Microsoft Encarta 96 World Atlas Information

Most of your questions will be answered in the manual, *Your Passport to World Atlas*. This document contains late-breaking news about World Atlas and solutions for problems that may crop up.

- **To read this document on your screen**, press the PAGE DOWN and PAGE UP keys on your keyboard.
- **To get to specific information quickly on your screen**, click *Edit* and then click *Find*. Then type the topic title exactly as it appears in the Table of Contents and click *Find Next* to go right to the topic. For example, if you don't hear sounds, type **You don't hear any sound** in the *Find* box.
- **To print the entire document,** simply click *File* and then click *Print*. Go ahead and click *OK*.

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Getting World Atlas to run at its best

NOTE: Do not remove the World Atlas disc from your CD-ROM drive while you run World Atlas.

Make sure your CD-ROM drive gives you peak performance

To make sure that Windows is set to run your CD-ROM drive at its best, follow these steps:

1. Click *My Computer* with the right mouse-button.
2. Click *Properties* and   click the *Performance* tab with the left mouse button.
3. Click the *File System* button and then click the *CD-ROM* tab.
  Make sure that the *Supplemental cache size* is set to *Large* and that the *Optimize access pattern for* is correctly set for the type of CD-ROM drive your system has. Look in your computer or CD-ROM manual to find out what this setting should be.

You need free disk space to run World Atlas

World Atlas requires a certain amount of free disk space for it to function properly with the operating system. The amount required is dependent on the operating system used (Windows 95 or Windows NT), the amount of memory (or RAM) your computer has, and the memory settings for the computer.

In general, the more RAM you have the less free disk space you need. World Atlas works best with at least 32 megabytes (MB) of free disk space if you use Windows with the default settings and have Windows manage the memory. However, these are the minimum requirements, based on the amount of RAM your computer has:

- *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 8 MB of free disk space.

Suggestions, please!

Map suggestions

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 databases 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. You will find these places identified in World Atlas with a special symbol.

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
Internet: *mapedit@microsoft.com*

Other suggestions

If there are features you would like to see in future editions of World Atlas or if you have any comments about the current version, please send them to:

Cosmo Globe
c/o Microsoft Corporation
One Microsoft Way
Redmond, WA 98052
FAX: (206) 936-7329
Internet: *mswish@microsoft.com*

Running World Atlas with NT

As an NT user and a computer expert, you'll notice that many of the procedures in this document won't work for you. Please check your NT manual for comparable information.

Installing World Atlas. You may have problems installing World Atlas if you're logged on as a user because World Atlas requires some changes to your system. If installing is a problem, log on as an administrator and run Setup again.

Shell support. World Atlas does not support the Shell Technology Preview on Windows NT 3.51.

Solving World Atlas problems

Register as a World Atlas user

Right after you set up World Atlas on your computer, the Setup program gives you the choice of registering on-line if you have a modem. If this on-line registration doesn't work, you can run the Setup program again to register or mail in the registration card that comes in the World Atlas box.

Display of maps, pictures, and video

You'll find some suggestions for improving the quality of maps, pictures, and video on page 25 of the manual, *Your Passport to World Atlas*.

Pictures and video don't look their best

Here are a couple of things to try if pictures look grainy or flawed, or if videos are garbled:

- You can fix most problems by updating the driver that lets Windows and your video card communicate. Look for the manufacturer's phone number in the manual that came with your computer or video card and request a new driver. Or, you might get an updated video driver from the Microsoft Download Service, an electronic bulletin board that you can access via modem at (206) 936-6735.
- You can improve video quality by changing the video display mode. Keep in mind, however, that the quality of the maps both on screen and in print 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. Click *256 Color* under *Color palette* and move the slider to *640 by 480 pixels* for *Desktop area*.
  5. Click *OK*.

You don't see the place you're looking for on the map

With a million place names, World Atlas can show only a limited number at one time without making the map too crowded. Follow these steps if you want to find a place you don't see:

1. Click *Find* under Cosmo's feet and then click *Places.*
2. Type the name of the place you want to visit. Notice the list move as you type.
3. If the place name is highlighted, press ENTER. Or, click the place name on the list to go there. World Atlas will draw the map again, and the place you're looking for will almost always appear.

Sound

If you're uncomfortable trying any of the following suggestions on your own, you may want to ask your dealer or a more experienced friend to help.

You don't hear any sound

You'll find solutions to the problem of no sound on pages 26 and 27 of the manual, *Your Passport to World Atlas.* If those suggestions don't solve the problem, read on.

- Make sure the sound card is pressed securely into its slot.
- Make sure the sound card switches and settings are correct—that is, the sound card was installed properly. Refer to the manual of your computer system or the sound card manual for help.
- Make sure the sound card doesn't conflict with other hardware by using the Hardware Conflict Troubleshooter that was designed specifically to help with hardware conflicts in Windows.
  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.

Sound is distorted, skips, or cuts off
Start with the solutions (and a brief explanation of the problem) on pages 27 and 28 of the manual, *Your Passport to World Atlas*. If those suggestions don't solve the problem, try these:

- If the sound is distorted, try adjusting the sound card volume with a program that is often called a "mixer." To get to the mixer, double-click the Volume Control (it's a little speaker in the lower-right corner of your screen). Turn down the volume with the volume slider under *Volume Control* and then close the *Volume Control* box.
- If the sound occasionally skips or cuts off, the cd-ROM drive probably isn't fast enough—World Atlas requires a double-speed drive. You can keep using your CD-ROM drive, but you will continue to hear the sound break up or skip. Or you can upgrade your CD-ROM drive.
- Most sound cards can play only one sound at a time. Some sound-producing programs, like a screen saver or any program that makes a sound in the background, may take over the sound capability of your computer and interrupt World Atlas sounds. If you suspect you have such a program, do not run it at the same time as World Atlas.
- **If you have a Media Vision™ Pro Audio 16 sound card** and the sound is scratchy, the Direct Memory Access (DMA) may be set too low. A DMA setting of 7 will correct any scratchy sounds. For instructions on how to change the DMA settings, refer to your sound card manual.

World Atlas stops running suddenly
You may find that sometimes World Atlas freezes up, the screen goes blank, or World Atlas tells you it can't find data.

You may be having problems with your video display
See "Pictures and video don't look their best" in this document for two possible solutions.

You may be having problems with your CD-ROM drive
Check the drive itself. Here are three things to try.

- Make sure the World Atlas CD-ROM disc is inserted into the CD-ROM drive. (World Atlas won't run at all unless the disc is in the drive.
- Make sure that the drive is connected to your computer correctly and is functioning from Windows. To find out, double-click *My Computer* on the desktop and then double-click the drive with a picture of the CD-ROM disc (usually drive D). Windows will tell you if it's "not available."
- If you have an external CD-ROM drive, make sure the power is turned on.

If, after you try these three things, 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.

Look for a hardware conflict. Make sure the CD-ROM drive doesn't conflict with other hardware by using the Hardware Conflict Troubleshooter.
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.

You may be having problems with a ReelMagic™ sound card
With this sound card, the sounds the program makes when you click the mouse button freeze World Atlas; this also happens with the media player. Call Sigma Designs®, the sound card manufacturer, for a new sound card driver (the program that lets Windows and your sound card communicate).

If you're using Intellipoint software with your Microsoft mouse

The *Snap to* feature can cause the mouse cursor to jump around on the screen when you do certain things in the World Atlas. To fix the cursor problem, turn off the *Snap to* feature following these steps:

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*.

Getting statistics in World Atlas

World Atlas gives you an instant report of statistics in hundreds of categories—from the number of airports in a country to the volume of zinc production. You'll find basic advice about how to get statistics on pages 19 through 21 in the manual, *Your Passport to World Atlas.*

Compare world statistics

Any time you choose a Statistic Sensor, World Atlas displays the world-wide range right beneath the statistic. The number on the left is the minimum in the world; the number on the right is the maximum.

For example, the illustration on page 19 of *Your Passport to World Atlas* shows that Saudi Arabia has 472,000 camels. Look just beneath that statistic to see that the smallest reported number of camels in any country is one and the largest is 6,098,000.

About the statistical values World Atlas displays

Just to the right of the *Reset* button in the Statistic Sensor, World Atlas tells you how it calculates the statistic with these terms:

Estimated: Estimated values are based on historical data and knowledge of relevant political, social, or economic trends and events.

Projected: Projected values extend the time series of observations to years before or after the last actual value for the statistic. Sometimes a simple linear model is used. In other cases, projections are based on the more complex models that demographers use to forecast important indicators such as population.

Aggregated: Aggregated data are used to express statistics for a country that used to be two countries. A recent example is the unification of Germany. In this case, the Statistic Sensor displays values calculated for the unified country based on values of the formerly separate countries.

n/a: Data are not available for this place and year.

Blank: The value is an actual reported value for the country and year selected.

Problems with the Statistic Sensor

If there is no statistic displayed, the Sensor may be hovering over black outer space, over an ocean, or over the North or South poles. Also, the Statistic Sensor can't "see" through a picture or other window.

If the list of statistics is slow to show up on your screen, your CD-ROM drive may not be running as fast as it can. Refer to "Make sure your CD-ROM drive gives you peak performance" in this document to solve the problem.

Finding your license number

To find the license number for the product (also known as the product ID, PID, or serial number), click *Options* under Cosmo's feet and then click *About World*.

Getting more information about multimedia

For information on other Microsoft multimedia programs, call (800) 426-9400. Or follow these steps to browse the *Microsoft Multimedia Catalog* right on your computer:

1. In Windows, click *Start* and point to *Programs*.
2. Point to *Microsoft Reference* and then to *Microsoft Multimedia Catalog*.
3. Click to open the catalog.

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