

SCRATCHES

"I have NEVER been
scared by a game
so much... "

- Just Adventure



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1 Getting Started

This section goes through the initial considerations before installing *Scratches*. Please ensure that your system meets the hardware requirements.

Minimum system requirements:

- 800 MHz CPU
- 128 MB RAM
- 16 MB OpenGL-compatible video card
- 24x CD-ROM drive
- Sound card

Recommended system requirements:

- 1.6 GHz CPU
- 256 MB RAM
- 32 MB OpenGL-compatible video card
- 24x CD-ROM drive
- 5.1 surround sound card
- 450 MB free hard drive space.

Also, a hi-fi stereo system is highly recommended in order to enjoy the *Scratches* soundtrack fully.

No special software is required, and *Scratches* supports any Microsoft Windows® operating system.

1.1 Recommendations

It is advisable to verify that your video card is using the latest available drivers. These may be found on the hardware manufacturer's website. Remember that these drivers are constantly updated and new software may require the latest updates. In particular, make sure that they support the OpenGL 3.0 library.

To achieve a clear image with the best possible colors, always boost the your monitor's contrast level to its maximum, then set the desired brightness level. Too much brightness will spoil Scratches!

1.2 Technical Notes

Scratches was built with the proprietary Nucleosys engine, SCream. This engine is mostly self-contained, in the sense that it does not require the installation of any additional software libraries (e.g. DirectX) or video codecs (e.g. DivX). The only files installed, other than the *Scratches* game, are those belonging to the OpenAL 3D audio library. These files are simple DLLs (Dynamic Link Libraries) which are copied into your Microsoft Windows® system folder during the installation process, and are effectively removed when uninstalling (except if another game installed is still making use of this library).

Nucleosys has taken care to make this software as unobtrusive as possible. The only changes made to the Microsoft Windows® registry are simple uninstallation information records.

2 Installation

This section explains how to install *Scratches*.

As a general precaution, all other applications should be closed prior to installing any software. It is possible either to play *Scratches* directly from the CD or to perform a full installation; this choice is presented during the installation process. A full installation will improve the game's performance, but please note that the CD may still need to be present in the CD-ROM drive in order to play the game.

To begin the installation process, simply insert the *Scratches* CD into the CD-ROM drive. A setup wizard will appear on-screen; simply follow the instructions. If the setup program does not start after inserting the CD, you must manually start it. Double-click first on the My Computer icon on your desktop, then on your CD-ROM drive's icon, and finally on SETUP.EXE.

When the installation finishes, open the Start menu, go to Programs, then to *Scratches* and finally click on the *Scratches* icon: this will run the game. And that's it!

You may change some game settings via the Setup menu, as explained on page 18.

3 The Game

Scratches is a horror graphic-adventure game. It is played from a first-person viewpoint; you will experience the game world as if you were actually there, seeing through the eyes of your character. The game is fully controlled via the mouse with a point-and-click system.

This section will go through many of the game's details. We recommend that you read this, as it will provide an interesting background to the story!

3.1 Features

Scratches features the following:

- A haunting storyline spanning over two decades, filled with unexpected twists and turns and featuring a shocking ending.
- Exploration of a realistic Victorian mansion, designed after real models and blueprints of the era, brought to life with sharp panoramic graphics.
- You don't play a character, you are the character! Stay in close touch with his emotions by knowing his thoughts, his feelings... and his fears.
- Impressive special effects: the clouds in the sky slowly move as you take a walk outdoors, while flashes of lightning startle you and raindrops hit the windows while you are inside the house, taking shelter from a fierce storm.
- An unobtrusive, user-friendly interface that makes the game comfortable to play, thus allowing players to focus on the story and its development.
- A hint system that seamlessly integrates clues and suggestions about the next step to take or puzzle solutions within dialogues, notes and character comments. Play the game at the difficulty level that you prefer!
- A full 5.1 surround soundtrack. Over 40 minutes of original music appropriately composed for each scene.



3.2 Story

You will step into the role of Michael Arthate, a blooming writer flush with cash from the sales of his debut hit novel, as he moves to an imposing Victorian mansion he has just bought, set on the outskirts of a small rural town in northern England. As Michael seeks inspiration to complete his long-awaited sequel, he uncovers terrible secrets concealed within the house: the mystery surrounding its previous inhabitants, the eccentric Blackwood family. Few know exactly what occurred within those walls... what drove James Blackwood mad enough to viciously murder his wife and then, supposedly, commit suicide. Compelled to investigate this forgotten case, Michael decides he's up to the task of finding out what really happened. But as the pieces of the puzzle fit together, the understanding that his life might be in danger becomes a harsh reality.

Soon Michael comes to realize that his arrival may have disturbed some sinister forces that have been resting, and waiting, inside this place for many years.



You will explore a chilling and atmospheric scenario as you investigate Blackwood Manor and visit varied locations besides the central Victorian mansion, such as a rundown greenhouse, a grim chapel, a decaying crypt and more. Solve challenging puzzles requiring not your reflexes but your intuition and deductive skills. Gather clues and connect them, until you reach the story's terrifying conclusion. You will be the one who solves the mystery!



3.3 Characters

Meet the enigmatic array of characters intervening in the *Scratches* story.

PAST CHARACTERS

James T. Blackwood

An eccentric gentleman, Mr Blackwood had always been a prominent figure in Rothbury, his hometown since his childhood, being one of the most successful construction engineers in the region. Although his unpleasant nature, rough features and erratic behavior usually deterred people, except for a few close friends, he was still a respected figure and was in charge of some important building works.

Catherine L. Blackwood

James Blackwood's enigmatic wife, an English teacher at a local school in Rothbury, was a quiet and reserved person, peculiarly contrasting with the odd persona of her husband, although she still was well-loved by her friends and students.

Christopher E. Milton

An intimate friend and long-time doctor to the Blackwood family, Dr Milton was a curious person. His vast knowledge and expertise of medicine had bestowed upon him a reputation as the most important and beloved doctor in Rothbury. (cont)

Dr Milton's belief in his science and the value of life were well-known and conferred strong confidence among his many patients. Even though he practised a science that sustains life, his own health was fragile and his looks, in general, sad and weak.

Eva Mariani

Miss Mariani, an Italian immigrant and aspiring professional photographer, was the Blackwood family's maid for several years, using her hard-earned money to pay for photography courses, until she discovered that her employer had murdered his wife. She ended up accusing him and, after a troubled investigation, vanished from sight, presumably returning to Italy.

William Bailey

Mr Bailey, a now-retired police chief, was in charge of the investigation of the death of Catherine Blackwood in the early 1960s. He was convinced of Mr Blackwood's guilt, but was never able to convict him.

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PRESENT CHARACTERS

Michael Arthate

Michael is an up-and-coming writer. Sales of his acclaimed first novel, *Vanishing Town*, left him with enough wealth to acquire an imposing Victorian mansion, a long-time dream of his. Michael's fascination with the Gothic style is such that it will be featured prominently in his upcoming story.

Having just finished writing a successful book, Michael is trying to cope with the pressure of writing a follow-up and fulfilling the expectations of his ever-growing fan base. Michael understands that this is a turning point in his career and his new book will decide whether he is a truly talented writer or just another one-hit wonder.

Jerry Carter

An old friend of Michael, Jerry Carter is usually a joyful and interesting person. Opening a real estate agency has definitely been his best move, allowing him to save a generous amount of money without spending too much time working. Nowadays, Jerry's company is the largest estate agency in Rothbury. Put simply, Jerry is in charge of the major house

sales in the region, which is how he managed to find the right place for Michael: one of the last truly old-fashioned Victorian mansions. He is currently trying to set up another company in London.

Barbara Stiles

Michael hired Barbara as his assistant to aid him with fan mail and to contact magazines around the world, offering them his short stories ("public relations", as he calls it). It is rather uncommon for a writer to be assisted by someone else, but understandable when one takes into account that Michael has decided to move far away from town, to be seemingly disconnected from the rest of civilisation.

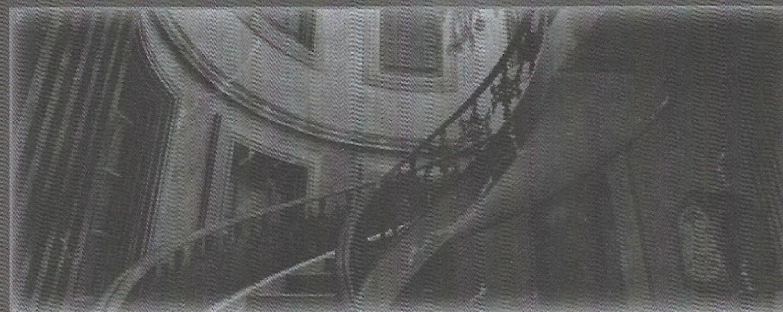
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3.4 Locations

Scratches takes place on the outskirts of Rothbury, a small rural town in Northumberland, England: a place with large and ancient Victorian houses. You will get to explore some varied and sinister locations...



The House



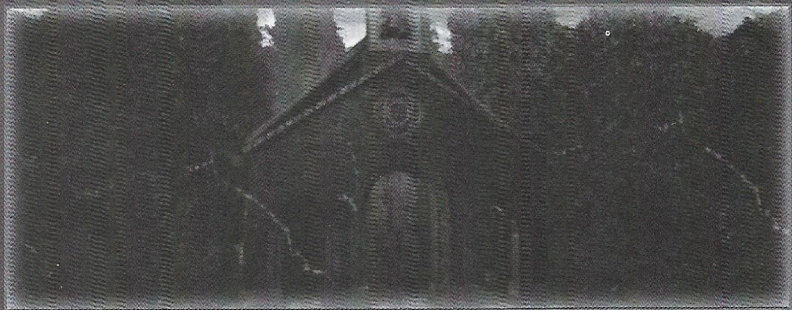
An imposing Victorian house, formerly owned by the Blackwood family. No-one can tell exactly what happened within its halls that led to two deaths, one of them a gruesome murder. The only registered owner besides the Blackwood family is a Dr Christopher Milton, from 1963 until he disappeared later in that decade; the house was then acquired by the National Trust.

The house has two floors (in addition to the ground floor) and an attic. The second floor was undergoing heavy construction work in the 1960s and it still remains that way. A workshop apparently used by James Blackwood can be found here, with a selection of tools (a clamp, some chemistry apparatus, etc). It is on this floor that one may access the tall turret to observe the Manor's beautiful estate. Moving down to the first floor, where the master and guest bedrooms can be found, there is also a large room which Blackwood converted into a gallery; here he displayed various items relating to a particular hobby of his.

The ground floor holds the common rooms, including the study, kitchen, and reception hall. Finally, a large basement was constructed beneath the house, utilising as much space as possible. The house boasts an ingenious heating system, having the fireplaces connected to each other, thus carrying the smoke in one single ventilation shaft. One lit fireplace is enough to heat a good portion of the house.



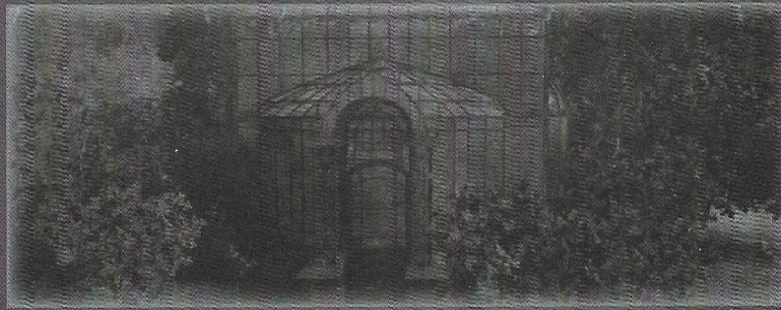
The Chapel



Between tall trees rests the holy chapel. James Blackwood, in one of his acts of eccentricity, had it built in 1962, hence it is the most recent building in the Manor. Blackwood would attend Mass here; he paid for a priest to be brought from the town so that he could avoid leaving the Manor and continue living as a recluse. Blackwood also spent many hours alone in the chapel; rumour has it that it was here he planned the murder of his wife.

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The Greenhouse



Once a glimmering palace, this rundown greenhouse is now in a sad state of disrepair, its glass exterior covered with moss, impeding sunlight from reaching inside. It is here that Blackwood would spend most of his free time on one of his favorite hobbies, plants and flowers, until for an unknown reason he abruptly stopped taking care of it. To many, it was then that Blackwood began to lose his mind.

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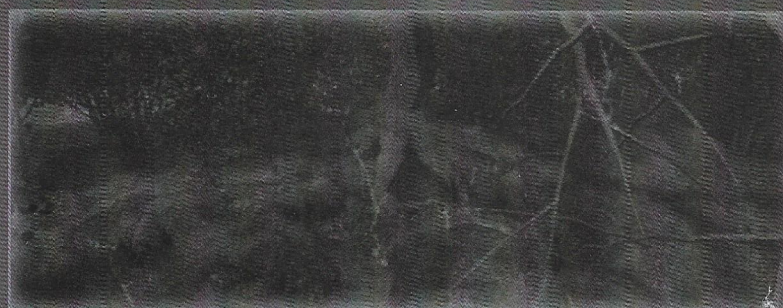
The Crypt



The oldest building in the Manor is the decrepit and claustrophobic crypt; it is here that the most important members throughout many generations of the Blackwood family rest. The crypt is crowned with a large dome surrounded by beautiful vitraux windows. Having no electricity, the many candelabras within the crypt provide the main room and the tomb below with a good amount of light.

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The Garden



On the huge estate where the Blackwood Manor rests, one can find a varied selection of trees and plants, a lake, ponds, and interesting rock formations. A fountain at the entrance of the imposing house welcomes the occasional visitor and a gazebo lies at the rear whenever one wants to go outside and enjoy the benefits of this beautiful garden. There is also a garage, just off the gravel driveway.

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4 Setup

In this section you will learn about the settings you may change to adapt *Scratches* to your gaming needs.

Immediately after the Nucleosys logo, you will be presented with the main menu. This menu can be accessed while playing by pressing the ESC key. Pressing the ESC key again will quit the game once you have confirmed that this is the desired action.

This short table will explain the meaning of the menu items:

Back	Return to the game (if one is in progress)
New	Start a new game
Setup	Access the "Setup" menu
Load	Load a previously saved game
Save	Save the game currently in progress
Quit	Quit the game

To start a new game, choose New from the main menu.

To load a previously saved game, pick Load. An appropriate screen will appear with the list of saved games. Simply choose the one you wish to load by left-clicking on a slot.

To save your game, pick Save. You will need to select a slot in which to save your game; there are ten such slots available. Pick an empty slot or a previously saved game to be replaced (a warning will appear at the bottom of the screen if you are about to replace an already-used slot). You will then be asked to enter a name for the saved game.

To view the game's setup options, choose Setup. Left-click on a heading to cycle through its possible values. The following table explains the settings that you may change:

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Hints

Surround Music

Camera Speed

Text Speed

Gamma Correction

Slideshow mode

Enables/disables the in-game hint system.

Enables/disables surround sound effects and music.

Alters the camera's movement speed (values: slow, normal, fast).

Changes the speed at which text is displayed (values: slow, normal, fast).

Sets gamma (brightness) correction (values: off, low, medium, high).

Enables/disables "slideshow" mode.

Hints enables subtle in-game hints, to help players who are not experienced with graphic adventure games. Note that this will not provide hints for every situation: for example, if a character gives you a clue during a conversation, it may not be repeated even if the Hints option is enabled.

Surround Music enables surround sound support. You will need a 5.1 sound card and a proper set of 5.1 speakers to enjoy this feature.

Camera Speed affects the speed at which the camera (your character's head) moves. Choose the one that suits your playing style best.

To quit the game, choose Quit from the main menu, then click on "Yes" when asked to confirm your action.

Text Speed changes the speed at which text is displayed while playing. Choose the rate that best suits your needs.

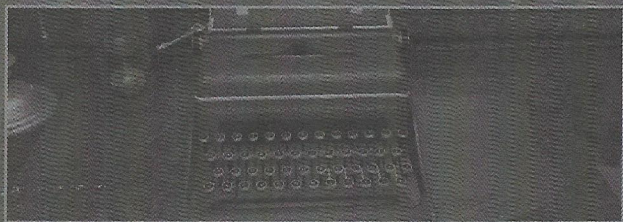
Gamma Correction allows you to alter the game's brightness. It is strongly advised that you avoid changing the gamma settings unless it is strictly necessary.

Slideshow mode disables the 360° panoramic views, replacing them with static camera angles. This option may be of use to those people who suffer from motion sickness, or you may simply prefer to play the game in this manner.

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5 How to Play

While playing *Scratches* you will get the chance to solve an exciting multi-layered mystery with many twists and turns and terrifying moments. You will find many obstacles that will require your intuition and insight. No quick reflexes or action skills are needed. *Scratches* will test your creativity to solve these obstacles and puzzles. Each one is completely different and will provide a whole new challenge, therefore it can't be easily explained how you should work your way through the game; rather it is something you will have to experience on your own.



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5.1 Controls

Scratches features 3D panoramic rotation, which means that you can explore the environments very naturally and smoothly. The view can be rotated left, right, upwards and downwards by moving the mouse to the edges of the screen (note that rotation speed depends on how close the cursor is to the edge of the screen). If you are playing in "slideshow" mode then the camera will remain static; you may turn by moving the mouse to an edge of the screen and clicking.

You may quickly rotate the view by 90° with the help of the keyboard. Simply press the arrow key that corresponds to the direction you wish to turn: for instance, to quickly rotate 90° to the right, hit the right arrow key. Note that the view won't rotate a full 90° upwards or downwards; we don't want to break Michael's neck!








Important feedback made by Michael (such as comments on a particular location) will appear at the bottom of the screen. Paying attention to these comments is very important.

Pressing the ESC key will skip cutscenes and lines of dialogue.

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5.2 Moving Around

Explore the environments by moving the mouse around. The cursor will change according to the type of action that can be performed. Pressing the left mouse button will execute that action. The following table will help you to understand the several different cursors you may see in the game:

	Closed hand	No action is currently possible.
	Upwards-pointing finger	Walk in the indicated direction.
	Hand holding a magnifying glass	Examine something (Michael will either make a comment or look more closely).
	Grasping hand	Take or use an object.
	Downwards-pointing finger	Back away (when looking closely at something).
	Arrow	Turn in the corresponding direction (in "Slideshow" mode only).
	Pocket watch	The game is loading information; please wait.

Bear in mind that Michael might react differently towards an object depending on his position; for instance, you may be able to look at a certain object from the distance but, if you get closer to it, Michael may be able to use it. To back away (or "zoom out") from a close-up view of an object, such as a painting, the relevant area to click is usually at the bottom of the screen.



5.3 Using Items

The inventory is a recurring element of graphic adventure games and it is prominently used in Scratches. The inventory represents your "bag", where you carry any objects you may pick up. There is no limit to the amount of objects you can carry at once.

Press the right button on your mouse to access the inventory at any time. There, you can grab an item by moving the cursor to it and pressing the left mouse button; note that the cursor will change to the shape of the item. The item may be usable on another item in the inventory; move the item you have picked up over another one and press the left mouse button. Michael will provide feedback about the action. To use an item on something outside the inventory, press the right mouse button again to return to the game world, then position the item over the object you wish to interact with and press the left mouse button.

There is a magnifying glass in the inventory; if you use it on another inventory item then Michael will provide a description of it.

Pressing the ESC key will close the inventory screen.



5.4 Conversations

Interacting with secondary characters is very important in *Scratches*. However, your only means of getting in touch with them is to use the old telephone near the house's main staircase. Michael will take control of the conversation when you speak to a character, although there may be particular situations where you must choose a response. The possible choices will appear at the bottom of the screen and all you have to do is left-click on one of them.

You should try using the phone often, as Michael will have different things to say as the game evolves.

Pressing the ESC key will skip single lines of dialogue.



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5.5 Quick Reference

The following table will help you to get a quick grasp of the controls:

Left mouse button	Execute action (move, look, take, etc.)
Right mouse button	Open/close inventory screen
Arrow / W,A,S,D keys	Instantly rotate in the corresponding direction (e.g. "A" key: rotate left)

F1	Enable/disable hints
F2	Enable/disable surround sound mode
F5	Quick save
F7	Quick load
F9	Cycle camera speed
F10	Cycle text speed
F12	Cycle gamma correction
Esc	Skip cutscenes and single dialogue lines, access menu, quit game (while in menu)

And that's all you need to know all!

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5.6 Some Useful Advice

These are some helpful hints to aid you in solving the mystery. You may skip them if you would prefer a greater challenge!

- Good observation is very important! Many puzzles require you to explore your surroundings thoroughly.
- Pay attention to any documents you read! The hints concealed within them are very important. Even the dates may have a special meaning.
- Watch the time! A grandfather clock in the main hall will give you the exact time.
- Call Jerry! No matter how annoyed he might sound, bug him as much as you can. Jerry is a very important character.
- Read newspapers! There's a huge pile of newspapers up in the attic. Whenever you come across an important date, you should go upstairs to see if there's an appropriate newspaper to check out.
- Study the house! Its architecture is completely realistic and could be important.
- Be creative! Scratches isn't a game that can be solved with trial and error. Brute force will get you nowhere. Pay attention to the small details, weigh up the situations, do things just as you would if you were there, and you will be surprised at how often the right solution is the one that you had in mind.
- Avoid using walkthroughs! Nothing compares to the satisfaction of solving a puzzle on your own.
- Solve the mystery! All the clues are there, it's up to you to put them all together. Even the small nuances matter.

And *good luck!*

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6 Credits

Meet the team behind Scratches!

Executive Producer

Howard Horowitz

Producer

Annette Bechamp

Programming and Game Design

Agustin Cordes

Art and Scenery Design

Alejandro Graziani

Music and Special Sound Effects

Cellar of Rats

Cast

John Bell
Jonathan Boakes
Sue Anderson
Daniel Chase
Dominic Brewer

"Scratches" Credits Theme

Daniel Cordes

Package Design

Jeff Tobler & Karen Tobler
OmniCreative.com

Beta-Testers

Eric Arevalo, Astrid Beulink
Scott Clark, Valerie Davis
Susan Eder, Eva Forsom
Len Green, Chris Hogg
Terje Kjensli
Santiago de Matos Lima
Eric McConnell, Stuart McFarlane
Dennis Molter, Michal Necasek
Panayotis Pantazis, Marisa Toma Quidolin

With special thanks to:

Randy Sliganski

With many thanks to:

James & Jim Alexander
Francesco Ambrosetti
Reg Llama of Brixton
James Caddle
Matt Clark
Sherdie Ellem
Robin Ferreira
Lucio Fulci
Our girlfriends
Roula Laina
H.P. Lovecraft
Alkis Polykakis
Mayang's Textures

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7 Support

A support page with FAQs maybe found at www.gotgameentertainment.com.

If you don't find your answer there, please contact support@nucleosys.com.

To get the best solution to you as quickly as possible, please include "Scratches" in your subject line and a clear description of your problem or question regarding the game in the body of your email.

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8 Warranty

Limited Ninety-Day Warranty:

Got Game Entertainment, LLC ("Got Game") warrants to the original purchaser of this software product that the disc and manual (the product) to be free from defects in materials and workmanship for a period of ninety (90) days from the date of purchase. If the product is found to be defective within ninety (90) days from the date of purchase, Got Game agrees to replace the product free of charge upon receipt of the product at its service center, postage paid, with proof of purchase. This warranty is limited to the product originally provided by Got Game. This warranty shall not be applicable and shall be void if, in the judgment of Got Game, the defect has arisen through abuse, mistreatment or neglect.

This limited warranty is in lieu of all other warranties, whether oral or written, express or implied, including any warranty of merchantability or fitness for a particular purpose, and no other representation of any nature shall be binding on or obligate Got Game.

Returns Within Ninety-Day Warranty Period.

Please return the product to the original point of purchase along with (1) a copy of the original sales receipt showing the date of purchase, (2) a brief description of the difficulty you are experiencing, and (3) your name, address and phone number OR send the product along with the previously described items to:

Attn: Warranty
Got Game Entertainment, LLC
PO Box 1251
Weston, CT 06883

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9 Epilepsy and Seizures Warning & LEGAL

PLEASE READ THIS NOTICE BEFORE YOU OR CHILD USE ANY COMPUTER GAME

Certain people have a condition which may cause them to experience epileptic seizures or have momentary loss of consciousness when viewing certain kinds of flashing lights or patterns that are commonly present in our daily environment. Such people may experience seizures while watching some kinds of television pictures or playing certain computer games. Players who have not had any previous seizures may nonetheless have an undetected epileptic condition.

If you or anyone in your family has experienced symptoms linked to an epileptic condition (e.g., a seizure or loss of awareness), please consult your physician before using any computer games.

We recommend that parents observe their children while they play computer games. If you or your child experience any of the following symptoms: dizziness, altered vision, eye or muscle twitching, involuntary movements, loss of awareness, disorientation, or convulsions, discontinue use immediately and consult your physician.

LEGAL

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*Still here? What are you waiting for?
Go and play the game!*

Evil never dies...

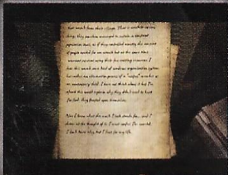
Where is that sound coming from?



Explore, probe and hunt your way



through the mansion and its grounds...



...Is someone there?

it rests.