

What do you want to do?

{button ,Search()} Go to the Help Index

{button ,JI('`,`get_around')} Get around the map

{button ,JI('`,`explore')} Get all the information about a place

{button ,JI('`,`find_something')} Find something specific (map, article, picture, music)

{button ,JI('`,`work_map')} Learn about the map and change it

{button ,JI('`,`print_copy_close')} Print, copy, and close World Atlas

{button ,JI('`,`get_most')} Get the most out of World Atlas and troubleshooting

Get around the map

{button ,JI('`,`place_see')}} Get a better view of a place you see

{button ,JI('`,`place_not_see')}} Go to a place you don't see

{button ,JI('`,`zoom_in_out')}} Zoom in and out

{button ,JI('`,`map_only')}} See just the map

{button ,TC(16,16949337)}} Backtrack

Get a better view of a place you see

{button ,JI('`,`best_map_view')}} Jump to the best map view

{button ,JI('`,`use_dragabox')}} Zoom in on a specific area of the map

{button ,JI('`,`zoom_in_out')}} Zoom in and out

{button ,TC(16,16949337)} Backtrack

Jump to the best map view of a place you can see

- 1 Click the place name on the map.
- 2 When the list opens, click the place name in the list.

TIPS**Zoom in on a specific area of the map**

- 1 Click the Zoom Area button at the bottom of the screen.
Your pointer changes to look like this:



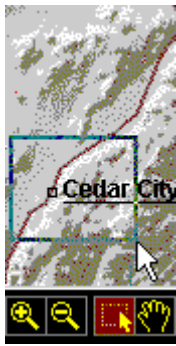
- 2 On the map, draw a box around the area you want to zoom in on.

[How?](#)

- 3 If you're centered on the right area, click inside the box. If not, draw the box again.

To draw a box marking an area on the map to zoom in on

You can draw a box around a place to zoom or print.



- 1 Visualize a rectangular area you want to zoom on, and move your mouse pointer to the upper-left corner of that rectangle.
- 2 Holding down the left mouse button, drag the mouse pointer diagonally until you reach the lower-right corner of the rectangle you want to zoom on.
- 3 Release the mouse button when you get to the lower-right corner.

Tips for zooming in or out

1 Think of zooming as the view you get from an airplane window:

- ▶ Zooming out is like taking off. The view of the world changes as you move farther from the ground: First all the houses and cows get tiny, and eventually you can make out only little blobs that are cities and lakes.
- ▶ Zooming in is like landing. Objects on the ground begin to look bigger, and some new objects you didn't see before now come into view.

2 You can use any of these methods to zoom in and out:



- ▶ Use the Zoom Area button when you want to mark the exact area you want to zoom in on.
 [How?](#)



- ▶ Use these buttons to zoom in (+) or out (-) bit by bit.



- ▶ Use the Zoom Slider to set your focus farther from or closer to the earth.
 [How?](#)

- ▶ Specify an exact altitude by typing it here.

- ▶ [How?](#)
- 3 You can "unzoom" by clicking the Back button at the top of the World Atlas window. (The Back button is on the right side of the Options button.)

Go to a place you don't see

{button ,JI('`,`direct_route')} Take the direct route

{button ,JI('`,`scenic_route_near')} Take the scenic route to a place nearby

{button ,JI('`,`scenic_route_far')} Take the scenic route to a place far away

{button ,JI('`,`move_map_far')} Move the map a little or a lot

{button ,JI('`,`zoom_in_out')} Zoom in and out

{button ,TC(16,16949337)} Backtrack

Take the direct route

When you have no idea where a place is, or you want to get somewhere fast, this is the way to go.

1 Click *Find* at the top of the screen and then click *Places*.

2 Type the name of the place you want to visit. Notice that the list moves as you type.



Tip: You can point to a place in the list to see its full name.

3 If the place is already highlighted, press ENTER. Or, click the place to go there. Either way, World Atlas takes you right to the spot.

Tip: You can keep the Find Places list open while you hunt for just the right place.

[{button_How?,JI\(';',find_open'\)}](#)

Take the scenic route to a place nearby

- 1 Click the tiny hand at the bottom of your screen.
- 2 Point to the map and then drag the hand across the map to move it.

Take the scenic route to a place far away

First go to the general area, and then zoom to the specific place.

1 Click the general area on the small globe in the upper-left corner of the screen. If the place you want is on the other side, drag the globe to rotate it, just as you would spin a real globe with your finger.

{button ,JI(','cant_see_globe')} I can't see the small globe.

2 The big map centers on the place you chose.

If you don't see the place you're looking for, you may need to zoom in or out.

[{button How?,JI\(','zoom_in_out'\)}](#)

Atlas chooses the most appropriate place names to display, depending on how close you are to the map.

3 Click the place name on the map and then click the name in the list that appears.

The map centers on the place you clicked.

Tip: Did you find the place you wanted? If not, use *Find* to locate it.

[{button How?,JI\(','direct_route'\)}](#)

I can't see the small globe

If you don't see a small globe on the upper-left side of your screen, you are in Map-Only view.

If the button in the upper-left corner says Information, click it to see the small globe. If the same button says Map Only, the globe is located below it.

Move the map a little or a lot

- 1 Move your pointer to an edge of the map until it turns into an arrow.



- 2 Click to move the map a little.
Hold down your mouse button and watch the map move faster. You can also drag the arrow in any direction to move the map around. If you drag the arrow closer to the center of the screen, the map will move more slowly.

Keep the Find Places list open

Click *Keep List Open* at the bottom of the window.



[Click here.](#)

A check mark means the list will stay open until you click the Close button in the upper-right corner. Then you can try as many places as you want without having to open the list each time.

To remove the check mark, click the box again. Then the Find list will automatically close after you select a place.

Zoom in and out

{button ,TC(16,50376716)} Zoom in a little

{button ,TC(16,50368523)} Zoom out a little

{button ,JI('`,`zoom_in_out_alot')} Zoom in or out a lot

{button ,JI('`,`use_dragabox')} Zoom in on a specific area of the map

{button ,TC(16,67149918)} Zoom out to the next largest geographic entity

{button ,JI('`,`zoom_altitude')} Zoom to a specific altitude

Zoom in or out a lot

Use the Zoom slider to show more or less detail on the map.


1 Click *Zoom* at the bottom-left corner of your screen.



2 Drag the triangle down to zoom in. Drag it up to zoom out.

Click outside the Zoom slider to close it.

Zoom to a specific altitude

1 Click *Zoom* at the bottom-left corner of your screen.


2 Click the number, type another one, and press ENTER.

3 Click anywhere outside the Zoom slider to close it.

See just the map

See the button in the upper-left corner of the screen?

If it says *Map Only*, click it to see as much of the map as possible. If it says *Information*, you're already there.

Get all the information about a place

{button ,JI('`,`info_specific_place')} Find information about a specific place

{button ,JI('`,`info_whole_earth')} Find information about the whole Earth

{button ,JI('`,`see_stats_country')} See statistics for a country

{button ,TC(16,16924721)} Get latitude and longitude

{button ,JI('`,`measure_dist')} Measure the distance between two or more places

{button ,JI('`,`miles_kilo')} Switch between miles and kilometers when measuring distance

{button ,TC(16,16949337)} Backtrack

Find information about a specific place

1 Go to the place you want information about.

[{button_How?,JI\(';',direct_route'\)}](#)

2 Click any of the buttons below the small globe to get information about the place on your screen.



[{button ,JI\(';',see_media_info_buttons'\)}](#) I don't see the information buttons on my screen.

I don't see the information buttons on my screen

If you see *Information* in the upper-left corner of your screen, click it to see the buttons.

Note: Different buttons will appear for different places, depending on the type of information that is available for a place.

Find information about the whole Earth

- 1 Go to the world view by clicking *Home* at the top of your screen.
- 2 Click the Geography button at screen left to get information about the whole Earth.

See statistics for a country

1 Change your map view to a country.

[{button_How?,JI\(';',`how_to_country'\)}](#)




2 Click
here.

[{button_.,JI\(';',`see_facts_figures_button'\)}](#) I don't see the Facts and Figures button on my screen.

I don't see the Facts and Figures button on my screen

If the button in the upper-left corner says *Information*, click it and then click the Facts and Figures button on the left.

Measure the distance between two or more places

- 1 Click *Tools* at the top of your screen, and then click *Measure Tool*.
- 2 Click the first place, then click the second, third, and so on. The Measure Tool adds up the total distance from your starting point to the last point you clicked.
- 3 Click  in the upper-right corner of the Measure Tool window to stop measuring.

Switch between miles and kilometers when measuring distance

- 1 Click *Options* at the top of your screen and then click *Settings*.
- 2 Click the button next to *Miles* or *Kilometers* on the left side of the Settings window.
- 3 Click *OK*.

Find something specific (map, article, picture, music)

{button ,JI('`,`direct_route')}} Find a place or see a list of all places

{button ,JI('`,`find_country_city')}} Find a country or a major city

{button ,JI('`,`find_spec_picture')}} Find pictures, articles, music, or glossary definitions

{button ,JI('`,`find_geo_compare')}} Find the longest rivers, highest mountains, etc.

{button ,TC(16,17076273)} Find the list of Pushpins

{button ,JI('`,`find_help')}} Find help on something

Find a country or a major city

- 1 Click *Find* at the top of the screen.
- 2 Click either *Countries* or *City Maps*.
- 3 After you open a list, type the name of the place you want. Make sure the name you typed matches the highlighted name in the list, and press ENTER. Or scroll through the list until you find what you want and then click it.

Find pictures, articles, music, or glossary definitions

- 1 Click *Find* at the top of the screen.
- 2 If you know the type of thing you're looking for, click it in the Find menu.
Point to each item in the menu for a tip.
- 3 After you open a list, type the name of the information you want. Make sure the name you typed matches the highlighted name in the list, and press ENTER. Or scroll through the list until you find what you want and then click it.

Find the longest rivers, highest mountains, etc.

You can quickly find Earth's major geographic features, including the longest rivers, highest mountains, oceans, major lakes, and continents.

- 1 Click *Tools* at the top of the screen and click *Pushpin Explorer*.
- 2 Click the Pushpin set that interests you in the list at the left (such as *Major Lakes of the World*). Watch the right-hand list change to show all the Pushpins in that set.
- 3 Double-click a Pushpin in the right-hand list to go to that feature on the map.

Find help on something

- 1 Click the Index button near the top of the Help window.
- 2 Type the thing you want help on and press ENTER, or double-click an item in the Index list.

Learn about the map and change it

{button ,JI('`,`choose_map_styles')}} Choose different map styles

{button ,TC(16,33755218)} Find out more about the map you see

{button ,TC(16,50626655)} See the scale of the current map

{button ,TC(16,16924721)} Get latitude and longitude of each point on the map

{button ,JI('`,`measure_dist')}} Measure the distance between two or more places

{button ,JI('`,`toc_pp')}} Annotate your map using Pushpins

Choose different map styles

- 1 Click *Map Styles* at the top of the screen.
- 2 Point to each item in the list to get a tip describing that map style.
- 3 Click the style you want and watch the map change.

Note: Some map styles can only be viewed when you're zoomed out far enough from Earth. World Atlas will automatically adjust your altitude when you select these map styles.

Click here to go back to your previous map view.



Click here to find out about the map style you chose.

Print, copy, and close World Atlas

{button ,TC(16,16891955)} Print the map, article, or picture that you see
{button ,TC(16,16887859)} Copy the map, article, or picture that you see
{button ,JI('`,`print_copy_part')} Print or copy just a picture or part of an article
{button ,JI('`,`print_copy_part_map')} Print or copy part of a map
{button ,JI('`,`print_settings')} Change your printer settings
{button ,TC(16,16883763)} Close World Atlas

Print or copy just a picture or part of an article

Follow these steps to print part of an article or just a picture. Or you can copy a picture or a section of an article to your Windows Clipboard, and then paste it into another program such as your word processor. Just remember to stay on the right side of the copyright law.

{button ,JI('`copyright')} Find out about the copyright law.

- 1** After opening an article, highlight the section you want.
- 2** Click *Options* at the top of the screen.
- 3** Click *Print* or *Copy*.

Print or copy part of a map

- 1 Adjust your map view so that the section you want fills the screen.
[{button How?,TC\(16,50348050\)}](#)
- 2 Click *Options* at the top of the screen.
- 3 Click *Print* or *Copy*.

Change your printer settings

Follow these steps to switch printers, change the orientation of the page, and make other changes to printing.

- 1 Click *Options* at the top of your screen.
- 2 Click *Print*.
- 3 Click the *Properties* button in the upper-right corner of the Print window.
- 4 Make the changes you want and click *OK*.

Getting the most out of World Atlas; troubleshooting

{button ,JI('`,`get_most_menu')} Getting the most out of World Atlas

{button ,JI('`,`solve_problems_menu')} Troubleshooting in World Atlas

Getting the most out of World Atlas

{button ,JI('`,`detail_map')}` Get the most detailed map

{button ,JI('`,`move_resize_close_window')}` See how to move and close windows

{button ,JI('`,`computer_system')}` Get the most out of your computer system

{button ,JI('`,`copyright')}` Stay on the right side of the law

{button ,JI('`,`better_map')}` Help us make the world map even better

{button ,JI('`,`background')}` Get background information on World Atlas

Make sure your CD-ROM drive gives its best

- 1 In Windows, click *My Computer* with the right mouse button.
- 2 Click *Properties*.
- 3 Click the Performance tab with the left mouse button.
- 4 Click *File System* at the bottom of your screen, and then click the CD-ROM tab.
- 5 Make sure that *Supplemental Cache Size* is set to *Large* and that *Optimize Access Pattern For* is correctly set for the type of CD-ROM drive your system has. Look in your CD-ROM or computer manual for setting details.

Find minimum system requirements

World Atlas runs on any computer system that meets these minimum requirements.

486-DX 33-MHz computer

8 megabytes (MB) RAM (12 MB for Windows NT®)

10 MB free space on your hard disk

MPC-compliant double-speed CD-ROM drive

MPC-compliant 16-bit sound card

640 x 480, 256-color VGA monitor

Mouse

Windows® 95 or Windows NT 4.0

If your computer system doesn't meet these minimums, ask your computer dealer for advice on upgrading your system.

Stay on the right side of the law

World Atlas lets you copy text, maps, and images to the Windows Clipboard. This feature is provided for your personal use of the product. For example, you may copy a map to your word processor for use in a flyer, brochure, or other advertisement, as long as you keep the copyright information with the map and the map is not sold. Or you can print a map to refer to when you're away from your computer.

However, copyright law does not allow you, for example, to copy a map or article for commercial publication (as in a newsletter or magazine), or for posting onto a computer bulletin board or the World Wide Web. These examples only illustrate, and are not meant to summarize applicable law. Please refer to the license agreement that comes with the product for more information on how you may use the software.

Change the settings

You can change the settings for sound, tips, and other things in World Atlas.

- 1 Click *Options* at the top of your screen.
- 2 Click *Settings* and make the changes you want.
- 3 Click *OK*.

Get the most detailed map

The higher the screen resolution, the more detail you will see on your map, both on screen and in print. But keep in mind that World Atlas will run more slowly at higher resolutions.

- 1 In Windows, click *Start* and point to *Settings*.
- 2 Click *Control Panel* and double-click *Display*.
- 3 Click the *Settings* tab.
- 4 Adjust the *Desktop Area* to set the screen resolution as high as you can and still have *Color Palette* set at 256 colors.
This may take some tinkering. Keep in mind that World Atlas won't work in 16-color mode.
- 5 Click *OK*.

Get the most out of your computer system

{button ,JI('`,`improve_display_speed')}} Get World Atlas to run faster

{button ,JI('`,`cdrom_peak')}} Make sure your CD-ROM drive gives its best

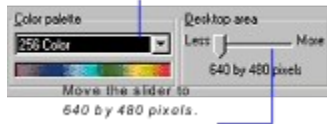
{button ,JI('`,`system')}} Find minimum system requirements

{button ,JI('`,`settings')}} Change the settings for sound, tips, and other things

Get World Atlas to run faster

You can improve the speed of World Atlas if your monitor displays fewer colors (256 or more) at a lower resolution (640 x 480). But keep in mind that the quality of the maps on screen will suffer.

- 1 In Windows, click *Start* and point to *Settings*.
- 2 Click *Control Panel* and double-click *Display*.
- 3 Click the *Settings* tab.
- 4 Set the color palette and desktop area as shown.



- 5 Click *OK*.

Get background information on World Atlas

You can get the list of advisers to World Atlas, the bibliography used to research it, and other credits. You can also get information about your computer system.

- 1 Click *Options* at the top of your screen.
- 2 Click *About World Atlas* and then click the button at the bottom of the box for the information that interests you.

Encarta World Atlas also has its own Web page, where you can get a carefully selected collection of the best Web sites about places around the globe, special links for kids, and more.

<http://www.encyclopedia.com/atlas/>

Help us make the world map even better

World Atlas provides the most extensive world atlas database ever compiled in print or on CD-ROM.

The lowest display altitudes in World Atlas give you an incredibly detailed view of the world, where you will find many small features. Some of these small features have been drawn from comprehensive databases of geographic locations that have been built by various government agencies. Some of these database elements are populated places with fewer than 25,000 inhabitants and other minor features. These map elements were never intended to be viewed at such a close range, and you may see some anomalies in their positioning and naming.

Despite these issues, our cartographers decided to include them so that you can, for the first time, have access to the rich data that is available from these agencies.

Worldwide, Microsoft cartographers have verified the naming and location of any populated place with 25,000 or more inhabitants. In many regions, our verified coverage extends to places with as few as 10,000 inhabitants.

We value your feedback on map features. If you have suggestions for helping us improve the World Atlas map, please send them to:

Map Editor
Microsoft Corporation
One Microsoft Way
Redmond, WA 98052
Fax: (206) 936-7329
E-mail: mapedit@microsoft.com

Troubleshooting in World Atlas

What problem do you want to solve?

{button ,JI('`,`dont_see_place')}} The place you're looking for is not on the map

{button ,JI('`,`pp_menu')}} You're having problems with Pushpins

{button ,JI('`,`sound_menu')}} You're having problems with sound

{button ,JI('`,`problems_printing')}} You're having problems printing

{button ,JI('`,`slow_joe')}} World Atlas seems slow or says the memory is low

{button ,JI('`,`freeze')}} World Atlas stops running suddenly

{button ,JI('`,`intellipoint')}} The mouse pointer jumps around

{button ,JI('`,`pss')}} You're having other problems

The place you're looking for is not on the map

From its list of a million place names, World Atlas can show only a few at a time without crowding the map.

- Try zooming in or out.

[{button How?,JI\('','zoom_in_out_alot'\)}](#)

- Or go directly to the place.

[{button How?,JI\('','direct_route'\)}](#)

You're having problems with sound

{button ,JI('`,`hear_nothing')} You can't hear a thing

{button ,JI('`,`distorted')} The sound is distorted or "fuzzy"

{button ,JI('`,`choppy')} The sound is choppy

{button ,JI('`,`explain')} What are sound cards and sound drivers?

You can't hear a thing

Here are some things to try to get sound:

- Make sure the speakers are plugged in.
- Make sure you have a sound card. If you don't have one, there will be no sound.
[{button_How?,JI\(';', 'sound_card'\)}](#)
- Make sure the volume is turned up.
[{button_How?,JI\(';', 'volume_high'\)}](#)

What are sound cards and sound drivers?

Your computer speakers work with the help of a *sound card*, also called a sound board or audio card. They also require a *sound driver*, the program that lets Windows and the sound card communicate.

Adjust the volume

You may be able to improve the sound by adjusting the volume on the following:

- The speakers.
- The CD-ROM drive, if it has volume control.
- The sound card, if it has volume control. Check for the volume control in the back of the computer where the speakers plug in.
- In Windows. Click the speaker at the bottom of your screen. Then move the slider up or down to change the volume.

1

↓ Click the speaker.


2

2 Move the slider.


Turn up the volume

You may be able to get sound by turning up the volume on one or more of the following controls:

- The speakers.
- The CD-ROM drive, if it has a volume control.
- The sound card, if it has a volume control. Check for the volume control in the back of the computer where the speakers plug in.
- In Windows:

 Click the speaker at the bottom of your screen.



 **2** Then move the slider up. Make sure there is no "X" in the Mute check box.

The sound is distorted or "fuzzy"

Sound distortion may be caused by a higher volume of sound than the speakers can handle. Sometimes lower-quality speakers like the ones on a clock radio will distort sound at a lower volume than better speakers like those on your stereo.

Adjusting the volume may solve the problem.

[{button How?,JI\(','volume'\)}](#)

The sound is choppy

The sound may be choppy because World Atlas is playing at a faster speed than your computer can handle. To solve this problem, here are some things to try:

- Make sure your computer's memory (RAM) and CD-ROM drive meet the minimum requirements to run World Atlas.

[{button How?,JI\(';', 'system'\)}](#)

- Close any other programs that are running.
- Adjust the display of your monitor. (This may help if your computer is low on memory.)

[{button How?,JI\(';', 'improve_display_speed'\)}](#)

- Restart Windows and World Atlas.

Check for a sound card

- 1** In Windows, point to *My Computer* and click the right mouse button.
- 2** Click *Properties* with the left mouse button and then click the Device Manager tab.
- 3** Double-click *Sound, Video, And Game Controllers*.

If you have a sound card, you'll see its name on the list. If you don't have one, there will be no mention of one.

World Atlas seems slow or says the memory is low

Here are some ways you can try to speed things up without buying more memory.

- Close any other programs that are running.
- Adjust the display of your monitor to improve the speed of World Atlas.
[{button How?,JI\('','improve_display_speed'\)}](#)
- Make sure you have enough free disk space.
[{button How?,JI\('','freedisk'\)}](#)
- Restart Windows and World Atlas.

Check your computer's disk space

World Atlas requires a certain amount of free disk space for it to work well. Usually, the more memory (RAM) you have, the less free disk space you need. These are the minimum requirements, although World Atlas generally works best with at least 32 megabytes (MB) of free disk space:

- *8 MB or less of RAM:* You must have 24 MB of free disk space.
- *9 to 16 MB of RAM:* You must have 16 MB of free disk space.
- *Greater than 16 MB of RAM:* You must have 10 MB free disk space.

You can check the amount of free memory and disk space in your computer while running World Atlas.

[button How?,Jl\(';',disk_and_RAM'\)}](#)

Check the free memory and disk space

- 1 Click *Options* at the top of your screen.
- 2 Click *About World* and then click *System Info*.

The free memory is listed under "Total physical memory." The free disk space is listed as "Available space on drive C."

You're having problems printing

If you try the following and you still can't print, look for a troubleshooting section in your printer's manual for help.

- Make sure your printer is plugged firmly into your computer and into a power outlet.
If you're using a power strip, it must be plugged in and turned on, too.
- Make sure your printer is on and ready to print (online).
For most printers, a light will be on if the printer is online.
- Check to see if you need to add paper, or if the paper is jammed in the printer.
- Use the Windows 95 Print Troubleshooter tool to help you diagnose the problem and find a solution.
[{button How?,JI\(';', 'print_troubleshooter'\)}](#)

Open the Print Troubleshooter

- 1** In Windows, click *Start* and then click *Help*.
- 2** Click the Contents tab, and then double-click *Troubleshooting*.
- 3** Double-click *If You Have Trouble Printing* and follow the instructions.

World Atlas stops running suddenly

If World Atlas freezes up on you and the screen goes blank, or if World Atlas tells you it can't find data, then you may be having problems with your CD-ROM drive.

- Make sure the World Atlas CD-ROM disc is in the drive; otherwise, World Atlas won't run at all.
- Clean the CD-ROM disc. Use a soft, lint-free cloth or T-shirt to wipe the all-silver side of the disc in straight lines out from the center of the CD.
- Make sure that the drive is connected to your computer correctly and is functioning from Windows.
[{button How?,JI\(';', 'check_CDROM_drive'\)}](#)
- If you have an external CD-ROM drive, make sure the power is turned on.
- Make sure the CD-ROM drive doesn't conflict with other hardware.
[{button How?,JI\(';', 'hardware_conflict'\)}](#)
- If World Atlas still tells you it can't find data, check to see if your CD-ROM drive is installed properly.

Refer to the manual that came with your computer system or CD-ROM drive for help, or contact the company that supplied the drive.

Make sure your CD-ROM drive is working in Windows

- 1 Double-click *My Computer* on the desktop.
- 2 Double-click the drive with a picture of the CD-ROM disc (usually drive D).

Windows will tell you if it's "not available," which means that it's not working in Windows. Try taking the CD out and putting it back in to solve the problem.

Check for hardware conflicts

Use the Hardware Conflict Troubleshooter that comes with Windows 95 to look for a solution.

- 1** In Windows, click *Start* and then click *Help*.
- 2** Double-click *Troubleshooting*.
- 3** Double-click *If you have a hardware conflict* and follow the directions on your screen.

The mouse pointer jumps around (for users of Intellipoint™ software)

The *Snap To* feature can cause the mouse pointer to jump around on the screen; to fix the pointer problem, turn off *Snap To*:

- 1 In Windows, click *Start* and point to *Settings*.
- 2 Click *Control Panel* and double-click *Mouse*.

In the lower-right corner of the Mouse Properties box, you'll see Microsoft Intellipoint™ mentioned.

- 3 Click the *Activity* tab and click *Snap To* so there's no "X" in the box.
- 4 Click *OK*.

You're having other problems

Microsoft AnswerPoint offers support for almost any schedule and budget. Please note that the prices, terms, and conditions of Microsoft support services are subject to change without notice.

Round-the-clock information

Microsoft's AnswerPoint Information Services offer a variety of low- and no-cost services 24 hours a day, 365 days a year.

The Internet and The Microsoft Network (MSN) You can access the Microsoft Frequently Asked Questions (FAQ), Software Library, Knowledge Base, customer-to-customer newsgroups, and other technical information online.

- On the World Wide Web and MSN, go to <http://www.microsoft.com/support/>
- For FTP access, go to <ftp://ftp.microsoft.com/>

Fast Tips automated telephone information This automated service provides quick answers to common technical questions by telephone, fax, or mail. To access FastTips, call (800) 936-4100.

Standard support

Microsoft engineers offer no-charge support with a toll call any day of the week, Monday through Friday. In the United States, call (206) 635-7172, from 9 AM to 9 PM Eastern time. In Canada, call (905) 568-3503, from 8 AM to 8 PM Eastern time.

Before you call It's easiest and most efficient if you're at your computer with World Atlas up and running. The expert who answers the phone may want to know some or all of the following information:

- The type of computer you're using
- The exact wording of any messages that appeared on your screen
- What you were doing when the problem occurred, what happened, and a description of how you tried to solve the problem

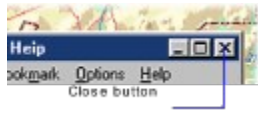
Other support options

Microsoft text telephone (TT/TDD) services are available for the deaf or hard-of-hearing. In the United States, using a TT/TDD modem, dial (206) 635-4948; in Canada, dial (905) 568-9641.

Microsoft AnswerPoint offers support to developers with answers to highly technical questions. Priority telephone access to Microsoft support engineers is available for extended hours, seven days a week, excluding holidays; fees vary. For sales information on these and other services available from Microsoft, call (800) 936-3500 from 9 AM to 9 PM Eastern time in the United States. In Canada, call (800) 668-7975 from 8 AM to 8 PM Eastern time. (You won't get any technical support through these sales numbers.) Complete information is also available on the World Wide Web at <http://www.microsoft.com/support>.

Close Help

Click the Close button to get rid of Help.



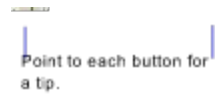
Retrace your steps in Help

- Click the Back button at the top of the Help window until you get to the information you want.

[Click Here.](#)

Music and sound controls

When you open a picture with music, it will play automatically. Point to the buttons at the bottom of the picture for tips on how to control the music.



Video controls

When you open a video within a Family Portrait, it will play automatically. Point to the buttons at the bottom of the video for tips on how to control it.



└ Point to each button for a tip. ┘

Play a Family Portrait video

- 1 Open a Family Portrait.
[{button_How?,JI\(';',quick_way_famport'\)}](#)
- 2 Click the first item. Then point to the buttons at the bottom of the video for tips on how to control it.

The quickest way to find a Family Portrait

- 1 Click *Find* at the top of the screen and click *Family Portraits*.
- 2 Type the name of the country you want and press ENTER, or click a name in the list.
(Use the arrows on the right side of the list to scroll through it.)

Get facts and figures about a country

You can get facts and figures for every country in the world.

1 Go to the country.

[{button How?,JI\('`,`how_to_country'\)}](#)

2 Click *Facts and Figures* at screen left.



Click
here.

[{button ,JI\('`,`see_facts_figures_button'\)}](#) I don't see the Facts and Figures button on my screen.

The quickest way to go to a country

- 1 Click *Find* at the top of the screen and click *Countries*.
- 2 Type the name of the country you want and press ENTER.

Information about land and climate

You can get information about land and climate for every country in the world.

1 Go to a country.

[{button How?,JI\('`,`how_to_country'\)}](#)

2 Click *Land and Climate* at screen left.



Click
here.

[{button ,JI\('`,`see_land_climate_button'\)}](#) I don't see the Land and Climate button on my screen.

I don't see the Land and Climate button on my screen

If the button in the upper-left corner says *Information*, click it and then click the Land and Climate button on the left.

Get geographic information about places

You can get overall geographic information for more than 5,200 places in World Atlas.

- 1 Change your map view to a place, such as India or Toronto.

[{button How?,JI\('','direct_route'\)}](#)

- 2 If geographic information is available for the place, click the Geography button or the Land and Climate button (for countries) at screen left.

{button ,JI('','see_geog_button')} I don't see these buttons on my screen.

I don't see the Geography button or the Land and Climate button

If the button in the upper-left corner says *Information*, click it. Then click the Geography button or the Land and Climate button on the left.

Listen to world music

- 1 Click *Find* at the top of the screen and click *World Music*.
- 2 Double-click a piece of music in the list.

Find the sights, sounds, and music of a specific place

1 Change your map view to the place you want.

[{button How?,JI\(';',direct_route'\)}](#)

If sights and sounds are available for the place, the Sights and Sounds button will appear at screen left.



[{button ,JI\(';',see_sights_sounds_button'\)}](#) I don't see the Sights and Sounds button on my screen.

3 Click a picture on your screen. (A speaker next to a picture means that music will begin playing when you click that picture.)

I don't see the Sights and Sounds button on my screen

If the button in the upper-left corner says *Information*, click it. Then click the Sights and Sounds button on the left.

Enlarge pictures

Click a small picture
to make it bigger.



See the previous picture in Sights and Sounds

After you enlarge a picture,
click [here](#).

See the next picture in Sights and Sounds

After you enlarge a picture,
click here.

See the group of pictures for a place

After you enlarge a picture,
click here.

See the animals that live in a place

1 Go to the continent, country, or region.

[{button_How?,JI\(';',direct_route'\)}](#)

If there are animal pictures for this place, the Animals button will appear at screen left.



2 Click
here.



[{button ,JI\(';',see_animals_button'\)}](#) I don't see the Animals button on my screen.

I don't see the Animals button on my screen

If the button in the upper-left corner says *Information*, click it. Then click *Animals* on the left.

If you still don't see *Animals* after clicking the Information button, there are no animal pictures for this place.

See panoramic views of continents

You can see a 360-degree view of several continents.

- 1 Go to a place, such as France or Peru.
[{button How?,JI\(';', 'how_to_country'\)}](#)
- 2 Click the Panoramic View button at screen left.
{button ,JI(';', 'see_pan_view_button')} I don't see the Panoramic View button on my screen.
- 3 Drag the tiny hand across the screen to change your view. Or move your pointer to the edge of the panoramic view until you see an arrow. Then drag the arrow to change your view.

I don't see the Panoramic View button on my screen

If the button in the upper-left corner says *Information*, click it. Then click the Panoramic View button on the left.

Note: Depending on the place you're looking at, the Panoramic View button may or may not be available.

How to go to a continent

- 1 Click *Find* at the top of the screen and click *Places*.
- 2 Type the name of the continent (such as Africa or Europe) and press ENTER.

See World Wide Web sites related to countries

The World Atlas team searched the Web for the best place-related sites. If you have access to the World Wide Web, here's how you can connect to Web sites related to the place on the map.

1 Go to a country.

[{button How?,JI\(';', 'how_to_country'\)}](#)

2 Click the WebLinks button on the left side of the screen.



2 Click
here.

[{button ,JI\(';', 'see_weblinks_button'\)}](#) I don't see the WebLinks button on my screen.

I don't see the WebLinks button on my screen

If the button in the upper-left corner says *Information*, click it. Then click the WebLinks button on the left.

Note: The WebLinks button is available for countries and other selected places. It is not available for every place in World Atlas.

Copyright and license information

To find copyright and license information for Encarta 97 World Atlas:

- 1 Click *Options* at the top of the screen.
- 2 Click *About World Atlas*.

Board of Advisers

Here's how to find out about the people who advised the World Atlas team during the development of Encarta World Atlas.

- 1 Click *Options* at the top of the screen and click *About World Atlas*.
- 2 Click *Board of Advisers*.

Bibliography for World Atlas

Here's how to see the sources used by the World Atlas editorial team in their research for Encarta World Atlas.

- 1 Click *Options* at the top of the screen and click *About World Atlas*.
- 2 Click *Bibliography*.

Credits for World Atlas

Here's how to see the names of individuals and organizations who provided or consulted on some of the content of Encarta World Atlas.

- 1 Click *Options* at the top of the screen and click *About World Atlas*.
- 2 Click *Credits*.

Information about your computer system

Here's how to see technical information about your computer system, such as its operating system, type of processor, and available memory.

- 1 Click *Options* at the top of the screen and click *About World Atlas*.
- 2 Click *System Info*.

Jump to another article or glossary

When a geographic word or phrase appears in blue text, click it to get a definition or jump to a related article.

Hear words pronounced

Point to blue text in an article. If your pointer changes to a hand with a speaker, click the text to hear a native speaker say that word or phrase.



Jump to a place by clicking blue text

Point to any place name that appears as blue text. If your pointer changes to a hand with a tiny globe, click the text to go to the place.



Moving and closing windows

Click here and drag the window to move it.



Click here to close the window.

Turn help tips on and off

- 1 Click *Options* at the top of the screen and click *Settings*.
- 2 Click *Always Show Tips* to turn the tips on or off (a check mark means the tips will appear when you point to things in World Atlas).

Zoom and move the map with Microsoft IntelliMouse

If you are an IntelliMouse™ user, you can use the mouse wheel to zoom in or out and move the map.

- Roll the wheel forward to zoom in.
- Roll the wheel backward to zoom out.
- Hold the wheel down and drag the mouse to move the map.

Annotate your map using Pushpins

Create your own Pushpin sets to mark specific places around the world.

What do you want to do?

- ▶ Find out what a Pushpin is
- ▶ Create Pushpins
- ▶ Work with Pushpins
- ▶ Change Pushpins and attached notes
- ▶ Work with Pushpin sets

Using Pushpins

Find the Pushpins you're looking for and read the notes attached to them.

What do you want to do?

- ▶ Find a specific Pushpin
- ▶ Show (or hide) a Pushpin label
- ▶ Read a note attached to a Pushpin
- ▶ Close a Pushpin note
- ▶ Delete a Pushpin

Creating Pushpins

Mark the places that are important to you by adding Pushpins to your map. Add notes to them to tell why each place is special.

What do you want to do?

- ▶ Create a Pushpin and put it on the map
- ▶ Copy text from another document
- ▶ Delete a Pushpin

Changing Pushpins and attached notes

Update or fine-tune a Pushpin to get it just the way you like it.

What do you want to do?

- ▶ Move a Pushpin
- ▶ Change a Pushpin label or symbol
- ▶ Change or delete Pushpin text

Working with Pushpin sets

Manage Pushpins by organizing them into sets.

What do you want to do?

- ▶ Create a Pushpin set
- ▶ Show or hide Pushpins in a set
- ▶ Move Pushpins from one set to another
- ▶ Rename a Pushpin set
- ▶ Delete a Pushpin set

Show or hide Pushpins in a set

Show the Pushpin sets you want to use and hide the others so they're out of your way.

What do you want to do?

- ▶ Show (or hide) all Pushpins in a set on the map
- ▶ Show Pushpins at any altitude
- ▶ Show Pushpins at a specific altitude

You're having problems with Pushpins

What problem do you want to solve?

- ▶ You can't see or find your Pushpins
- ▶ Some other error occurred

To see the Pushpin you're looking for

To find a specific Pushpin:

- 1 Click Tools at the top of the screen, and then click Pushpin Explorer.
- 2 Click a Pushpin set in the list at the left.
- 3 Highlight the Pushpin you want in the list at the right, and then click *Go To* at the bottom of the Pushpin Explorer.

Other ways to see a Pushpin:

▶ If you see a symbol on the map like this one (below), the Pushpin is clustered.



1 Click the cluster symbol.

2 Click Multiple Pushpins in the Go To list.

3 Click the Pushpin name and then click the Go To button, or simply double-click the Pushpin name.

Or

▶ Zoom in until you can see the individual Pushpin you're looking for.

▶ [How?](#)

▶ The Pushpin may have been created so that it can be viewed only at a certain altitude or lower. Try zooming in until you can see the Pushpin on the map.

Related topics

▶ [Show \(or hide\) all Pushpins in a set on the map](#)

▶ [Show \(or hide\) a Pushpin label](#)

What's a Pushpin?

Are you familiar with the pushpins that you stick in a wall map that remind you of the places you've been and those you'd like to go to some day? Now, you can mark those places in World Atlas with Pushpins.

Pushpins make it easy to annotate your map with important information.

A Pushpin includes these parts:

- ▶ A label. Name your Pushpin anything you'd like (up to 43 characters).
- ▶ A symbol. Choose from a palette of 224 symbols.
- ▶ A note. You can attach a short, balloon-shaped note, or you can have a Pushpin with no note. Use an attached note to tell why a place is special -- the bakery that makes the best cinnamon rolls in town, the customer who prefers your executive line of products, the island you visited on vacation last year.

To make them easy to manage, you can organize your Pushpins into sets -- places known for superb sunrises, museums with impressive Impressionist collections, points along your first sailing expedition -- whatever suits your style. Use the Pushpin Explorer to keep track of your Pushpin sets or to move Pushpins from one set to another.

If you collect a lot of Pushpins, you can hide some sets while working with others so your map doesn't appear cluttered. Use the Show/Hide Pushpins feature (you can find it by clicking the Tools button at the top of the screen).

If you want to learn more about Pushpins, click the Index button near the top of the Help window. Type **Pushpins** and then click a topic related to Pushpins in the list.

To create a Pushpin and put it on the map

Personalize your map by making Pushpins that show the places that interest you.

1 If you need to, zoom in to the best map view for the Pushpin you are creating.

▶ [How?](#)

For example, if the Pushpin marks a country, zoom out to a country view. If it marks a city, zoom in until you see the city.



2 Click the Pushpin button.

3 Click the spot on the map where you want to stick the Pushpin.

4 In the Pushpin Properties box, type a name for the Pushpin.

5 Click Choose Symbol, and then click the symbol that best represents your Pushpin. This symbol shows up on your map whenever your Pushpin is visible.

6 Click an option to indicate whether you want to attach a short note to the Pushpin.

▶ [Tell me more.](#)

7 Click the set you want the new Pushpin to belong to, or type a new name, and click OK. (If you don't specify a set, your Pushpin will be included in the set that is currently visible in the window.)

8 You can create a note for your Pushpin in the window or balloon that appears.

▶ [Tell me more.](#)

To find a specific Pushpin

- 1 Click Tools at the top of the screen, and then click Pushpin Explorer.
- 2 Click a Pushpin set in the list at the left.
- 3 Highlight the Pushpin you want in the list at the right, and then click Go To at the bottom of the Pushpin Explorer.

To show (or hide) a Pushpin label

- 1** On the map, right-click the Pushpin you want to label.
- 2** Click Show Label. The Pushpin label shows up on the map.
(Click Hide Label to hide the Pushpin label.)

To open and read a Pushpin note

- 1 Right-click the Pushpin symbol on the map.
- 2 Click Open.

Note Some Pushpins are created without an attached note. If this is the case, the Open option is grayed and you cannot choose it.

To save and close a Pushpin note

After you create a note for your new Pushpin, or modify an existing note, you can save the note automatically by closing the Note window.

- ▶ Click
- ▶ in the upper-right corner of the note.

To delete a Pushpin

When a Pushpin becomes obsolete, you can delete it from its Pushpin set.

- 1** On the map, right-click the Pushpin.
- 2** Click Delete Pushpin.

About Pushpin notes

You can attach a short note to a Pushpin, or you can create a Pushpin without any note.

Short notes include up to 6 lines of text that appear in a balloon-shaped window. By opening a short note before you print the map, you can print the contents of the note when you print the map.

To copy text from another document

If you have text in another document that you want to add to a Pushpin, you can copy the text and paste it into your Pushpin.

1 In the document that contains the text you want to copy, highlight the text.

2 Copy it to the Windows Clipboard.

In many programs, you can press CTRL+C to copy it.

3 Open the Pushpin note.

▶ [How?](#)

4 In the note, click where you want to put the text and press CTRL+V.

Note Remember that notes can contain only 6 lines of text. If you try to paste more than 6 lines (approximately 154 to 157 characters), you'll see a message that tells you the text won't fit.

5 Click ▶ in the upper-right corner to save and close the note.

To move a Pushpin to another place on the map

You can easily relocate any Pushpin on your map.

- 1** On the map, right-click the Pushpin.
- 2** Click Move Pushpin.
- 3** Click a new place on the map.

The Pushpin automatically moves to that place.

To change a Pushpin label or symbol

Want to change the way your Pushpin looks on the map or its label? Follow these steps:

- 1** On the map, right-click the Pushpin to see an option menu.
- 2** Click Pushpin Properties.
- 3** Type a new label for the Pushpin.
- 4** Click Choose Symbol, and then click a new symbol for the Pushpin.
This symbol appears on your map whenever your Pushpin is visible.

To change or delete Pushpin text

Unless the Pushpin was created to be read-only, you can update the contents of its note.

- 1 Open the Pushpin note.
▶ [How?](#)
- 2 In the note, highlight any text you want to delete and press the DEL (Delete) key.
- 3 Click the place where you want to begin typing, and add the new text.
You can also cut and paste text within the note. Highlight the text, click ▼ in the upper-left corner of the note, and then use the Edit menu.
- 4 When you're finished making changes, click ▶ in the upper-right corner of the Pushpin note to save the changes and close the note.

To attach a note to a Pushpin

Annotate your Pushpin with a short or long note.

1 Create a new Pushpin.

▶ [How?](#)

2 When a window appears, type the text you want to include.


Tip You can also copy text from another program and paste it into your note.

▶ [How?](#)

4 When you're done, click ▶ in the upper-right corner to save and close the note.

To create a Pushpin set

To make your Pushpins easier to manage, group them into Pushpin sets.

- 1** Click the Tools button at the top of the screen, and then click Pushpin Explorer.
- 2** Click any symbol in the Sets column on the left.
- 3** Press the INS (Insert) key to add a new set to the list. Or you can point to  in the upper-left corner of the window and click New Set.
- 4** Type a new name for the set and click OK.
The new set is automatically created.

To move a Pushpin from one set to another

Pushpins are organized into sets to make them easy to manage. Each is placed in a set when it is created, but you can change its set at any time.

- 1** Click the Tools button at the top of the screen, and then click Pushpin Explorer.
- 2** In the left column, click the Pushpin set that the Pushpin belongs to.
The Pushpins in that set appear in the right column.
- 3** From the right column, drag the symbol for the Pushpin you want to move into its new set on the left.

To show or hide a set of Pushpins on the map

You can show Pushpins from certain sets and hide those sets you're not currently using.

- 1** Click the Tools button at the top of the screen, and then click Show/Hide Pushpins.
- 2** Click the box next to the Pushpin set name to check it and show all Pushpins in that set on the map.
(Click the box again to remove the check mark and hide the Pushpins in that set.)


To make Pushpins visible from any altitude

You can make Pushpins visible no matter how far you have to zoom the map.

- 1** Click the Tools button at the top of the screen, and then click Show/Hide Pushpins.
- 2** Click the box next to the Pushpin set name to check it and show on the map all Pushpins in that set.
- 3** Click Advanced.
- 4** Click the top option to make the Pushpins visible at all altitudes.

To rename a Pushpin set

Does your Pushpin set need a new name? Follow these steps to rename it:


- 1 Click the Tools button at the top of the screen, and then click Pushpin Explorer.
- 2 In the Sets column on the left, right-click the symbol for the set you want to rename.
- 3 Click  in the upper-left corner, and then click Rename.

When a box appears around the set's name and a blinking insertion point appears at the end of the name display, you can change the name.

- 4 Type a new name for the set.
- 5 Click outside the box with the new name to accept that name.

To delete a Pushpin set

If you want to permanently delete all the Pushpins in a set, you can delete the whole set all at once.

- 1** Click the Tools button at the top of the screen, and then click Pushpin Explorer.
- 2** In the Sets column on the left, click the Pushpin set you want to delete.
- 3** Click  in the upper-left corner, and then click Delete.

Show a Pushpin on the map (from Pushpin Explorer)

You can choose a Pushpin from the Pushpin Explorer and show it on the map.

- 1** In Pushpin Explorer, click the symbol for the Pushpin set (in the left column).
- 2** Click the symbol for the Pushpin (in the right column).
- 3** Click Go To.

An error occurred with your Pushpins

Try the following steps to resolve the problem:

- 1** Restart your computer.
- 2** Restart Encarta World Atlas.
If you don't see this error message again, the problem was fixed automatically.
- 3** If you see this error message again, go to the directory where you installed the program. Look at all files beginning with "PP" or "PU" to make sure none are marked read-only. If any are checked, right-click the file, choose Properties, and then click the Read-Only option to remove the check mark.
- 4** Restart Encarta World Atlas.
If you notice that Pushpin functionality is disabled, use Setup to reinstall the program.
- 5** If the problem persists, contact Microsoft AnswerPoint.

▶ [How?](#)

To view a Pushpin within a cluster of multiple Pushpins

▶ When several Pushpins are located in the same general area on the map, you'll see this symbol (to the left). This symbol indicates multiple Pushpins.

- 1** Click the multiple Pushpins symbol on the map.
- 2** Click Multiple Pushpins in the list that appears. This displays another list that shows all the Pushpins in that cluster.
- 3** Click the name of the Pushpin you want to see.
- 4** Click Go To.

To make Pushpins visible from the altitude where they were created, or closer

You can make your Pushpins visible no matter how far away from the map you zoom. Or, you can make a Pushpin visible only when you zoom in close enough to see the right amount of detail around it. You choose how close that is.

- 1** Click the Tools button at the top of the screen, and then click Show/Hide Pushpins.
- 2** Click the box next to the corresponding set name for your Pushpins.
- 3** Click Advanced.
- 4** Click the bottom option to make the Pushpins visible only from certain altitudes.

Pushpin Explorer

Use Pushpin Explorer to manage your Pushpin sets.

What do you want to do?

- ▶ [Move Pushpins from one set to another](#)
- ▶ [Show or hide Pushpins in a set](#)
- ▶ [Rename a Pushpin set](#)
- ▶ [Delete a Pushpin set](#)
- ▶ [Show a Pushpin on the map](#)
- ▶ [Create a new Pushpin set](#)

New Pushpin Set

Type a name for the new Pushpin set you are creating.

A Problem with Your Pushpins

Pushpin information can be corrupted when the program is stopped suddenly by something like an unexpected power outage or a failure in this program. When this happens, the program restores an older version of your Pushpins and continues running. Therefore, the most recent changes to your Pushpins can be lost.

To ensure that the program can always keep a backup of the most recent Pushpins, it helps to have enough free space on your hard disk—more than the amount used to store your Pushpins. Unless you have large attachments, this amount will usually be less than 3 megabytes (MB).

Could Not Create Log File

Most likely, you received this message because your text file is on a floppy disk and the disk is write-protected. If this is the case, use a disk that is not write-protected.

Or, you may have marked the file LOGFILE.TXT as read-only. If this is true, and you want to save the contents of this file, rename it with another file name or uncheck the Read-Only option for the file. (To do so, right-click the file name, then click *Properties*, and then click *Read-Only* to remove the check mark.)

It's also possible that your text file is called LOGFILE.TXT. If this is true, rename your text file.

