

What is Bookshelf?

Welcome to Microsoft Bookshelf, the multimedia reference library that turns your personal computer into a rich resource of information, education, and entertainment.

Use Bookshelf to:

- Search the entire library of 10 reference books, or search a single book. [How to search](#) shows you how.
- Look up facts, define words, and get quotations or synonyms while working in other Windows-based programs, using [QuickShelf](#).
- Take your search [online](#).
- Discover images, videos, audio clips, and animations. [How to find animations, videos, and other multimedia](#) shows you how.


See also

[Guide for the new user](#)

[Top 10 tips for using Bookshelf](#)

What is QuickShelf?

QuickShelf is a tool that helps you use Bookshelf from within other programs. For example, while working in Microsoft Word, you can select a word and find a definition, synonym, or quotation for it — without opening the entire Bookshelf program.

After you install Bookshelf, you will see the QuickShelf  icon in the corner of your screen. To open QuickShelf, right-click this icon.

See also

[Using QuickShelf](#)

[Opening and closing QuickShelf](#)

[Using Bookshelf HD](#)

Guide for the new user

If you are new to Bookshelf, here are a few suggestions.


- 1 Learn [how to search](#).
- 2 When you are in Bookshelf, use the right-click button on your mouse to instantly define any word, get a synonym or quotation, copy text, sounds or images — even create a shortcut from your desktop. [Using the right mouse button](#) shows you how.
- 3 Keep Bookshelf at your fingertips by copying Bookshelf definitions and synonyms to your hard drive. [Using Bookshelf HD](#) shows you how.
- 4 Use [QuickShelf](#) to get a speedy definition, synonym, or quotation while you're in a Windows-based application — without opening Bookshelf.

Take a look at the overviews of the 10 reference books in Bookshelf

Definitions: American Heritage Dictionary	World Maps
Definitions: Computer/Internet Dictionary	Timeline
Synonyms	Facts & Figures
Quotations	Web Links
Concise Encyclopedia	Style Guide

Top 10 tips for using Bookshelf

The quickest definitions, synonyms, and quotations

When you're working in a Windows-based application, you can get an instant synonym, definition, or quotation without opening Bookshelf. Just highlight the word, and then right-click the **QuickShelf**  icon located in the corner of your screen.

When you're in Microsoft Word

If you're in Word and need an instant definition, highlight the word, right-click it, and then click **Define**.

Free up your CD-ROM drive

Keep Bookshelf at your fingertips — and free up your CD drive — by [Using Bookshelf HD](#).


Use the right mouse button

Right-click any word in Bookshelf for instant access to features such as QuickDefine, QuickSynonym, Copy, Create Shortcut, and Find.


Great writing tips

What's the difference between "affect" and "effect"? If you need to brush up on language rules, or want to polish your writing skills, click  in the Pinpointer, and then click **Style Guide**. In the **Find** text box (located in the upper left corner of Bookshelf), type "affect," "effect," or "Commonly Confused Words."

Check out the history of words

For a unique Bookshelf experience, click , and then click **Definitions**. Then select **articles containing the word(s)** (located under the **Find** text box). Type "Word History" (you must include the quotation marks) in the **Find** text box. Click an item to open it.

Hear how words are pronounced

Many of the definitions and maps in Bookshelf contain audio pronunciations. To learn how to say a word, click the audio  icon. You can even copy a word's audio pronunciation by right-clicking the audio icon, and then clicking **Copy**. To learn how to say the name of a place on a map, move your mouse cursor over the map until the cursor changes to look like this icon



. Then click the icon.

Note: Audio pronunciations are not available in Bookshelf HD.

Go online

Expand your search to the Web by clicking the **Go Online** button in the bottom left corner of Bookshelf.

The shortest shortcut in Bookshelf

Double-click any word in Bookshelf for an instant definition.

Increase readability

You can make Bookshelf text larger by [changing the text size](#).

See also

[What is Quickshelf?](#)

[Using the right mouse button](#)

What's new in Bookshelf?

Bookshelf HD

Bookshelf HD gives you instant access to Bookshelf definitions and synonyms while you are in any Windows-based application — without having to insert the Bookshelf disc into your CD-ROM drive. Bookshelf HD copies definitions and synonyms to your hard disk. You can then right-click the **QuickShelf**



icon in the corner of your screen and instantly find a definition or synonym. See [Using Bookshelf HD](#) for more information.

QuickSynonym

QuickSynonym gives you speedy access to synonyms (words that are similar in meaning). When you are in a Windows-based application, QuickSynonym helps you instantly find a synonym and copy it into your application. See [Using QuickSynonym](#) for details.

A new look

Bookshelf is redesigned, with a sleek new look and feel. Finding information is easier than ever. Use the handy Pinpointer to search for definitions, synonyms, quotations, Internet sites, maps, multimedia, historical events — even rules of grammar and punctuation. And when you're in a Windows-based application, just right-click the **QuickShelf**



icon in the corner of your screen to immediately link to the huge library of references that you'll find only in Bookshelf.

Encarta Manual of Style and Usage

Improve your writing and communication skills with this newest addition to the Bookshelf library, the Style Guide. This concise but comprehensive guide is easy to understand and offers many examples of the fundamentals of grammar, punctuation, spelling, and word choice. See [The Encarta Manual of Style and Usage](#) for more information.

The Encarta 2000 New World Timeline

The Timeline replaces last year's Chronology. It is presented in a whole new way: many short entries on a topic are listed in chronological order and displayed together in a window, making it a true timeline. The new timeline contains over 68,000 entries — nearly twice the number contained in Bookshelf's previous chronology. See [The Encarta 2000 New World Timeline](#) for more information.

The Encarta 2000 New World Almanac


The information you'll find in the updated Facts and Figures category includes more than 2,000 tables as well as attractive, new, up-to-date charts on subjects as diverse as music sales in the United States and the busiest U.S. airports. It also includes expanded information on the world economy and other world data. See [The Encarta 2000 New World Almanac](#) for more information.


See also

[Top 10 Tips for using Bookshelf](#)

[To find information in a category or book](#)

Overview - Finding information in Bookshelf

This guide will help you find information within the 10 reference books in Bookshelf. For consistently successful results when conducting a search, click  and then click **Everything**. This is the default setting.

<i>To find . . .</i>	<i>Click  and then click . . .</i>	<i>For more information</i>
All references to your search term within all 10 books in Bookshelf	Everything	<u>To find information in a category or book</u> <u>How to search</u>
Definitions, spellings, and audio pronunciations, including computer and Internet terms	Definitions	<u>To define words instantly</u> <u>Using QuickDefine</u> <u>Determining a word's pronunciation</u> <u>Overview - Dictionary</u> <u>Overview - Computer and Internet Dictionary</u>
Synonyms	Synonyms	<u>Finding synonyms for words</u> <u>Using QuickSynonym</u> <u>Overview - Thesaurus</u>
Quotations	Quotations	<u>Using QuickQuote</u> <u>Overview - Quotations</u>
Short articles on a wide range of information	Concise Encyclopedia	<u>Overview - Concise Encyclopedia</u>
Maps, national anthems, flags, information about disputed areas, and other geographical information	World Maps	<u>To find information about a place</u> <u>Overview - World Maps</u>
Historical events in chronological order	Timeline	<u>To find information about a year or date</u> <u>Overview - Timeline</u>
Statistics on a multitude of topics in the form of charts, tables, and lists	Facts & Figures	<u>Overview - Almanac</u>
Internet sites, with brief descriptions	Web Links	<u>To find an Internet address</u> <u>Searching the Web with Bookshelf</u> <u>Premier Web Search</u> <u>Overview - Web Links</u>
Rules of grammar, punctuation, writing	Style Guide	<u>Overview - Style Guide</u>
Multimedia, including animations, video, sounds, and images	Multimedia , or click a multimedia type, such as Images	<u>To find animations, videos, and other multimedia</u>

See also

[How to search](#)

[Top 10 tips for using Bookshelf](#)

[Browsing through books](#)

[What is Quickshelf?](#)

[Using Bookshelf HD](#)

[Using the right mouse button](#)

The American Heritage Dictionary of the English Language, Third Edition

Some of the entries in the Definitions category of Bookshelf come from *The American Heritage Dictionary of the English Language, Third Edition*. This dictionary brings you the richness of American English with more than 3 million words, 90,000 entries and 350,000 definitions. To help you learn how to say a word correctly, the dictionary contains more than 80,000 audio pronunciations. Your knowledge is further enhanced with audio clips, illustrations, photographs, animations, and videos.

Note Other entries in the Definitions category come from *The Microsoft Press Computer and Internet Dictionary*.

To learn more about the American Heritage Dictionary

- 1 Click  and then click **Definitions**.

The Definitions home screen appears on the right side of your screen.

- 2 Locate the American Heritage Dictionary, and then click **Introduction**.

See also

[To find information in a category or book](#)

[To find video, audio, and other multimedia](#)

[To define words instantly](#)

[Determining a word's pronunciation](#)

[Using the Bookshelf daily word/quote](#)

[Using Bookshelf HD](#)

Overview


The Microsoft Press Computer and Internet Dictionary

Some of the entries in the Definitions category of Bookshelf come from *The Microsoft Press Computer and Internet Dictionary*. This contemporary dictionary contains over 7,500 terms — more terms than most computer dictionaries on the market. It features the latest computer- and Internet-related terms and abbreviations.

Bookshelf enhances the information with audio and images.

Note: Other entries in the Definition category come from *The American Heritage Dictionary of the English Language, Third Edition*.

To learn more about the Computer and Internet Dictionary

- 1 Click  and then click **Definitions**.

The Definitions home screen appears on the right side of your screen.

- 2 Locate Computer/Internet Dictionary, and then click **Introduction**.

See Also

To find information in a category or book

To define words instantly

Determining a word's pronunciation

Overview

Roget's Thesaurus of English Words and Phrases

The entries in the Synonyms category of Bookshelf come from Longman's *Original Roget's Thesaurus of English Words and Phrases*. This thesaurus is a vast resource of over 250,000 words and phrases classified according to underlying ideas and meaning. Each entry contains many more related terms than the typical thesaurus. This thesaurus can be an indispensable companion for writers and speakers and can help you expand your vocabulary, avoid repetition, or simply recall a word that has slipped your mind.

The words and phrases in the Longman version of *Roget's Thesaurus* are categorized into six classes. Dr. Peter Mark Roget developed this classification system in the 1800s for the first thesaurus, and his system has proven capable of absorbing new concepts and new vocabulary. Dr. Roget used a logical progression from abstract concept, through the material universe, to humanity itself, culminating in what he saw as humanity's highest achievements: morality and religion. First published in 1852, this complete unabridged edition is fully revised to reflect the English language of the 1990s.

To learn more about Roget's Thesaurus

- 1 Click  and then click **Synonyms**.

The Synonyms home screen appears on the right side of your screen.

- 2 On the home screen for Synonyms, click **Introduction**.

See also

[To find information in a category or book](#)

[Finding synonyms for words](#)

[Using Bookshelf HD](#)

Overview

The Columbia Dictionary of Quotations

The entries in the Quotations category in Bookshelf come from *The Columbia Dictionary of Quotations*. This book contains more than 18,000 remarks, witticisms, judgments, and observations that reflect the range of human experience. The quotations in this collection were spoken or written by both the famous and the forgotten — figures modern as well as old

— who collectively constitute the shapers of our modern cultural landscape. These memorable, funny, or profound quotations were chosen not for their familiarity but for their relevance.

Bookshelf enhances *The Columbia Dictionary of Quotations* with photos and audio recordings of some of the people whose quotes are presented.

To learn more about the dictionary of quotations

1 Click  and then click **Quotations**.

The Quotations home screen appears on the right side of your screen.

2 On the home screen for Quotations, click **Introduction**.

See also

[To find information in a category or book](#)

[Using QuickQuote](#)

[Using the Bookshelf daily word/quote](#)

Overview

The Encarta Desk Encyclopedia

The entries in the Concise Encyclopedia category in Bookshelf come from *The Encarta Desk Encyclopedia*. This streamlined version of the popular *Encarta Encyclopedia* is a quick reference source for a wide range of information. It contains more than 17,000 entries, and features audio clips, illustrations, photos, animations, and videos. To further enhance your learning, more than 6,000 entries contain audio pronunciations.

For information about the full version of *Encarta Encyclopedia*, which is available for purchase separately, see [About Encarta Encyclopedia](#).

To learn more about the Concise Encyclopedia

- 1 Click  and then click **Concise Encyclopedia**.

The Concise Encyclopedia home screen appears on the right side of your screen.

- 2 On the home screen for the Concise Encyclopedia, click **Introduction**.

See also

[To find information in a category or book](#)

[How to search](#)

Overview


The Encarta Desk World Atlas

The entries in the World Maps category in Bookshelf come from the *Encarta Desk World Atlas*, based on *Encarta Virtual Globe*. This atlas contains a map of the world, topographic maps of the world's continents and countries, and state and regional maps of the United States and Canada.

Bookshelf enhances this information with audio pronunciations of country, city, U.S. state names and Canadian provinces; full-color examples of country and state flags; and audio clips of the national anthems for many of the world's nations. The Atlas is also linked to the Encyclopedia and the Almanac, so access to detailed information about a particular region is only a click away.

For information about *Encarta Virtual Globe*, which is available for purchase separately, see [About Encarta Virtual Globe](#).

To learn more about the Desk World Atlas

- 1 Click  and then click **World Maps**.
The World Maps home screen appears on the right side of your screen.
- 2 On the home screen for World Maps, click **Introduction**.

See also

[To find information in a category or book](#)

[Using the map tools](#)

[How to search](#)

[To find information about a place](#)


[About the map of the world](#)

Overview

The Encarta 2000 New World Timeline

The entries in the Timeline category of Bookshelf come from *The Encarta 2000 New World Timeline*. The Timeline documents social and historical events by year. It covers 24 areas of human endeavor in more than 68,000 entries, providing concise details about the milestones that have been reached throughout the ages. This reference work is both a quick portrait of the world and a chronicle of the people and events that have shaped it.

To learn more about the Timeline

- 1 Click  and then click **Timeline**.

The Timeline home screen appears on the right side of your screen.

- 2 On the home screen for the Timeline, click **Introduction**.

See also

[To find information in a category or book](#)

[How to search](#)

[Browsing through the Timeline](#)

[To find information about a year or date](#)


[Timeline categories](#)

Overview

The Encarta 2000 New World Almanac

The entries in the Facts and Figures category in Bookshelf come from *The Encarta 2000 New World Almanac*. This almanac provides statistical data, contemporary facts, geographic information, and trivia on people, places, and events throughout the world. Much of the information is displayed in lists, tables, and charts. Bookshelf enhances the information with photos, charts, and calendars.

To learn more about the Almanac

- 1 Click  and then click **Facts & Figures**.

The Facts & Figures home screen appears on the right side of your screen.

- 2 On the home screen for Facts and Figures, click **Introduction**.

See also

[To find information in a category or book](#)

[How to search](#)

[Almanac categories](#)

Overview

Web Links

Introduction

The Web Links category in Bookshelf contains more than 6,000 links to World Wide Web sites. Each link includes a brief, one-sentence description. The links fall into 14 categories. The emphasis is on stable, reference-oriented sites. Each link has been editorially selected for its quality and interest to Bookshelf users.

When you click a Web link, Bookshelf starts your Web browser and connects you to the Internet.

Disclaimer

Many of the Web Links presented in Bookshelf will take you to sites and content not controlled by Microsoft. The Web Links and their descriptions are included for your convenience only, and Microsoft does not endorse and is not responsible for any Web sites or other third party content.

To learn more about Web Links

- 1 Click  and then click **Web Links**.

The Web Links home screen appears on the right side of your screen.

- 2 On the home screen for Web Links, click **Introduction**.

See also

[To find information in a category or book](#)

[About browsers](#)


[To find an Internet address](#)

[Web Links categories](#)

The Encarta Manual of Style and Usage

The entries in the Style Guide category of Bookshelf come from *The Encarta Manual of Style and Usage*. This concise but comprehensive guide explains the fundamentals of grammar, punctuation, spelling, word choice, document design, and business communication. It is easy to understand, and it contains many examples. Whether you are a novice or a professional, the Style Guide will help improve your writing. It even guides you through the elements of electronic communication by offering advice on spelling checkers, e-mail, and online etiquette.

To learn more about the Style Guide

- 1 Click  and then click **Style Guide**.


The Style Guide home screen appears on the right side of your screen.

- 2 On the home screen for the Style Guide, click **Introduction**.

See also

[To find information in a category or book](#)

To find information in a category or book

- 1 Click  and then click the category of your choice.

The category or book opens and displays its home screen, which contains an introduction to the book and links to more information. The Pinpointer list, located on the left side of Bookshelf, shows entries from only that category or book. The title above the Pinpointer list shows which category you have opened.

Note Make sure the **articles about** option under the **Find** text box is selected. Otherwise you will not see the category's entries in the Pinpointer list.

- 2 Type your search word(s) in the **Find** text box. The Pinpointer list scrolls to match the letters you are typing.
- 3 Click an item to open it.

You can also browse the Pinpointer list by using the scroll bar.

See Also




[How to search](#)

[3 ways to expand your search](#)

[Advanced search tips](#)

How to search


To search all books in Bookshelf

- 1 Click  and then click **Everything**.
- 2 Click one of the following options (located below the **Find** text box):
 -  **articles about** searches through titles and keywords, so it typically produces a compact, easy-to-browse list. This is the default setting.
 -  **articles containing the word(s)** searches all words, so it typically produces a longer list.
- 3 Type your search word(s) in the **Find** text box.
If you chose **articles about**, the list in the Pinpointer scrolls to match the letters you are typing.

If you chose **articles containing the word(s)**, you will not see a list in the Pinpointer until Bookshelf completes your search and displays the results.

- 4 Click an item in the list to open it.

To search in a specific category or book

- 1 Click  and then click a category (for example, **Definitions**).
 - 2 Follow the steps above, beginning with Step 2.
- Tip** If you want to search for multiple words as a phrase, you must put quotation marks (" ") around them.

See Also

[Overview - Finding information in Bookshelf](#)


[To find information in a category or book](#)

[3 ways to expand your search](#)

[Advanced search tips](#)

[Going online](#)

Going online

Use the **Go Online**  button to extend your search to the Internet. The **Go Online** button provides links to these three types of Internet sources:

- ★ **Web Search** A link to Bookshelf's Premier Web Search page, a tool for searching the entire World Wide Web
- ★ **News** A link to Bookshelf Premier News service, a searchable online source for news
- ★ **Periodicals** A link to the Encarta Online Library, a database of periodicals

To search for information on the Internet

- 1 Click the **Go Online** button in the lower left corner of Bookshelf.

If you are continuing a search, your search text appears in the text box. Otherwise, type the word or phrase you want to search for.

To display a list of your last 10 search requests, click the arrow to the right of the text box.

- 2 Click the button for the type of Internet search you want to perform. Bookshelf starts your browser and carries out the search.



See also

[Searching the Web using Bookshelf Premier Web Search](#)

[How to search](#)

[Advanced search tips](#)

To find videos, audio, and other multimedia

- 1 To find a specific type of multimedia, such as audio, click  and then click the type of multimedia, such as **Audio**.
To find all multimedia, click  and then click **Multimedia**.
- 2 In the **Find** text box (located at the top of the Pinpointer), type the word(s) you want to search for.
- 3 Click an item in the list to open it.




See also

[How to search](#)

Browsing through books

You can use the browse forward and browse backward   arrows to browse through a book, just as if you were turning its pages.

To browse through a book

- 1 Choose a category or book by clicking  and then clicking the category or book of your choice. The list in the Pinpointer opens, showing all entries for that category.
- 2 Click an item in the list to open it.
- 3 Click the browse forward or browse backward   arrows to browse forward or browse back.

See also

[How to search](#)

To define words instantly

You can instantly define any word in Bookshelf.

► To display a word's definition in Bookshelf, double-click the word.

If a word has more than one definition, click the arrow ► in the upper right corner of the QuickDefine box to see the other definitions.

If a definition includes a sound ► icon, click it to hear the word's pronunciation. To view the pronunciation key, click the word's phonetic spelling, which is in colored text in parentheses.

Note You can copy the audio pronunciation to another application by right-clicking the sound icon and then clicking **Copy**.

See also

[To define words from within Microsoft Word](#)

[Using QuickDefine](#)


[Using the Bookshelf Daily word/quote](#)

[Using Bookshelf HD](#)

To define words from within Microsoft Word

- 1 Right-click the word you want to define. A shortcut menu appears.
- 2 Click **Define**. The QuickDefine dialog box opens, displaying the word's definition.

If there is more than one definition, click the arrow  in the upper right corner of QuickDefine to see each definition.

If a definition includes a sound  icon, click it to hear the word's pronunciation. To view the pronunciation key, click the word's phonetic spelling, which is in colored text in parentheses.

Tip To copy a definition or sound, right-click it, and then click **Copy**.

See also

[Conducting research from within Microsoft Word or PowerPoint](#)



[Using QuickDefine](#)

[Using Bookshelf HD](#)

Using QuickDefine

With QuickShelf, it's easy to define a word while you work in a Windows-based program (such as Microsoft Word).

To define a word using QuickDefine

- 1 Highlight the word.
- 2 Right-click the **QuickShelf**  icon located in the corner of your screen. The QuickDefine dialog box opens, containing the word's definition.
Note If a definition includes a sound  icon, click it to hear the word's pronunciation. To view the pronunciation key, click the word's phonetic spelling, which is in colored text in parentheses.
- 3 To close the QuickDefine dialog box and continue working, click anywhere outside the dialog box.

Tip To copy a definition or sound, right-click it, and then click **Copy**.

See also

[Using QuickShelf](#)

[Researching from within Windows-based applications](#)

[To define words instantly](#)

[Using Bookshelf HD](#)

Determining a word's pronunciation

Whenever you are viewing a definition in the QuickDefine dialog box, you can see how the word is pronounced. Most definitions also include an audio pronunciation.

▶ To see a guide that will help you understand how to pronounce a word correctly, click the word's phonetic spelling. The phonetic spelling is the colored text in parentheses.

▶ If a word has a sound icon next to it, click the icon to hear the word's pronunciation.

Note You can copy an audio pronunciation to a Windows-based application by right-clicking the sound icon, and then clicking **Copy**.

Note You won't see the audio icon in definitions if you have turned off sounds in Bookshelf or if you are using Bookshelf HD.

See also

[To define words instantly](#)


[Turning sounds on and off](#)

[Using Bookshelf HD](#)

Finding synonyms for words

You can use the **Synonyms** category in Bookshelf to look up words that are similar in meaning.

To find a synonym for a word

- 1 Click  and then click **Synonyms**.
- 2 In the **Find** text box (upper left corner of Bookshelf), type a word or phrase.
- 3 Click an item in the list to open it.

Tip If you are in Bookshelf, you can right-click a word, and then click **QuickSynonym**. If you are in a Windows-based application, select the word, right-click the **Quickshelf** icon in the corner of your screen, and then click **QuickSynonym**.

See also

[Using QuickSynonym](#)

[To find information in a category or book](#)

[Overview - Roget's Thesaurus](#)

[What is Quickshelf?](#)

[Using the right mouse button](#)

[Using Bookshelf HD](#)

Using QuickSynonym

With QuickSynonym you can instantly find a synonym.

To find a synonym with QuickSynonym

- 1 Highlight a word.
- 2 Open QuickSynonym.
 - ★ If you are in a Windows-based application, right-click the **QuickShelf** icon (located in the corner of your screen), and then click **QuickSynonym**.
 - ★ If you are in Bookshelf, click the **Tools** menu, and then click **QuickSynonym**. The QuickSynonym dialog box appears.
- 3 If there is more than one synonym, click the arrow ★ button to see each one.

To copy a synonym

- 1 In the QuickSynonym dialog box, select the word(s) you want to copy.
- 2 Right-click the word, then click **Copy**.

See also

[Copying and pasting](#)

[What is QuickShelf?](#)

[Overview – Roget's Thesaurus](#)

[Using the right mouse button](#)


[Using Bookshelf HD](#)


Using QuickQuote

With QuickQuote, you can quickly find a quotation and copy it into another application.

To find a quotation and copy it

1 Open QuickQuote.

 If you are in a Windows-based application, right-click the **QuickShelf** icon (located in the corner of your screen), and then click **QuickQuote**.

2  If you are in Bookshelf, click the **Tools** menu, and then click **QuickQuote**.
3 In the text box, type a keyword or author, or select one from the scrollable topics list.

Click **Search Now**.

A Category box opens, with one or more categories that contain quotes relating to your keyword or author.

4 Click a category.

QuickQuote displays one or more quotes.

5 Select the quote you want and click **Copy**.


QuickShelf copies the quote to the Clipboard, where it is ready to be pasted into any other Windows-based application.


Tip If you highlight a word and then open QuickQuote, Bookshelf instantly conducts a search and opens the QuickQuote dialog box with the results displayed.

See also

[What is QuickShelf?](#)

Using QuickShelf

With QuickShelf, you can find information in Bookshelf  without opening the entire Bookshelf program. Right-click the **QuickShelf**

 icon in the corner of your screen to open the QuickShelf menu.


Clicking this item does this
QuickDefine	Opens the QuickDefine dialog box, with a definition of the currently selected word.
QuickQuote	Opens QuickQuote, allowing you to search for and copy quotations.
QuickSynonym	Opens QuickSynonym, with a synonym(s) for the currently selected word.
Find in all books	Opens Bookshelf, searches through all of Bookshelf, and displays matches for the currently selected word.
Close	Closes QuickShelf and removes the QuickShelf icon from the corner of your screen.

See also

[What is QuickShelf?](#)

[Using Bookshelf HD](#)

Opening and closing QuickShelf

When you install Bookshelf, the QuickShelf icon  appears in the corner of your screen.

To close QuickShelf in the current Windows session

- 1 Right-click the **QuickShelf** icon.
- 2 In the shortcut menu that appears, click **Close**. The **QuickShelf** icon disappears.

To start QuickShelf again after it has been closed

- 1 Click the **Start** button, and then point to **Programs**.
- 2 Point to **StartUp**, and then click **QuickShelf**.

The **QuickShelf** icon appears in the corner of your screen.

See also

[Using QuickShelf](#)

Conducting research from within Microsoft Word or Microsoft PowerPoint

When you're working in Microsoft Word 95 (or a later version) or PowerPoint 95 (or a later version) and need to research a word or phrase, you can easily switch to Bookshelf.

To look up references from within Word or PowerPoint

- 1 In Word or PowerPoint, select the word or words you want to research.
- 2 Click the **Tools** menu in the program's toolbar, then click **Look up reference**.
- 3 Click **OK**.

Bookshelf opens, and conducts a search on your text.

Tip You can also select your text, right-click the **QuickShelf**  icon in the corner of your screen, and then click **Find in all Books**.

See also

[To define words from within Microsoft Word](#)

[How to search](#)


[What is QuickShelf?](#)

[Using Bookshelf HD](#)

Researching from within Windows-based applications

When you are in a Windows-based application, such as Microsoft Word, you can use QuickShelf to instantly find information in Bookshelf's reference library.

To use Quickshelf to find information in Bookshelf

- 1 Select a word in a Windows-based application, such as Microsoft Word.
- 2 Right-click the **QuickShelf**  icon in the corner of your screen.
- 3 In the shortcut menu that appears, click **Find in all books**.
Bookshelf opens with your word already inserted in the **Find** text box, and a list of related items in the Pinpointer.
- 4 Click an item to open it.

See also

[Using QuickShelf](#)

[Using QuickDefine](#)

Searching the Web with Bookshelf Premier Web Search

When you click the **Go Online** button in the Pinpointer, Bookshelf offers you the choice of the following three types of web searches:

- ★ **Web Search** A link to Bookshelf's Premier Web Search page, a tool for searching the entire World Wide Web
- ★ **News** A link to Bookshelf Premier News service, a searchable online source for news
- ★ **Periodicals** A link to the Encarta Online Library, a database of periodicals

After you make your selection, Bookshelf starts your Web browser, connects you to the Internet, performs the search, and shows you the results. From there, you can browse the listed sites or conduct further web searches.

Disclaimer


Some of the sites available to you will take you to content not controlled by Microsoft. The Bookshelf Premier Web Search site is included for your convenience only, and Microsoft does not endorse and is not responsible for any Web sites or other third party content.

See also

[Going online](#)

[Advanced search tips](#)

To find an Internet address

- 1 Click  and then click **Web Links**.
- 2 In the **Find** text box, type your search word(s). As you type, the Pinpointer list scrolls to match the letters you are typing.
Note Make sure the **articles about** option (located under the **Find** text box) is selected.
- 3 In the Pinpointer list, click an item to open it.
The Web links are displayed in colored text.
- 4 To open a link, click it.
Bookshelf starts your Web browser and connects you to the Internet address you have chosen.

See also

[Advanced search tips](#)

[How to search](#)

[Searching the Web](#)

[Updating Internet addresses](#)

[To change the color of jump text](#)

Using Bookshelf HD

Bookshelf HD ("hard disk") copies Definitions and Synonyms from your Bookshelf CD to your hard disk so that you can use them at any time without inserting the Bookshelf CD.

Whatever Parental Control settings you have chosen for Bookshelf will also apply to Bookshelf HD. Bookshelf HD does not contain multimedia, such as audio pronunciations or images. Out of the 10 books on the Bookshelf CD, Bookshelf HD contains only The American Heritage Dictionary, the Microsoft Press Computer and Internet Dictionary, and Roget's Thesaurus of English Words and Phrases.

If you want to copy all 10 reference books from the Bookshelf CD-ROM to your hard disk, see [To copy Bookshelf to your hard disk](#)

After you install Bookshelf HD, you have two options.

- ★ If you open Bookshelf without inserting your Bookshelf CD, Bookshelf features will be limited to definitions and synonyms.
- ★ If you open Bookshelf using your Bookshelf CD, you will have access to all Bookshelf features.

To copy Bookshelf Definitions and Synonyms from the CD to your hard disk

- 1 Click **Tools**, and then click **Copy to Hard Drive**.
- 2 To install Bookshelf HD to a location other than drive C (the default location), click **Browse**, and then choose a location.
- 3 Click **Install**.

To find a definition or synonym in Bookshelf HD

- 1 Click ★ and then click **Definitions** or **Synonyms**.
To search in both categories, click **Everything**.
- 2 Type your search word(s) in the **Find** text box. As you type, the Pinpointer list scrolls to match the letters you are typing.
- 3 Click an item in the list to open it.

To find a definition or synonym from within a Windows application

- 1 Select a word.
- 2 Right-click the **QuickShelf** ★ icon in the corner of your screen.
- 3 Click **QuickDefine** or **QuickSynonym**.

To switch between using Bookshelf HD and the Bookshelf CD

- ▶ Click **Tools**, and then click **Switch to Bookshelf HD** or **Switch to Bookshelf CD**.
Note Whenever you switch, you must restart Bookshelf for the change to take effect.

To remove Bookshelf HD

- 1 If you are in Bookshelf HD, you must insert the Bookshelf CD and restart Bookshelf.
- 2 Click **Tools**, and then click **Remove Bookshelf HD**.

Note When you remove Bookshelf HD, you are only removing the Definitions and Synonyms that were copied from the Bookshelf CD to your hard disk. Removing Bookshelf HD does not affect your Bookshelf CD.

See also

[To copy Bookshelf to your hard disk](#)

Using the right mouse button

Clicking the right mouse button in Bookshelf opens a shortcut menu, with the following features.

<i>Clicking this menu item</i> ...	<i>...does this</i>	<i>For more details, see</i>
QuickDefine	Opens QuickDefine, which contains a definition of the currently selected word.	<u>Using QuickDefine</u>
QuickSynonym	Opens QuickSynonym, which contains a synonym for the currently selected word.	<u>Using QuickSynonym</u>
QuickQuote	Opens QuickQuote, which lets you quickly find a quotation and copy it.	<u>Using QuickQuote</u>
Copy	Copies selected items (for example, a word or an audio pronunciation) to the Clipboard.	<u>Copying and pasting</u>
Create shortcut	Creates a shortcut on your desktop to whatever you have open in Bookshelf.	<u>Creating a Shortcut</u>
Find in ...	Allows you to select a category or book.	<u>To find information in a category or book</u>

Note The right mouse button opens a slightly different menu in QuickShelf.

See also

[Using QuickShelf](#)

Using bookmarks

With the Favorites feature, you can bookmark an item in Bookshelf, and return to it at any time.

To bookmark an item

- 1 Open an item.
- 2 Click **Favorites**.
- 3 Click **Add Current Article**. The title of the article appears in the Articles list.
- 4 Click **OK**.

To open a bookmarked item

- 1 Click **Favorites**.
- 2 Click the article you want to open.
- 3 Click **Go To**.

To remove a bookmark

- 1 Click **Favorites**.
- 2 Click the article you want to remove.
- 3 Click **Delete**. The title of the article disappears from the Articles list.
- 4 Click **OK**.

See also

[Creating a shortcut](#)

Creating a shortcut

You can create a shortcut on your desktop that will allow you to easily return to an article or item in Bookshelf.

Note You can also save articles as Favorites so that you can quickly return to an article when you are working in Bookshelf. For more information, see [Using bookmarks](#).

To create a shortcut

- 1 Open an article or item.
- 2 Right-click anywhere in the article. A menu appears.
- 3 Click **Create Shortcut**.

Bookshelf will create a shortcut icon on your desktop. Clicking this icon automatically opens Bookshelf to your article.

To remove a shortcut from your desktop

- ▶ Right-click the icon, and then click **Delete**.

See Also

[Using bookmarks](#)

Using the map tools

Maps contain several tools for finding information.

<i>For information about ...</i>	<i>... See</i>
Zooming in and out	<u>Zooming in and out on a map</u>
Map legends	<u>Displaying the map legend</u>
Seeing a map of the world	<u>About the map of the world</u>
Seeing flags, hearing national anthems, opening links to additional information, and displaying information on disputed areas	<u>Mouse pointer symbols on maps</u>

See also

[To find information about a place](#)

[How to search](#)

[Overview - World Maps](#)

Using the Bookshelf Daily word or quote

The Bookshelf Daily displays a new quotation or definition each time you open it.

To view the daily word or quote

- 1 Click the **Tools** menu and then click **Bookshelf Daily**.
- 2 In the Bookshelf Daily dialog box, click either **Word** or **Quote**.

To copy the Daily quote or definition

- ▶ Select the text, right-click it, and then click **Copy** on the shortcut menu that appears.

See also

[Copying and pasting](#)


Copying and pasting

You can copy text and multimedia (such as images) from Bookshelf to the Clipboard, and then paste it into another program, such as your word processor.

To copy an entire article

- 1 Open the article you want to copy.
- 2 Click **Tools**, and then click **Copy**.

To copy selected text or the pronunciation of a word

- 1 Select the text or the audio  icon.

Note You can copy the audio pronunciation of a word, but you cannot copy other audio such as place names on a map, music, or national anthems.

- 2 Click **Tools**, and then click **Copy**.

To copy an image

- ▶ If the image has a caption, double-click the image, click **Tools**, and then **click Copy**.
- ▶ If the image does not have a caption, the image has two states: small and enlarged. The enlarged image contains additional information. You can copy either the small image or the enlarged image. To copy the small image, right-click the image and then click **Copy** on the shortcut menu that appears. To copy the enlarged image, press CTRL + C.

To paste information from the Clipboard to another application

- 1 Click the point in your application (such as a word processing application) where you want to paste the contents of the Clipboard.
- 2 On the **Edit** menu, click **Paste**.

Bookshelf automatically includes a citation for the source of the article.

Tip You can also use your right mouse button to copy and paste.

See also

[Printing](#)

Printing

- 1 Open the article you want to print.
- 2 To print only a portion of the article, select the portion of text you want to print. To print the entire article, make sure no text is selected.
- 3 Click the **Options** menu, and then click **Print Article**.

Note The printed result may have a different appearance from the information on your screen, depending on your printer and configuration. For example, fonts and special characters may print differently, and images may not print clearly. Also note that Bookshelf automatically includes a citation for the source of the article.

See also

[Copying and pasting](#)

Using keyboard shortcuts

You can use shortcut key combinations in place of the mouse for most operations in Bookshelf. The following table shows you how.

Press	To
ALT+ shortcut key	Open a menu from the menu bar (type the underlined letter in the menu name).
Shortcut key	Choose an option in an open menu or an active dialog box (type the underlined letter in the option's name).
F1	Open Help.
F2	Edit in the active field.
F7	Check spelling in the active field.
Left or right arrow	Move among menus (when a menu is open).
Up or down arrow	Move among commands (when a menu is open).
ENTER	Choose the selected menu option.
ESC	Cancel the selected menu.
CTRL+X	Cut selected text and copy it to the Clipboard.
CTRL+V	Paste text or image from the Clipboard at the pointer's location.
CTRL+C	Copy selected text or image (or enlarged image) to the Clipboard.
CTRL+P	Open the Print dialog box and print the selected portion of the text or, if no text is selected, the entire article.
ALT+right or left arrow	Move backward or forward among articles.
CTRL+SHIFT+ <	Browse to the previous article in the current book, or the previous article in QuickDefine or QuickSynonym.
CTRL+SHIFT+ >	Browse to the next article in the current book, or the next article in QuickDefine or QuickSynonym.
CTRL+A	Select all (if the pointer is in the Article window).

Using Microsoft IntelliMouse

If your computer has an IntelliMouse and IntelliPoint software installed, you can use it to scroll through articles, lists, or any scrollable text. You can also change the size of text.

To ...	Do this
Scroll up or down	Rotate the wheel forward or backward.
Change text size	Press the CTRL key and rotate the IntelliMouse wheel.
Move forward or backward	Press the Shift key and rotate the IntelliMouse wheel.

Tip For information about changing options and to view troubleshooting tips for the Microsoft IntelliMouse, see the *IntelliPoint Online User's Guide*. Click the Windows **Start** button, point to **Programs**, point to **Microsoft Input Devices**, point to **Mouse**, and then click **IntelliPoint Online User's Guide**.

To change the color of jump text

- 1 Click the **Options** menu and then click **Settings**.
- 2 In the **Settings** dialog box, click your choice of colors, and then click **OK**.

"Jump hotspots" (default color = blue) refers to colored text that, when clicked, opens an entirely new topic. "Pop-up hotspots" (default color = green) refers to colored text that has an underline and opens an explanatory window when clicked.

Note If you click the **Reset** button, all of the options revert to their default settings.

To change the size of text

- 1 Click the **Options** menu, and then click **Settings**.
- 2 In the Settings dialog box, click a text size (small, medium, large), and then click **OK**.

If you click the **Reset** button, all of the options revert to their default settings.

Note With a Microsoft IntelliMouse, you can quickly change the text size without having to open the Settings dialog box.

Note You can also change the size of text and other items on your screen by clicking **Start**, pointing to **Control Panel**, and then clicking **Display**.

See also

[IntelliMouse](#)

[Accessibility options](#)

Accessibility options

The following Bookshelf features provide easier access for people with visual, hearing, or other impairments.



Three text size options allow you to view article text in a size that is comfortable for you. For more information, see [To change the size of text](#).



Keyboard shortcuts allow you to use your keyboard for many mouse actions. For more information, see [Using keyboard shortcuts](#).

Note To set other Windows options, click **Start**, point to **Settings**, click **Control Panel**, and then click **Accessibility Options**. See your Windows documentation for more information.

See also

[Using Microsoft IntelliMouse](#)

About the Parental Control option

You can use the Parental Control option to filter out all content that contains words labeled in the American Heritage Dictionary as vulgar, obscene, or offensive. Any article in Bookshelf containing such words will not appear to the user in any form.

Note When Parental Control is on, some non-offensive words may be hidden as a result of the filtering process. This feature is offered as an aid to parents, but Microsoft does not guarantee that all potentially offensive content will be excluded from Bookshelf or from the Internet resources accessed from Bookshelf.

Parental Control can be turned on or off at any time by means of a password.

See also

[To turn the Parental Control option on or off and select a password](#)

[Changing your password](#)

Turning sounds on and off

You can turn sounds on or off. This includes the audio pronunciations in definitions and world maps, and the button and menu sounds.

To turn Bookshelf sounds on or off

- 1 Click the **Options** menu, and then click **Settings**.
- 2 Click an option to select or clear it. An option is selected if a checkmark appears in its checkbox.
- 3 Click **OK**.

Using the spelling checker

Bookshelf runs a spelling check on whatever you type in the **Find** text box. If Bookshelf detects that you have misspelled a word, a dialog box opens offering alternate spellings.

Note It's a good idea to let Bookshelf check your spelling, so that it can provide assistance when you search.

To allow spelling check

- 1 Click the **Options** menu, and then click **Settings**.
- 2 In the **Settings** dialog box, select **Provide Automatic Spelling** if there isn't already a check mark in the check box.
- 3 Click **OK**.

To turn off spelling check

- 1 Click the **Options** menu, and then click **Settings**.
- 2 In the **Settings** dialog box, select **Provide Automatic Spelling** to clear the checkbox.
- 3 Click **OK**.

Displaying or hiding tooltips

Tooltips are small pop-up descriptions that appear when you pass your mouse pointer over certain objects on your screen. Tooltips also appear as small pop-up instructions when Bookshelf detects that you may need help to guide you through a task.

Note It's a good idea to display tooltips unless you have a specific reason for hiding them.

To display tooltips

- 1 Click the **Options** menu, and then click **Settings**.
- 2 In the **Settings** dialog box, select **Show ToolTips** if there isn't already a check mark in the check box.
- 3 Click **OK**.

To hide tooltips

- 1 Click the **Options** menu, and then click **Settings**.
- 2 In the **Settings** dialog box, select **Show ToolTips** to clear the check box.
- 3 Click **OK**.

Installing and removing Bookshelf

If you need to reinstall Bookshelf for any reason (for example, you have forgotten your Parental Control password), you can do so by uninstalling Bookshelf and then installing it again.

To uninstall Bookshelf

- 1 Click the **Start** button, point to **Settings**, and then click **Control Panel**.
- 2 Click **Add/Remove Programs**.
- 3 In the dialog box that appears, click **Microsoft Bookshelf 2000**.
- 4 Click **Add/Remove** and follow the instructions.

To install Bookshelf:

- 1 Turn on your computer and CD-ROM drive.
- 2 Insert the Bookshelf disc into the CD-ROM drive.
- 3 Follow the setup instructions that appear on your screen.

Note If no instructions appear, click **Start**, and then click **Run**. In the Run dialog box, type **d:\setup**, where d:\ is the drive letter of your CD-ROM drive.

See also

[About the Parental Control option](#)

Reporting suggestions and content errors

If you have suggestions for features you would like to see in future editions of Microsoft Bookshelf, please use one of the following methods to contact our Wish line:

- ★ Connect to Microsoft's technical support Web site at <http://www.microsoft.com/support/feedback>
- ★ Send e-mail to mswish@microsoft.com
- ★ Send a fax to: (425) 936-7329, Attn: Microsoft Wish Program
- ★ Send a letter to the following address:

Attn: Microsoft Wish Program
Microsoft Corporation
One Microsoft Way
Redmond, WA 98052-6399

If you have comments about errors, comprehensiveness, or validity of information presented, please send them to:

Bookshelf Program Manager
Consumer Division
Microsoft Corporation
One Microsoft Way
Redmond, WA 98052-6399

Please note that we receive a large number of suggestions and comments regarding Microsoft Bookshelf and are unable to respond directly to each one. However, be assured that your recommendations, ideas, and remarks are recorded and help shape future versions of Microsoft Bookshelf.

Diagnosing and troubleshooting problems

If you are having problems using Bookshelf, the following troubleshooting options are available to you:

Read the troubleshooting advice provided in this Help file.



Audio (sound) problems



Video or monitor display problems



CD-ROM problems



Printing problems



Application performance problems

Read late-breaking product information in the ReadMe file, located on the Bookshelf 2000 compact disc.

Use the troubleshooting tools provided on the Bookshelf 2000 compact disc.



Microsoft Reference Troubleshooters

This tool helps you diagnose many problems you may encounter in the software by asking you questions about the problems you are experiencing.



Microsoft Technical Support Media Test Tool

This tool helps you diagnose, test, and solve problems with audio, video, and other multimedia.



Microsoft System Information (MSInfo)

This tool helps you diagnose and solve problems with CD-ROM drives, and provides information that can help you if you need to contact technical support.

Look for up-to-date information and answers to Frequently Asked Questions on the Bookshelf 2000 technical support page.



<http://bookshelf.msn.com/na/teleport/fromCD2000/troubleshoot.asp>

If you are not able to solve the problem on your own, contact technical support.



Technical Support contact information

Troubleshooting audio problems

No sound

If sound does not play at all, try the following:

- ★ Be sure a sound card is installed.
- ★ Check that a speaker is connected to the jack on your sound card, not to the CD-ROM drive.
- ★ Check the volume to be sure it is set at an audible level. Check the volume level both on your speakers as well as in Volume Control.
- ★ In the Bookshelf program, make sure that the pronunciations and interface sound options are turned on. Open Bookshelf, click the Options menu, and then click Settings. In the dialog box that appears, the Enable Pronunciations and the Enable Interface Sounds options should both be checked.
- ★ If the volume is turned up and you still hear no sounds, something may be wrong with your sound card installation. Check to see that the sound card drivers and necessary Windows drivers are installed correctly and reinstall if necessary.
- ★ To check the installed drivers for Windows 95/98, click the Start button, point to Settings, and then click Control Panel. In the Control Panel, double-click the System icon. Click the Device Manager tab and select Sound, Video and Game Controller from the list to see which sound card driver is installed. Make sure that what is listed matches the model and manufacturer of your sound card.
- ★ To check the installed drivers for Windows NT, click the Start button, point to Settings, and then click Control Panel. In the Control Panel, double-click the Devices icon. In the Devices box, look for your sound card driver on the list of installed devices. Make sure that what is listed matches the model and manufacturer of your sound card.
- ★ Make sure audio compression is installed and enabled. Click the Start button, and then point to Settings. Click Control Panel, and then double-click Add/Remove Programs. Click the Windows Setup tab, select Multimedia from the list, and then click Details. Make sure that Audio Compression is checked.
- ★ If the software is installed correctly, the sound card may need to be pressed more securely into its slot or have a jumper setting changed. Refer to your sound card documentation for more information.
- ★ If you have both a sound board and special software that bypasses the sound board to play sounds through the PC speaker or other sound reproduction device, we suggest you remove or disable the special software (i.e., the PC speaker driver). Bookshelf requires an MPC-compatible sound card to be installed and is not meant to run with the PC internal speaker or any combination of that speaker and special software.

Sound breaks up

If audio breaks up or skips periodically, it's usually an indication that the CD-ROM drive is not transferring data as fast as required. You need a double-speed (2x) CD-ROM drive capable of transferring data at a rate of 300 KB per second while using 40% or less of the CPU processing time. Without it, you can continue to use your CD-ROM drive to run Bookshelf, but you'll continue to experience this choppiness in audio and animations.

To check the Data Transfer Rate and usage of your CD-ROM drive:

- 1 Insert the Bookshelf CD into the CD-ROM drive.
- 2 Click the **Start** button, and then click **Run**.
- 3 In the text box, type the drive letter for the CD-ROM drive on your computer, followed by a colon (:) and `MSINFO\msinfo32.exe` (for example: **D:\MSINFO\msinfo32.exe**).
- 4 Click **OK**.
- 5 In the MSInfo32 dialog box, click the plus sign next to "CD-ROM", and then click the letter of your CD ROM drive (e.g., **D:**).
- 6 Confirm that the value for Data Transfer Rate is more than 300K, and the value for CPU Util @ 300KB/s is less than 40%.

Sounds are cut off

Sounds may be cut off because of other sound-producing programs you have running. Your computer can play only one sound at a time, therefore other applications that produce sounds can interrupt the sounds in Bookshelf. Some sound producing programs can take exclusive control of the audio capability of your sound card and prevent other Windows programs from being able to play sounds. If you suspect you have such a program, do not run it at the same time as Bookshelf.

MIDI problems

Bookshelf anthems and musical examples may sound softer than other audio. These types of sounds are stored in a MIDI (Musical Instrument Digital Interface) format. To increase the sound level, adjust your mixer settings. Click the **Start** button, point to **Programs**, and then **Accessories**. Click **Multimedia** and then **Volume Control**. Adjust the MIDI (or Synthesizer) volume level.

If MIDI still doesn't play, check the "Testing Sounds" section.

You receive MMSYSTEM320 error when playing pronunciations

If you receive the error message, "MMSYSTEM 320: All wave devices that can play files in this format are in use. Try again when the wave device is free", when you attempt to play pronunciations, you may need to remove the Intel RSX 3D sound utility.

To remove the Intel RSX 3D sound utility:

1. Click **Start**, point to **Settings**, and then click **Control Panel**.
2. Double-click **Add/Remove Programs**.
3. On the **Install/Uninstall** tab, click **Intel RSX 3D**, and then click **Add/Remove**.
4. When you are prompted to remove the Intel RSX 3D sound utility, click **Yes**.
5. Click **OK**, and then close **Control Panel**.

Updated versions of this sound utility might resolve the problem. You can obtain a new version from Intel (Web site: <http://www.intel.com>).

Testing sounds

Bookshelf sound media are located in the \books\mm directory of the Bookshelf CD in the form of MIDI (.MID) and Wave (.wav) files. You can test your computer's ability to play sounds saved in both MIDI as well as Wave formats individually with the Media Player application included in Windows 95 or NT.

To test a MIDI file with Media Player:

- 1 Insert the Bookshelf CD into your CD-ROM drive.
- 2 Click **Start**, point to **Programs**, point to **Accessories**, point to **Entertainment** if you have Windows 98 (or **Multimedia** if you have Windows 95), and then click **Media Player**.
- 3 In the Media Player dialog box, click the **Device** menu, and then click **MIDI Sequencer**.
- 4 When the browse dialog box opens, find the directory that contains the MIDI file that you wish to play. Click the file to open it.
- 5 To play the file, click the **Play** button in the lower left corner of the Media Player box.

To test a Wave file with Media Player:

- 1 Insert the Bookshelf CD into your CD-ROM drive.
- 2 Click **Start**, point to **Programs**, point to **Accessories**, point to **Entertainment** if you have Windows 98 (or **Multimedia** if you have Windows 95), and then click **Media Player**.
- 3 In the Media Player dialog box, click the **Device** menu, and then click **Sound**.
- 4 When the browse dialog box opens, find the directory that contains the Wave file that you wish to play. Click the file to open it.
- 5 To play the file, click the **Play** button in the lower left corner of the Media Player box.

To test a Movie/Video file with Media Player:

- 1 Insert the Bookshelf CD into your CD-ROM drive.
- 2 Click **Start**, point to **Programs**, point to **Accessories**, point to **Entertainment** if you have Windows 98 (or **Multimedia** if you have Windows 95), and then click **Media Player**.
- 3 In the Media Player dialog box, click the **Device** menu, and then click **Video for Windows**.
- 4 When the browse dialog box opens, find the directory that contains the Movie/Video file that you wish to play. Click the file to open it.

5 To play the file, click the **Play** button in the lower left corner of the Media Player box.

Troubleshooting video problems

If what you see on the screen appears unusual or you are having display problems, try the following:

- ✱ Quit other programs to ensure you have enough memory.
- ✱ Switch to a video driver supplied by Windows 95/98 or Windows NT.
- ✱ Change to a different display mode. An alternative to using a different driver is to change your video mode to a standard video mode such as 640x480 resolution with 256 colors.
- ✱ Update your video driver to the latest version. Contact your video card manufacturer to find out the most recent version of the driver for your video card and how to obtain this driver.

Note Most companies post their latest driver on the Internet, which you may access via a Web browser or an FTP application.

For details on how to change drivers or switch to a different display mode, see your Windows documentation.

Troubleshooting CD-ROM problems

Keeping the compact disc in your CD-ROM drive

Do not remove the Bookshelf compact disc from your CD-ROM drive while running Bookshelf (unless you are using Bookshelf HD). If Bookshelf cannot find the data files it needs to run, a message prompts you to correct the problem.

Troubleshooting printing problems

Printers differ in the way they use fonts, graphics, spacing, alignment, and character formats as well as in the way they process particular instructions. The appearance of your printed document can vary greatly from printer to printer. The way your document looks depends on which format you assign and which formats your printer can print.

If you encounter problems when printing from Bookshelf, such as no printout, poor print quality, or text being printed erratically, there are several ways to troubleshoot or correct the problem. The following topics provide basic information about solving problems when printing from Microsoft Bookshelf.

Note If the printer displays a message or an error indicator, see your printer manual for information about how to correct the problem.

Printer does not print at all

When a printer will not print at all, the cause is often a simple mechanical problem; that is, the printer may be offline or not connected to the computer. Verify the following:

- ★ Check that the printer is plugged in and turned on.
- ★ Check that the correct port is specified for your printer.
- ★ Make sure that you have the correct cable for your printer, that it is no longer than 10 feet, and that the cable is connected properly.
- ★ Check your printer setup: Click the **Start** button, point to **Settings**, and then click **Printers**. Right click your printer, and then click **Properties**. Verify the printer information displayed.
- ★ Try to print from another Windows application, such as WordPad.

Print quality is poor

If print quality is poor or "garbled," try one or more of the following steps to solve this problem. Try printing after each step before attempting the next one.

- 1 Copy the text you wish to print to a word-processing program such as Microsoft Word for Windows and print from that program. Printing from a word-processing program may, in some cases, produce better quality than printing directly from Bookshelf.
- 2 Reset the printer; turn it off and on again.
- 3 Reinstall the printer driver.
- 4 Check the printer setup: Click the **Start** button, point to **Settings**, and then click **Printers**. Right click your printer, and then click **Properties**. Verify the printer information displayed.
- 5 If you have a serial printer, ensure that the serial com port baud rate and printer parameters are set to manufacturer's specifications. Decreasing the baud rate may solve the problem. See the steps below.
- 6 Verify that your printer is not out of ink or toner. Do items print correctly from other applications?

To check the serial com port settings in Windows 95:

- 1 Click the **Start** button, point to **Settings**, and then click **Control Panel**.
- 2 In the Control panel, double-click the **System** icon and then click the **Device Manager** tab.
- 3 Double-click the icon for your serial com port, and then click the **Port Settings** tab.
- 4 Verify that the port settings match your printer manufacturer's specifications.

Printer driver tips

The following tips about printer drivers may help you with printing problems:

- ★ Many printers emulate industry-standard printers such as the Epson LQ, IBM Proprinter, or Hewlett-Packard LaserJet series. Consult your printer manual to see if your printer supports emulation. If it does, install the driver for the printer it emulates.
- ★ Your printer dealer or manufacturer may have a Windows printer driver for your printer.
- ★ If you have problems printing, try the Generic/Text Only printer driver. See the steps below.

To install the Generic/Text Only printer driver

- 1 Click the **Start** button, point to **Settings**, and then click **Printers**.
- 2 Double-click the **Add Printer** icon and follow the instructions in the Add Printer Wizard to install the Generic/Text

Only printer driver.

- 3 After the printer driver is installed, right-click the **Generic/Text Only** printer icon in the Printers Control Panel, and then click **Set As Default** in the shortcut menu.
- 4 Print from Bookshelf with this Generic/Text driver.

Improving performance

Microsoft Bookshelf uses the random access memory (RAM) of your computer to display pictures and play sounds, animations, and videos. If Bookshelf runs slowly or you see out-of-memory messages, Bookshelf may not have enough memory. The following suggestions may make Bookshelf run faster.

- ★ Bookshelf needs virtual memory enabled.
- ★ Close all unnecessary applications.
- ★ Defragment ("clean up") or optimize your hard disk by running a defragmentation program such as Disk Defragmenter, which is included with Windows 95/98.
 - Note** Disk Defragmenter does not work with FAT32 partitions.
- ★ Ensure that your CD-ROM drive is MPC Level 2. Check the documentation that came with your CD-ROM drive.
- ★ Add more RAM to your computer. To run Bookshelf you need at least:
 - ★ 8 megabytes for Windows 95
 - ★ 12 megabytes for NT 4.0(You may see this value listed as 8,192 or 12,288 kilobytes, KB, or K.)
- ★ Optimize the performance of Windows 95/98. For complete details, consult your Windows manual or online documentation.
- ★ If you are using Windows 95 make sure it is optimized for your CD-ROM drive. Windows 95 provides settings for CD caching and for accessing various CD-ROM drive speeds via the System Control Panel.

To review and modify the settings for your Windows 95 CD-ROM drive:

- 1 Right-click the **My Computer** icon on your desktop.
- 2 Click **Properties**.
- 3 Click the **Performance** tab.
- 4 Click the **File System** button.
- 5 Click the **CD-ROM** tab. In this box, make sure that the Supplemental Cache size is set to Large. Also, verify that the Optimize Access Pattern is correctly set for the type of CD-ROM drive that is installed on your system. (No single-speed CD-ROMs should be set on a higher setting, such as double-speed, Quad Speed, etc.) However, for troubleshooting purposes, you may set a faster speed CD ROM drive to a lower setting (for example, set an 8x CD ROM drive to double-speed) in order to ensure more reliable transfer of data.

Search Solutions

Search Solutions helps improve your search results.

Important Follow the instructions below carefully, because after you choose *either* **Spellcheck your search** or **Expand your search** and click OK, the dialog box will close.

To improve your search results

1 Click either **Search in every book in Bookshelf** or **Search only in ...**



Search in every book expands your search to include all books in Bookshelf.



Search only in ... keeps you in your currently selected book.

2 Select **one** of the following two options:



To **Spellcheck your search**, click an alternate spelling in the list on the left side of the dialog box, and then click **OK**.



To instruct Bookshelf to search every word within the book(s) you have selected, click the **OK** button in **Expand your search** on the right side of the dialog box.

Note As soon as you click either one of the **OK** buttons, the dialog box will close.

See also

[How to search](#)

To copy Bookshelf to your hard disk

- 1 Make sure you have enough available space. Bookshelf requires 650 MB of free hard disk space.

Note If you do not have enough space, consider installing Bookshelf HD, which allows you to copy only definitions and synonyms to your hard disk. See [Using Bookshelf HD](#).

If Bookshelf is open, exit from it before proceeding.

- 2 Create a folder on your hard disk to store the contents of the Bookshelf compact disc. For example, you could create a folder on your C drive and name it Bookshelf.

Important: Make sure the folder you create does not have any spaces in its name. For example, name the folder "Bookshelf2000" or "Bookshelf_2000", but not "Bookshelf 2000".

- 3 Copy the entire contents of the Bookshelf CD, and then paste it into the folder you created.

Important Copy everything. Maintain the same directory structure. Do not delete, rearrange, or add files or folders.

- 4 Eject the Bookshelf CD from your CD-ROM drive.

- 5 Restart your computer.

To open Bookshelf from your hard disk



Click **Start**, point to **Programs**, point to **Microsoft Reference**, and then click **Bookshelf 2000**.

Note When you open Bookshelf from your hard disk for the first time, a dialog box prompts you for the location of the folder you created on your hard disk. Type the location. For example, if you created a folder named Books on your C drive, type C:\Books.

See also

[Using Bookshelf HD](#)

Advanced search tips

You can improve the results of a full-text search by searching for combinations of words.

In Bookshelf, use search operators. On the Internet, you can use search operators along with the Search Hints below.

Using search operators

Search operators * AND, OR, NOT, and NEAR

* help define the type of search you want. Type the search operators between your search terms in either lowercase or uppercase letters (for example, "and" is the same as "AND"). You can also specify an exact phrase by enclosing that phrase in quotation marks (" ").

Note Bookshelf won't look for common words such as "a", "and", and "the".

If you type you will get
moon AND landing	items containing both the word "moon" and the word "landing".
moon landing	items containing "moon" and "landing". Since AND is the default operator, the results are the same as above.
"moon landing"	items containing the exact phrase "moon landing".
moon OR landing	items containing "moon" or "landing" or both.
moon NOT landing	items containing "moon" but <i>not</i> "landing".
moon NEAR landing	items containing "moon" and "landing" where the two words are separated by eight or fewer words.

Internet search hints

To get the most out of your Internet search, it's useful to know a few rules. Check the following table to see how best to phrase your search text.

Example	Rule
Flood	Capitalize a word to force a case-sensitive match. To find all matches, leave it lowercase.
beast-of-burden	Hyphens also indicate phrases.
Horsehead Nebula	Adjacent capitalized words are treated as phrases.
Sartre, Sinatra	Put a comma between unrelated proper names.
moons of +Jupiter	Put a plus (+) in front of a required word or phrase to search only for text that contains the word.
virus -computer	Put a minus (-) in front of an undesired word or phrase to search only for text that does not contain the word.

See also

[How to search](#)

Going online

Updating Internet addresses

Whenever you click a Web Link, Bookshelf checks the Internet address to see if it is still valid. If it is not, your browser will display a Web page telling you the nature of the change and giving you the new address, if there is one.

About browsers

Bookshelf online features require Internet Explorer 3.0 or Netscape 2.0 or later. If you are using an older version of these browsers, some Bookshelf online features may not work properly, and you may need to install a newer version.

See also

[Going online](#)

About Encarta Virtual Globe

Using the *Encarta Desk World Atlas* in Bookshelf is a good first step in exploring the world. If you'd like to explore in much greater detail, try the full version of *Encarta Virtual Globe*. This multimedia CD-ROM includes more than one million places and helps you explore the continents and countries, sights and sounds, cultures, and facts and figures that make up our world.

For more information about *Encarta Virtual Globe*, visit the Web site at http://www.encyclopedia.com/ewa_us.

About Encarta Encyclopedia

After using *The Encarta Desk Encyclopedia* in Bookshelf, you might find you'd like to explore the full version of Encarta Encyclopedia. This comprehensive encyclopedia features more than 30,000 articles, extensive multimedia content, and many Web links and interactive features, allowing you to continue your research in even greater depth.

For more information about Encarta Encyclopedia, visit the Web site at <http://www.encarta.com>.

3 ways to expand your search

Method 1

Before you type your word(s) in the **Find** text box, select **articles containing the word**. This tells Bookshelf to search all words in Bookshelf, instead of just the titles and keywords.

Method 2

Click  and then click **Everything**. The Pinpointer list now contains entries from every book in Bookshelf.

Method 3

Search the Internet by clicking the **Go Online** button (located in the bottom left corner of Bookshelf).

See Also

[To find information in a category or book](#)

[How to search](#)

[Advanced search tips](#)

[Going online](#)

Selecting options in the Settings dialog box

Click an option to select it. If an option has a checkbox, click it to select or clear it. An option is selected if a checkmark appears in its checkbox.

Provide automatic spelling	Checks your spelling whenever you perform a search, and provides alternate spellings.
Enable pronunciations	Displays the sound icon, which you can click to hear audio pronunciations of words in Definitions and Concise Encyclopedia. If you clear this option, the sound icon will be hidden.
Enable button and menu sounds	Plays a sound when you click a feature.
Show tooltips	Displays tooltips, which are small pop-ups that describe a feature or provide instructions.
Jump hotspot	Lets you choose the text color in articles that indicates jumps to other articles.
Pop-up hotspot	Lets you choose the color of text that indicates a Web link or a link to additional information.
Parental Control	Turns the Parental Control option on or off, and allows you to create or change a password.
Text size	Lets you increase or decrease the size of text within articles.

See also

[About the Parental Control option](#)

Almanac categories

To open the Almanac, click  and then click **Facts & Figures**. Each entry in **Facts & Figures** falls under one of the categories below.

People

Economy and Business

*Consumer and Citizenship
Information*

Language and Languages

Law Enforcement and Crime

Arts and the Media

Sports

Transportation

Awards and Prizes

Calendars and Time

The World

The United States

Education

Health and Medicine

Military and Defense

Religion

Science and Technology

Environment

*Weights, Measures, and
Numbers*

See also

[Overview – Almanac](#)

Zooming in and out on a map

When you are viewing a map, you can zoom in and out.



To zoom in on an area in a map, move your mouse pointer over the map until it changes to a zoom



icon. Click to zoom in.



To return to the area you were viewing before you zoomed in, click the **Back** arrow



in the Bookshelf menu bar at the top of your screen.




If you want to see a larger portion of your map, click the **Zoom Out** button at the top of the map.

See also

[Overview - World Maps](#)

[Using the map tools](#)

Timeline categories

Each one of the entries in *The Encarta 2000 New World Timeline* falls under one of the categories below. To open the Timeline, click  and then click **Timeline**.


Agriculture	Law and Government
Architecture	Literature and Language
Art	Media and Communications
Births and Deaths	Music
Business and Economics	Political Events
Colonization	Religion
Ecology	Science
Education	Sports
Everyday Life	Technology
Exploration	Theater and Dance
Health and Medicine	Thought and Scholarship
Human Rights	Transportation

See Also

[To find information about a year or date](#)

[Overview - Timeline](#)

Web Links categories


Each one of the more than 6,000 web links falls under one or more of the categories listed below. To open **Web Links**, click  and then click **Web Links**.


Art, Language, and Literature	Entertainment and Performing Arts
Religion and Philosophy	History
World Geography and Culture	Government, Law, and Public Affairs
Social Science and Social Issues	Education
Business, Finance, Economics, and Employment	Sports, Leisure, Hobbies, and Pets
Health and Medicine	Life Science
Physical Science and Technology	Computers and the Internet

See Also

[Overview - Web Links](#)

Browsing through the Timeline

Use the Browse forward and Browse backward  buttons to browse through the Timeline

 much as you would browse through the pages of a book.

The Timeline is arranged in categories. When you click a browse button, you move to the next or previous year within your category. After you have moved through all years for a category, you advance to the earliest year for the next category (Browse forward), or the latest year in the previous category (Browse backward). The order of the categories is alphabetical.

See also

[To find information about a year or date](#)

[Overview - Timeline](#)

[Timeline categories](#)

Displaying the map legend

A legend is a guide to the symbols used in maps.



To open the legend, click the **Legend** button at the top of the map.

See also

[Using the map tools](#)

[Overview – World Maps](#)


Registering Bookshelf 2000

Please take a moment to register your copy of Microsoft Bookshelf 2000. The information you provide helps us make each new edition of Bookshelf more engaging and useful to you and your family. As a Bookshelf user, you are our most important partner.

It's simple to register. If you have an Internet browser installed, click the **Register Online** button and you will be connected to the Bookshelf Web site. Then just follow the instructions and you're done!

[Register Online](#)

To find information about a year or date

- 1 Click  and then click **Timeline**.

Note In addition to searching Timeline, you can also search for year or date information in **Facts & Figures** or **Everything**.

- 2 In the **Find** text box (at the top of the Pinpointer), type the year or date in which you are interested.
You can enter dates in several ways.

<i>Method</i>	<i>Example</i>
Year only	1976
Month and year	September 1575
Full date	July 16, 1882
Circa	c. 1765

After you enter a date, the Pinpointer list scrolls to the date you specify, and lists keywords.


- 3 Click an item to open it.

See also

[Overview - Timeline](#)

[How to search](#)

To find information about a place

1 Click  and then click **World Maps**.

2 In the **Find** text box (at the top of the Pinpointer), type the name of the place you want information about. As you type, the Pinpointer list scrolls to match the letters you are typing.

3 Click the name of the place to open a map.

For information about navigating, seeing a country's or state's flag, hearing national anthems, linking to other information about a place, and other World Maps features, see [Using the map tools](#).

Note Other Bookshelf categories, such as Web Links, can also provide information about places.

See also

[Overview - Encarta Desk World Atlas](#)

[How to search](#)

To turn the Parental Control option on or off and select a password

- 1 Click the **Options** menu, and then click **Settings**.
- 2 In the **Settings** dialog box, click the **Parental Control** button. The Password dialog box appears.
- 3 Type in a password of at least five characters. Passwords are case sensitive, so the combination of characters, including capitalization, must match exactly.

Note Remember this password. You will need it to turn off Parental Control in the future. If you do not remember it, you will need to reinstall Bookshelf to change the Parental Control setting.

- 4 Click **OK**. The Parental Control dialog box appears.
- 5 Click **Enable Parental Control**.
- 6 Click **OK**.

To turn off Parental Control

- 1 Click the **Options** menu, and then click **Settings**.
- 2 In the **Settings** dialog box, click the **Parental Control** button. A Password dialog box appears.
- 3 Enter your password, and then click OK.
The Parental Control dialog box appears.
- 4 In the Parental Control dialog box, click **Disable Parental Control**.
- 5 Click **OK**.

Note If you forget your password, the only way you can disable Parental Control is by reinstalling Bookshelf.

See also

[Installing and removing Bookshelf](#)

[About the Parental Control option](#)

[Changing your password](#)

Changing your password

You can use a password to filter vulgar, obscene, or offensive words from Bookshelf. You must first turn the Parental Control option on, and then select a password.

To change your password

- 1 Click the **Options** menu, and then click **Settings**.
- 2 In the **Settings** dialog box, click the **Parental Control** button. A Password dialog box appears.
- 3 Type in your old password. The Parental Control dialog box appears.
- 4 Click **Change Password**. The Password dialog box appears.
- 5 Type a new password of at least five characters. Passwords are case sensitive, so the combination of characters, including capitalization, must match exactly.
- 6 In the second text box, type the password again to confirm it.

Note You will need the password to change the Parental Control option in the future. Make sure that you keep a record of the password you assign. Otherwise, you will need to reinstall Bookshelf to change the Parental Control setting.

- 7 Click **OK**.

Important If you forget your password, you must reinstall Bookshelf if you want to open the Parental Control dialog box again.

See also


[About the Parental Control option](#)

[To turn the Parental Control option on or off and select a password](#)

About the map of the world

Bookshelf contains a world map. You can click on the world map to zoom in on more detailed maps.

To display the world map

- 1 Click  and then click **World Maps**.
- 2 In the Find text box, type **world**. The list in the Pinpointer scrolls to match the letters you are typing.
- 3 In the Pinpointer list, click **world**.

To zoom in on an area



Pass your mouse pointer over the map, and click when the pointer changes to the zoom




icon.





See also

[Using the map tools](#)

[Overview - World Maps](#)

Mouse pointer symbols on maps

You'll notice that the mouse pointer changes as you move it over a map. For example, a  indicates a disputed area.

<i>To ...</i>	<i>... click this symbol</i>
Display information about a disputed area	
Zoom in on the region	
Hear a pronunciation	
Open a dialog box with information about a country, a picture of its flag, and links to other information about that country	

See also


[Using the map tools](#)

[Overview - World Maps](#)

Finding a zip code

An easy way to find a zip code is to search for it on the Web page for the U.S. Postal Service.

To find a zip code

- 1 Click  and then click **Web Links**.
- 2 In the **Find** text box, type `zip code`.
As you type, the list in the Pinpointer scrolls to match the letters you are typing.
- 3 Click the **Zip Codes** entry in the Pinpointer list.
The Web Link opens, displaying the zip code link in colored text.
- 4 Click the **Zip Code** link.

Microsoft Technical Support Media Test Tool

The Microsoft Technical Support Media Test Tool enables you to verify that your computer is able to play certain pieces of multimedia that have been saved in various formats.

NOTE To install this tool you must have Microsoft Internet Explorer 3.02 or above installed on your computer.

To install the Microsoft Technical Support Media Test Tool

1. Insert the installation disc for your product.
2. Close the program if it opens automatically.
3. Double-click **My Computer**.
4. Right-click the icon for your CD-ROM drive, and then click **Open**.
5. Double-click the **Support** folder, and then double-click the file called **MTSTool.exe**
6. Follow the instructions on the screen.
7. Once the installation is complete, locate and run the tool from your hard disk (typically C:\Program Files\Common Files\MTS Tool\MTSTool.exe) and follow the instructions on the screen for testing each type of media.

Microsoft Reference Troubleshooters

The Microsoft Reference Troubleshooters guide you through diagnosing and solving a problem you may have with your program. The troubleshooters ask you questions and offer suggestions to solve the problem based on symptoms you report.

NOTE To install this tool you must have Microsoft Internet Explorer 3.02 or above installed on your computer.

To install the troubleshooters

1. Insert the installation disc for your product.
2. Close the program if it opens automatically.
3. Double-click **My Computer**.
4. Right-click the icon for your CD-ROM drive, and then click **Open**.
5. Double-click the **Support** folder, and then double-click the file called **BS2Ktst.exe**
6. Follow the instructions on the screen.
7. Once the installation is complete, locate and open the "Troubleshooter" HTML file that was installed on your hard disk (typically C:\Program Files\Common Files\MS Reference Troubleshooters\troubleshooter.htm) and follow the instructions on the screen.

NOTE The Support folder contains versions of the troubleshooters that were current at the time the software was released. If you would like to get the latest versions of the troubleshooters and you have access to the Web, go to the multimedia troubleshooters on the Microsoft Technical Support site at:

<http://support.microsoft.com/support/tshoot/tshooterlist.asp?PR=enc>

☛ Or, click here to go to the multimedia troubleshooters on the Microsoft Technical Support site.

Microsoft System Information (MSInfo)

Microsoft System Information (MSInfo) is a basic tool for gathering system configuration information that allows you to perform diagnostic tests on your computer to assist you in solving problems.

MSInfo is intended primarily to help technical support engineers determine information that could indicate problems with your system. However, one of the ways you can use MSInfo yourself is to test your computer's CD-ROM drive if you're having a problem using a program on a CD.

To start MSInfo from Bookshelf

1. Make sure the program is open.
2. Click **Help**, and then click **Getting System Information**.

To test CD-ROM Performance

1. Click **CD ROM**, and then click the drive letter for the CD-ROM drive you want to test.
There will be more than one letter only if your computer has more than one CD-ROM drive. If you're using Windows 98, click **Components**, click **Multimedia**, and then click **CD ROM**.
2. Compare the values you see with the values listed below:

Data Transfer Rate

To comply with the Multimedia Personal Computer Level 2 (MPC2) specification, this value must be at least 300.0 KB/s. The Data Transfer Rate must be 600.0 KB/s or faster if you want to run a program that requires a quad-speed CD-ROM drive.

CPU Util @ 300KB/s

To comply with the MPC2 specification, this value must be no higher than 60 percent. For best performance, this value should be no higher than 30 percent, and a value less than 10 percent is ideal.

Data Transfer Integrity

This value should always be "Tested OK."

If your CD-ROM drive does not meet these accepted values, see [Adjusting the Settings of Your CD-ROM Drive](#) to learn about ways to improve the performance of your CD-ROM drive.

Adjusting the Settings of Your CD-ROM Drive

1. On the desktop, right-click **My Computer**, and then click **Properties**.
2. On the Performance tab, click **File System**.
3. On the **CD-ROM** tab, move the **Supplemental Cache Size** slider all the way to the left (the **Small** position).
4. In the **Optimize Access Pattern For** box, click **No Read-Ahead**. (See Warning below.)
5. Click **OK**, and then click **Close**.
6. When you are prompted to restart the computer, click **Yes**.
7. Retest your CD-ROM drive by following the steps in the topic [Microsoft System Information \(MSInfo\)](#). Then, if necessary, repeat these steps to make further adjustments. For ongoing problems with CD-ROM drive performance, contact the manufacturer of your CD-ROM drive.

Warning:

In the **Optimize Access Pattern For** box, click only **No Read-Ahead** or the setting that matches the speed of the CD-ROM drive. If you click a setting that is faster than the speed of the CD-ROM drive, you may experience one or more of the following problems:

Performance of the CD-ROM drive decreases significantly.

Media files on CD-ROM skip or stutter when you play them.

You receive "Error reading file" or "Cannot read from drive" error messages when you attempt to open a file on a CD-ROM.

The computer stops responding (hangs) when you attempt to open a file on a CD-ROM.

END-USER LICENSE AGREEMENT FOR MICROSOFT® SOFTWARE (NON-OPERATING SYSTEM)

IMPORTANT ★ **READ CAREFULLY:** This End-User License Agreement ("EULA") is a legal agreement between you (either an individual or a single entity) and the manufacturer ("PC Manufacturer" or "Manufacturer") of the computer system or computer system component ("HARDWARE") with which you acquired the Microsoft software product(s) identified above or on the Product Identification Card accompanying this EULA or on the Product Identification Label attached to the product package ("SOFTWARE PRODUCT" or "SOFTWARE"). If the SOFTWARE PRODUCT is not accompanied by a new computer system or computer system component, you may not use or copy the SOFTWARE PRODUCT. The SOFTWARE PRODUCT includes computer software, the associated media, any Microsoft hardware accompanying the computer software, any printed materials, and any "online" or electronic documentation. Any software provided along with the SOFTWARE PRODUCT that is associated with a separate end-user license agreement is licensed to you under the terms of that license agreement. By installing, copying, downloading, accessing or otherwise using the SOFTWARE PRODUCT, you agree to be bound by the terms of this EULA. If you do not agree to the terms of this EULA, Manufacturer and Microsoft Licensing, Inc. ("MS") are unwilling to license the SOFTWARE PRODUCT to you. In such event, you may not use or copy the SOFTWARE PRODUCT, and you should promptly contact Manufacturer for instructions on return of the product(s) for a refund.

Software PRODUCT LICENSE

The SOFTWARE PRODUCT is protected by copyright laws and international copyright treaties, as well as other intellectual property laws and treaties. The SOFTWARE PRODUCT is licensed, not sold. The term "COMPUTER" as used herein shall mean the HARDWARE, if the HARDWARE is a single computer system, or shall mean the computer system with which the HARDWARE operates, if the HARDWARE is a computer system component.

1. GRANT OF LICENSE. This EULA grants you the following rights:

★ **Software Installation and Use.** Except as otherwise expressly provided in this EULA, you may only install, use, access, run, or otherwise interact with ("RUN") one copy of the SOFTWARE PRODUCT on the COMPUTER. The SOFTWARE PRODUCT may not be installed, accessed, displayed, run, shared or used concurrently on or from different computers, including a workstation, terminal or other digital electronic device.

★ **Back-up Copy.** If Manufacturer has not included a back-up copy of the SOFTWARE PRODUCT with the COMPUTER, you may make a single back-up copy of the computer software portion of the SOFTWARE PRODUCT. You may use the back-up copy solely for archival purposes. **Back-up Utility.** If the SOFTWARE PRODUCT includes a Microsoft back-up utility you may use the utility to make the single back-up copy. After the single back-up copy is made, the backup utility will be permanently disabled. Except as expressly provided in this EULA, you may not otherwise make copies of the SOFTWARE PRODUCT, including the printed materials accompanying the SOFTWARE PRODUCT.

2. DESCRIPTION OF OTHER RIGHTS AND LIMITATIONS.

★ **Academic Edition Software.** If the SOFTWARE PRODUCT is identified as "Academic Edition" or "AE", you must be a "Qualified Educational User" to use the SOFTWARE PRODUCT. If you are not a Qualified Educational User, you have no rights under this EULA. To determine whether you are a Qualified Educational User, please contact the Microsoft Sales Information Center/One Microsoft Way/Redmond, WA 98052-6399 or the Microsoft subsidiary serving your country.

★ **Speech Recognition.** If the SOFTWARE PRODUCT includes a speech recognition component, it should be understood by you that speech recognition is inherently a statistical process; that recognition errors are inherent in the process of speech recognition; that it is your responsibility to provide for handling such errors and to monitor the speech recognition process and correct any errors. **Manufacturer, MS, or their suppliers (including Microsoft Corporation), shall not be liable for any damages arising out of errors in the speech recognition process.**

★ **Application Sharing.** The SOFTWARE PRODUCT may contain Microsoft® NetMeeting, a product that enables applications to be shared between two or more computers, even if an application is installed on only one of the computers. You may use this technology with all Microsoft application products for multi-party conferences. For non-Microsoft applications, you should consult the accompanying license agreement or contact the licensor to determine whether application sharing is permitted by the licensor.

★ **Multiple Processor Version Selection.** The CD or diskette(s) on which the SOFTWARE PRODUCT resides may contain several copies of the SOFTWARE PRODUCT, each of which is compatible with a different microprocessor architecture, such as the x86 architecture or various RISC architectures ("Processor Version(s)"). You may install and use only one copy of one Processor Version of the SOFTWARE PRODUCT on the COMPUTER.

★ **Language Version Selection.** Manufacturer may have elected to provide you with a selection of language versions for one or more of the Microsoft software products licensed under this EULA. If the SOFTWARE PRODUCT is included in more than one language version, you are licensed to use only one of the language versions provided.

As part of the setup process for the SOFTWARE PRODUCT you will be given a one-time option to select a language version. Upon selection, the language version selected by you will be set up on the COMPUTER, and the language version(s) not selected by you will be automatically and permanently deleted from the hard disk of the COMPUTER.

✳ **Limitations on Reverse Engineering, Decompilation and Disassembly.** You may not reverse engineer, decompile, or disassemble the SOFTWARE PRODUCT, except and only to the extent that such activity is expressly permitted by applicable law notwithstanding this limitation.

✳ **Separation of Components.** The SOFTWARE PRODUCT is licensed as a single product. Its component parts may not be separated for use on more than one computer.

✳ **Single COMPUTER.** The SOFTWARE PRODUCT is licensed with the HARDWARE as a single integrated product. The SOFTWARE PRODUCT may only be used with the HARDWARE as set forth in this EULA.

✳ **Single EULA.** The package for the SOFTWARE PRODUCT may contain multiple versions of this EULA, such as multiple translations and/or multiple media versions (e.g., in the user documentation and in the software). In this case, you are only licensed to use one (1) copy of the SOFTWARE PRODUCT.

✳ **Rental.** You may not rent, lease, or lend the SOFTWARE PRODUCT.

✳ **Software Product Transfer.** You may permanently transfer all of your rights under this EULA only as part of a sale or transfer of the HARDWARE, provided you retain no copies, you transfer all of the SOFTWARE PRODUCT (including all component parts, the media and printed materials, any upgrades, this EULA and, if applicable, the Certificate(s) of Authenticity), and the recipient agrees to the terms of this EULA. If the SOFTWARE PRODUCT is an upgrade, any transfer must include all prior versions of the SOFTWARE PRODUCT.

✳ **Termination.** Without prejudice to any other rights, Manufacturer or MS may terminate your rights under this EULA if you fail to comply with the terms and conditions of this EULA. In such event, you must destroy all copies of the SOFTWARE PRODUCT and all of its component parts.

✳ **Trademarks.** This EULA does not grant you any rights in connection with any trademarks or service marks of Manufacturer, MS or its suppliers (including Microsoft Corporation).

3. UPGRADES. If the SOFTWARE PRODUCT is labeled as an upgrade, you must be properly licensed to use a product identified by Manufacturer, MS or Microsoft Corporation as being eligible for the upgrade in order to use the SOFTWARE PRODUCT ("Eligible Product"). For the purpose of upgrade products only, "HARDWARE" shall mean the computer system or computer system component with which you received the Eligible Product. A SOFTWARE PRODUCT labeled as an upgrade replaces and/or supplements (and may disable, if upgrading a Microsoft product) the Eligible Product which came with the HARDWARE. You may use the resulting upgraded product only in accordance with the terms of this EULA and only with the HARDWARE. If the SOFTWARE PRODUCT is an upgrade of a component of a package of software programs that you licensed as a single product, the SOFTWARE PRODUCT may be used and transferred only as part of that single product package and may not be separated for use on more than one COMPUTER.

4. COPYRIGHT. All title and intellectual property rights in and to the SOFTWARE PRODUCT (including but not limited to any images, photographs, animations, video, audio, music, text and "applets" incorporated into the SOFTWARE PRODUCT), the accompanying printed materials, and any copies of the SOFTWARE PRODUCT, are owned by MS, or its suppliers (including Microsoft Corporation). All title and intellectual property rights in and to the content which is not contained in the SOFTWARE PRODUCT but may be accessed through use of the SOFTWARE PRODUCT is the product of the respective content owner and may be protected by applicable copyright or other intellectual property laws and treaties. This EULA grants you no rights to use such content. Use of any on-line services which may be accessed through the SOFTWARE PRODUCT may be governed by the respective terms of use relating to such services. If this SOFTWARE PRODUCT contains documentation which is provided only in electronic form, you may print one copy of such electronic documentation. You may not copy the printed materials accompanying the SOFTWARE PRODUCT. All rights not specifically granted under this EULA are reserved by MS and its suppliers (including Microsoft Corporation).

5. DUAL-MEDIA SOFTWARE PRODUCT. You may receive the SOFTWARE PRODUCT in more than one medium. Regardless of the type or size of medium you receive, you may use only one medium that is appropriate for the COMPUTER. You may not RUN the other medium on another computer. You may not loan, rent, lease, lend or otherwise transfer the other medium to another user, except as part of the permanent transfer (as provided above) of the SOFTWARE PRODUCT.

6. PRODUCT SUPPORT. Product support for the SOFTWARE PRODUCT is not provided by MS, Microsoft Corporation, or their affiliates or subsidiaries. For product support, please refer to Manufacturer's support number provided in the documentation for the HARDWARE. Should you have any questions concerning this EULA, or if you desire to contact Manufacturer for any other reason, please refer to the address provided in the documentation for the HARDWARE.

7. EXPORT RESTRICTIONS. If this EULA is not labeled and the SOFTWARE PRODUCT is not identified as "North America Only Version" above, on the Product Identification Card, or on the SOFTWARE PRODUCT packaging or other written materials, then the following terms apply: You agree that you will not export or re-export the

SOFTWARE PRODUCT, any part thereof, or any process or service that is the direct product of the SOFTWARE PRODUCT (the foregoing collectively referred to as the "Restricted Components"), to any country, person or entity subject to U.S. export restrictions. You specifically agree not to export or re-export any of the Restricted Components (i) to any country to which the U.S. has embargoed or restricted the export of goods or services, which currently include, but are not necessarily limited to Cuba, Iran, Iraq, Libya, North Korea, Sudan and Syria, or to any national of any such country, wherever located, who intends to transmit or transport the Restricted Components back to such country; (ii) to any person or entity who you know or have reason to know will utilize the Restricted Components in the design, development or production of nuclear, chemical or biological weapons; or (iii) to any person or entity who has been prohibited from participating in U.S. export transactions by any federal agency of the U.S. government. You warrant and represent that neither the BXA nor any other U.S. federal agency has suspended, revoked or denied your export privileges.

Non-Exportable Encryption. If this EULA is labeled or the SOFTWARE PRODUCT is identified as "North America Only Version" above, on the Product Identification Card, or on the SOFTWARE PRODUCT packaging or other written materials, then the following applies: The SOFTWARE PRODUCT is intended for distribution only in the United States, its territories and possessions (including Puerto Rico, Guam, and U.S. Virgin Islands), and Canada. Export of the SOFTWARE PRODUCT from the United States is regulated under "EI controls" of the Export Administration Regulations (EAR, 15 CFR 730-744) of the U.S. Commerce Department, Bureau of Export Administration (BXA). A license is required to export the SOFTWARE PRODUCT outside the United States or Canada. You agree that you will not directly or indirectly export or re-export the SOFTWARE PRODUCT (or portions thereof) to any country, other than Canada, or to any person, entity or end user subject to U.S. export restrictions without first obtaining a Commerce Department export license. You warrant and represent that neither the BXA nor any other U.S. federal agency has suspended, revoked or denied your export privileges.

8. Note On JAVA Support. The SOFTWARE PRODUCT may contain support for programs written in JAVA. **JAVA TECHNOLOGY IS NOT FAULT TOLERANT AND IS NOT DESIGNED, MANUFACTURED, OR INTENDED FOR USE OR RESALE AS ON-LINE CONTROL EQUIPMENT IN HAZARDOUS ENVIRONMENTS REQUIRING FAIL-SAFE PERFORMANCE, SUCH AS IN THE OPERATION OF NUCLEAR FACILITIES, AIRCRAFT NAVIGATION OR COMMUNICATION SYSTEMS, AIR TRAFFIC CONTROL, DIRECT LIFE SUPPORT MACHINES, OR WEAPONS SYSTEMS, IN WHICH THE FAILURE OF JAVA TECHNOLOGY COULD LEAD DIRECTLY TO DEATH, PERSONAL INJURY, OR SEVERE PHYSICAL OR ENVIRONMENTAL DAMAGE.**

FOR THE LIMITED WARRANTIES AND SPECIAL PROVISIONS PERTAINING TO YOUR PARTICULAR JURISDICTION, PLEASE REFER TO THE WARRANTIES INCLUDED BELOW OR PROVIDED WITH THE SOFTWARE PRODUCT PRINTED MATERIALS.

09/03/98 51560039.DOC

Click a link below to see the Warranty and Special Provisions for the country in which you acquired the software:

[Australia, New Zealand, or Papua New Guinea](#)

[Canada](#)

[England, Scotland, Wales, or Ireland](#)

[The United States of America or any other country not mentioned above](#)

WARRANTY AND SPECIAL PROVISIONS FOR AUSTRALIA, NEW ZEALAND, OR PAPUA NEW GUINEA

APPENDIX **WARRANTY AND SPECIAL PROVISIONS** **FOR** **AUSTRALIA, NEW ZEALAND OR PAPUA NEW GUINEA**

EXPRESS LIMITED WARRANTY

CONSUMER RIGHTS. Consumers may have the benefit of certain rights or remedies pursuant to the Trade Practices Act and similar state and territory laws in Australia or the Consumer Guarantees Act in New Zealand, in respect of which certain liability may not be excluded.

LIMITED EXPRESS WARRANTY. Manufacturer warrants that: (a) the SOFTWARE will perform substantially in accordance with the accompanying Product Manual(s) for a period of 90 days from the date of receipt; and (b) any Microsoft hardware accompanying SOFTWARE will be free from defects in materials and workmanship under normal use and service for a period of 1 year from the date of receipt.

CUSTOMER REMEDIES. To the maximum extent permitted under applicable law, Manufacturer's and its supplier's entire liability and your exclusive remedy under the express warranty is, at Manufacturer's option, either (a) return of the price paid; or (b) repair or replacement of the SOFTWARE or Microsoft hardware which does not meet the warranty and which is returned to Manufacturer with a copy of your receipt. The warranty is void if failure of the SOFTWARE or Microsoft hardware has resulted from accident, abuse or misapplication. Any replacement SOFTWARE and/or Microsoft hardware will be warranted for the remainder of the original warranty period or 30 days, whichever is longer.

LIMITATION OF LIABILITY. To the maximum extent permitted by applicable law, any conditions or warranties imposed or implied by law are hereby excluded. Consumers may nevertheless have the benefit of certain rights or remedies pursuant to the Trade Practices Act and similar state and territory laws in Australia or the Consumer Guarantees Act in New Zealand, in respect of which liability may not be excluded. Insofar as such liability may not be excluded, then to the maximum extent permitted by law, such liability is limited, at the exclusive option of Manufacturer, to either (a) replacement of the SOFTWARE (and any accompanying hardware supplied); or (b) correction of defects in the SOFTWARE; or (c) payment of the cost of having defects in the SOFTWARE (and any accompanying hardware supplied).

EXCLUSION OF LIABILITY/DAMAGES. The following is without prejudice to any rights you may have at law which cannot legally be excluded or restricted. You acknowledge that no promise, representation, warranty or undertaking has been made or given by Manufacturer and/or Microsoft Corporation (or related company of either) to any person or company on its behalf in relation to the profitability of or any other consequences or benefits to be obtained from the delivery or use of the SOFTWARE and any accompanying Microsoft hardware, software, manuals or written materials. You have relied upon your own skill and judgement in deciding to acquire the SOFTWARE and any accompanying hardware, manuals and written materials for use by you. Except as and to the extent provided in this agreement, neither Manufacturer and/or Microsoft Corporation (or related company of either) will in any circumstances be liable for any other damages whatsoever (including, without limitation, damages for loss of business, business interruption, loss of business information or other indirect or consequential loss) arising out of the use or inability to use or supply or non-supply of the SOFTWARE and any accompanying hardware and written materials. Manufacturer's and/or Microsoft Corporation (or related company of either) total liability under any provision of this agreement is in any case limited to the amount actually paid by you for the SOFTWARE and/or Microsoft hardware.

This agreement is governed by the laws of New South Wales, Australia or, where supplies are made in New Zealand, by the laws of New Zealand.

WARRANTY AND SPECIAL PROVISIONS FOR CANADA

APPENDIX WARRANTY AND SPECIAL PROVISIONS FOR CANADA

LIMITED WARRANTY

LIMITED WARRANTY. Manufacturer warrants that (a) the SOFTWARE will perform substantially in accordance with the accompanying written materials for a period of ninety (90) days from the date of receipt, and (b) any Microsoft hardware accompanying the SOFTWARE will be free from defects in materials and workmanship under normal use and service for a period of one (1) year from the date of receipt. Any implied warranties or conditions on the SOFTWARE and Microsoft hardware are limited to ninety (90) days and one (1) year, respectively. Some states/jurisdictions do not allow limitations on duration of an implied warranty, so the above limitation may not apply to you.

CUSTOMER REMEDIES. Manufacturer's and its suppliers' entire liability and your exclusive remedy shall be, at Manufacturer's option, either (a) return of the price paid, or (b) repair or replacement of the SOFTWARE or hardware that does not meet this Limited Warranty and which is returned to Manufacturer with a copy of your receipt. This Limited Warranty is void if failure of the SOFTWARE or hardware has resulted from accident, abuse, or misapplication. Any replacement SOFTWARE or hardware will be warranted for the remainder of the original warranty period or thirty (30) days, whichever is longer.

NO OTHER WARRANTIES. To the maximum extent permitted by applicable law, Manufacturer and its suppliers disclaim all other warranties, either express or implied, including, but not limited to implied warranties of merchantability and fitness for a particular purpose, with regard to the SOFTWARE, the accompanying written materials, and any accompanying hardware. This limited warranty gives you specific legal rights. You may have others which vary from state/jurisdiction to state/jurisdiction.

NO LIABILITY FOR CONSEQUENTIAL DAMAGES. To the maximum extent permitted by applicable law, in no event shall Manufacturer or its suppliers be liable for any damages whatsoever (including without limitation, direct or indirect damages for personal injury, loss of business profits, business interruption, loss of business information, or any other pecuniary loss) arising out of the use of or inability to use this product, even if Manufacturer has been advised of the possibility of such damages. In any case, Manufacturer's and its suppliers' entire liability under any provision of this agreement shall be limited to the amount actually paid by you for the SOFTWARE and/or Microsoft hardware. Because some states/jurisdictions do not allow the exclusion or limitation of liability for consequential or incidental damages, the above limitation may not apply to you.

This Software License Agreement is governed by the laws of the Province of Ontario, Canada. Each of the parties hereto irrevocably attorns to the jurisdiction of the courts of the Province of Ontario and further agrees to commence any litigation which may arise hereunder in the courts located in the Judicial District of York, Province of Ontario.

WARRANTY AND SPECIAL PROVISIONS FOR ENGLAND, SCOTLAND, WALES AND IRELAND

APPENDIX **WARRANTY AND SPECIAL PROVISIONS** **FOR** **ENGLAND, SCOTLAND, WALES AND IRELAND**

LIMITED WARRANTY

LIMITED WARRANTY. Manufacturer warrants that (a) the SOFTWARE will perform substantially in accordance with the accompanying written materials for a period of ninety (90) days from the date of receipt, and (b) any Microsoft hardware accompanying the SOFTWARE will be free from defects in materials and workmanship under normal use and service for a period of one (1) year from the date of receipt. Any implied warranties on the SOFTWARE and Microsoft hardware are limited to ninety (90) days and one (1) year, respectively. Some states/jurisdictions do not allow limitations on duration of an implied warranty, so the above limitation may not apply to you.

CUSTOMER REMEDIES. Manufacturer's and its suppliers' entire liability and your exclusive remedy shall be, at Manufacturer's option, either (a) return of the price paid, or (b) repair or replacement of the SOFTWARE or hardware that does not meet this Limited Warranty and which is returned to Manufacturer with a copy of your receipt. This Limited Warranty is void if failure of the SOFTWARE or hardware has resulted from accident, abuse, or misapplication. Any replacement SOFTWARE or hardware will be warranted for the remainder of the original warranty period or thirty (30) days, whichever is longer.

NO OTHER WARRANTIES. To the maximum extent permitted by applicable law, Manufacturer and its suppliers disclaim all other representations, warranties, conditions or other terms, either express or implied, including, but not limited to implied warranties and/or conditions of merchantability and fitness for a particular purpose, with regard to the SOFTWARE, the accompanying written materials, and any accompanying hardware. This limited warranty gives you specific legal rights. You may have others which vary from state/jurisdiction to state/jurisdiction.

NO LIABILITY FOR CONSEQUENTIAL DAMAGES. To the maximum extent permitted by applicable law, in no event shall Manufacturer or its suppliers be liable for any damages whatsoever (including without limitation, direct or indirect damages for personal injury, loss of business profits, business interruption, loss of business information, or any other pecuniary loss) arising out of the use of or inability to use this product, even if Manufacturer has been advised of the possibility of such damages. In any case, Manufacturer's and its suppliers' entire liability under any provision of this agreement shall be limited to the amount actually paid by you for the SOFTWARE and/or Microsoft hardware. Because some states/jurisdictions do not allow the exclusion or limitation of liability for consequential or incidental damages, the above limitation may not apply to you.

SPECIAL PROVISIONS

Reverse Engineering: If you acquired the SOFTWARE in the European Community, you may not reverse engineer, decompile, or disassemble the SOFTWARE except to the extent and for the express purposes authorized by applicable law.

This Software License Agreement is governed by the laws of England.

WARRANTY AND SPECIAL PROVISIONS FOR THE UNITED STATES OF AMERICA AND ANY OTHER COUNTRY

APPENDIX

WARRANTY AND SPECIAL PROVISIONS

FOR

THE UNITED STATES OF AMERICA AND ANY OTHER COUNTRY

LIMITED WARRANTY

LIMITED WARRANTY. Manufacturer warrants that (a) the SOFTWARE will perform substantially in accordance with the accompanying written materials for a period of ninety (90) days from the date of receipt, and (b) any Microsoft hardware accompanying the SOFTWARE will be free from defects in materials and workmanship under normal use and service for a period of one (1) year from the date of receipt. Any implied warranties on the SOFTWARE and Microsoft hardware are limited to ninety (90) days and one (1) year, respectively. Some states/jurisdictions do not allow limitations on duration of an implied warranty, so the above limitation may not apply to you.

CUSTOMER REMEDIES. Manufacturer's and its suppliers' entire liability and your exclusive remedy shall be, at Manufacturer's option, either (a) return of the price paid, or (b) repair or replacement of the SOFTWARE or hardware that does not meet this Limited Warranty and which is returned to Manufacturer with a copy of your receipt. This Limited Warranty is void if failure of the SOFTWARE or hardware has resulted from accident, abuse, or misapplication. Any replacement SOFTWARE or hardware will be warranted for the remainder of the original warranty period or thirty (30) days, whichever is longer.

NO OTHER WARRANTIES. To the maximum extent permitted by applicable law, Manufacturer and its suppliers disclaim all other warranties, either express or implied, including, but not limited to implied warranties of merchantability and fitness for a particular purpose, with regard to the SOFTWARE, the accompanying written materials, and any accompanying hardware. This limited warranty gives you specific legal rights. You may have others which vary from state/jurisdiction to state/jurisdiction.

NO LIABILITY FOR CONSEQUENTIAL DAMAGES. To the maximum extent permitted by applicable law, in no event shall Manufacturer or its suppliers be liable for any damages whatsoever (including without limitation, special, incidental, consequential, or indirect damages for personal injury, loss of business profits, business interruption, loss of business information, or any other pecuniary loss) arising out of the use of or inability to use this product, even if Manufacturer has been advised of the possibility of such damages. In any case, Manufacturer's and its suppliers' entire liability under any provision of this agreement shall be limited to the amount actually paid by you for the SOFTWARE and/or Microsoft hardware. Because some states/jurisdictions do not allow the exclusion or limitation of liability for consequential or incidental damages, the above limitation may not apply to you.

SPECIAL PROVISIONS

U.S. GOVERNMENT RESTRICTED RIGHTS. The SOFTWARE PRODUCT and documentation are provided with RESTRICTED RIGHTS. Use, duplication, or disclosure by the United States Government is subject to restrictions as set forth in subparagraph (c)(1)(ii) of the Rights in Technical Data and Computer Software clause at DFARS 252.227-7013 or subparagraphs (c)(1) and (2) of the Commercial Computer Software—Restricted Rights at 48 CFR 52.227-19, as applicable. Manufacturer is Microsoft Corporation/One Microsoft Way/Redmond, WA 98052-6399.

If you acquired the SOFTWARE in the United States of America, this Software License Agreement and Warranty are governed by the laws of the State of Washington, U.S.A. If you acquired the SOFTWARE outside the United States of America, local law may apply.

Getting Technical Support

For product support, contact the manufacturer of your PC. Refer to the documentation that came with your PC for the product support telephone number.

