

ELEFERE SIMANET PO MOUSO



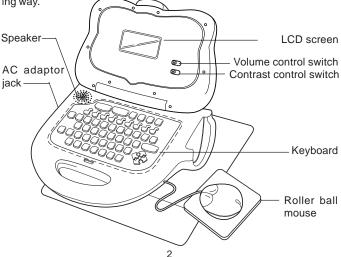
Dear Parent:

At VTech[®] we know that a child has the ability to do great things. That's why all of our electronic learning products are uniquely designed to develop a child's mind and allow them to learn to the best of their ability. Whether it's learning about letters. numbers, geography or algebra, all VTech[®] learning products incorporate advanced technologies and extensive curriculum to encourage children of all ages to reach their potential. When it comes to providing interactive products that enlighten, entertain and develop minds, at VTech® we see the potential in every child.

Introduction

Thank you for purchasing the VTECH[®] Little Smart PC Mouse[™] learning toy. VTECH[®] is committed to providing the highest quality products to entertain and educate your child. If you have any questions or concerns, please call our Consumer Services Department at 1-800-521-2010 in the U.S., 1-800-267-7377 in Canada or 01235-546810 in the U.K.. A representative will be happy to help you.

The Little Smart PC Mouse[™] is a laptop learning toy with a real roller ball mouse. Your child will learn how to operate a mouse, can answer questions and practice how to move a real mouse! The Little Smart PC Mouse[™] contains 25 fun-filled activities including letters, numbers, art and games. There are over 200 words, each with an entertaining animation, to help your child learn independently in a fun and challenging way.



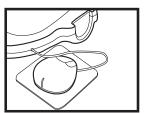
Removing the Mouse from Main Unit

Please follow the steps below when removing the mouse from the main unit. Please note that the mouse should not be detached completely from the unit. It has a retractable cord, and is intended to be used while attached to the unit.

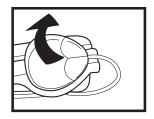
1. Lift the mouse upwards and away from the main unit.

 Lift the main unit on the right side and gently pull the mouse cord free from the cord clip.

Operate the mouse on the mouse pad that has been provided with the unit.







Storing Mouse with Main Unit

 Lift up the main unit and wrap the mouse cord underneath, attaching the mouse cord to the cord clip located under the main unit.

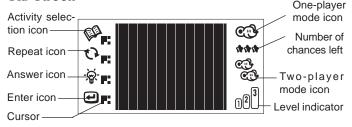
2. Place the mouse back in the mouse slot.

ocated under the main unit.

General Description:

The Little Smart PC Mouse[™] learning toy is a compact electronic learning unit that comes complete with a real computer mouse. It includes 25 fun activities that teach letters, numbers, art, music and much more.

LCD screen







Proper care:

- 1. Never try to dismantle the Little Smart PC Mouse[™] learning toy.
- 2. Be careful not to drop the Little Smart PC Mouse[™] learning toy.
- 3. Do not let the Little Smart PC Mouse[™] learning toy become wet or damp.
- 4. Keep the unit out of direct sunlight and away from direct sources of heat.

Power Source:

The Little Smart PC Mouse[™] learning toy operates either on 4 "AA" (UM-3/LR6) batteries or a standard 9V AC adaptor.

Battery Notice:

- Install batteries correctly observing the polarity (+, -) signs to avoid leakage.
- Always replace a whole set of batteries at one time.
- Do not use batteries of different types.
- Remove exhausted or new batteries when unit will not be used for an extended period of time.
- Do not dispose of batteries in fire.
- Do not attempt to recharge ordinary batteries.
- The supply terminals are not to be short-circuited.

WE DO NOT RECOMMEND THE USE OF RECHARGEABLE BATTERIES.

Note:

If the unit suddenly stops working or the screen becomes fuzzy, turn the **Little Smart PC Mouse**[™] learning toy off for 15 seconds, then turn it back on. If the problem persists it may be caused by weak batteries. Please insert a new set of batteries.

Battery Installation

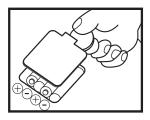
- To install batteries, make sure the Little Smart PC Mouse[™] learning toy is turned Off.
- 2. Locate the battery cover on the back of the unit and open it.
- 3. Place 4 "AA" size (UM-3/LR6) batteries, as illustrated.
- 4. Close the battery cover.

AC Adaptor Connection

- 1. Use a standard 9V == 300mA AC adaptor.
- 2. Make sure the unit is turned Off.
- 3. Locate the adaptor jack on the left side of the unit.
- 4. Plug the adaptor into the unit's adaptor jack.
- 5. Plug the other end of the adaptor into a wall outlet.
- 6. Turn the unit **On**.

Note:

Do not leave the adaptor plugged in for long periods of time if the unit will not be in use. If the unit suddenly stops working or the sound seems weak, it may be the result of the adaptor connection. Turn the unit off and disconnect the adaptor from the unit for 15 seconds. Then, reconnect the adaptor and turn the unit on. If the problem persists, it may be the result of the wiring of the unit and the adaptor. Please call our Consumer Services Department at 1-800-521-2010 in the U.S., 1-800-267-7377 in Canada or 01235 546810 in the U.K..

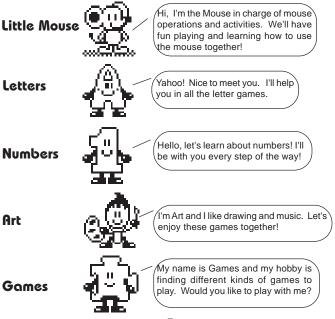


Auto Power Off

The Little Smart PC Mouse[™] learning toy will turn off automatically if the user does not press any key for about 15 minutes.

Character Introduction

Twenty five fun activities are divided into 5 groups. Each group of activities is hosted by a main character. Let's meet the characters now!



How is the Little Smart PC Mouse used?

In this section let's learn how to play with the Little Smart PC Mouse[™] learning toy.

- 1. Press the
 - key to turn on the unit.
- 2. The Little Smart PC Mouse[™] learning toy will show an opening animation on the screen.

After the opening, an activity picture will be displayed on the screen. The **Little Smart PC Mouse**[™] learning toy will invite you to play an activity by saying "*Pick an activity*". An activity can be chosen in 3 different ways:

- a. Press the letter key with the activity icon representing the activity to be played;
- b. Use the mouse to click on the left or right arrows displayed on the screen until the activity to be played appears. Then click on the ENTER icon to confirm;
- c. Press the left or right arrow keys on the keyboard to select an activity and then press the ENTER key to confirm.





Activity picture which is same as the icon on keyboard

Left and right arrow buttons to choose an activity

Keyboard Description and Function Keys

Now let's learn about all the different keys on the keyboard and what the roller ball mouse can be used for.



Press this key to turn the unit off.

Press this key to turn the unit on.

Press the ACTIVITY key and then a letter key with an icon on it to select the activity to be played.

- 🔊 Mouse Skills
- 🐨 Munch It Up
- 😧 Learning Shapes
- R Maze Challenge
- 🕂 Matching Shapes
- Y Letter Order
- U Beginning Letters
- Magic Word
- o Missing Letter
- 🖗 Odd One Out
- Beginning Counting
- Counting

- Counting Challenge
- ²⁺¹ F Addition
- ²⁻¹_G Subtraction
- 🖷 Melody Maker
- 🖪 Music Box
- 🕅 Connect the Dots
- Puzzle Pictures
- Art Studio
- 😨 Memory Challenge
- 🐮 Crazy Shape Puzzle
- Which One's Different?
- 😨 Animal Sound Match
- Look Alikes

Press this key to confirm an answer selection.



Press this key to have a special change appear on the screen, depending upon the activity being played.



When in the main menu, press this key to see any of the activities demonstrated. When playing one of the activities, press this key to see a particular activity demonstrated.



Press this key to select the level of play. There are 4 levels of play in all activities except the following : Mouse Skills, Melody Maker, Music Box and Art Studio.



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Press this key to select either the one or two player mode except the following activity: Mouse Skills, Melody Maker, Music Box and Art Studio.

Press this key to have a question repeated, or to hear the activity name.

This key will give a hint about the answer in all activities except the following: Mouse Skills, Matching shapes, Missing Letter, Munch It Up, Melody Maker, Music Box, Art Studio and Crazy Shape Puzzle.



Press this key for the answer to a question.

Press this key to erase an answer or a note in the melody that has been created in Melody Maker activity.



Press this key to clear the whole melody that has been created in the Melody Maker activity.

Press this key to insert a musical rest when using the Melody Maker activity or to temporarily pause the music that is playing in the Music Box activity.



- J

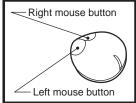
Press this key to play the music created in the Melody Maker activity or the music selected in Music Box activity.



Press these keys to control the cursor mouse, or alternatively press the on-screen directional buttons.

الله Use these keys when inputting answers in number related activities or for creating melodies in the Melody Maker activity or selecting musics in Music Box activity.

- [Alphabet keys] Use these keys when inputting answers in letter and word related activities. They follow the same pattern as standard computers and typewriters.
- [Left mouse button] This button acts as the enter button or it can be used to click on an on-screen object.
- [Right mouse button] The function of this button is the same as the CHANGE key.



Activity Descriptions:

List of the 25 activities

Mouse operation	Letter and Word	Number
Mouse Skills	Letter Order	Beginning Counting
Munch It Up	Beginning Letters	Counting
Learning Shapes	Magic Word	Counting Challenge
Maze Challenge	Missing Letter	Addition
Matching Shapes	Odd One Out	Subtraction
Art and Music	Games	
Melody Maker	Memory Challenge	
Music Box	Crazy Shape Puzzle	
Connect the Dots	Which One's Different	
Art Studio	Animal Sound Match	
Puzzle Pictures	Look Alikes	

1. Mouse Skills

This is an activity designed to teach mouse skills. There are 5 lessons in this activity. The unit demonstrates one of the mouse skills first, and all your child has to do is copy the demonstration and use the mouse to perform the same skill again. There will be an on screen guide to review how each movement should be made. The skills that are taught in the five lessons are as follows:

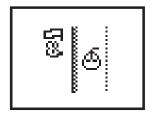
Lesson 1: learn how to move the mouse in 4 directions.

Lesson 2: learn how to use the left mouse button.

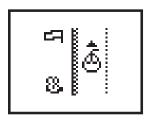
Lesson 3: learn how to use the right mouse button.

Lesson 4: learn how to join up two points.

Lesson 5: learn how to drag and drop.



In the demonstration, the unit will show the mouse skill being reviewed automatically. There will be a roller ball mouse graphic on the side to show the action that must be completed.



After the demonstration, the player will be required to repeat the skill once. There will be a roller ball mouse graphic on the side of the screen to show the player what to do.

2. Munch It Up

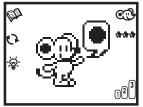
In this activity, the goal is to get the mouse home. On the way, the mouse has to eat as many pieces of cheese as he can while dodging the falling stones at the same time. Move the roller ball mouse or press the left or right arrow to move the mouse character. When the CHANGE key is pressed the screen will show how far the mouse is from its home as well as the total current score. Press the CHANGE key again to go back to the playing screen.



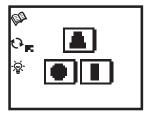
There are 2 kinds of objects, one is a piece of cheese and the other is a stone. The mouse has to munch up the cheese, but dodge the stone.

3. Learning Shapes

This activity teaches your child how to recognize and identify different shapes. A shape is displayed for a few seconds. Then an answer screen will appear and your child must move the cursor to the shape that is identical to the one previously displayed. Click the left mouse button to choose the answer. Press the CHANGE key to change the border graphic within the answer screen.



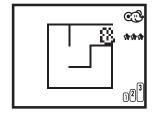
The mouse asks the player to find this shape.



Player has to find out the correct shape in the answer screen.

4. Maze Challenge

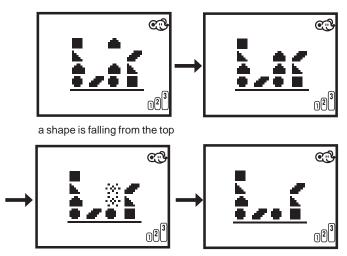
In this activity, the goal is to help the mouse character escape from the maze. Move the mouse character by using the roller ball mouse or the cursor keys to find the way out of the maze as quickly as possible. Press the CHANGE key to see how close the mouse is to getting out of the maze. Press the CHANGE key again to go back to the playing screen. In this game, it is important to move as quickly as possible. The faster the mouse gets out of the maze, the higher the score is!



Player has to move the mouse to escape from the maze.

5. Matching Shapes

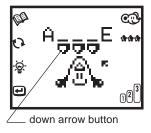
The goal of this game is to put 2 or more of the same shapes together in either a vertical or a horizontal way. Move the falling shapes left or right by using the mouse or the left/right arrow buttons. To make the shapes fall faster, click the left mouse button or press the ENTER key. Press the CHANGE key to see a status screen which displays the current score. Press the CHANGE key again to go back to the playing screen. There are a total of 50 shapes in each game.



When 2 of the same shape match, they will disappear.

6. Letter Order

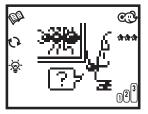
The goal of this game is to input the missing letter(s) in the correct alphabetical sequence. Two letters will appear on the screen with (a) missing space(s) between them. The challenge is to fill in the letter(s) that are missing. An answer can also be selected by clicking the down arrow buttons below the blank spaces. Press the CHANGE key if you want to switch between lower case and



upper case letters. Then, press the ENTER key to confirm the answer.

7. Beginning Letters

In this activity, an object will be shown on screen for a short time, after which a word missing the beginning letter and four possible answers will be displayed on an answer screen. Move the cursor onto the correct beginning letter and click the left mouse button (or press the ENTER key) to confirm. The correct answer can also be typed in. Press the CHANGE key if you want to switch between lower case and upper case letters.



A picture is displayed on the screen first.



The player has to choose the beginning letter of the picture shown before.

8. Magic Word

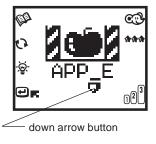
This is a matching game where the correct picture must be matched with the given word. A word is displayed on the screen and several pictures will be shown one by one above the word. When the displayed picture matches the word, click on the picture or the on-screen ENTER icon. Alternatively, press the ENTER key to select the picture when it appears on the screen. Press the CHANGE key to choose between lower case and upper case letters.



When the picture matches the word, press ENTER or click the picture to confirm.

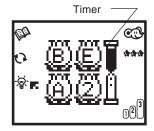
9. Missing Letter

In this game, the goal is to find the missing letter in a word based on the graphic displayed on the screen. A picture and a word with one missing letter are displayed. Type in the correct missing letter using the keyboard or by clicking the down arrow button to change the inputted letter. Press the ENTER key or the on-screen ENTER icon to confirm the answer. Press the CHANGE key to alternate between lower case and upper case letters.



10. Odd One Out

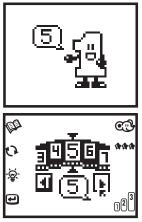
This is a game where the goal is to identify which object has something inside it that is different from the others. Four objects with a character inside each of them will be displayed. Three of them belong to the same group (they will be either numbers or letters). The fourth character will be



from the other group. The goal is to move the cursor to select the character that is different from the others before the time runs out. Press the CHANGE key to change between lower case and upper case letters.

11. Beginning Counting

This is a forward and backward counting game that reviews number order. A number, or a series of numbers, will be shown on the screen. The goal is to remember this sequence and then use the on-screen direction buttons or the arrow keys to move left or right to bring the appropriate number to the middle of the screen, according to the sequence that you have just memorized. Click the right arrow button to increase the number displayed by one, click the left arrow button to decrease the number displayed by one. Find the correct number(s) in the correct sequence, and press the ENTER key or the on-screen ENTER icon to confirm. Press the CHANGE key to change the picture of the bubble.



Tell the player what the required number (number series) is.

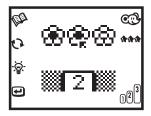
Move the wheel until the required number is brought to the middle.

12. Counting

Several objects will be displayed on the screen and the goal is to count how many there are. You can enter the correct answer on the keyboard or click on the objects one by one to count up to the correct answer. When an object is clicked on, the appearance of the object changes to indicate that it has been counted. The number inside the answer space will increase as each object is clicked. This is a good way to have fun with beginning counting. Press the ENTER key to confirm the answer. Press the CHANGE key to alter the picture of the background.

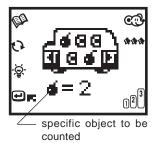
13. Counting Challenge

The goal of this game is to count the number of specific objects that appear. First, the object to be counted will be displayed. Then a train with pictures of the object will appear. Add up the identified object and type in the correct answer. For instance, if the original object is a flower, and then 8 flowers and 3 stars appear on the train, type in the number 8 to represent the number of flowers. This is to test both identification and number skills. Since the train will scroll across the screen, pressing the CHANGE key will scroll it along



Click the flowers or input the correct number.

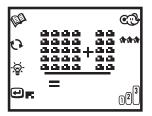
Count the specific objects



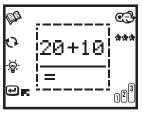
again if you missed it the first time! You can also review each section of the train by clicking the on-screen left or right arrow button.

14. Addition

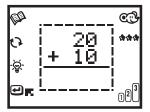
The goal in this game is to type in the correct answer to an addition problem shown on the screen. The first thing that will appear is an addition problem using pictures. Press the CHANGE key to change how the question is asked. The question can be seen in picture form for younger children who are just learning how to add, or can be changed to number form for older children who need more of a challenge. Type in the answer using the keyboard.



Graphic expression



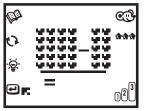
Horizontal expression



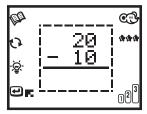
Vertical expression

15. Subtraction

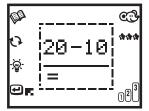
The goal of this game is to type in the answer to a subtraction problem that will be shown on the screen. The first thing that will appear is a subtraction problem using pictures. Press the CHANGE key to change how the question is asked. The question can be seen in picture form for younger children who are just learning how to subtract, or can be changed to number form for older children who are ready for more of a challenge. Type in the answer using the keyboard.

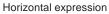


Graphic expression



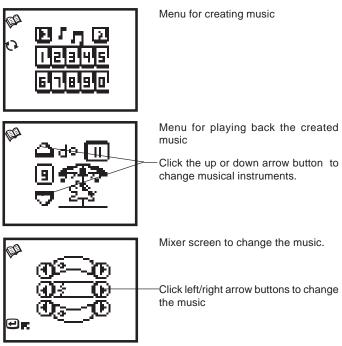






16. Melody Maker

Create a song in the Melody Maker. When playing back the song that has been composed, a musical instrument can be chosen. When creating a musical composition, move the mouse to click the music notes on the screen or press the music note keys on the keyboard. Add a pause between the music notes by pressing the PAUSE button or clicking the PAUSE icon on the screen. Play back the created melody by pressing the PLAY button or dlicking the PLAY icon on the screen. When playing the music, click the up or down arrow button to select the musical instrument. Press the CHANGE key to display a mixer screen where the speed of the tempo, melody and pitch of the music can be changed.



17. Music Box

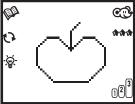
In this activity, select one of the 10 builtin songs by clicking the icons on the screen or by typing in the song number. Press the ENTER key to confirm the choice of song. When playing music, click the up or down arrow button to select a musical instrument. Press the change key to display a mixer screen where the speed of the tempo, melody and pitch of the music can be changed.



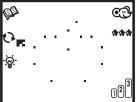
Menu to choose 10 built-in songs

18. Connect the Dots

In this activity, the goal is to form a picture by joining lines between the dots. A picture will be drawn by the computer. The picture will be formed by connecting dots with straight lines. The finished picture will be shown on the screen for a few seconds. Then some of the lines will disappear. To fill the line in click on one side of the missing line and then click on the other side. A line will form to fill in the missing space. If you choose the wrong dot, press the CHANGE key to cancel that selection and start again.



Show a picture formed by connecting dots with straight lines.



Lines disappear and the player has to link up the dots to form the picture again.

19. Puzzle Pictures

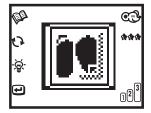
The goal of this game is to rearrange the puzzle pieces to form a picture. A picture of an object will be displayed, then the picture will be divided into 2 (3,4 or 6 in the higher levels) pieces and mixed up. Drag and drop the pieces into their correct position and arrange the picture to form the correct pattern again. Drag and Drop procedure:

- Move the cursor onto one puzzle piece;
- b. Click the left mouse button to select that piece (if it is the wrong piece press the CHANGE button to cancel the selection). The cursor will become the selected piece, which can be moved using the mouse. The original position of the selected piece will become blank;
- Move the selected piece onto the target position (a puzzle piece will be in that spot already);
- d. Click the left mouse button to place the selected piece on the target position. The piece that was in that position will move to the blank space.

20. Art Studio

This activity can be used to create pictures. The following functions can be used;

- a. dot drawing in black;
- b. dot drawing in white;



The function that is chosen will be

underlined.When selecting clip art, the screen will show a menu. Press the up or down arrow button to make a clip art selection and press ENTER. The picture will be added to the drawing area where it can be edited. Press the CHANGE key to change the black screen to white and vice versa

c. clip art - select a picture from the

word activity:

d. clear the whole picture.

black in white An icon line will be displayed at the top KP. of the screen. To select a function move the cursor to the function and click on it l⊾₽l.⊘ 0 clip art clear the whole picture

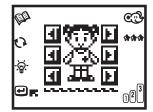
Dot drawing in

Dot drawing

21. Memory Challenge

This is a memory game. A picture of a person will appear for a few seconds, which should be remembered. Part(s) of the body will disappear. Move the cursor to click the left/right arrow button to choose the correct head, body and legs to match the person that was shown at the beginning of the game. Change a specific part of the body by putting the cursor on it and pressing the CHANGE key. For example, if the

cursor is on the head and the CHANGE key is pressed a new head design will appear. After having selected the correct parts, press the ENTER key or the on-screen ENTER icon to confirm. In level one, match the correct head only. In level two, match both the head and the body. In level three and four, match all 3 parts of the body.



22. Crazy Shape Puzzle

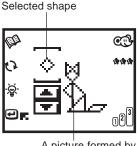
In this activity, the goal is to form a picture made up of tangrams. A picture made of tangrams is displayed on the screen and then one of the tangrams inside the object will flash. You have to choose the correct shape to fill in this space. Click the up/ down arrow buttons on the screen to see the various shapes. After you have selected the shape, press the ENTER key to confirm. Press the CHANGE key to make the selected shape rotate.

23 Which One's Different

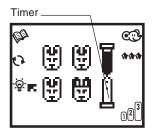
The goal of this game is to identify which object is different from the others. Four pictures will be shown on the screen, three of which are identical. Move the cursor to select the one that is different from the others before the time is up. Press the CHANGE key to make the objects on the screen move.

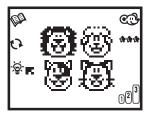
24. Animal Sound Match

The goal of this game is to match the animal with the sound that it makes. The sound of an unknown animal will be played. Then four animals will be displayed. Move the cursor to select the animal that matches the sound. Press



A picture formed by tangram





the CHANGE key to hear all the sounds of the animals that are displayed on the screen. There will be a time limit when choosing the answer. The time will be shortened in each of the higher levels.

25. Look Alikes

Several objects will appear on the screen. Move the cursor to select one pair of objects that look alike. When an object is selected, it will flash. Move the cursor to select the matching object. You can cancel the selection of the first object by pressing the CHANGE key.

In level 1, there are 3 pairs of graphics on the screen.

In level 2, there are 4 pairs of graphics.

In level 3, there are 5 pairs of graphics.

In level 4, there are 6 pairs of graphics.

Scoring

-		
Activity	Descriptions	
1. Mouse Skills	no scoring system	
2. Munch It Up	scoring system 2	
3. Learning Shapes	scoring system 1	
4. Maze Challenge	scoring system 4	
5. Matching Shapes	scoring system 3	
6. Letter Order	scoring system 1	
7. Beginning Letters	scoring system 1	

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Activity	Descriptions
8. Magic Word	scoring system 1
9. Missing Letter	scoring system 1
10.Odd One Out	scoring system 1
11.Beginning Counting	scoring system 1
12.Counting	scoring system 1
13.Counting Challenge	scoring system 1
14.Addition	scoring system 1
15.Subtraction	scoring system 1
16.Melody Maker	no scoring system
17.Music Box	no scoring system
18.Connect the Dots	scoring system 1
19.Puzzle Pictures	scoring system 1
20.Art Studio	no scoring system
21.Memory Challenge	scoring system 1
22.Crazy Shape Puzzle	scoring system 5
23.Which One's Different	scoring system 1
24.Animal Sound Match	scoring system 1
25.Look Alikes	scoring system 1

Scoring system 1

1. One player Mode:

No. of questions per game = 5

Beginning score = 0 points Correct answer on the first try = 20 points Correct answer on the second try = 10 points Correct answer on the third try = 5 points Incorrect answer = 0 points Use of the Answer key = 0 points Correct answer after the use of Hint key (once) = 10 points Correct answer after the use of Hint key (twice) = 5 points Maximum score for each game = 100 points

2. Two player Mode

No. of questions per game = 10 Beginning score = 100 points Correct answer for the first player = 10 points Incorrect answer for the first player = -10 points Out of Time for the first player = -10 points Correct answer for the second player = 5 points Incorrect answer for the second player = -5 points Out of Time for the second player = 0 points Maximum possible score for each game = 200 points In Puzzle Picture activity, the scoring for 2-player mode is same as that in 1-player mode by playing individually.

Scoring system 2 - for activity 2: Munch It Up

No. of stones falling = 75 No. of pieces of cheese falling = 20 Beginning score = 0 points Eating a piece of cheese = 10 points Being hit by a stone = -10 points Maximum possible score for each game = 200 points

Scoring system 3 - for activity 5: Matching Shapes

No. of objects per game = 50 objects

Basically, 10 points will be given for each object that disappears. If you can match more than one kind of object by one falling object, bonus points will be awarded.

Scoring system 4 - for activity 4: Maze Challenge

No. of mazes per game = 1 Time remaining is more than 10 seconds = 100 points Time remaining is between 5 seconds and 10 seconds = 80 points Time remaining is between zero and 5 seconds = 50 points Out of time = 0 points Use of Answer key = 0 points After the use of Hint key (once) = -10 points After the use of Hint key (twice) = -20 points

Scoring system 5 - for activity 22: Crazy Shape Puzzle

No. of questions per game = 4 (level 1) = 5 (level 2)
= 6 (level 3)
= 7 (level 4)
Beginning score = 100 points
Incorrect try = -5 points
Use of the Answer key = -15 points
Maximum points in each game = 100 points
Minimum points in each game = 0 points
The HINT key cannot be used in this activity.

Care and Maintenance

- 1. Keep the unit clean by wiping it with a slightly damp cloth.
- Keep the unit out of direct sunlight and away from direct sources of heat.
- 3. Remove the batteries when the unit will not be in use for along period of time.
- 4. Do not drop the unit on hard surfaces or try to dismantle it.
- 5. Do not immerse the unit in water or get the unit wet.

Important Note

Creating and developing learning toys is accompanied by a responsibility that we at **VTECH**[®] take very seriously. We make every effort to ensure the accuracy of the information which forms the value of our products. However, errors sometimes can occur. It is important for you to know that we stand behind our products and encourage you to call our Consumer Services Department at 1-800-521-2010 in the U.S., 1-800-267-7377 in Canada, or 01235-546810 in the U.K. with any problems and/ or suggestions that you might have. A service representative will be happy to help you.