



TLC The Learning Company®

Where In The  
**WORLD**  
Is Carmen Sandiego?®



Treasures  
of  
Knowledge™  
User's Guide



ImageBuilder

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## ABOUT THE LEARNING COMPANY

Since 1980, The Learning Company has consistently produced the highest quality educational software available. Our award-winning products help develop your child's underlying thinking skills and creativity, while reinforcing important areas of the basic curriculum, such as reading, writing, and mathematics.

Every product under the Carmen Sandiego brand undergoes extensive research and testing, with input from parents, children, and professionals in education. Each product features a precise balance of educational content and entertainment value, so your child has fun while learning!

How do we do it? Enchanting characters. Challenging situations. Rich game environments. State-of-the-art graphics and sound. Progressive skill levels and game segments that can be customized to meet your child's individual needs.

As parents and educators, we recognize that education is a continuous process. So we developed a complete system of age-appropriate programs. Carefully sequenced by age groups, this system makes it easy for you to choose with confidence the right products for your children at each stage of their educational development. As an integral part of The Learning Company's system, each of our products addresses a specific age group and subject area with appropriate themes to heighten your child's interest in learning.

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# HARDWARE AND SYSTEM REQUIREMENTS\*

## Windows® version

**Runs on:** IBM® PC and compatibles—Pentium® I 66 MHz or faster

### With:

- 32 MB of memory (RAM)
- Hard disk with 40 MB of free disk space\*\*
- 8x or faster CD-ROM drive
- 16-bit color monitor capable of 640 x 480 resolution
- Windows 95, 98, Me, 2000,\*\*\* and XP\*\*\*
- Windows-compatible sound card
- Windows-compatible mouse

### Recommended:

- Browser, such as Netscape Navigator® 4.0 or Microsoft® Internet Explorer 4.0 or higher
- 28.8 Kbps or faster modem
- Printer

## Macintosh® version

**Runs on:** PowerPC® Macintosh computers—180 MHz or faster

### With:

- 32 MB of memory (RAM)
- Hard disk with 40 MB of free disk space\*\*
- 8x or faster CD-ROM drive
- Monitor capable of displaying thousands of colors, 13" or larger
- System 8.6 to System 9.1, OS X
- Mouse

### Recommended:

- Browser, such as Netscape Navigator 4.0 or Microsoft Internet Explorer 4.0 or higher
- 28.8 Kbps or faster modem
- Printer

*\*In the interest of product improvement, information and specifications represented here are subject to change without notice.*

*\*\*An additional 7 MB of disk space may be required to install Adobe® Acrobat Reader®.*

*\*\*\*If you are running Windows 2000 or Windows XP, you must have administrative privileges to install this program correctly.*

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## SETTING UP AND STARTING THE PROGRAM

*Where in the World Is Carmen Sandiego? Treasures of Knowledge* runs from your CD-ROM drive. However, you need 40 MB of free hard disk space to store some program files.

### Windows®

These instructions assume that the AutoPlay feature of Windows is turned on. (AutoPlay is usually enabled when you install Windows on your computer. See your Windows documentation for more information.)

#### To set up the program:

1. Insert the program CD into your CD-ROM drive.
2. Click on **Yes** at the install prompt to begin the set-up process.
3. Follow the instructions onscreen to complete the set-up process.

Once you've completed the setup, the program will run automatically any time you insert the program CD into the CD-ROM drive.

#### To start the program:

1. Insert the program CD into your CD-ROM drive.
2. Click on **Play**.

Whenever you exit the program, you return to the desktop. You can restart the program directly from the desktop as long as the CD is still in the CD-ROM drive. (These instructions also apply if AutoPlay is turned off.)

#### To start the program from the Start menu:

- Click on the **Start** button. Then choose **Programs, The Learning Company, Where in the World Is Carmen Sandiego, and Treasures of Knowledge** in that order.

### Macintosh®

#### To start the program:

1. Insert the program CD into your CD-ROM drive.
2. Double-click on the *Carmen Treasures of Knowledge* program icon.
3. Click on **Yes**.
4. Follow the instructions onscreen to complete the set-up process.

#### To start the program:

1. Insert the program CD into your CD-ROM drive.
2. Double-click on the *Carmen Treasures of Knowledge* program icon.

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## Launcher Screen

After installing the program, you will see the launcher screen.



## EDUCATIONAL FOCUS

*Where in the World Is Carmen Sandiego? Treasures of Knowledge* is designed to reinforce a student's knowledge of world geography, cultures, and history in an absorbing and entertaining way. The pursuit of Carmen Sandiego, as she travels to over 30 destinations in countries on all seven continents, encourages students to learn about the world. Students will acquire, organize, analyze, and apply their knowledge of geographic and historic information in locations all over the globe. Students can search the database for historical, cultural, and geographic information about 50 countries. They can also use the translator feature to introduce themselves to foreign languages spoken around the world.

While trying to catch Carmen Sandiego, students will strengthen listening and problem-solving skills. ACME Agents Jules Argent and Shadow Hawkins discuss pertinent facts—making journal notes of important details—as players help them gather needed clues to solve each mission. Students are encouraged to explore each country, identify landmarks, read maps, and learn geographic terms and definitions. Students will also gather curriculum-based information about ancient civilizations, early explorers, and history. Pursuing Carmen Sandiego from country to country exposes students to world cultures, religions, art, and architecture. To crack the case, players must also play and solve different games and puzzles.

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## CARMEN SANDIEGO STRIKES AGAIN!



**Carmen Sandiego**

Carmen Sandiego, the Master Thief and mysterious Lady in Red, has emerged from her secret hideout and is stealing several of the world's great treasures! Hot on her trail are two of ACME Detective Agency's best agents—Jules Argent and Shadow Hawkins. Their mission is to track down Carmen Sandiego and recover the treasures. But it won't be easy. Carmen Sandiego is the leader of V.I.L.E. (Villains International League of Evil), and her loyal henchpeople are scattered all over the world.

The Chief of ACME has directed Jules and Shadow to travel the globe, exploring different countries in search of clues as to Carmen Sandiego's whereabouts. But it seems like each time Jules and Shadow pick up Carmen Sandiego's trail, the Duchess of Deviousness disappears again. And every time she vanishes, there's another puzzle waiting to be solved!

Can you help Jules and Shadow track down Carmen Sandiego and recover the world's treasures of knowledge? You'll have the best ACME gadgets at your disposal, as well as the heightened knowledge of Jules—who once worked closely with Carmen Sandiego before her days of crime. Jules took

Carmen Sandiego's departure from ACME especially hard and has vowed to bring Carmen Sandiego to justice.

As for Shadow, he recently graduated first in his class from the ACME academy and is a whiz with technology.

As a team, these two top agents are unstoppable!

So what are you waiting for? Carmen Sandiego already has a head start. It's time to join Jules Argent and Shadow Hawkins and discover where in the world are Carmen Sandiego and the treasures of knowledge!



**The Chief**



**Shadow Hawkins**



**Jules Argent**

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## SIGNING IN

To begin your mission, you'll need to sign in. Type your name onto the sign-in list, and then click on **START**.



To pick up the mission where you left off, find your name on the list and click on it. If you don't see your name, click on the arrows on the side of the list until you find it. Then click on **Start** to continue on your way.

When the sign-in list has 256 names, it is full. You'll need to remove a name before you can enter a new one. Click on the name you want to remove. Then click on **Remove Name**. This will permanently erase that player's mission information from the hard disk.

## SEARCHING THE WORLD

To track down Carmen Sandiego, you'll have to explore the different countries of the world in search of clues as to her whereabouts. Each time Carmen steals a treasure of knowledge, the Global Transportation System will show you which countries are accessible for traveling. (See *Global Transportation System*.) You'll find that some countries offer lots of clues, while other countries appear to be dead ends. So listen to Jules's and Shadow's comments to discover whether or not a country should be searched thoroughly.

Sometimes you will need to solve a puzzle before you can proceed on your mission. Listen to the characters in the program—especially Jules and Shadow—for hints on how to solve these puzzles. If you need additional help, you can click on the Chief Com, which Jules carries, to speak with the Chief. (See *Getting Help*.) You can also take a peek at the puzzle hints at the end of this user's guide. (See *Puzzle Hints*.) But remember, those hints are your last resort—your first tools should be your creative problem-solving skills!

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## Moving Around

When you're visiting a country, your cursor will change shape as you move your mouse over different parts of the screen. You can then do one of the following:



Move left with your mouse.



Move right with your mouse.



Press the mouse button to examine an object or area of the screen more closely. (See *Looking for Clues*.)



Press the mouse button to go back to the previous screen. (**Note:** This cursor may appear when you move your mouse to the bottom of a screen.)



Press the mouse button to access the journal, Chief Com, or any of the special equipment stored in Shadow's vest. (See *Using Special Equipment*.)

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## Talking to Characters

If you meet a character while visiting a country, you may be able to find out additional information about your mission by clicking on that character. Listen for hints on where to look for clues that may lead you to Carmen Sandiego and the stolen treasures of knowledge. (See *Looking for Clues*.)

## Looking for Clues

To find Carmen Sandiego and recover the stolen treasures of knowledge, you'll need to collect clues. Some clues will help you solve puzzles, while others may tell you more about Carmen Sandiego's motives and future plans. A few clues appear only after you have solved a particular puzzle. So whenever you solve a puzzle, be sure to take another look around for clues!

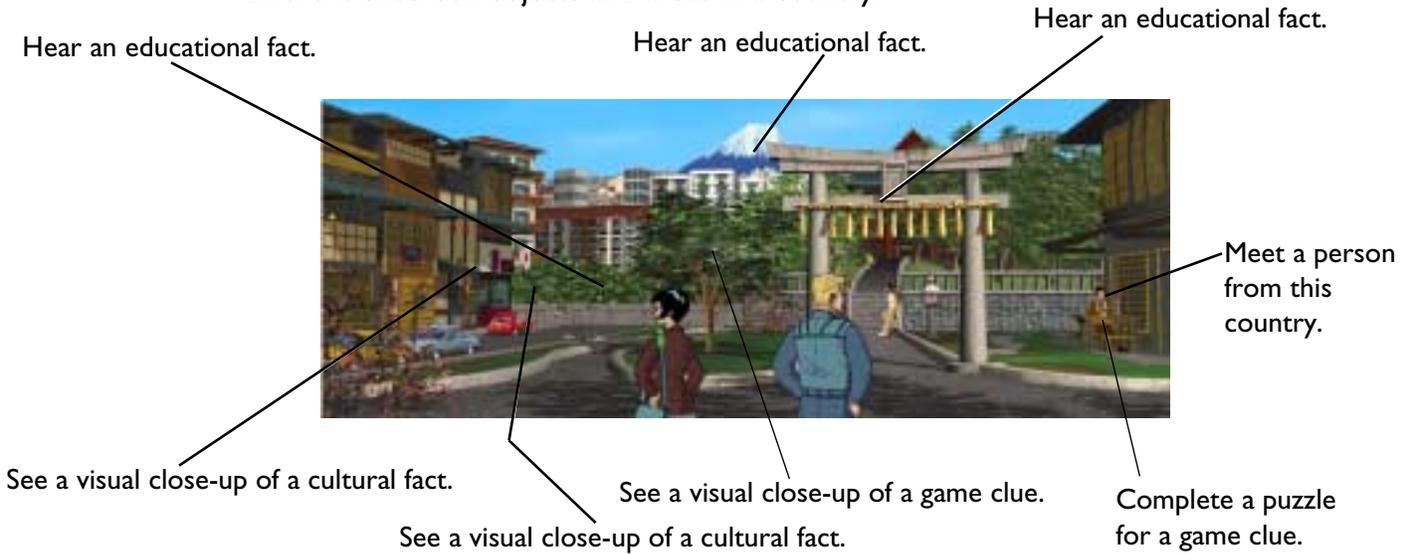


Look for clues by moving your cursor around the screen. Your cursor will change to a magnifying glass when you pass over a clickable object or area of the screen. Depending on the type of object or area, clicking on it will lead to one of the following:

- Collecting a clue. The clue will be stored in your Digital Clue Storage Device so you can reexamine it at any time. (See *Digital Clue Storage Device*.) If you ever need that clue, it will be retrieved automatically. (For example, if you collect a key and later find the door that the key unlocks, the key will be automatically displayed. You can then click on the key to unlock the door.)
- Solving a puzzle. (**Note:** To solve a puzzle, you may need to leave the puzzle and collect missing items or clues. If you need additional help with solving a particular puzzle, see *Puzzle Hints*.)

- Hearing an educational fact about the country you are visiting.
- Seeing a visual close-up of the area you clicked on. You can then search this new screen for additional clickable objects. For example, you may find a new puzzle or clue. Or you may see or hear new educational facts.

Below is an example from Japan of what can happen when you click on different onscreen objects and areas in a country.



## CARMEN CLUES

Occasionally, you may find clues containing messages from Carmen Sandiego. These clues may be in written, video, or audio form and may be addressed to either the agents or to Carmen Sandiego's evil henchpeople. Some clues hint at Carmen Sandiego's whereabouts, while others describe her plans or motives. When you first click on one of these clues, you can read, watch, or listen to Carmen Sandiego's message. Afterwards, the clue will be placed in your Digital Clue Storage Device, where you can access it at any time to read, play, or hear the message again. (See *Digital Clue Storage Device*.)

### Carmen Video Player



Click here to replay the video message from Carmen Sandiego.

### Carmen Audio Player



Click here to replay the audio message from Carmen Sandiego.

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## USING SPECIAL EQUIPMENT

To help you on your mission, the ACME Detective Agency has provided Jules and Shadow with special equipment that serve a variety of functions.

### Jules's Bag

Jules carries a journal in her bag. The journal records your efforts to find the stolen treasures of knowledge as well as any information that you've learned about Carmen Sandiego. To access the journal, click on Jules or her bag.



Jules also carries a Chief Com on the strap of her bag. You can use the Chief Com to contact the Chief at any time during your mission. (See *Getting Help*.)

### Shadow's Vest

Shadow carries some of the special equipment in his vest pockets. Simply click on his vest. You can then access the specific equipment that you need.





## GLOBAL TRANSPORTATION SYSTEM

The Global Transportation System allows you to travel all over the world.

Click on any country that is highlighted to travel to that country.



## DIGITAL CLUE STORAGE DEVICE

Your Digital Clue Storage Device stores all clues that you have collected while searching for a stolen treasure.

If you have collected a video or audio message from Carmen Sandiego, you can click on the play button to replay the message. (See *Carmen Clues*.)



Click on a thumbnail of a clue to examine that clue more closely. (The green highlight indicates the clue that is currently displayed.)



## ACME FIELD GUIDE

The ACME Field Guide lists all available ACME gadgets. If you have collected a gadget, it will be retrieved automatically whenever you need it.

Look here to see if you already have this gadget.



Click on the arrows to cycle through the gadgets in your ACME Field Guide. You can then see which gadgets you have collected and which ones you have yet to find.



## WORLDWIDE DATA RESOURCE

The WorldWide Data Resource (Database) contains information about each continent and 50 countries, as well as a Talking Translator and a Glossary. Use this resource to learn about any place where Carmen Sandiego may be hiding or to learn interesting facts about a specific country.

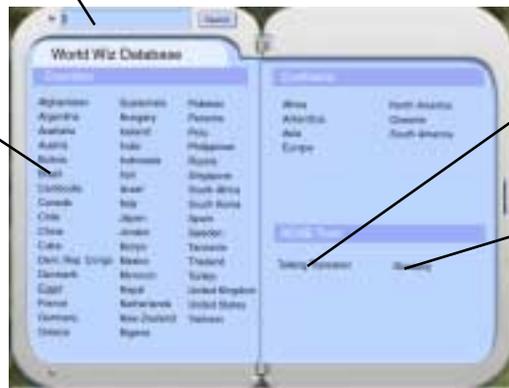
You can search the WorldWide Data Resource by typing in a key word at the top and then clicking on **Search**. If the word is found, a Country/Continent Information screen will be displayed with your word highlighted.

## Data Resource Index

The Data Resource Index lists 50 countries and all 7 continents in the world.

Type in a key word here to search the Data Resource.

Click on the name of a country or continent to find out information about that location.



Click here to access the Talking Translator.

Click here to access the Glossary.

## Country/Continent Information Screen

You can learn specific information about each country or continent by clicking on its name at the Data Resource Index screen.

Click here to go back to the Data Resource Index.

Look here to see the country's flag and a list of facts about the country or continent.

Look here to see a map of the country or continent.



Click here to see more information.

Look here to read about the country or continent.

Click on a button to see a map.

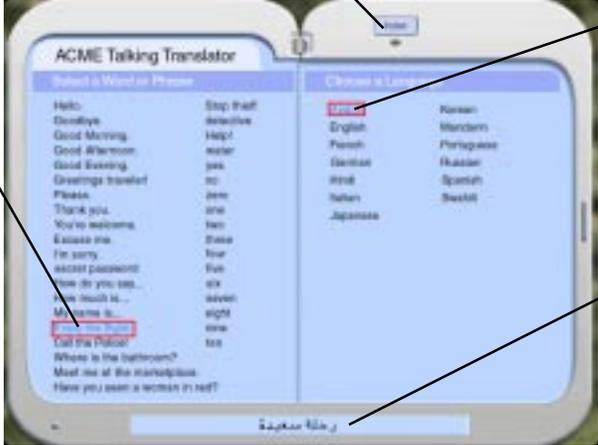
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## Talking Translator

You can find out how to say common phrases in different languages by using the Talking Translator. Simply click on an English phrase, and then click on a language to see and hear the phrase in that language.

Click here to go back to the Data Resource Index.

1. Click on the phrase that you want to know.



2. Click on a language to have the phrase translated into that language.

3. Look here to see the translation of the phrase in your chosen language.

## Glossary

You can look up definitions of key words in your Glossary. Use this feature to look up any unfamiliar words or phrases that you come across while searching the different countries.

Click here to go back to the Data Resource Index.

Click on a letter to see all words in the Glossary that begin with that letter.



Type in the word you want to look up here.

A definition of the word appears here.



## GETTING HELP

The fastest way to get help is by calling the Chief with the Chief Com. Just click on the Chief Com hooked to the strap of Jules's bag. For additional help, you can take a look at the Puzzle Hints in this user's guide. (See *Puzzle Hints*.)

Click here to access the Chief Com.



Click here to replay the help message from the Chief.



## Puzzle Hints

If you need help solving a particular puzzle, you can find hints for that puzzle by looking in the following section under the country or place where the puzzle appears. (**Note:** All locations are listed in alphabetical order.)

### ANTARCTICA



The upper grid has 8 rows and 8 columns. Each column corresponds with a letter from "Platypus."

**Your goal:** Unlock the electronic door lock by adjusting the height of each column to match the number associated with that letter.

**To adjust the number columns:**

- Click on the up or down arrows under each column.

#### Instructions:

1. Look at the chess board on the bottom right.
2. Notice the position of the chess piece above its corresponding letter. For example, the chess piece above the letter S is in row 2.
3. Find the letter on the door lock at the top of the screen. Click on the arrow above that letter until the number column reaches the same row number as the corresponding chess piece.

## CHINA

Click on the arrow to reset the puzzle if you make a mistake.



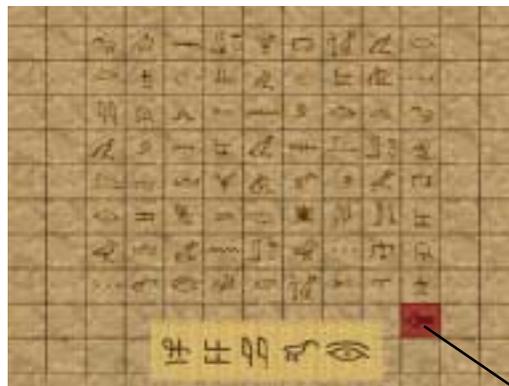
Each container is marked with an animal from the Chinese calendar.

**Your goal:** Mix the three liquids in the correct proportions to create the secret map-revealing mixture.

**Instructions:**

1. Click on a container to add a drop of liquid from that container to the measuring vial. (Use the formula clue to figure out how many drops of each liquid you need.)
2. When each vial contains the correct amount of liquid, click on the arrow to mix the liquids to reveal the map.

## EGYPT



**Your goal:** Click on the five hieroglyph symbols in the correct order.

**Instructions:**

1. Go to India and find a clue that shows you the correct sequence of five special hieroglyph symbols.
  2. Look at the wall of hieroglyphs, and click on those symbols in the order that they appear on the clue.
- Click on the arrow to reset the puzzle if you make a mistake.

## FRANCE



Each stone shows the outline of a continent.

**Your goal:** Place the stones so that the continents are arranged from largest to smallest land area.

**To place a stone:**

- Hints:**
- Use the clue book to determine the land area of each continent.
  - Use the WorldWide Data Resource to match each continent with its outline.

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## GERMANY



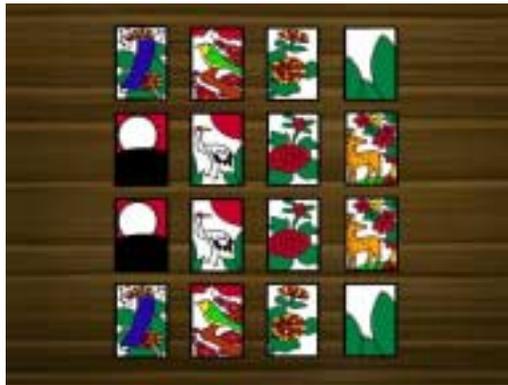
**Your goal:** Place all the gear wheels correctly so that they link up to power the mechanical door lock.

**To place a gear wheel:**

- Click on a gear wheel and drag it over an empty post until the area around the post highlights. Then click the mouse to drop the gear wheel into place. (You can also exchange a gear wheel with one that has already been placed.)

**Hint:** All five gear wheels should touch one another without overlapping.

## JAPAN

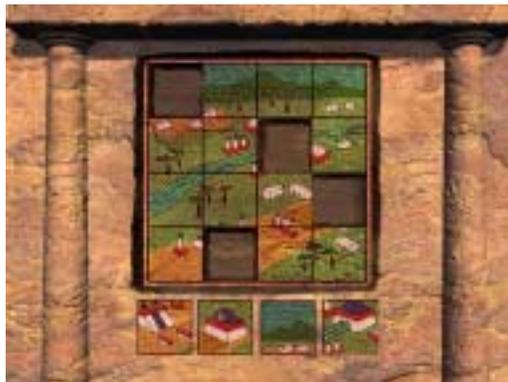


**Your goal:** Match all the pairs of Hanafuda cards that are lying face-down on the table.

**Instructions:**

1. Click on a card to turn it over and reveal its picture.
2. Click on another card. If its picture matches the first card, both cards will remain face up. Otherwise, both cards will be turned over again.
3. Keep clicking on cards until all the pairs are matched.

## JORDAN



Some of the pieces on the mosaic map are in place.

**Your goal:** Find the 4 missing pieces, and assemble the mosaic map.

**To place a piece in the mosaic:**

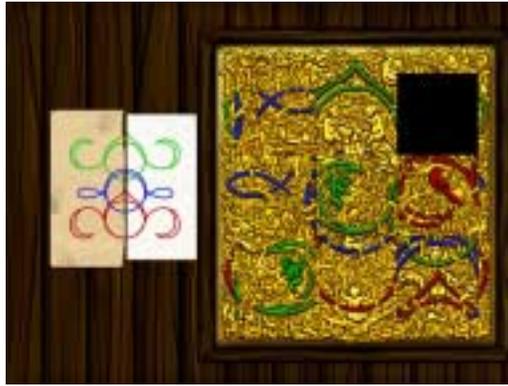
- Click on a piece and drag it to an empty place on the mosaic. Click again to drop the piece in place. (You can also exchange a piece with one that has already been placed.)

**Instruction:**

1. Follow the clues in Mexico to find the 4 missing mosaic pieces.
2. Figure out where each piece belongs on the mosaic by looking at the drawings on the pieces that are already placed in the mosaic.

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## KENYA



**Your goal:** Slide the tiles around to assemble the design correctly. When you are finished, the black empty square should be in the lower right corner. If all the tiles are in the correct places, the empty square will fill in, and the door will open.

**To move a tile:**

- Click on any square tile adjacent to the black empty square to slide the tile into the empty location.

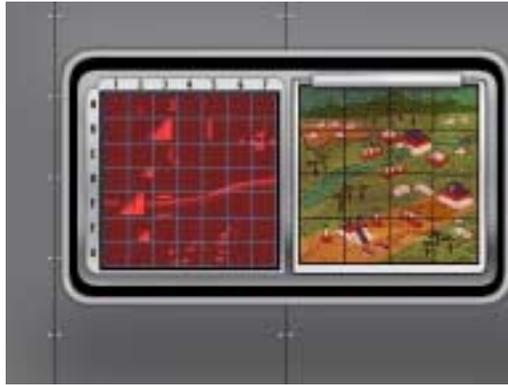
**Hints:**

- Use the two scraps of paper that you found to help you figure out the correct places for each tile.
- The completed design appears below.



---

## LOST CITY



**Your goal:** Figure out which grid square on the scanner screen marks the entrance to the lost treasure.

**Instructions:**

1. Find the small wheel symbol on the map from the mosaic. This symbol marks the entrance to the treasure.
2. Locate the entrance to the treasure on the scanner by comparing the city ruins outline on the scanner with the map.
3. Click on the scanner square that marks the entrance to the treasure.

**Hints:**

- The image on the scanner is rotated 180 degrees from the image on the map.
- Looking for common landmarks will help you compare the map and the scanner.



**Your goal:** Place the gems in the correct slots. Line up the rings so that the numbers are in the correct order.

**To place a gem:**

- Click on a gem and drag it to an empty slot until that slot highlights. Then click the mouse to drop the gem into place. (You can also exchange a gem with one that has already been placed.)

**To line up the rings:**

- Click on a ring to advance to the next number on the left.

**Gem Puzzle Instructions:**

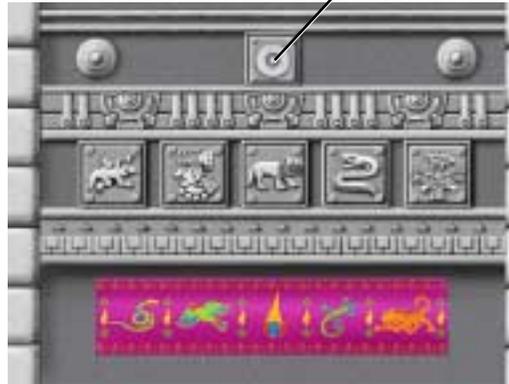
1. Go to the villa in Spain to find the coat of arms. It will help you determine which color corresponds to each stolen item.
2. Figure out where each colored gem should be placed by matching the outlines of the stolen items in the wheel design on the door with the outlines on the coat of arms.

**Ring Puzzle Instructions:**

1. Find the clue from the Professor in Greece.
2. Use the information from that clue to figure out the correct number for each ring (outer, middle, and inner).
3. Move each ring until the correct number is positioned under the arrow at the top of the door.

## MEXICO

Click here to reset the puzzle if you make a mistake.



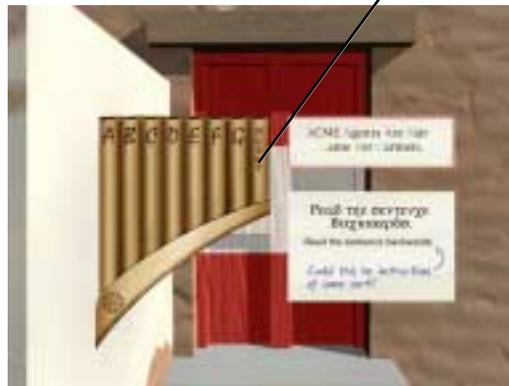
**Your goal:** Click on the stone images in the correct order to open the secret panel in the pyramid.

**Instructions:**

1. Find the silk scarf to determine the correct order of the stone images.
2. Look at the pictures on the scarf.
3. Click on the stone images in the order that matches the pattern on the scarf (from left to right).

## PERU

Click here to reset the puzzle if you make a mistake.



**Your goal:** Play the correct tune on the panpipes to open the sound-activated lock.

**Instructions:**

1. Find the note from Carmen. It tells you which musical notes to play (the first letter of each word).
2. Find the Professor's translated note. It describes the order in which to play the musical notes (backwards).
3. Click on the letters in the reverse order to play the tune.

## RUSSIA



Each dial shows a non-English word in the center and four possible English translations around the outer edge.

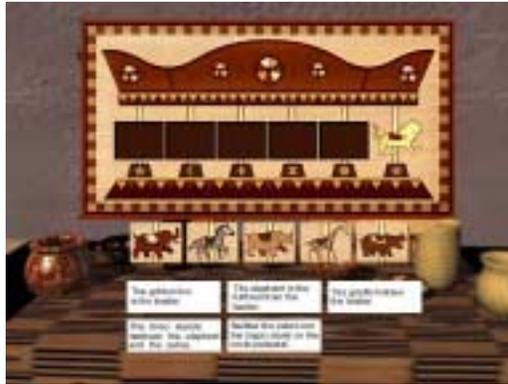
**Your goal:** Set all four of the dials correctly to reveal the secret four-letter password in the windows below.

**Instructions:**

1. Search the countries to find the four clue phrases. (Each contains one of the non-English words.)
2. Use the clue phrases to deduce the English translation for each word.
3. Click on each dial until the arrow points to the correct English translation for the word in the center.

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## SOUTH AFRICA



**Your goal:** Place the animals in the correct order on the carousel.

**Instructions:**

1. Find all five animals.
2. Use the clues to logically deduce the correct position of each animal.
3. Move each animal to the correct place by clicking on an animal and dragging it to an empty space. When that space is highlighted, click the mouse button.

**Hint:** Begin with the clue that tells you the exact place that a certain animal belongs. This will make it easier to figure out where the other animals belong.

## UNITED KINGDOM



**Your goal:** Find the missing horse brass, and place all six in the correct order on the fireplace mantle.

**To place a horse brass:**

- Click on a horse brass and drag it to a place on the fireplace mantle until that space highlights. Then release the mouse to drop the horse brass into place. (You can also exchange a horse brass with one that has already been placed.)

**Instructions:**

1. Go to Italy, and find the sixth horse brass.
2. Ask the former innkeeper for a clue to help you figure out the correct order.
3. Ask the new innkeeper about the colored lights being signalled from the tower.
4. Notice the pattern on the shield. Use it to sort the horse brasses by shape first (triangles on the left and stars on the right).
5. Within those shapes, sort the horse brasses by color according to the light pattern in the video from the new innkeeper.

## UNITED STATES



**Your goal:** Assemble the torn pieces of the note, and read the message.

**To move a piece of the note:**

- Click on a piece of the note and drag it to a highlighted place on the notebook. Click the mouse to release the piece. (You can also exchange a piece of the note with one that has already been placed.)

**Hint:** Use the writing on the note to figure out where each piece belongs.

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## TROUBLESHOOTING

**Try this first!** If you have problems running the program, try cleaning the CD. Gently remove any fingerprints and dust using a clean, soft, lint-free cloth dampened with water or a CD-cleaning solution. Avoid using materials, such as tissue, which may scratch the CD.

If you have additional questions, please visit The Learning Company Web site at <http://support.learningco.com>.

## Windows

**1. The *Where in the World Is Carmen Sandiego? Treasures of Knowledge* program icon does not appear on the desktop or in the Start menu.**

- Reinstall the program.

**2. You see a message telling you that there is not enough available space on the hard disk.**

*Where in the World Is Carmen Sandiego? Treasures of Knowledge* requires 40 MB of hard disk space for the program's data and executable files. (Additional hard disk space will be required to save player information for more than five players.)

- Create some free hard disk space by removing some files after backing them up.

**3. You see a message telling you that there is not enough memory to run the program.**

*Where in the World Is Carmen Sandiego? Treasures of Knowledge* needs at least 32 MB of installed memory (RAM) to run. Your computer's memory may be filled with other programs that are running in the background.

- Close any other applications that are running, and restart the program.

**4. The mouse doesn't seem to work.**

There are times in the program when the animation or sound cannot be interrupted, and any key presses or mouse clicks will be ignored.

- Wait until the animation or sound stops. Then try pressing the keys or clicking the mouse again.

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**5. Program speed is very slow.**

*Where in the World Is Carmen Sandiego? Treasures of Knowledge* needs at least a Pentium 166 MHz computer with a 8x CD-ROM drive for basic performance.

- Close any other applications that are running.
- Make sure that you have the latest Windows video drivers for your graphics card. (Contact the video card manufacturer for the latest drivers.)

**6. You do not hear music, sound, or speech.**

- Check that the speakers are properly connected to your computer. Make sure that they are getting power and are turned on, and that the volume is turned up.
- Make sure that your sound card is Windows compatible and is properly installed for Windows. Be sure that the sound card is specifically designed to work with the version of Windows that you are using. Also check that the volume is properly set. (See the manufacturer's documentation for information relating to your sound card.)
- Make sure the mixer level setting is correct.  
Click on the **Start** button. Choose **Programs** from the Start menu. Next choose **Accessories**. Then choose **Multimedia** (Windows 95) or **Entertainment** (Windows 98, Me, XP), and choose **Volume Control**. Make sure that the sliders on the mixer control panel are all the way up and that no mute buttons are selected.

**7. Strange graphics appear; the game action stops unexpectedly.**

- Try using the 640 x 480, 16-bit color display mode driver that came with your video card. (See your Windows documentation for more information.)
- Make sure you have the latest Windows video drivers installed. (Contact your video card manufacturer for more information.)

**8. Colors don't look right.**

- Adjust your monitor's color and brightness.
- Make sure your color display is set to 16-bit.
- Turn off your screensaver.
- Close any other applications that are running.
- Make sure you have the latest graphics drivers installed. (Contact your video card manufacturer for more information.)

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**9. The program window seems small.**

The program window may not fill the entire screen.

- For maximum window size, make sure the display mode is set to 640 x 480. (See your Windows documentation.)

**10. Nothing prints.**

- Make sure the printer is plugged in and switched on.
- Check the indicator light on the printer to be sure the printer is “online” or “selected.”
- Make sure the printer cables are connected tightly.
- Make sure you have selected at least one print item from the Printing area. Where applicable, make sure you have selected either **Colored In** or **Outlined**.

**11. When you print, pictures or text look faint, blurred, or streaky.**

- Check your print quality settings. (See your printer documentation.)
- Replace your printer’s ink cartridge.

**12. The printer displays an “out of memory” message.**

- Make sure your printer has at least 1 MB of memory.

**13. You are not able to connect to our online Web sites.**

This feature requires an Internet browser.

- Make sure that you have a browser properly installed. (See your browser and Windows documentation for more information.)
- Make sure that the files with an .HTM extension (for example, “bookmark.htm”) are associated with the browser of your choice. To check this, double-click on any .HTM file. If the browser does not launch, create an association from the File Manager. (See your Windows documentation for more information.)

## Macintosh

**1. You do not see the *Where in the World Is Carmen Sandiego? Treasures of Knowledge* program icon.**

- Make sure the program CD is inserted in the CD tray, printed side up.
- Try restarting your computer and/or rebuilding your desktop.
- Make sure that the CD-ROM drivers are correctly installed.

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**2. You see a message that there is not enough space on the hard disk.**

*Where in the World Is Carmen Sandiego? Treasures of Knowledge* requires 40 MB of hard disk space for program data files. (Additional hard disk space will be required to save player information for more than five players.)

- Create some free hard disk space by removing some files after backing them up.
- Adjust the Virtual Memory setting to take less hard disk space. (See your Macintosh documentation for more information.)

**3. You see a message telling you that there is not enough memory to run the program.**

*Where in the World Is Carmen Sandiego? Treasures of Knowledge* requires at least 32 MB of installed memory (RAM) to run. Try to increase available memory and then start the program again. (Depending on which Internet browser you use, you may not be able to run both your browser and the program with only 32 MB of RAM.)

- Quit any programs that you may be running.
- Turn off or remove from the System Folder any non-Apple® control panels.
- Reduce the size of the disk cache in the Memory control panel. (See your Macintosh documentation for more information.)
- Turn off AppleTalk®.

**4. The mouse doesn't seem to work.**

There are times in the program when the animation or sound cannot be interrupted, and any key presses or mouse clicks will be ignored.

- Wait until the animation or sound stops. Then try pressing the keys or clicking the mouse again.

**5. The music and voice in the game are too loud or too soft.**

- Choose **Volumes** from **Control Panels**. Adjust your system's speaker volume as needed by selecting the Volume setting.

**6. You do not hear music, sound, or speech.**

- Make sure that the Volumes setting in the Sound control panel in Control Panels is not set to zero.
- If you have external speakers, make sure they are turned on and getting power and that they are properly connected to your computer. Also check the speaker volume.
- Turn off or remove from the System Folder any non-Apple control panels and extensions. (Leave the CD-ROM drivers.) Then restart your computer.

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**7. You hear popping noises in the game sounds and character voices.**

If you are running System 8.6 or higher, installing the Apple Sound Manager (included on your program CD) should eliminate this problem. Sound Manager changes how the system handles sound and improves the program's sound quality. To install Sound Manager, follow the instructions below:

- a. Insert the *Where in the World Is Carmen Sandiego? Treasures of Knowledge* CD into your CD-ROM drive. In the open *Where in the World Is Carmen Sandiego? Treasures of Knowledge* window, scroll down until you see two icons: Sound Manager and Sound.
- b. Drag the Sound Manager and Sound icons into your active System Folder icon. (Do not open the System Folder first.) The active System Folder has a picture of a small computer on it.
- c. Click on OK in the dialog box that appears.
- d. Restart your Macintosh.

**8. The program window seems small.**

The program window may not fill the entire screen.

- For maximum window size, make sure the display mode is set to 640 x 480 in the Monitors control panel.

**9. Program speed is very slow, or sounds and animations do not play smoothly.**

*Where in the World Is Carmen Sandiego? Treasures of Knowledge* needs at least a 180 MHz Power Macintosh computer with a 8x CD-ROM drive for basic performance.

- Make sure Virtual Memory is turned off in your Memory control panel.

**10. Nothing prints.**

- Make sure the printer is plugged in and switched on.
- Check the indicator light on the printer to be sure the printer is "online" or "selected."
- Make sure the printer cables are connected tightly.
- Make sure you have selected at least one print item from the Printing area. Where applicable, make sure you have selected either **Colored In** or **Outlined**.

**11. When you print, pictures or text look faint, blurred, or streaky.**

- Check your print quality settings. (See your printer documentation.)
- Replace your printer's ink cartridge.

---

**12. The printer displays an “out of memory” message.**

- Make sure your printer has at least 1 MB of memory.

**13. You are not able to connect to our online Web sites.**

This feature requires an Internet browser.

- Make sure that you have a browser properly installed. (See your browser and Macintosh documentation for more information.)

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## CONTACTING THE LEARNING COMPANY

### Technical Support

If you have questions about your *Where in the World Is Carmen Sandiego? Treasures of Knowledge* program, please refer to the Troubleshooting section. If you do not find an answer to your question, you can obtain technical support and help by filling out an online support request form on The Learning Company Web site (<http://support.learningco.com>).

You may be asked to provide the following information:

- ✓ Your contact information (name and email address, plus phone or mailing address if you wish)
- ✓ Description of the problem you're having
- ✓ Product name and version number (the version number is often printed on the CD label)
- ✓ Brand of computer
- ✓ Operating system (for example, Windows 98 or Mac® OS 8.6)
- ✓ Processor type and speed
- ✓ RAM memory (in MB or megabytes)
- ✓ Video card manufacturer
- ✓ Sound card manufacturer
- ✓ Printer type
- ✓ Hard disk space remaining
- ✓ Background programs (antivirus programs or screensavers)

### Customer Support

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### DATABASE

**Database Maps**

Provided by Digital Wisdom, Inc.

**Database Content**

Reference material and location music courtesy of National Geographic Society

### SPECIAL THANKS

All the children who helped test our product!

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**Shadow Hawkins**

Mark Atherlay

**Jules Argent**

Irene Trapp

**The Chief**

Marcie Henderson

**Note:** The country background locations used in the *Where in the World Is Carmen Sandiego?* product are based upon reference materials and photographs of actual locations. In some cases, creative and artistic liberties have been taken in order to account for the educational goals of the product. In all cases, efforts have been made to represent realistic and accurate backgrounds for each of the country locations.

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