

Customer Support Information

Internet Support

The Disney Interactive Studios Customer Support website contains an array of useful information to help your system run Disney Interactive Studios programs with the best possible performance. To access information about Disney Interactive Studios programs on the World Wide Web, point your browser to **disney.com/videogames** and click on "Support" at the top of the page.

Automated Telephone Support

You may contact Disney Interactive Studios Customer Support at **(800) 228-0988**. This service is available 24 hours a day in the US and Canada. Using a touch-tone phone, you can obtain answers to some of the most frequently asked questions regarding Disney Interactive Studios programs. If you need additional information, our Customer Support staff for the US and Canada is available Monday through Friday from 9:00 a.m. to 6:00 p.m. (Pacific Time).

Mailing Address

If you wish to write us, our address is:

Disney Interactive Studios Customer Support
500 South Buena Vista Street
Burbank, CA 91521-9323

Telephone Support

You may contact Customer Support at **(800) 228-0988**. If you need additional information, our Customer Support staff for the U.S. and Canada is available Monday through Friday from 9:00 a.m. to 6:00 p.m. (Pacific Time).

TTY/TDD Users

Please contact us by telephone through your local relay service. Customer Support staff for TTY/TDD users is available Monday through Friday 9:00 a.m. to 6:00 p.m. (Pacific Time). Our toll free number is **(800) 228-0988**.



Disney Interactive Studios
500 S. Buena Vista St., Burbank, CA 91521

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Uses Bink Video. Copyright © 1997-2010 by RAD Game Tools, Inc.

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princessvideogames.com

Windows® Installation

1. Insert Disc.
2. If Autoplay is turned on, go to step 4.
3. If Autoplay is turned off, open (My) Computer and double-click on the *Disney Princess Enchanted Journey* disc icon.
4. Select Install Now.
5. Select the language you want installed and click Next.
6. Click Next at the splash screen.
7. If you agree to the EULA terms, click Accept and then Next.
8. Select Standard or Custom install. If Standard, go to step 12. If Custom, go to next step.
9. Select the path where you want the game installed.
10. Select the Program Folder path and click Next.
11. *Disney Princess Enchanted Journey* and related components will begin installing.
12. At the end of the installation, you will then be asked whether or not you want to launch the game.

Macintosh® Installation

1. Insert Disc.
2. Double-click on the *Disney Princess Enchanted Journey* disc icon on your Desktop.
3. Double-click the *Disney Princess Enchanted Journey* Installer.
4. Select the language you want installed and click Continue.
5. Click Continue at the installer introduction screen.
6. If you agree to the EULA terms, click Continue and then Agree.
7. Select a destination folder for your installation. Click Continue to install in the default Applications folder or click Choose to select a different destination folder.
8. Click Install to copy the game to the destination folder on your hard drive.
9. Enter your administrator username and password at the prompt. *Disney Princess Enchanted Journey* and related components will begin installing.
10. At the end of the installation, you will then be asked whether or not you want to view the Readme file or close the installer.
11. Double-click the *Disney Princess Enchanted Journey* game icon located in your destination folder to launch the game.

Controls

Action	Control
Go forward, backward, left, or right	↑, ↓, ←, →
Jump	Left Shift
Interact	Z
Cast Magic	Space Bar
Magic Twirl	X
Push/Pull Object	Z to grab, then ↑, ↓, ←, → to move

Minimum System Requirements

Windows®

• Microsoft® Windows® 7 / Vista® SP2 / XP® SP3 • 1.4 GHz Intel® Pentium® 4 class or 1400+ AMD Athlon™ or equivalent processor • 1 GB RAM (Windows® 7) / 512 MB RAM (Vista® SP2) / 256 MB RAM (XP® SP3) • 1.8 GB uncompressed hard drive space • 128 MB DirectX® 9.0c-compatible, 3D video card supporting Shaders 2.0 (NVIDIA® GeForce® FX or better, ATI Radeon™ 9500 or better) • 16-bit DirectX® 9.0c-compatible sound card • 4X DVD-ROM drive • DirectX® 9.0c (included)

Macintosh®

Minimum

• Mac® OS X 10.5.8 Leopard or higher • Intel® Core Duo Processor • 1 GB RAM • ATI® X1600 or NVIDIA® 7300 GT or Intel® integrated graphics chip

Recommended

• Mac® OS X 10.6.3 Snow Leopard or higher • Intel® Core 2 Duo Processor or better • 2 GB RAM • ATI® 2600, NVIDIA® x6xx series with 256 MB of Video RAM or better

This game will not run on PowerPC® (G3/G4/G5) based Mac® systems (PowerMac®).