialog box.

3. Select and double-click **CD ROM**.

4. Select your CD-ROM drive and click the **Properties** button.

5. Select the **Settings** tab of the **Properties** dialog box.

6. Click the **Auto insert notification** box on that tab so that it is unchecked.

7. Click **OK** to accept your changes.

Aztech Labs

Contact Information:

Aztech Labs, Inc. (U.S. Office)
Telephone: 800-886-8879
Fax: 510-623-8989
BBS: 510-623-8933
World Wide Web: http://www.aztechca.com
FTP Site: ftp.aimnet.com /pub/users/aztech
E-mail: support@aztechca.com

Aztech Systems, Ltd. (Main Office-Singapore)
Telephone: 741-7211
Fax: 741-8678~9
Telex: RS 36560 AZTECH
BBS: 748-6879
World Wide Web: http://www.aztech.com.sg
FTP Site: ftp://ftp.aztech.com.sg
E-mail: support@aztech.com.sg

Contacts Outside the U.S.:

Aztech Systems, GMBH (Germany Office)
Telephone: 421-162-560
Fax: 421-162-5633
BBS: 421-169-0843

Aztech U.K., Ltd. (U.K. Office)
Telephone: 1734-814-121
Fax: 1734-819-951

Az-Technology SDN BHD (Malaysia Office)
Telephone: 704-8450
Fax: 704-8457
BBS: 756-3412

Aztech Systems Beijing, Ltd. (China Office)
Telephone: 10-253-6659
Fax: 10-253-4544

BIOS: Basic Input/Output System. A set of programs encoded in read-only-memory (ROM) to facilitate the transfer of data and control instructions between the computer and peripherals.

Before Running the Game

Before playing *Muppet Treasure Island*, we strongly recommend that you configure your system to meet the following conditions.

Before playing, close all other open applications. Some users have experienced random fatal errors while playing *Muppet Treasure Island* with other memory-intensive applications running at the same time. We highly recommend running *Muppet Treasure Island* as a stand-alone Windows application.

Before starting the game, make sure your hard drive has at least 15 MB of uncompressed free disk space for virtual memory.

It is strongly suggested that your display palette be set to **256 Color (8-bit)** to ensure the best game performance.

For Windows 95: Make sure your Taskbar is NOT set to **always on top**.

Boca Research Inc.

Contact Information:

Online Services:
Standard Support Service:	407-241-8088
Priority Support Service:	900-555-4900
Internet E-Mail:	support@bocaresearch.com
World Wide Web:	http://www.boca.org/
CompuServe:	GO BOCA

Phone Contacts in the U.S.:
Phone:	407-997-6227
Fax Server:	407-994-5848
"QuickFax" Fax Retrieval Service:	407-995-9456
Fax Server:	407-997-0918
BBS:	407-241-1601

Contacts Outside the U.S.:

Western Europe (Netherlands)
E-mail:	rienboca@ib.com
Phone:	31-1803-21606
Fax:	31-1803-12690
BBS:	31-1803-21382

Asia Pacific (Singapore)
E-mail:	samhs@singnet.com.sg
Phone:	65-584-6703
Fax:	65-584-6704

CD-ROM Drive Manufacturers List

Mitsubishi   CD-ROM drives

Mitsumi   CD-ROM drives

NEC   Computers, CD-ROM drives

Panasonic   CD-ROM drives

Sony   CD-ROM drives

Teac   CD-ROM drives

Zenith Data Systems   Computers, CD-ROM drives

CMOS: Complementary Metal-Oxide Semiconductor. An energy-saving chip fabricated to duplicate the functions of other chips, such as memory chips or microprocessors. The system settings for most PCs are stored in the CMOS.

CSS Laboratories, Inc.

Contact Information:

Online Services:
World Wide Web: http://www.csslabs.com

Phone Contacts in the U.S.:
Technical Support: 800-966-2771
                            714-852-8161
Fax: 714-852-0410
BBS: 714-852-9231

Contacts Outside the U.S.:
None available. Please contact your local retailer.

Cardinal Technologies

Contact Information:

Online Services:

Internet E-mail:	support@cardtech.com
World Wide Web:	http://www.cardtech.com
America Online:	Keyword: Cardinal

Phone Contacts in the U.S.:

Telephone:	717-293-3000
Fax:	717-293-3055
Technical Support:	717-293-3124
Technical Sup Fax	717-293-3043
BBS:	717-293-3074

Contacts Outside the U.S.:

None available. Please contact your local retailer.

Checking Your Sound Card for Conflicting Settings (Windows 95)

To check your sound card for conflicting settings:

1. Go to the **Start** menu on your **Taskbar** and select **Setting\Control Panels**.

2. Double-click on the **System** icon and choose the **Device Manager** tab.

3. Select and double-click on **Sound, Video, and Game Controllers**.

4. Double-click on your specific sound card.

5. Check the **Device Status** box to see if your card is working properly.

6. Select the **Resource** tab and check the **Conflicting device** list for any conflicting devices.

If you purchased your sound card before the release of Windows 95, you may obtain updated drivers from a variety of places. Most hardware retailers have access to the most recent drivers. Additionally, most sound card manufacturers maintain a BBS containing the latest drivers for free downloading. Drivers are also available on CompuServe, America Online, the Microsoft Network and other popular online services. A list of sound card manufacturers and their Technical Support and BBS numbers is available in this document. Please make every effort to install the latest Windows 95 sound drivers before calling Activision Customer Support.

Cirrus Logic

Contact Information:

Online Services:

E-Mail (Graphics):	ui-support@corp.cirrus.com
E-Mail (Modems):	dcom-support@corp.cirrus.com
E-Mail (Sound):	audio-support@corp.cirrus.com
World Wide Web:	http://www.cirrus.com

Phone Contacts in the U.S.:

Technical Support:	510-226-2323 (West Coast)
	508-470-3380 (East Coast)
Fax:	510-252-6020
BBS:	510-440-9080

Contacts Outside the U.S.:

Technical Support:

France:	1-48-12-2812
Germany:	(49) 81-52-40084
Italy::	(39) 2-3360-5458
U.K:.	(44) 1727-872424

For other countries, please contact your local retailer.

Color Settings

Muppet Treasure Island is optimized for the **256 Color (8-bit)** setting. The game will run in other color settings, but may not perform well. If you have your system configured for **High Color (16-bit)** or **True Color (32-bit)**, the game will give you an error message suggesting that you change your display setting to 256 Color (8-bit) mode. If you choose to continue will will receive one more message suggesting that you switch to 256 Color (8-bit) mode. Setting your display to 256 Color (8-bit) mode will help to ensure the best game performance.

To Change Your Color Setting to 256 Color (8-bit) mode:

For Windows 95 users:

You need to change the **Color Palette** box of the window shown below to **256 Color (8-bit)**. To go to the Windows 95 **Display Properties** window to change it, click here.
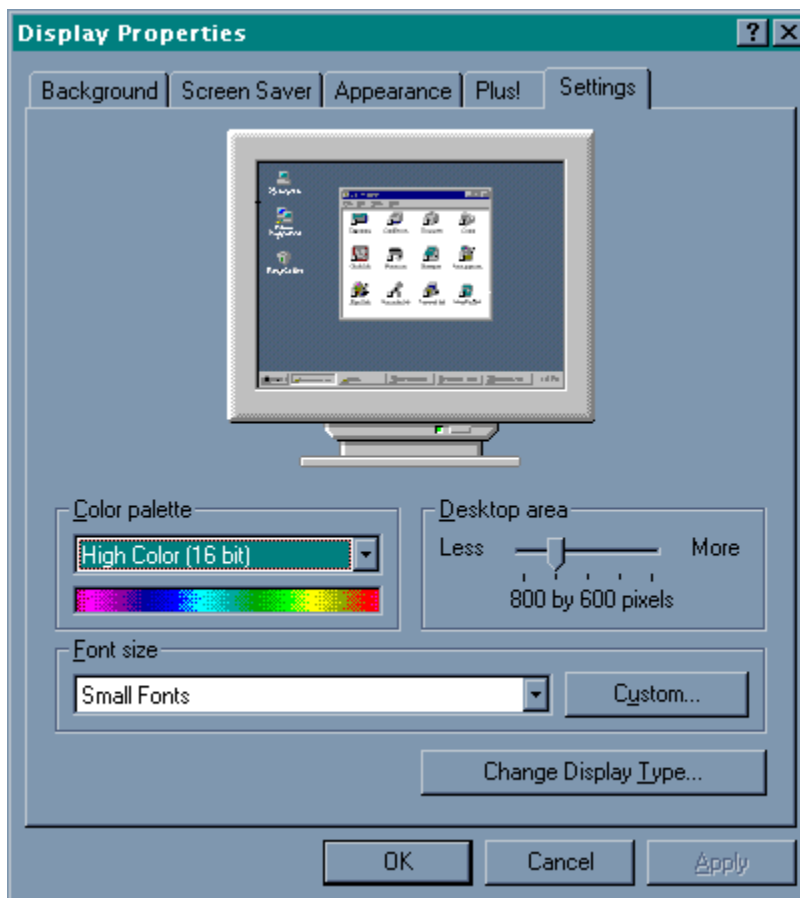
If you choose to make this change at some other time, you can always return to this **Help** file and try again, or follow the steps listed below to access these settings.

1. Place your mouse cursor over an empty area of your desktop and click the right button on your mouse. At the bottom of the list that appears, click on **Properties**. This will bring up the **Display Properties** window. You can also bring this window up by double-clicking on the **Display** icon in **Control Panel**.

2. Choose the **Settings** tab and change the **Color Pallette** to **256 Color (8 bit)** as shown in the window above.

For Windows 3.1x users:

1. From the **Program Manager** open **Main**.

2. Open **Windows Setup**.

3. Select **Options** and choose **Change System Settings**.

4. Select a **640x480x256** display appropriate to your monitor and video card..

Colorgraphic Communication

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Products:

Colorgraphic Communication has an extensive Windows 95 support section at their World Wide Web site. Driver updates are available there for all of their video adapters.

Contact Information:

Online Services:
E-mail: tech@colorgfx.com
FTP Site: ftp://ftp.colorgfx.com/colorgfx
World Wide Web: http://www.colorgfx.com

Phone Contacts in the U.S.:
Technical Support: 770-455-3921
BBS: 770-452-8238

Contacts Outside the U.S.:
None available. Please contact your local retailer.

Compaq Computer Corporation

Contact Information:

Online Services:

BBS:	713-378-1418
E-mail:	Support@Compaq.Com
World Wide Web:	http://www-es.compaq.com

Phone Contacts in the U.S.:

Technical Support: 800-652-6672 (desktop and portable hardware)
800-386-2172 (server hardware)
713-378-2000

Contacts Outside the U.S.:
None available: Please contact your local retailer.

Creative Labs

Contact Information:

Online Services:
CompuServe: GO BLASTER
World Wide Web: http://www.creaf.com

Phone Contacts in the U.S.:
Technical Support: 405-742-6622
Fax: 405-742-6633
BBS: 405-428-6660

Contacts Outside the U.S.:
Technical Support:
U.K.   44-1734-344-744
France   33-1-3920-0421
Germany   49-089-957-9081

For other countries, please contact your local retailer.

Credits

Quality Assurance Test Team:

Dave Arnspiger, QA Manager
Eric Zala, QA Senior Lead
Lisa Peterson Labon, QA Project Lead
Marty Stratton, Windows Platform Lead
Kip Stolberg, Macintosh Platform Lead
S. Jenny Park, Beta Tester Lead
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Mark Harwood, QA Compatibility
Gina Swanson, QA Coordinator
Jameson Wang, Customer Support Manager
The entire Activision Customer Support Team

On-site Kid Testers:

Brian A. (7)
Joshua A. (12)
Sam A. (4)
Lindsay A. (6)
Abby B. (5)
Chris B. (6)
Joshua B. (4)
Kelsey B. (8)
Jason B. (10)
Christina B. (8)
Jeremy C. (7)
Matthew C. (5)
Michael C. (7)
Michael D. (8)
Sean D. (5)
Pablo del C. (7)
Ezekiel G. (6)
Justine G. (5)
Austin H. (7)
Richlee H. (8)
Sean Michael H. (7)
Simon H. (7)
Andrew J. (8)
Nicholas J. (6)
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Randy L. (7)
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Erick M. (5)
Erin M. (8)
Pamela M. (11)
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Conner P. (6)
Jack P. (5)
Matthew R. (8)
Otis R. (6)
David S. (9)
Justin S. (6)
Madison S. III (8)
Henry S. (6)
Sara S. (8)
Cayal U. (6)
Alexander W. (4)
Zachary W. (5)
Christina Y. (5)

External Beta Testers:

The following children (and their parents and friends) helped to test *Muppet Treasure Island* from around the country. We gratefully acknowledge their efforts.

Adams

Alenick
Ammerman
Bahoric
Bryant
Cameron
Christensen
Clifford
Cocuzzi
Crouch
Doimeadios
Flower
Fuller
Gersh
Gillam
Gonzalez
Hedges
Hepner
Hom
Ikeda
Kehoe
Ketcham
Klein
LaFollette
Liao
Lonner
McBride
McQuillan
Melanson
Murry
Natale
O'Donnell
Olarte
Park
Perrin
Raitt
Ratchman
Rosenstein
Schatz
Silverstein
Slader
Sutty
Teague
Timonen
Tisdale
Vangness
Wang
Watkins
Wofford
Wood
Zarember

Internal Beta Testers:

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John Bruther
Dave Chien

Wyndham Chow
Nathalie Deschartes
Joe Gamez
Alan Gershenfeld
Andrew Goldman
Tony Grant
Seth Grenald
Kris Heck
Chris Hewish
Charlie Hong
Richard Hopkins
Gary Jesdanum
Jason Kay
Brian Kelly
Sean Kinnear
Michael Kirby
Bobby Kotick
Scott Lahman
Diana Mack
Laird Malamed
Howard Marks
Heather Maxwell
Daniel Osers
Barry Plaga
Michael Radiloff
Josh Resnick
James Riordan
Yasmin Salas
Greg Scharf
Tom Sloper
John Spinale
Dan Stanfill
Dylan Taylor
Bryant Troupe
Sean Vesce
Michael Ward
William Westwater
Shane Yang

Help File Written by:

Muppet Treasure Island Technical Help was written and prepared by members of **Activision Studio's Customer Support, Quality Assurance and Production Departments**.

David Arnspiger
Brian Clarke
Jon Doellstedt
Anthony Hatch Korotko
Lisa Peterson Labon
Mark Lamia
Marty Stratton
Jameson Wang

Activision Customer Support

If you have any **comments**, **questions** or **suggestions** about *Muppet Treasure Island*, or any other Activision product, please feel free to contact us.   **Before contacting Customer Support, please consult this *Muppet Treasure Island* Help file**. It contains the answers to some of our most frequently asked questions and may quickly and easily provide a solution to your problem. If after reviewing the *Muppet Treasure Island* Help file you are still experiencing problems, please feel free to contact us through any of the services listed. In order to better serve you, please be at your computer and have the following information ready before you contact us:

1. Complete product title
2. Exact error message reported (if any) and a brief description of the problem
3. Your computer's processor type and speed (e.g. 486-66, Pentium 90...)
4. Your video and sound card makes and models (e.g., Diamond Stealth 64 video, Sound Blaster 16 sound)

North America

U.K. and Europe

Australia and Pacific Rim

Vendor List

Customer Support: Australia and Pacific Rim

ACTIVISION AUSTRALIA AND PACIFIC RIM
P.O. Box 873
Epping, NSW 2121
Australia
Customer Service: 612 9869 0955
Technical Support: 1902 962 000

Online Services with Activision Forums, E-mail and File Library Support:
(available in English only)

Microsoft Network: From any MSN window, pull down the **Edit** menu and select **Go To** and then **Other Location**. At the prompt, type "Activision" and click **OK**.
CompuServe: 76004,2122 or [GO GAMBPUB]
Activision BBS: 310-479-1335 Up to 28,800 baud; Settings: 8 Bits, No Parity, 1 Stop Bit (8, N, 1)
E-mail: support@activision.com
World Wide Web: http://www.activision.com

For information on how to use our listserver, please send e-mail to:
CSbulletins@listserv.activision.com with the word "help" in the subject line. If you're already familiar with listservers, send e-mail to the same address with the word "index" in the subject line of your message for a list of files available from this service.

Customer Support: North America

Online Services with Activision Forums, E-Mail and File Library Support:

Microsoft Network: From any MSN window, pull down the **Edit** menu and select **Go To** and then **Other Location.** At the prompt, type "Activision" and click **OK**.

America Online: Use keyword "Activision" to locate the Activision forum
CompuServe: 76004,2122 or [GO GAMBPUB]
GEnie: ACTIVISION (E-mail support only)
Prodigy: ACTI10B (E-mail support only)
Activision BBS: 310-479-1335 Up to 28,800 baud; Settings: 8 Bits, No Parity, 1 Stop Bit (8, N, 1)
Internet E-mail: support@activision.com
World Wide Web: http://www.activision.com

For information on how to use our listserver, please send e-mail to **CSbulletins@listserv.activision.com** with the word "help" in the Subject line. If you are already familiar with listservers, send e-mail to the same address with the word "index" in the Subject line of your message for a list of files available from this service.

Fax:

310-479-7355, 24 hours a day

FaxBack:

310-473-6453, 24 hours a day

Mail:

Activision
Customer Support
P.O. Box 67713
Los Angeles, CA 90067

Phone:

Call our 24-hour voice-mail system for answers to our most frequently asked questions at 310-479-5644. Contact a Customer Support representative at the same number between the hours of 9:00am and 5:00pm (Pacific Time) Monday through Friday, except holidays.

Customer Support: U.K. and Europe

Activision
Long Island House, 3A
1/4 Warple Way
London, W3 ORQ
United Kingdom.

Technical Support: 0990-143-525
Customer Service: 0181-742-9400

You can contact U.K. Customer Service between the hours of 1:00pm and 5:00pm (U.K. Time) Monday through Friday (except holidays).

Online Services:

Services with Activision Forums, E-Mail and File Library Support:

Microsoft Network: From any MSN window, pull down the **Edit** menu and select **Go To** and then **Other Location**. At the prompt, type "**Activision**" and click **OK**.
CompuServe: 76004,2122 or [GO GAMBPUB]
Activision BBS: 310 479-1335 Up to 28,800 baud; Settings: 8 Bits, No Parity, 1 Stop Bit (8, N, 1)
Internet E-mail: support@activision.com
World Wide Web: http://www.activision.com

For information on how to use our listserver, please send e-mail to **CSbulletins@listserv.activision.com** with the word "**help**" in the Subject line. If you are already familiar with listservers, send e-mail to the same address with the word "**index**" in the Subject line of your message for a list of files available from this service.

Dell Computers

Contact Information:

    Online Services:
World Wide Web: http://www.us.dell.com
Anonymous FTP: ftp://ftp.us.dell.com/dellbbs
CompuServe: GO DELL
America Online: keyword DELL
Dell Online Support Mailbox: email to support@dell.com
Prodigy: In manufacturers' corner
Electronic Information Service: email to info@dell.com

    Phone Contacts in the U.S.:
Technical Support   800-624-9896
TechFax: 800-950-1329
AutoTech: 800-624-9896
Dell TechConnect BBS: 512-728-8528

    Technical Support Phone Contacts Outside the U.S.:
Australia: 2-930-3355
Austria: 2243-34100-0
Belgium/Luxembourg: 2-466-91-99
Canada: 416-758-2100
Czechoslovakia: 2-879250
Finland: 0-692-3122
France: 1-30-60-6900
Germany: 61-03-971-0
Ireland: 61-304091
Japan: 3-5420-5353
Mexico: 5-228-7800
Netherlands: 20-6812666
Norway: 67-125711
Poland: 644-2525
Singapore: 32-08370
Spain: 1-32-91080
Sweden: 8-590-05-100
Switzerland: 22-979-0101
U.K.:   344-860-456

For other countries, please contact your local retailer.

Diamond Multimedia Systems Inc.

Contact Information:

Online Services:

World Wide Web:	www.diamondmm.com
E-Mail:	techsupt@diamondmm.com

Phone Contacts In the U.S.:

Telephone:	408-325-7100
Fax:	408-325-7171
BBS:	408-325-7080 (2,400-14,400 baud)
	408-325-7175 (9,600-28,800 baud)

Voice support is available from 5:00am to 7:00pm M-F (Pacific Time), 8:00am to 4:00pm Saturday (Pacific Time), and closed Sunday.

Contacts Outside the U.S.:

France

Tech Support: +44-1753-501430

Voice Support is available from 8:30am to 6:30pm M-F GMT, and closed Saturday and Sunday.

Germany

Telephone: +49-8151-266330

Voice Support is available from 8:30am to 6:30pm M-F GMT, and closed Saturday and Sunday.

United Kingdom

Tech Support: +44-1753-501410

Voice Support is available from 8:30am to 6:30pm M-F GMT, and closed Saturday and Sunday.

Japan

Telephone: +81-3-5695-8405

Voice Support is available from 10:00am to 12:00pm, 1:00pm to 4:00pm M-F GMT+9, and closed Saturday and Sunday.

For other countries, please contact your local retailer.

Epson America

Contact Information:

Online Services:
World Wide Web: http://www.epson.com

Phone Contacts in the U.S.:
Telephone: 800-922-8911
                        310-782-0770
Fax: 310-782-5220
Fax-On-Demand: 310-782-4214
BBS   310-782-4531

Contacts Outside the U.S.:
None available. Please contact your local retailer.

Foreign Operating Systems

Muppet Treasure Island requires an English language operating system to run. For information on versions of this product localized to work with non-English operating systems please **contact Activision** .

Gateway 2000

Contact Information:

Online Services:
America Online:	Keyword: Gateway OR Moo
CompuServe:	GO GATEWAY
Delphi:	GATEWAY2000@Delphi.COM
E-Mail:	
Technical Support:	tech@gw2kbbs.com
Customer Service:	custserv@gw2kbbs.com
Mailing List Subscriptions:	gateway2000-request@sei.cmu.edu
Mailing List Postings:	gateway2000@sei.cmu.edu
Fidonet:	1:288/17.0: 800-846-1786
GEnie:	Keyword: GATEWAY2000
Prodigy:	JUMP: Computer Support
Usenet Newsgroup:	alt.sys.pc-clone.gateway2000
World Wide Web:	http://www.gw2k.com

Phone Contacts in the U.S.:
Main Number:	800-846-2000
Fax:	605-232-2023
Technical Support:	800-846-2301
Technical Support Fax:	605-232-2182
Notebook/Laptop Support:	800-846-2302
Notebook/Laptop Fax:	800-846-4526
Sales and Customer Service:	800-846-2042
TDD - Hearing Impaired:	800-846-1776
BBS - drivers only:	800-846-7562
BBS - complete access:	605-232-2224

Contacts Outside the U.S.:

Ireland
Customer Service:	800-45-2000
Technical Support:	800-46-2000
Fax:	848-2022
BBS:	867-0433

U.K.
Customer Service:	0800-80-2000
Technical Support:	0800-80-2000
Fax:	848-2022
BBS:	867-0433

For other countries, please consult your local retailer.

Genoa Systems

Contact Information:

Online Services:
Internet E-mail: support@genosys.com
World Wide Web: http://www.genosys.com

Phone Contacts in the U.S.:
Technical Support: 408-362-2900
Fax: 408-362-2999
BBS: 408-943-1231

Contacts Outside the U.S.:

Germany:
Genoa Systems
Schimmelbuschstraße 9
D-40699 ERKRATH, GERMANY
Telephone: 02104-39877
Fax: 02104-39770
BBS: 02104-35370

For other countries, please contact your local retailer.

Getting Started

Below are various subjects involving both the Windows 95 and Windows 3.1x versions of *Muppet Treasure Island (MTI)*.   We have made two columns of information below, the left side for Windows 95, and the right side for Windows 3.1x.   Where a topic involves both versions, refer to the center column.

System Requirements

About the Windows 95 version   About the Windows 3.1x version

Installing MTI for Windows 95   Installing MTI for Windows 3.1x

Registering Your Copy of *Muppet Treasure Island*

Before Running the Game

Playing the Windows 95 Version   Playing the Windows 3.1x Version

Title Screen Button Functions

Using Inventory

Saving and Loading a Game

Hercules Computer Technology Inc.

Contact Information:

Online Services:
E-mail: support@hercules.com
World Wide Web: http://www.hercules.com/
CompuServe: GO HERCULES (Address email to 71333,2532)
Anonymous FTP: ftp.hercules.com

Phone Contacts in the U.S.:
Technical Support: 800-323-0601 (M-F, 6:00am to 6:00pm Pacific Time)
510-623-6050 (M-F, 6:00am to 6:00pm Pacific Time)
Technical Support Fax: 510-490-6745
Toll-free faxback service: 800-711-4372
BBS: 510-623-7449 (V.32 bis)
510-623-7034 (9,600 baud)
510-623-7142 (2,400 baud)

Contacts Outside the U.S.:

Germany
Technical Support: 089 8989 0573 (Monday-Friday, 10:00a.m. - 4.00p.m.)
Technical Support Fax: 089 8989 0584
BBS: 089 8989 0576

For other countries, please contact your local retailer.

Hewlett-Packard

Contact Information:

Online Services:
World Wide Web: http://www.hp.com/

Phone Contacts in the U.S.:
Telephone: 800-633-3600
                                   415-968-5600
Fax: none available
Fax-On-Demand: none available
BBS: 208-344-1691

Contacts Outside the U.S.:
None available.   Please contact your local retailer.

Hitachi

Contact Information:

Online Services:
World Wide Web: http://www.hitachi.co.jp

Phone Contacts in the U.S.:
Technical Support: 800-241-6558

Contacts Outside the U.S.:
Technical Support:
France: 1-48-21-6015
Spain: 3-33-08652

For other countries, please contact your local retailer.

IBM (International Business Machines)

Contact Information:

Online Services:
World Wide Web: http://vm.cfsan.fda.gov/ibmlist.html

Phone Contacts in the U.S.:
Technical Support: 404-238-1234
Technical Support Multimedia: 908-329-7131
Technical Support PS/1 PRO: 800-765-4747
Technical Support Valuepoint: 800-772-2227
                                         213-621-5576
BBS: 919-517-0001

Contacts Outside the U.S.:
None available. Please contact your local retailer.

IBM OS/2 (All Varieties)

Activision Studios does not currently test under or support IBM OS/2.

Installation

Installing Windows 3.1x

Installing Windows 95

Installing Muppet Treasure Island for Windows 3.1x

Before Installing

Here is some important information that you should know before you install and start playing *Muppet Treasure Island* for Windows 3.1x.

1. Please make sure you computer system is 100% Windows 3.1x-compatible.

2. Make sure your system is at least 486/66 Mhz with a minimum 35 MB free hard disk space and 8 MB of RAM. Trying to run the game on a lesser machine may result in game performance difficulties.

3. Make sure you have at least 15 MB of free disk space available for a Windows swapfile. This is needed for Virtual Memory to run. Less than 15 MB of space may cause random crashes.

4. Make sure that you have turned off all other programs on your computer before installing (and playing) the game.

5. Also, *Muppet Treasure Island* suggests that you set your system to **256 Color (8-bit)** mode before installing the game; setting your system to 256 Color (8-bit) mode will ensure the best game performance.

How To Install

1. Before installing, close all other applications.

2. Insert ***Muppet Treasure Island* Disc 1** into your CD-ROM drive (for these instructions, we will assume that your CD drive is drive D:).

3. From the **Program Manager**, pull down the **File** menu and select **Run**.

4. In the **Run** dialogue, select **Browse**.

5. Select drive **D:** and choose **install.exe**. Click **open**.

6. Click **OK** in the **Run** dialogue box.

7. Click the **Install** button on the *Muppet Treasure Island* title screen.

8. Click **OK** at the Set Directory box to automatically install *Muppet Treasure Island* to the **C:\ ACTIVISN\MTI** directory. Click **Yes** if prompted to create the directory in the next dialogue box.

9. *Muppet Treasure Island* will begin installing. Follow the on-screen instructions.

After *Muppet Treasure Island* installation is complete, if the *Muppet Treasure Island* setup does not detect Video for Windows or the Indeo video drivers on your computer, it will install these for you. After installation is complete, you will need to restart your computer in order for the new drivers to take effect.

NOTE: *Muppet Treasure Island* installs WinG for Windows 3.1x.

Now you can run *Muppet Treasure Island for Windows 3.1x* by double-clicking the **Muppet Treasure Island** **icon** and then clicking the **Play** button on the **Muppet Treasure Island** **title screen**

For Windows 95 and 3.1x: See also Tips and Troubleshooting: Installation, if you are experiencing difficulties during installation.

Electronic Registration (North America Only)

At any point before or after you have installed *Muppet Treasure Island*, you may register your copy of the game via our Electronic Registration Form, presented in the title screen under **MORE**. If you have a modem connected to your computer, registering your purchase of *Muppet Treasure Island* is very easy, quick and toll-free. Please register only once. If you successfully use the online registration method, there is no need to mail in the enclosed registration card.

Other Operating Systems

Muppet Treasure Island for Windows 3.1x requires MS-DOS 6.0 or later. Other operating systems (e.g. OS/2 Warp and Windows NT) are not directly supported. Although you may be able to play *Muppet Treasure Island* on these systems, we have not tested playing on them thoroughly. If you have a problem using unsupported operating systems, it is best to contact the operating system company to try and work out compatibility issues. Please check Activision's online forums on a regular basis for future updates on *Muppet Treasure Island* compatibility issues.

Installing Muppet Treasure Island for Windows 95

Before Installing

1. Please make sure you computer system is 100% Windows 95-compatible.

2. Make sure your system is at least 486/66 Mhz with a minimum 35 MB free hard disk space and 8 MB of RAM. Trying to run the game on a lesser machine may result in game performance difficulties.

3. Make sure you have at least 15 MB of free disk space available for a Windows swapfile. This is needed for Virtual Memory to run. Less than 15 MB of space may cause random crashes.

4. Make sure that you have turned off all other programs on your computer before installing (and playing) the game. An excellent method of ensuring that you have enough memory for the game to run is to hold down the **Shift** key when you are starting Windows 95. This will prevent any programs that may be in your **Startup** folder from loading, and may allocate enough memory to run *Muppet Treasure Island.* When you are done playing the game, simply restart Windows 95 and your system will return to normal.

5. *Muppet Treasure Island* requires that your system have the latest Windows 95 32-bit drivers for your CD-ROM drive, sound card and video card. If you have any problems running the program, older drivers are a likely cause.

   If you need help obtaining the latest sound and video drivers, check out the Vendor List. Just press the **More** button on the *Muppet Treasure Island* **title screen** (which displays shortly after inserting the *Muppet Treasure Island* **Disc 1 CD** into your CD-ROM drive), then click the **Help** button. We have supplied a list of major computer hardware companies and their telephone numbers. You can find them listed under Customer Support under Vendor List.   This file has a lot of helpful information on installation and system setup, as well as game-specific technical help.

6. Also, *Muppet Treasure Island* suggests that you set your system to **256 Color (8-bit)** mode before installing the game; setting your system to 256 Color (8-bit) mode will ensure the best game performance.

How to Install

1. Before installing, close all other applications.

2. Insert *Muppet Treasure Island* **Disc 1** into your CD ROM drive and wait a few moments until the *Muppet Treasure Island* **title screen** appears. (If the title screen does not appear, please refer to AutoPlay in the Tips & Troubleshooting section.)

3. Click the **Install** button on the title screen to begin the installation process.

4. Click **OK** at the Set Directory box to automatically install *Muppet Treasure Island* to the **C:\ ACTIVISN\MTI** directory. Click **Yes** if prompted to create the directory in the next dialogue box.

5. *Muppet Treasure Island* will begin installing. Follow the on-screen instructions.

After *Muppet Treasure Island* installation is complete, if the *Muppet Treasure Island* setup does not detect

[Video for Windows](#) or the [Indeo](#) video drivers on your computer, it will install these for you.   After installation is complete, you will need to restart your computer in order for the new drivers to take effect.

Now you can run *Muppet Treasure Island for Windows 95* by choosing **Programs\Muppet Treasure Island\Muppet Treasure Island** from the **Start** menu or by clicking **Play** on the *Muppet Treasure Island* **title screen.**

NOTE: Muppet Treasure Island requires that the **Taskbar** property **always on top** NOT be activated.

For Windows 95 and 3.1x: See also [Tips and Troubleshooting: Installation](#), if you are experiencing difficulties during installation.

Electronic Registration (North America Only)

At any point before or after you have installed *Muppet Treasure Island*, you may register your copy of the game via our **Electronic Registration Form**, presented in the **title screen** under **More**.   If you have a modem connected to your computer, registering your purchase of *Muppet Treasure Island* is very easy, quick and toll-free.   Please register only once. If you successfully use the online registration method, there is no need to mail-in the enclosed registration card.

Other Operating Systems

Muppet Treasure Island for Windows 95 requires MS-DOS 7.0 or later.   Other operating systems (e.g. OS/2 Warp, Windows NT, and DOS) are not directly supported. Although you may be able to play *Muppet Treasure Island* on the first two systems, we have not tested playing on them thoroughly.   If you have a problem using unsupported operating systems, it is best to contact the operating company to try and work out compatibility issues. Please check Activision's online forums on a regular basis for future updates on *Muppet Treasure Island* compatibility issues.

Intel Corp.

Contact Information:

Online Services:

World Wide Web: http://www.intel.com

Phone Contacts in the U.S.:

Technical Support: 800-538-3373
Post Sales Tech Supoort: 503-264-7000
BBS: 503-264-7999

Contacts Outside the U.S.:

None available. Please contact your local retailer.

Introduction to *Muppet Treasure Island*

Welcome to *Muppet Treasure Island*. We hope you enjoy playing it as much as we have enjoyed creating it.

Muppet Treasure Island is compatible with both Windows® 95 and Windows 3.1x and the version to be installed on your computer will depend on your operating system. Both versions are on the CD's you purchased and the *Muppet Treasure Island* installer will automatically detect the operating system you are using and install the correct version. Please check the minimum system requirements.

Before installing the game, you may want to refer to the Getting Started section for more information on the game, and various options available to you. When you are ready to install, follow the version-specific installation instructions for Windows 95 or Windows 3.1x.

This supplemental documentation is designed as a troubleshooting guide in the event you experience technical problems while running the program. We will attempt to explain in detail the various tips, tricks and troubleshooting techniques we have learned through the course of our comprehensive testing process. *Muppet Treasure Island* uses state-of-the-art video compression and is subject to very specific needs in order to run on the average PC.

We believe you will have a trouble-free and enjoyable experience playing *Muppet Treasure Island*, and we have tried to cover any issues you may encounter. However, you may experience difficulties with the program that are not covered, and that is why we have assigned a team of testers to update this document continually. Any issues of which we become aware after the program is released will be covered in newer updates each week. You can download the latest version from the **Muppet Treasure Island** **Web Site** or via the online methods listed under Customer Support. We feel that the easiest way to get the maximum amount of information to our users is via this file. If you have a problem with *Muppet Treasure Island*, or if there is something in the **Install Guide** that is not covered, we will try to cover it here.   Keep those comments and suggestions coming. We hope this will help to decrease the level of frustration many users feel when they encounter difficulties with a new program.

If you enjoy *Muppet Treasure Island,* we would appreciate it if you would write to us, or write to your favorite games magazine and let them know. We appreciate both positive and constructive comments, since they help us to learn what you do and do not like!

One point before we proceed: You should read this Help file to understand the features and usage of *Muppet Treasure Island*. Many customers can save themselves both time and money by reading the information provided for possible solutions. We would like also to recommend that users access our online services for support rather than call our telephone support. The reason for this is that we feel we can offer more comprehensive and detailed assistance through our online services, and many times the solution to your difficulties may already be available for you to access and download quickly.

Keyboard Commands and Cursors

Keyboard Commands

L   Loads a saved game. Pressing **L** takes you to the Load Game Screen where you can click on the picture of the saved game you wish to play.

S   Saves the game you are currently playing. Pressing **S** takes you to the Save Game screen where you can save your game by moving the picture over any of the miniature television screens and click on the mouse to save.

Alt + F4   Exits the game from almost any location in the game.

Esc   Takes you to the Inventory Screen.

Spacebar Allows you to skip past video or animation. **NOTE:** When video or animation plays, (and sometimes audio) your cursor will disappear until the video/animation/audio has finished.

Navigation Cursors

Up Arrow: When you click with this cursor, it will move you to an upward view.

Down Arrow: When you click with this cursor, it will move you to a downward view.

Left Arrow: When you click with this cursor, it will move you to a left view.

Right Arrow: When you click with this cursor, it will move you to a right view.

Forward Arrow: When you click with this cursor it will move you forward to a view.

Back Arrow: When you click with this cursor, it will move you backward from a view.

Action Cursors

Click-Cursor: Use this cursor to click on an object to create an action. For example, click on the door knocker to knock on the door. Usually, these areas will highlight when you move your cursor over them.

Pick-up Cursor: This cursor appears over objects you can pick up. When the cursor appears over an object, click and hold down the left mouse button. The cursor will change to

indicating that you are now holding the object. Still holding the left mouse button down, you will be able to move the object around the screen. Releasing the left mouse button will cause you to drop the object over the area to which you have moved it. For example: Following the instructions above, you will be able to remove the objects from Billy Bone's sea chest and drop them to the floor.

     Music Cursor: This cursor indicates that a single mouse click over the area will play some ambient music from the game.

     Coconut: This cursor appears in the last activity in the game.   Use the coconut to bonk the pirates on the head! Fun!

Liberty Electronics USA

Contact Information:

Online Services:
None available.

Phone Contacts in the U.S.:

Telephone:	800-745-7011
	510-623-6000
Fax:	510-623-7021

Contacts Outside the U.S.:
None available. Please contact your local retailer.

Logitech

Contact Information:

Online Services:
CompuServe: 76702,1367 or GO LOGITECH for forum
E-mail: support@logitech.com
World Wide Web: http://www.logitech.com

Phone Contacts in the U.S.:
Technical Support: 510-795-8100
BBS: 510-795-0408

Contacts Outside the U.S.:
Technical Support:
France: 34-48-9050
Switzerland: 21-869-9851

For other countries, please contact your local retailer.

Matrox Graphics Inc.

Contact Information:

Online Services:
CompuServe:	GO MATROX
E-mail:	graphics.techsupport@matrox.com
FTP Site:	ftp://ftp.matrox.com/pub/mga/
World Wide Web:	http://www.matrox.com

Phone Contacts in the U.S.:
Telephone:	514-685-0270
Fax:	514-969-6363
MATFax (fax-back system):	514-685-0174
BBS:	514-685-6008

Contacts Outside the U.S.:

Germany
Phone:	89 614 474 33
Fax:	89 614 97 43
BBS:	89 614 00 91

U.K.
Phone:	1 793 441 144
Fax:	1 793 614 336
BBS:	1 793 489 906
CompuServe e-mail:	100634.2033@compuserve.com

France
Phone:	1 45 60 62 00
Fax:	1 45 60 62 05
BBS:	1 45 60 62 08
CompuServe:	MATFR (Matrox France's Forum)
CompuServe e-mail:	100631.2376@compuserve.com (Matrox France Tech. Support)
Minitel:	3615 MATROX - (1.39 ff/mn)

For other countries, please contact your local retailer.

Media Vision

Contact Information:

Online Services:

America Online:	Keyword: MEDIA VISION
CompuServe:	Type GO MEDIAVISION
World Wide Web:	http://www.mediavis.com
FTP Site:	FTP.MEDIAVIS.COM

Phone Contacts In the U.S.:

Technical Support:	900-555-1133 (8am to 8pm Pacific Time, M-F)
BBS:	510-770-0527 (N,8,1) Z-Modem recommended

Contacts Outside the U.S.:
Please contact your local retailer.

Metheus Corporation

Contact Information:

Online Services:
Internet E-mail: info@metheus.com
World Wide Web: http://www.ibmpcug.co.uk/~metheus

Phone Contacts in the U.S.:
Technical Support: 503-690-1550
Fax: 503-690-1525
BBS: 503-690-1559

Contacts Outside the U.S.:
Technical Support:
United Kingdom   734-312-112

For other countries, please contact your local retailer.

Microsoft

Contact Information:

Online Services:
World Wide Web: http://www.microsoft.com

Phone Contacts in the U.S.:
Technical Support: 206-635-7000

Contacts Outside the U.S.:
Technical Support:
France: 33-1-69-86-10-20
Germany: 089-3176-1120
Italy: 39-2-70-398-351
Spain: 91-807-99-60

For other countries, please contact your local retailer.

Minimum System Requirements

The following are minimum system requirements to run *Muppet Treasure Island:*

Minimum System Requirements for Windows® 3.1x & Windows 95®:

    100% IBM PC-compatible computer
    486/DX2/66 MHz processor
    8 MB of physical RAM
    Double-speed CD-ROM drive (300K/second sustained transfer rate)
    35 MB of uncompressed hard disk space (15 MB hard disk space for virtual memory recommended)
    VESA local bus (VLB) or PCI video
    256-Color SVGA (640 x 480)
    100% Microsoft®-compatible mouse and driver
    100% Sound Blaster-compatible sound card
    Video for Windows and Indeo Video Interactive ® *

  Note: *Muppet Treasure Island* uses new multimedia Windows Technologies (WinG, Video for Windows and Indeo Video Interactive) which may require your system to have the latest Windows sound and video drivers that support these technologies.

Additional System Requirements for Windows 3.1x

    Microsoft MS-DOS or PC-DOS 6.22 operating system
    Microsoft Windows 3.1x
    WinG *
    100% Windows 3.1x-compatible printer (optional)

Additional System Requirements for Windows 95

    100% Windows 95-compatible computer system (including 32-bit Windows 95 compatible drivers for CD-ROM drive, video card, sound card and input devices)
    Microsoft Windows 95 operating system
    100% Windows 95-compatible printer (optional)

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*These utilities and drivers are included

Mitsubishi

Contact Information:

Online Services:
World Wide Web: http://www.mitsubishi.com

Phone Contacts in the U.S.:
Technical Support: 800-344-6352
BBS: 714-236-6286

Contacts Outside the U.S.:
None available. Please contact your local retailer.

Mitsumi

Contact Information:

Online Services:
None Available

Phone Contacts in the U.S.:
Technical Support: 408-970-9699
                     408-970-9730
BBS: 415-691-4469

Contacts Outside the U.S.:
None available. Please contact your local retailer.

Modem Manufacturers List

[Boca Research Inc]().   Video Cards/Sound Cards/Modems
[Cardinal Technologies]()   Video Cards/Sound Cards/Modems
[Cirrus Logic]()   Video Cards/Modems
[Creative Labs]()   Video Cards/Sound Cards/Modems
[Intel]()   Video Cards/Sound Cards/Modems

NEC

Contact Information:

Online Services:

America Online:	Keyword NECTECH
AT&T Interchange:	ZDNet Companies Online section
CompuServe:	GO NECTECH
Microsoft Network:	go word: NECTECH
Internet E-Mail Technical Support:	tech-support@nectech.com
Internet FTP Site:	ftp.nectech.com
World Wide Web:	http://www.nec.com

Phone Contacts in the U.S.:

Technical Support:	800-388-8888
NEC Technical Support Fax:	1-508-635-4666
NEC BBS:	1-508-635-4706 (300-28.8K bps, 8 data bits, 1 stop bit, No parity bits)

Contacts Outside the U.S.:
None available. Please contact your local retailer.

Number Nine Visual Technology

Contact Information:

Online Services:
World Wide Web: http://www.nine.com/

Phone Contacts in the U.S.:
Technical Support: 617-674-8595
BBS: 617-862-7502

Contacts Outside the U.S.:
Germany:
Technical Support: 96-14-491-0
BBS: 96-12-139-0

For other countries, please contact your local retailer.

Oak Technology

Contact Information:

Online Services:
Internet E-mail: tech@oaktech.com
World Wide Web: http://www.oaktech.com

Phone Contacts in the U.S.:
Technical Support: 408-523-6666 (M-F, 8:00am to 5:00pm Pacific Time)
BBS: 408-774-5307

Contacts Outside the U.S.:
None available. Please contact your local retailer.

Operating Systems

Muppet Treasure Island supports three operating systems at this time: Microsoft Windows 3.1x and Windows 95 and Macintosh.

The following Operating Systems are not supported:

DOS
Muppet Treasure Island will not run in DOS.

Microsoft Windows NT
You may be able to run the Windows 95 version of *Muppet Treasure Island* under Windows NT, but so far this has not been extensively tested. If you have a problem using unsupported operating systems, it is best to contact the operating system company to try and work out compatibility issues.

IBM OS/2 (All Varieties)
Activision Studios does not currently test under or support IBM OS/2.

Please check Activision's online forums on a regular basis for future updates on *Muppet Treasure Island* compatibility issues.

Orchid Technology Inc.

Contact Information:

Online Services:
World Wide Web: http://www.orchid.com

Phone Contacts in the U.S.:
Technical Support: 510-661-3000
BBS: 510-651-6837
Fax: 510-651-6982

Contacts Outside the U.S.:

Technical Support:
France: 1-48-10-7550
Germany: 89242-9041
U.K.:   256-479-898

For other countries, please contact your local retailer.

Packard Bell

Contact Information:

Online Services:
World Wide Web: http://www.packardbell.com

Phone Contacts in the U.S.:
Hardware Support: 800-733-4411
Software Support: 801-579-0161
BBS: 801-250-1600
                           818-773-7207

Contacts Outside the U.S.:
Technical Support:
France: 1-40-64-1000
Germany: 89-83-703-1
Italy: 2-29-52-7444
Spain: 1-45-80055

For other countries, please contact your local retailer.

Panasonic (printers)

Contact Information:

Online Services:

World Wide Web: http://panasonicwww.com

Phone Contacts in the U.S.:

Telephone:	800-854-4536
Fax:	201-348-7633
Fax-On-Demand:	800-222-0584
BBS:	201-863-7845

Contacts Outside the U.S.:

None available. Please contact your local retailer.

Panasonic Interactive Media

Contact Information:

Online Services:
World Wide Web: http://www.mitl.research.panasonic.com

Phone Contacts in the U.S.:
Technical Support: 408-653-1898
BBS: 201-863-7845

Contacts Outside the U.S.:
Technical Support:
France 1-49-46-4300
Germany 32-18-702-0
Spain 7-24-81100

For other countries, please contact your local retailer.

Paradise*/Phillips Electronics

*Western Digital sold the Paradise line to Phillips Electronics in 1995.

Contact Information:

Online Services:
World Wide Web: http://www.paradisemmp.com

Phone Contacts in the U.S.:
Literature/Driver Distribution: 800-978-3079
BBS: 415-335-2744

Contacts Outside the U.S.:
Technical Support:
Austria: 0660-8142
Belgium: 0800-15532
Denmark: 80017941
Finland   :   08001-13170
France: 05-917909
Germany: 0130-823983
Greece: 00800311207
Ireland: 1-800-553178
Italy: 1678-79499
Holland: 068406
Norway: 800-11365
Luxembourg: 0800-2974
Portugal: 0505313338
Spain: 900-983181
Sweden: 020-795344
Switzerland: 155-3497
U.K.:   0800-966185
U.K. Helpdesk Fax: 20 6002589
U.K. Internet E-Mail: pcaddon.u4ia.philips@pi.net
U.K. BBS: 40 2731112

Help desk hours are Monday-Friday, 10am-10pm, Saturday-Sunday, 10am-6pm.

For other countries, please contact your local retailer.

Playing the Windows 3.1x Version

After installing the game and with Disc 1 in your CD ROM drive, double-click on the **Muppet Treasure Island icon** in the *Muppet Treasure Island* window. The **title screen** shown below will appear. (See the section on Title screen Functions for more information.)
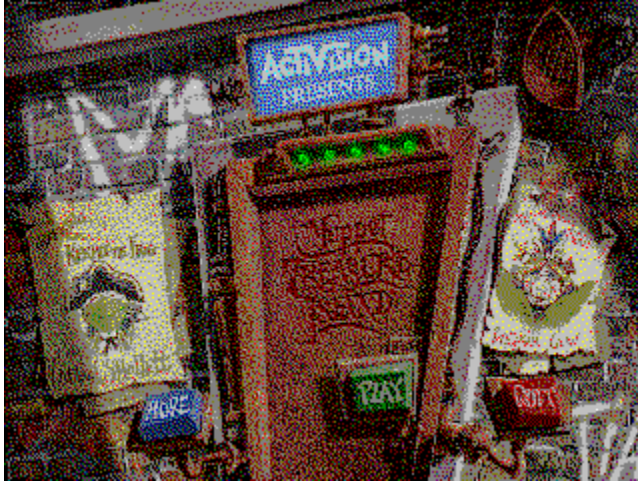
Click **Play**. The screen below will appear:

If you have just installed the game and this is your first time playing, you will automatically be led into a new game. If this is not your first time playing, you will have the option of doing one of the following:

1. Click the **New Game** button to begin a new game.

2. Click the **Load** button to load a saved game.

3. Click on the screen with the **Benbow**, **Bristol**, **Hispaniola** or **Island** icon to go directly to one of those worlds.

4. Click on the **Quit** lever to exit the game.

Playing the Windows 95 Version

After installing the game, insert Disc 1 into your CD ROM drive. The **AutoPlay title screen** shown below should appear in a few moments. (See the section on Title Screen Button Functions for more information.)

If this screen does not appear, double click on the *Muppet Treasure Island* **shortcut** inside the *Muppet Treasure Island* window placed on your desktop during installation. OR: Click **Start** on the Taskbar and select **Programs\Muppet Treasure Island\Muppet Treasure Island.**

Once the title screen appears, click **Play**. The screen below will appear:

If you have just installed the game and this is your first time playing, you will automatically be led into a new game.   If this is not your first time playing, you will have the option of doing one of the following:

1. Click the **New Game** button to begin a new game.

2. Click the **Load** button to restore a saved game.

3. Click on the screen with the **Benbow**, **Bristol**, **Hispaniola** or **Island** icon to go directly to one of those worlds.

4. Click on the **Quit** lever to exit the game.

QA Test Team

The Activision Studios Quality Assurance Team - June 1996
(The Best Team Money Can Buy!)

Front Row (left to right)
Tony Villalobos, Jerry Suner, Abe Heward (and Bob), Rue Hon, Diki Stepanian, Kip Stolberg,
Tim Vanlaw, Nadine Theuzillot, Matthew Paul, Jay Sosnicki, Giovanni Castello, Andy Peck.

Second Row
John Segreto, Todd Komesu, Indra Gunawan, Marc Turndorf, Jason Wong, Tanya Langston, William Stoughton, Gina Swanson,
Fabian Trefero, Chris Strompolos, Lisa Labon, Jenny Park, Marty Stratton, Chris Crowder, Jimmie Hudson, Mitch Goldman, Eric Zala, David Ghys

Back Row
Doug Jacobs, Mark Harwood, Robert Berger, Brian Diggs, Chuck Bonini, Wilton Taylor, David Osper, Curtis Shenton, Tom Wallick,
Judith Chlipala, Jason Perry, Brian Jennings, Alvin Geter, Glenn Jost, Anthony Korotko, Walter Urteaga, Vincent Traber.

Registering Your Copy of Muppet Treasure Island

To make it fast and easy, you can use our **Electronic Registration** system (North America only).

To registration from Windows 95 or Windows 3.1x do one of the following:

1. In Windows 95, insert **Disc 1**, and wait for AutoPlay to display the ***Muppet Treasure Island title screen***. Click on **More** and then click on **Registration**. Follow the instructions given.

2. In Windows 3.1x, first, insert **Disc 1** into your CD ROM drive. Second, open the ***Muppet Treasure Island* window** on your desktopand double-click on the ***Muppet Treasure Island* icon** to load the game. Third, click once on the **More** button and then the **Registration** button from the **title screen**. Follow the instructions given.

Reveal

Contact Information:

Online Services:
World Wide Web: http://support.reveal.com

Phone Contacts in the U.S.:
Technical Support: 800-473-8325
BBS: 818-713-8188

Contacts Outside the U.S.:
None available. Please contact your local retailer.

Running the Game Without a CD

A **Muppet Treasure Island** **CD** must remain in the CD-ROM drive at all times in order to run *Muppet Treasure Island*. All of the movies in the game are accessed from the CD, so there is no way to play without a CD in the drive.

STB Systems, Inc.

Contact Information:

Online Services:

CompuServe:	75300,1664 or GO STBSYS for forum
Internet E-mail:	support@stb.com
FTP Site:	ftp.stb.com
World Wide Web:	http://www.stb.com

Phone Contacts in the U.S.:

Technical Support:	800-234-4334 (8am to 6pm Central Time, M-F)
Technical Support Fax:	214-669-1326
BBS:	214-437-9615 (N81) up to 28.8K bps

Contacts Outside the U.S.:
U.K.

Telephone Support:	44-897-0662 (9am to 6pm GMT)
BBS:	44-181-897-1008

For other countries, please contact your local retailer.

Saving and Restoring a Game

Saving the Game

To save a game, press **Esc** or double-click on **Stevenson the parrot** to access the **Inventory screen**. From Inventory, you may click on the **Save** button which will take you to the **Save Game screen.** You may also press the letter **S** on the keyboard to access the save game screen directly. At the saved game screen, you will have a small icon of the game you just left. Move the icon of the game you are saving over any of the **television screen icons** and click to save your game in that spot. Saving a game on top of a previously saved game deletes the previously saved game.

Loading a Saved Game

To restore or load a saved game while playing the game, press **Esc** on the keyboard or double click on **Stevenson the parrot** to access the **Inventory screen**. From Inventory, click the **Load** button which will take you to the load game screen. You may also press the letter **L** on the keyboard to access the **Load Game screen** directly. At the Load Game screen, click on any of the previously saved games (the **television screen icons**) to restart the saved game.

You may also load a saved game from the **Backstage screen**, where you have the option to start a new game, load a saved game or go directly to any of the four worlds (Benbow, Bristol, Hispaniola or Treasure Island). Simply click on the television screen with the appropriate icon.

I started a game and I need to go do something else.   Can I save my game and begin the game where I left off later?

Yes. Simply follow the instructions above for saving and loading a game.

Screen Savers

These are a few screen saver related problems associated with *Muppet Treasure Island:*

1. If your screen saver is set to start after only one minute, it will often interrupt longer video sequences if you are not moving your mouse.

2. If your screen saver starts while *Muppet Treasure Island* is in play, the screen saver will appear with the wrong palette.   The screen saver will also appear choppy while the game is running.

3. Your screen saver may appear to run sluggishly if running with *Muppet Treasure Island.*

To avoid these problems, **please disable all screen savers before playing the game**.

Sigma Designs

Contact Information:

Online Services:
World Wide Web: http://www.sigmadesigns.com

Phone Contacts in the U.S.:
Technical Support: 510-770-0100
BBS: 510-770-0111

Contacts Outside the U.S.:
Technical Support:
Germany: 89-33-644-3

For other countries, please contact your local retailer.

Sony

Contact Information:

Online Services:
World Wide Web: http://www.sel.sony.com

Phone Contacts in the U.S.:
Technical Support: 408-894-0555
BBS: 408-955-5107

Contacts Outside the U.S.:
None available. Please contact your local retailer.

Sound Card Manufacturers List

AdLib Multimedia, Inc.	Sound cards
Advanced Gravis	Joysticks, sound cards
ATI Technologies Inc.	Video cards, sound cards
Aztech Labs	Sound cards
Boca Research Inc.	Video cards, sound cards, modems
Cardinal Technologies	Video cards, sound cards, modems
Creative Labs	Video cards, sound cards, modems
Diamond Multimedia Systems Inc.	Video cards, sound cards
Intel	Video cards, sound cards, modems
Logitech	Sound cards. input devices
Media Vision	Sound cards
Microsoft	Operating systems, sound cards
Oak Technology	Video cards, sound cards
Reveal	Video cards, sound cards
Turtle Beach	Sound cards

Supported Operating Systems

Muppet Treasure Island supports three operating systems at this time: Microsoft Windows 3.1x and Windows 95 and Macintosh.

The following Operating Systems are not supported:
DOS
Muppet Treasure Island will not run in DOS.

Microsoft Windows NT
You may be able to run the Windows 95 version of *Muppet Treasure Island* under Windows NT, but so far this has not been extensively tested. If you have a problem using unsupported operating systems, it is best to contact the operating system company to try and work out compatibility issues.

IBM OS/2 (All Varieties)
Activision Studios does not currently test under or support IBM OS/2.

Please check Activision's online forums on a regular basis for future updates on *Muppet Treasure Island* compatibility issues.

Swan Technologies, Inc.

Contact Information:

Online Services:
World Wide Web: http://swantech.com

Phone Contacts in the U.S.:

Technical Support:	800-468-7926
	814-238-1820
BBS:	814-237-6145
	814-237-6143

Contacts Outside the U.S.:
None available. Please contact your local retailer.

System Manufacturers List

Acer America   Computers
AST Computers   Computers
Compaq Computer Corporation   Computers
Dell Computers   Computers
Epson America   Computers
Gateway 2000   Computers
Hitachi   Computers
IBM   Computers
NEC   Computers
Packard Bell   Computers
Swan Technologies, Inc.   Computers
Tandy Computer   Computers
Toshiba   Computers
Zenith Data Systems   Computers, CD-ROM drives

Table of Contents

Tandy Computer

Contact Information:

Online Services:
World Wide Web: http://www.tandy.com

Phone Contacts in the U.S.:
Technical Support: 817-878-6875

Contacts Outside the U.S.:
Technical Support:
U. K.: 922-434-000

For other countries, please contact your local retailer.

Taskbar Always On Top

For optimal gameplay, the Windows 95 **Taskbar** cannot have the option **always on top** selected. The Taskbar will interfere with gameplay in certain areas of the game.

For directions on how to turn this option off, please see the Microsoft Help system. **Click here** to display the Microsoft Help system subject on Configuring the Taskbar.

Teac

Contact Information:

Online Services:
World Wide Web: http://www.lookup.com/homepages/44913/home.html

Phone Contacts in the U.S.:
Technical Support: 213-726-0303
BBS: 213-727-7660

Contacts Outside the US:
None available: Please contact your local retailer.

Teac

Tips & Troubleshooting: General Issues (Windows 95)

My screen saver runs very slowly when *Muppet Treasure Island* is running, what can I do about that?

Because *Muppet Treasure Island* makes heavy use of the system resources, <u>screen savers</u> may be affected in this manner. We highly recommend disabling your screen saver when playing *Muppet Treasure Island*.

Game Freezes or Crashes

1. Make sure your system is at least a 486/DX2/66 Mhz with a minimum 35 MB free hard disk space and 8 MB of RAM. Trying to run the game on a lesser machine may result in game performance difficulties.

2. Make sure you have at least 15 MB of free disk space available for a Windows swapfile. This is needed for Virtual Memory to run. Less than 15 MB of space may cause random crashes.

3. Make sure that you have turned off all other programs on your computer when playing the game. An excellent method of ensuring that you have enough memory for the game to run is to hold down the **Shift** key when you are starting Windows 95. This will prevent any programs that may be in your **Start** menu from loading, and may allocate enough memory to run *Muppet Treasure Island.* When you are done playing the game, simply restart Windows 95 and your system will return to normal.

4. Do not leave the game sitting idle for extended periods of time as this may cause your system to lock up. If you are not playing the game, please **Save** your game, **Quit** the program and **Load** it later when you want to play again.

5. It is recommended that you restart your system after experiencing a crash. This helps to ensure that you will not experience any residual effects related to the crash.

My computer has 8 MB of RAM, but I cannot free enough memory to run the game. What type of memory management can I use to run the game?

To free more RAM on your computer:

1. **Virtual Memory** should be **ON** at all times. To see if Virtual Memory is on:

   a. Go to the **Start** menu on your **Taskbar**, select **Settings** and click on **Control Panels***.
   b. Select the **System** icon and double-click on it.
   c. Click on the **Performance** tab.
   d. Click on **Virtual Memory**.
   d. Make sure that the '**Let Windows manage my virtual memory settings** ' checkbox is selected.

2. Make sure that you have turned off all other programs on your computer when playing the game. An excellent method of ensuring that you have enough memory to run the game is to hold down the **Shift** key when you are starting Windows 95. This will prevent any programs that may be in your **Start** menu from loading, and may allocate enough memory to run *Muppet Treasure Island*. When you are done playing the game, simply restart Windows 95 and your system will return to normal.

3. Make sure you have at least 15 MB of free hard disk space available for a Windows swapfile. This is needed for Virtual Memory to run. Less than 15 MB of space may cause random crashes.

To free more space on your hard drive:

1. Make sure your **Recycle Bin** is empty.

2. Uninstall any unused or unnecessary programs.

3. Delete any unnecessary files.

Optimizing Movie Performance

When playing *Muppet Treasure Island*, the game's movies are run from your CD-ROM drive. In order to optimize movie performance on your system:

1. Choose the **System Properties** dialog box by right-clicking on the **My Computer** icon and then clicking on **Properties**.

2. Choose the **Performance** tab in that dialog box

3. Click the **File System** button which brings up the **File System Properties** dialog box.

4. Choose the **CD-ROM** tab in that dialog box.

5. Set the **Supplemental Cache Size** to **Large**.

6. Optimize the access pattern for your CD-ROM drive by choosing the appropriate speed.

7. Click on **OK** to accept your changes.

While I'm playing *Muppet Treasure Island*, the image is very choppy and slow.

1. Close all other programs while playing.

2. Set your Display to **256 Color (8-bit)** in the **Control Panels** for best results.

3. Set **Graphics Acceleration** to **maximum** in your **System Control Panel**.

    a. Go to the **Start** menu on your Taskbar, select **Settings** and click on **Control Panels**.
    b. Double-click on the **System** icon.
    c. Click on the **Performance** tab.
    d. Double-click on the **Graphics** button.
    e. In the **Graphics box**, position the **Hardware Acceleration** slider to Full.

Power Saver Functions

We have discovered through the course of testing *Muppet Treasure Island* that many computers that are equipped with a power saver feature in the system CMOS have problems with the game if this feature is turned on. This feature only activates when the computer is left idle for a certain period of time. To solve this problem, you should save your place in the game and exit if you need to be away from the computer for an extended period of time. One other option is to turn this feature off in your system CMOS.

Can I use a multi-CD changer with *Muppet Treasure Island*?

"Yes," you can use a multi-CD changer with *Muppet Treasure Island*, but there are some limitations regarding disk swapping. If you begin a game with all three *Muppet Treasure Island* disks in your multi-CD changer, you can play through the game without changing or being prompted to change disks. If, however, you begin a game with only Disk 1 in your multi-CD changer, do NOT insert Disk 2 without removing Disk 1. If you insert Disk 2 while Disk 1 is still in the multi-disk changer, the game will CRASH and you will need to restart a new game.

Running the Game Without a CD

The CD must remain in the CD-ROM drive at all times in order to run *Muppet Treasure Island*. All of the movies in the game are pulled from the CD, so there is no way to play without the CD.

Can I run *Muppet Treasure Island* under Windows NT, OS/2, or DOS?

Please see Supported Operating Systems for more information.

Tips & Troubleshooting: Input Devices (Windows 95)

Systems with Wrap-Around Mouse Pointer Features

Some systems may have a mouse driver feature that allows the mouse cursor to wrap-around the screen (e.g., when you move it off the right side of the screen it reappears on the left side). This feature may cause problems with the *Muppet Treasure Island* interface, and should be turned off before playing *Muppet Treasure Island*.

Tips & Troubleshooting: Installation

Error Messages

If you receive an error message during installation, you may select **Help** from the dialog box or search the following error messages for guidance.

I just got an error message that says I need to check my INSTALL.LG. What is that and where do I find it?

The **Install.lg** is a **file** within the **MTI** folder. The MTI folder is the default folder to which the *Muppet Treasure Island* game files are installed.

If you receive an error message that says you need to check your INSTALL.LG, **open the Install.lg file** by double clicking on it. Inside the file you will see several messages letting you know what has been going on with the *Muppet Treasure Island* program; there should be a **message stating what kind of error has occurred** in the program. This is one way of tracking down what has gone wrong with your game. You may find, however that you are unsure how to correct the problem and, if so, you may wish to contact **Activision's Customer Support.**

My system does not recognize the *Muppet Treasure Island* CD or cannot be read by my CD-ROM.

If you received the error "internal error reading FILELIST.INI", make sure that your CD-ROM is properly connected to your system. If there appears to be no hardware problem, you may have a bad CD.

What is Indeo and Video for Windows and why is it being installed on my system?

Please see the Video for Windows section of this Help document for more information.

How do I uninstall the game?

Please see the section called Uninstalling *Muppet Treasure Island* in this Help document.

Can I install *Muppet Treasure Island* to a hard drive that is compressed?

We do not recommend installing this program to a compressed drive. If possible, please install to a non-compressed drive and run the program from that drive. If you do need to install to a compressed drive, the disk space requirement is 50 MB of free disk space rather than 35 MB (as listed in the Minimum System Requirements).

see also: Installation for general information on installing the game.

Tips & Troubleshooting: Sound

I only have partial or no sound when running the game.

1. Make sure your sound card is 100% Windows 95-compatible (or Windows 3.1x, depending on your operating system). Using incompatible sound cards and drivers may result in sound problems.

2. Make sure your speakers are installed correctly, plugged-in and turned on. Make sure the volume is set at an audible level.

for Windows 95:

3. Open the Windows 95 **Volume Control** program to verify that none of the various channels are muted or set to an inaudible level.

4. Your sound drivers for Windows 95 may require updating. Check the installation and setup parameters of your sound card using the **Device Manager** of Windows 95

If you purchased your sound card before the release of Windows 95, you may obtain updated drivers from a variety of places. Most hardware retailers have access to the most recent drivers. Additionally, most sound card manufacturers maintain a BBS containing the latest drivers for free downloading. Drivers are also available on CompuServe, America Online, The Microsoft Network and other popular online services.   A list of sound card manufacturers and their Technical Support and BBS numbers is available in this document. Please make every effort to install the latest sound drivers before calling Activision Customer Support.

Changing Your Sound Settings in Windows 95

You can change your sound setup in two ways:

1. If Windows 95 can auto-detect the sound device for you:

   a. Go to the **Start** menu on your **Taskbar**, Select **Settings** and click on **Control Panels**.
   b. Double-click on the **Add New Hardware** icon.
   c. Click the button labeled **Next**.
   d. Select **Yes**.
   e. Click **Next** and Windows 95 will then attempt to auto-detect your sound card.

2. If Windows 95 fails to detect your sound card automatically, then:

   a. Follow the steps mentioned above until you come to the window asking if you want to search for new hardware.
   b. Select **N**o and then **Next** to advance to the following screen.
   c. Under hardware types scroll down until you reach **Sound, Video and Game Controls**. Double click o**n Sound, Video and Game Control**s and select the appropriate sound card. Be sure you know the make and the type of your sound card and follow the on-screen directions.

Changing Your Sound Settings in Windows 3.1x

You cannot change your sound settings internally with Windows 3.1x.   However, you may wish to try one of the following:

1. If you have external speakers, check the speaker volume.

2. Some **sound cards** have a **volume control** attached. Check the portion of your sound card that protrudes from the back of your computer and adjust accordingly or consult your sound card manual.

3. Some sound cards will install a **mixer** with the driver.

   a. From the **Program Manager,** open the **Main** window.
   b. Double click on **Control Panel** to see if your card has such a mixer. Consult your sound card manual or contact your sound card manufacturer.

To verify your sound card settings in Windows 95:

1. Go to the **Start** menu on your Taskbar, select **Setting** and click on **Control Panels**.

2. Double-click on the **System** icon, then choose the **Device Manager** tab.

3. Select **Sound, Video, and Game Controllers**, and double-click on your specific sound card.

4. Check the **Device Status** box to see if your card is working properly.

5. Select the **Resource** tab and check the **Conflicting device list** for any conflicting devices.

If you purchased your sound card before the release of Windows 95, you may obtain updated drivers from a variety of places. Most hardware retailers have access to the most recent drivers. Additionally, most sound card manufacturers maintain a BBS containing the latest drivers for free downloading. Drivers are also available on CompuServe, America Online, the Microsoft Network and other popular online services. A list of sound card manufacturers and their Technical Support and BBS numbers is available in this document. Please make every effort to install the latest Windows 95 sound drivers before calling Activision Customer Support.

Installing a New Sound Card

If you install a new sound card into your system *after* you have installed *Muppet Treasure Island*, you may need to uninstall and reinstall the game in order to get it to properly recognize the new hardware.

I just installed a new sound card. How come I'm not getting any sound?

Be sure you are using a 100% Windows 95-compatible sound card or Windows 3.1x, depending on your operating system, capable of playing back 8-bit digital audio. Sometimes Windows 95 fails to recognize your peripheral. If this happens, please consult your Windows Help.

Tips & Troubleshooting: Video

How do I set my display to 256 Color (8-bit)?

We have included an example of this procedure in the **Color Settings**   section of this Help document, For Windows 95 users we have also included a direct link to the Microsoft Windows 95 Help files that launches the procedure to make the change.

Video Driver Settings

Video for Windows cannot function unless the correct video drivers for your video card are installed. In certain cases, however, Windows 95 will function properly without the correct video drivers installed. As a result, it may be difficult for you to diagnose a video driver problem that is preventing *Muppet Treasure Island* from running. Always check that you have the correct video driver installed for your video card.

Why is my frame rate choppy?

Frame rate is based on a number of factors. Your processor will greatly effect the frame rate.   Upgrading to a faster Pentium or video card will make a great difference in performance and will allow you to run in high-resolution mode. We determined during testing that ISA cards did not perform as well as the VESA local bus (VLB) and PCI video cards. Although the game will play with an ISA card, video playback may suffer greatly.

Why are the game graphics faded or strange in appearance?

1. Make sure your video card is 100% Windows 95 or 3.1x-compatible depending on your operating system. Using incompatible video cards and drivers may result in display problems.

2. Make sure that you have closed all other programs on your computer when playing the game.

3. If you purchased your video card before the release of Windows 95, you may obtain updated drivers from a variety of places. Most hardware retailers have access to the most recent drivers. Additionally, most video card manufacturers maintain a BBS containing the latest drivers for free downloading. Drivers are also available on CompuServe, America Online, The Microsoft Network and other popular online networks. A list of video card manufacturers and their technical support and BBS numbers is available in this document. Please make every effort to install the latest video drivers before calling Activision Customer Support.

Tips & Troubleshooting: Windows 3.1x

Activision thoroughly tests its games on a variety of systems before they are released, but it is virtually impossible to test on all combinations of software and hardware. The following troubleshooting tips are intended to assist you in solving some of the common issues that occur with the Windows 3.1x operating system and *Muppet Treasure Island*.

I cannot find the Help option.

From the *Muppet Treasure Island* title screen, click the **More** button, then click the **Help** button to get technical help.

***Muppet Treasure Island* won't install.**

You may have insufficient hard disk space for the game to copy the files it needs from the CD to your hard drive. In order to correct this, free up more hard disk space.

Video doesn't play properly.

Make sure your system meets the minimum requirements for *Muppet Treasure Island*, especially your CD-ROM drive. The program requires a CD-ROM drive with a minimum sustained transfer rate of 300K bps (a double-speed drive).

You may not have enough RAM to run videos. *Muppet Treasure Island* requires 8 MB of random access memory (RAM). On some machines, even if you have the required 8 MB, *Muppet Treasure Island* may report that you do not have enough free, extended or conventional memory. Check to make sure you have sufficient RAM to run this product.

Check to make sure you have 15 MB hard disk space for virtual memory. It is recommended that you have 15 MB hard disk space available for virtual memory when runnig *Muppet Treasure Island.*

Too many other applications may be running. Close other applications (especially DOS boxes) and try again. We strongly recommend that you do not run other applications while running *Muppet Treasure Island.*

The game freezes.

Make sure your computer has at least 8 MB of RAM.

Muppet Treasure Island requires a minimum of 8 MB of main memory (RAM). On some machines, even if you have the required 8 MB, *Muppet Treasure Island* may report that you do not have enough free, extended or conventional memory.

Make sure you have 15 MB hard disk space for virtual memory. It is recommended that you have 15 MB hard disk space available for virtual memory when runnig *Muppet Treasure Island.*

Too many other applications may be running. Close other applications (especially DOS boxes) and try again. We strongly recommend that you do not run other applications while running *Muppet Treasure Island.*

Click below to find troubleshooting information on other topics:

[Installation](#)

[Screen Savers](#)

[Sound](#)

[Video](#)

Game Updates and Patches

If it becomes necessary to update your game, you can find game updates on our Web page at:

> http://www.activision.com

Please E-mail all questions to our Internet mailing address:

> support@activision.com

All trademark and registered trademark names are properties of their respective owners, and are used for illustration only.

For additional assistance, please contact [Activision Customer Support](#).

Tips & Troubleshooting: Windows 95

Activision thoroughly tests its games on a variety of systems before they are released, but it is virtually impossible to test on all combinations of software and hardware. The following troubleshooting tips are intended to assist you in solving some of the common issues that occur with the Windows 95 operating system and *Muppet Treasure Island*.

I cannot find the Help option.

From the *Muppet Treasure Island* title screen, click the **More** button, then click the **Help** button to get technical help.

Muppet Treasure Island will not install.

You may have insufficient hard disk space for the game to copy the files it needs from the CD to your hard drive. In order to correct this, free up more hard disk space.

Video doesn't play properly.

Make sure your system meets the minimum requirements for *Muppet Treasure Island*, especially your CD-ROM drive. The program requires a CD-ROM drive with a minimum sustained transfer rate of 300K bps (a double-speed drive).

You may not have enough RAM to run videos. *Muppet Treasure Island* requires 8 MB of random access memory (RAM). On some machines, even if you have the required 8 MB, *Muppet Treasure Island* may report that you do not have enough free, extended or conventional memory. Check to make sure you have sufficient RAM to run this product.

Check to make sure you have 15 MB hard disk space for virtual memory. It is recommended that you have 15 MB hard disk space available for virtual memory when runnig *Muppet Treasure Island.*

Too many other applications may be running. Close other applications (especially DOS boxes) and try again. We strongly recommend that you do not run other applications while running *Muppet Treasure Island.*

NOTE: *see also:* ***Tips and Troubleshooting: General Issues Windows 95***

The game freezes.

Make sure your computer has at least 8 MB of RAM.

Check to make sure you have 15 MB hard disk space for virtual memory. It is recommended that you have 15 MB hard disk space available for virtual memory when runnig *Muppet Treasure Island.*

Too many other applications may be running. Close other applications (especially DOS boxes) and try again. We strongly recommend that you do not run other applications while running *Muppet Treasure Island.*

Make sure you are using Windows 95 with the latest 32-bit drivers for all your peripheral devices.

(see also: ***Tips and Troubleshooting: General Issues Windows 95****)*

There is no sound, partial sound, no voices or sound effects while playing the game.

Make sure you have a 100% Windows 95-compatible sound card in your computer.

Make sure your speakers are plugged in correctly and turned ON, and make sure the volume is turned up to an audible level.

Make sure your sound card is properly installed and that you have the correct sound drivers installed. Check your audio card's installation and its setup parameters within Windows 95 to be sure they are correct. See your card's manual and your Windows 95 manual for details.

If using a 16-bit sound card, make sure you are using the latest Windows 95 32-bit sound drivers .

The game is too slow.

If your computer has a turbo button, make sure it is on (or set to the highest MHz possible). Make sure you are running *Muppet Treasure Island* on a 486DX2/66MHz or higher system.

Click below to find troubleshooting information on other topics:

AutoPlay

General Issues

Input Devices

Installation

Screen Savers

Sound

Video

Game Updates and Patches

If it becomes necessary to update your game, you can find game updates on our web page at:

      http://www.activision.com

Please E-mail all questions to our internet mailing address:

      support@activision.com

All trademark and registered trademark names are properties of their respective owners, and are used for illustration only.

Tips & Troubleshooting

Activision thoroughly tests its games on a variety of systems before they are released, but it is virtually impossible to test on all combinations of software and hardware. Many of the issues you may encounter in Windows 95 and 3.1x are caused by device drivers for video cards, sound cards and CD-ROM drives that are not fully compatible with the Windows 95 or 3.1x operating system.   The following troubleshooting tips are intended to assist you in solving some of the common issues that occur with the Windows 95 operating system and *Muppet Treasure Island*.

Tips & Troubleshooting: Installation

Tips & Troubleshooting: Sound

 Tips & Troubleshooting: Video

Tips & Troubleshooting: Input Devices

Tips & Troubleshooting: Windows 3.1x

Tips & Troubleshooting: Windows 95

If you continue to experience difficulties after trying the solutions listed above, please contact Activision Customer Support.

Title Screen Button Functions

Click the **Install** button to install *Muppet Treasure Island.*

Once installed, click the **Play** button to play *Muppet Treasure Island*.

Click the **Quit** button to close the title screen and exit *Muppet Treasure Island*.

Click the **More** button to access the **Uninstall**, **Less**, **Help**, **Registration**, and **Test** buttons.

Click the **Uninstall** button to **uninstall** all *Muppet Treasure Island* files from your computer.

Click the **Help** button to view this technical help document.

Click the **Registration** button to electronically register your copy of *Muppet Treasure Island* using your modem (North America only).

Click the **Test** button to perform a quick sound test. If your sound configuration is working you should hear Dr. Bunsen Honeydew introduce his assistant, Beaker. If you do not hear any sound, consult the **Tips and Troubleshooting: Sound** section of this document.

Click the **Less** button to return to the **More** button.

To Check Your Display Type Settings

If you are not sure of the type and capabilities of your video card, follow the steps below to find out what is currently in your system. Once you know what type of video card is in your system, please consult the **Vendor List** for the company that manufactures it.

For Windows 95 users:

1. Place your mouse cursor over an empty area of your desktop and click the right button on your mouse. At the bottom of the list that appears, click on **Properties**, and then choose the **Settings** tab. You can also bring this window up by clicking on the **Display** icon in the **Control Panel** and choose the **Settings** tab.

2. Click on the **Change Display Type** button.

3. Under **Adapter type** in the window that appears, make sure that the adapter type is appropriate for your video card.
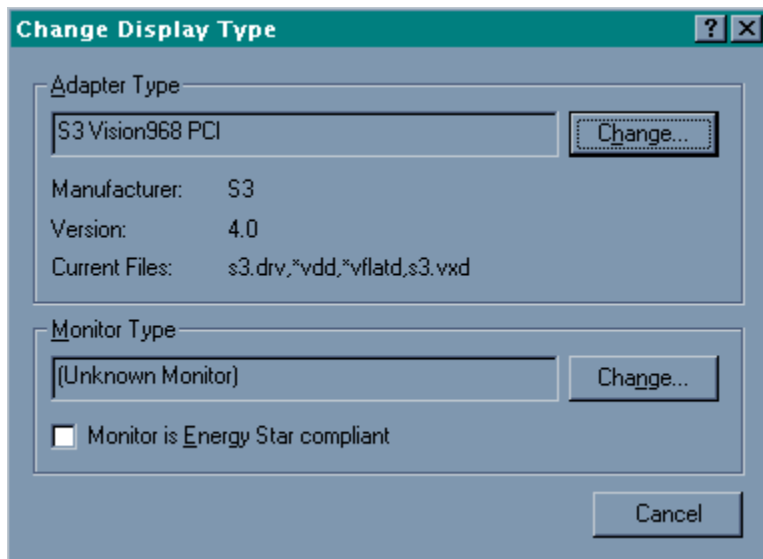
4. If you are still having problems with your video card at this point, consult the manual for your video card or the **Vendor List** in this document for information on how to contact the **video card manufacturer** for technical support.

For Windows 3.1x users:

If you are using Windows 3.1x, we strongly suggest you contact your **video card manufacturer** for technical support.

Toshiba

Contact Information:

Online Services:
World Wide Web: http://www.toshiba.com

Phone Contacts in the U.S.:
Technical Support: 800-999-4273
                            714-859-4273
BBS: 714-837-4408
                            415-656-5159

Contacts Outside the U.S.:
None available. Please contact your local retailer.

Trident Microsystems Inc.

Contact Information:

Online Services:
World Wide Web: http://www.trid.com

Phone Contacts in the U.S.:
Technical Support: 415-691-9211
BBS: 415-691-1016

Contacts Outside the U.S.:
None available. Please contact your local retailer.

Tseng Labs

Contact Information:

Online Services:
http://www.tseng.com/

Phone Contacts in the U.S.:
Technical Support: 215-968-0502
Fax: 215-860-7713
BBS: 215-579-7536

Contacts Outside the U.S.:
Technical Support:
Germany: 49-00-004-9
Belgium: 2-716-50-00

For other countries, please contact your local retailer.

Turtle Beach

Contact Information:

Online Services:
Internet E-mail: support@tbeach.com
FTP Site: ftp.tbeach.com
World Wide Web: http://www.tbeach.com

Phone Contacts in the U.S.:
Technical Support: 510-624-6265   Mon-Fri 8:00 a.m. to 5:00 p.m. (PST)
Support Fax: 510-624-6292
Faxback: 510-624-6296
BBS: 510-624-6296 (up to 21.6K bps, 8 data bits, no parity, 1 stop bit)

Contacts Outside the U.S.:
Technical Support
Switzerland: 22-347-1181

For other countries, please contact your local retailer.

Uninstalling *Muppet Treasure Island*

I tried to uninstall the game, but it left most of the files on the hard drive when I did.   Why?

If you install the game and then move the folder manually to another location you will not be able to uninstall correctly. Please see the sections below for more details.

How to Uninstall *Muppet Treasure Island*

The Uninstall option in *Muppet Treasure Island* allows the game to remove itself completely from your hard drive.

For Windows 95 users:

1. Click the **Start** button on the Taskbar.
2. **Load the game** by selecting **Programs\Muppet Treasure Island\Muppet Treasure Island** from the Start menu.
3. Click the **More** button on the title screen.
4. Click the **Uninstall** button.

You can also use the **Add/Remove Programs** feature in Windows 95:

1. Click the **Start** button on the Taskbar
2. Select **Control Panel** from the **Settings** menu.
3. Double-click on the **Add/Remove Programs** icon.
4. Select **Muppet Treasure Island** and click the **Add/Remove** button.

For Windows 3.1x users:

1. **Load the game** by double clicking on the ***Muppet Treasure Island* icon** in the *Muppet Treasure Island* window.
2. Click the **More** button on the title screen.
3. Click on **Uninstall.**

NOTE: You should always uninstall the game with the Uninstaller provided. If you do not, please consider the following:

For Windows 95 users:

If you remove the game from your hard drive by dragging your **MTI** folder to the **Recycle Bin**, certain files may be left behind causing problems with a later reinstallation of the game. In order to completely remove all *Muppet Treasure Island* files from your computer, complete the following steps:

1. Make sure you have deleted the entire directory to which you installed *Muppet Treasure Island.*

    a. Click the **Start** button on your Taskbar, select **Run**.
    b. In the **Run** box, type **REGEDIT** and click on the **OK** button.
    c. Once REGEDIT is open, click the **+** symbol next to the entry called **HKEY_LOCAL _MACHINE**.
    d. Click on the key **SOFTWARE**.

e. If you have any other Activision programs installed, open the **Activision** folder and delete only the *Muppet Treasure Island* **MTI** folder. Otherwise, delete the entire folder called **Activision**.

2. Remove *Muppet Treasure Island* from the **Start** menu.

   a. Click the **Start** button on the Taskbar and select the **Taskbar** option from the **Settings** menu.
   b. Select the **Start Menu Programs** tab.
   c. Click the **Remove** button.
   d. Highlight and then delete the entire Muppet Treasure Island entry.

For Windows 3.1x users:

If you remove the game from your hard drive by deleting the ***Muppet Treasure Island*** window directly from your **Program Manager**, you will not have eliminated the ***Muppet Treasure Island*** files within the **Activisn** (Activision) folder. To do this go to **File Manager** and select all **MTI folders** in the **Activisn** folder and **delete** them:

1. Open the **File Manager** by double-clicking on it. The File Manger is located inside the **Main** window on your desktop.
2. Select the **C:** drive in the dialogue box by clicking on it. A list of folders on the hard drive will appear.
3. From the **File** menu, select **Search**.
4. Type "**ACTIVISN**" in the Search dialogue box to find any remaining *Muppet Treasure Island* folders on your hard drive. **NOTE:** ACTIVISN is the default directory to which Muppet Treasure Island is installed. If you installed to a different directory, search for that directory.
5. Select the **ACTIVISN** folder that appears in the dialogue box by clicking once on the folder.
6. With the ACTIVISN folder selected, select **Delete** from the **File** menu to delete the folder and all MTI files within it..

Using Inventory

Under the wing of Stevenson the parrot is your **Inventory** which contains important objects picked up during the game (e.g., the key to the sea chest in Billy Bone's bedroom). When you discover an object during gameplay, click once on the object. Stevenson will say "Thanks!" and will hold onto the object. Pressing the **Esc** key or **double-clicking on Stevenson** at any time will take you to the underside of Stevenson's wing (see below); here you can see all the objects you have collected.

If at any point in the game you need to use a particular object, Stevenson will automatically throw the object onto the screen where you can access it. Objects that you do not need with you at a later point in the game cannot be picked up and will not be accepted by Stevenson.

Also, Inventory is the place where you may **Save, Load** or **Exit** a particular game, by clicking on the appropriate button under Stevenson's wing.

VLB: VESA Local Bus. A high-speed bus for graphics cards that provides better video performance on high-end machines.

Vendor List

We have tried to include the most up-to-date contact information for major manufacturers of software, computers, video cards, sound cards and other peripheral devices. We include this information to assist you in quickly diagnosing any compatibility problems with hardware or software in your system.

Activision has made every effort to ensure that this information is correct. However, you may want to consult the documentation included with your computer, software, video card, sound card, CD-ROM drive, or other peripheral devices for more up-to-date information from each company.

For Customers Outside the U.S.: Where possible, we have included international contact information. If there is no contact in your country, please refer to the documentation included with your hardware or contact your local vendor. You may also call the U.S. or other international phone numbers. U.S. numbers beginning with "800" can only be reached from within the U.S.

Specific Lists

System Manufacturers List
Sound Card Manufacturers List
Video Card Manufacturers List
CD-ROM Drive Manufacturers List

Manufacturer	Products
Acer America	Computers
AdLib Multimedia, Inc.	Sound cards
Advanced Gravis	Joysticks, sound cards
Advanced Integration Research	Video cards
AST Computers	Computers
ATI Technologies Inc.	Video cards, sound cards
Aztech Labs	Sound cards
Boca Research Inc.	Video cards, sound cards, modems
Cardinal Technologies	Video cards, sound cards, modems
Cirrus Logic	Video cards, modems
Colorgraphic Communication	Video cards
Compaq Computer Corporation	Computers
Creative Labs	Video cards, sound cards, modems
CSS Laboratories, Inc.	Video cards
Dell Computers	Computers
Diamond Multimedia Systems Inc.	Video cards, sound cards
Epson America	Computers, printers
Gateway 2000	Computers
Genoa Systems	Video cards
Hercules Computer Technology Inc.	Video cards
Hewlett-Packard	Computers, printers
Hitachi	Computers
IBM	Computers
Intel	Video cards, sound cards, modems
Liberty Electronics USA	Video cards
Logitech	Sound cards, input devices

Matrox Graphics, Inc.	Video cards
Media Vision	Sound cards
Metheus Corporation	Video cards
Microsoft	Operating systems, sound cards
Mitsubishi	CD-ROM drives
Mitsumi	CD-ROM drives
NEC	Computers
Number Nine Visual Technology	Video cards
Oak Technology	Video cards, sound cards
Orchid Technology Inc.	Video cards
Packard Bell	Computers
Panasonic	Printers
Panasonic Interactive Media	CD-ROM drives
Paradise	Video cards
Reveal	Video cards, sound cards
Sigma Designs	Video cards
Sony	CD-ROM drives
STB Systems	Video cards
Swan Technologies, Inc.	Computers
Tandy Computer	Computers
Teac	CD-ROM drives
Toshiba	Computers
Trident Microsystems Inc.	Video cards
Tseng Labs	Video cards
Turtle Beach	Sound cards
Western Digital	Video cards
Willow Peripherals	Video cards
Zenith Data Systems	Computers, CD-ROM drives

Video Card Manufacturers List

Advanced Integration Research	Video cards
ATI Technologies, Inc.	Video cards, sound cards
Boca Research, Inc.	Video cards, sound cards, modems
Cardinal Technologies	Video cards, sound cards, modems
Cirrus Logic	Video cards, modems
Colorgraphic Communication	Video cards
Creative Labs	Video cards, sound cards, modems
CSS Laboratories, Inc.	Video cards
Diamond Multimedia Systems, Inc.	Video cards, sound cards
Genoa Systems	Video cards
Hercules Computer Technology, Inc.	Video cards
Intel	Video cards, sound cards, modems
Liberty Electronics USA	Video cards
Matrox Graphics, Inc.	Video cards
Metheus Corporation	Video cards
Number Nine Visual Technology	Video cards
Oak Technology	Video cards, sound cards
Orchid Technology, Inc.	Video cards
Paradise	Video cards
Reveal	Video cards, sound cards
Sigma Designs	Video cards
STB Systems	Video cards
Trident Microsystems, Inc.	Video cards
Tseng Labs	Video cards
Western Digital	Video cards
Willow Peripherals	Video cards

Video for Windows (VfW)

Video for Windows (VfW) and **Indeo** are primary video compression and decompression programs. During the *Muppet Treasure Island* installation process, Microsoft's VfW's runtime program along with Intel's Indeo video drivers will automatically be installed on your computer if you do not already have them. For Window's 3.1x users another application, **WinG**, will also be installed. WinG is a Microsoft add-on for improving video performance in Windows 3.1x. The technology enables greater graphics capabilities under Windows 3.1x.

For more information on Video for Windows and Indeo, **click here**.

Video for Windows (VfW) - additional information

Upon completion of the *Muppet Treasure Island* setup, the installation process will continue by determining if Intel's **Indeo** video drivers need to be installed on your computer. If so, Microsoft's **Video for Windows** **(VfW)** setup program will install the appropriate files on your computer.

What is Indeo and why do I need it?

Muppet Treasure Island uses the latest in multimedia video technology. Indeo video drivers, when used with VfW, allows applications like *Muppet Treasure Island* to perform advanced functions in graphics, sound and input. The use of these drivers accounts for much of the performance gains associated with Windows 95 and 3.1x games.

Can I install VfW independently of the Muppet Treasure Island installation?

"Yes", follow the instructions below.

For Windows 95 users:

1. Insert *Muppet Treasure Island* **Disc 1** into your CD-ROM drive.

2. Double-click on the **My Computer** icon on your desktop.

3. Double-click on the **CD-ROM drive icon** to open disc 1.

4. Find and then open the **data_mti** folder by double-clicking on it.

5. Find and then open the **VfW** folder by double-clicking on it.

6. Open the **Codec32** folder by double-clicking on it.

7. Double-click on **Setup** to begin installation.

For Windows 3.1x users:

1. Insert *Muppet Treasure Island* **Disc 1** into your CD-ROM drive.

2. Open the **Main** window and double-click on the **File Manger**.

3. Select the **CD-ROM drive icon** to open disc 1.

4. Find and then open the **data_mti** folder by double-clicking on it.

5. Find and then open the **VfW** folder.

6. Find and then open the **Codec16** folder by double-clicking on it.

7. Double-click on **Setup** to begin installation.

If I do not have Indeo or VfW, will *Muppet Treasure Island* install it for me?

Yes. If the VfW setup does not detect VfW or the Indeo video drivers on your computer, it will install these for you. Also, we suggest that you set your system to **256 Color (8-bit)** mode before installing the game;

setting your system to 256 Color (8-bit) mode will help ensure the best game performance. After installation is complete, you will need to restart your computer in order for new drivers to take effect.

I already have other Windows games installed on my computer.   Will the VfW setup installer change my files?

If you already have other Windows games on your computer, chances are you already have the release version of VfW or Indeo video drivers installed on your computer. In this case, the Microsoft installer will detect that you have the drivers installed and will not install over what you have. The game installation process will therefore be complete and you will not need to restart your computer.

In the future, what if new versions of Indeo or VfW come out and I install them on my computer? What will the *Muppet Treasure Island* installer do in that case?

In all likelihood, dependent upon how Intel writes future versions of Indeo and Microsoft of VfW, the installer will not overwrite new versions.

If the Installer copied over Indeo and VfW, will the Uninstaller remove them?   How will this affect my other Windows games?

No. Indeo drivers and VfW will remain on your computer and you will be able to run other Windows games that use the release version. However, in some cases where video cards may not be compatible with Indeo or VfW, we have provided steps below to remove them manually and restore your system to its former condition. Microsoft does not provide an uninstall feature for Indeo or VfW, so this manual method is currently the only way we know to remove it from your system.

How to Recover from a Bad Indeo or VfW Installation:

If after installing Indeo or VfW on your system, you find that your system is not compatible with Indeo or VfW, do not panic. We have included this brief walk-through to get you back to your old setup.

For Windows 95 users:

1. If your system will run, allow Windows 95 to load. If your system will not run, load Windows 95 in **Safe Mode** by restarting your system and pressing **F8** when you see the **Starting Windows 95** message appear on screen during boot up. Select **Safe Mode** from the menu that appears.

2. Right click on the **My Computer** icon and select **Explore**. If you loaded Windows 95 in Safe Mode and can see the icon for your CD-ROM drive, continue. If you do not see the CD-ROM icon, then please stop here and go to the steps listed below in "**No CD Icon in Safe Mode**."

3. Insert *Muppet Treasure Island* **Disc 1** into your CD-ROM drive and hold down the **Shift** key while closing the drive. This will prevent the **AutoPlay** title screen from loading.

4. Go to the **Indeo** directory on the CD (or the one you copied to the hard drive if you had to follow the **No CD Icon in Safe Mode** procedure). Double click on the application **SETUP**.

5. Click on **Restore Windows 95 drivers**. You will be asked to insert your Windows 95 CD or diskettes in order to restore your old drivers. You should get a message asking you to restart your system, and when Windows 95 reloads everything SHOULD be as it was before the Indeo or VfW drivers were installed.

No CD Icon in Safe Mode

1. Take your *Muppet Treasure Island* **Disc 1** to another Windows 95 system that is operable where

you can copy some files.

2. Insert the *Muppet Treasure Island* **Disc 1** into the CD-ROM drive and hold down the **SHIFT** key while closing the drive. This will prevent the AutoPlay title screen from loading.

3. Right-click the **My Computer** icon and select **Explore**. Go to the CD-ROM drive in which *Muppet Treasure Island* **Disc 1** is inserted.

4. Drag the **Indeo or VfW folder** to a 1.44 MB floppy disk (you will need 3 blank 1.44 MB diskettes to copy all of the necessary files). Take the floppy disks back to your computer and copy the directories and their contents to your hard drive.

5. Close the **Explorer**.   Go to Step 4 in the "**How to Recover from a Bad Indeo or VfW Installation**" section above to complete the process.

For Windows 3.1x users:

1. From the **Program Manager**, open the **Control Panel**.

2. Double-click on **Drivers** and a list of drivers will appear.

3. Select the **Indeo** driver and click **Remove** in the **dialogue box**.

WinG: a technology that enables greater graphics capabilities under Windows 3.1x.

Willow Peripherals

Contact Information:

Online Services:
Internet E-mail: peripherals@willow.com
World Wide Web: http://willow.com/peripherals

Phone Contacts in the U.S.:
Technical Support: 800-444-1585
Phone: 718-402-0203
Fax: 718-402-9603
BBS: 718-993-2066

Contacts Outside the U.S.:
None available. Please contact your local retailer.

Windows NT

You may be able to run the Windows 95 version of the game under Windows NT, but so far this has not been extensively tested.

Zenith Data Systems

Contact Information:

Online Services:

E-Mail:	zed@zds.com
CompuServe:	GO ZDSFORUM
The Microsoft Network:	GO ZDS
World Wide Web:	http://www.zds.com
Mail:	Zenith Data Systems
	2150 East Lake Cook Road
	Buffalo Grove, IL 60089

Phone Contacts in the U.S.:

Telephone:	800-416-7591
Telephone (TDD):	800-316-3207 (M-F, 8:00am to 4:30pm Central Time)
Fax:	800-582-8194
BBS:	708-808-2264 - 14,400 bps

Contacts Outside the U.S.:
None available. Please contact your local retailer.