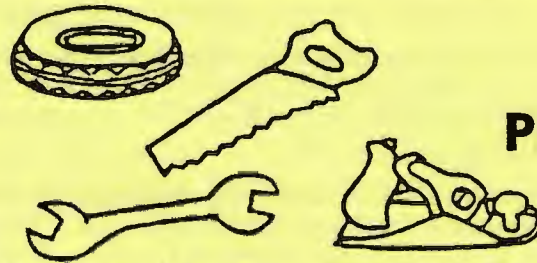


PRINT SCREEN



The November Presentation

BookMaker and ChiefArchitect

BookMaker and ChiefArchitect are two spectacular tools! One will help you make any text into a booklet/book and the other is a simple drafting program designed to help you work better with contractors/architects working on your next big project! Both will be shown at the next meeting: **Wednesday, November 24th at 7:30, at Varian-Palo Alto**

BE THERE!

C . O . N . T . E . N . T . S

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N O T I C E

During the month of December, the club is dark. This allows members to enjoy the holiday season to its fullest. We will return in January as strong as ever, so stay tuned!

HAPPY HOLIDAYS!



SPAUG would like to thank:

PRACTICAL PERIPHERALS, INC.
of Westlake Village, CA
for their most generous help with a V32/42 modem for our BBS

OCTAVE SYSTEMS
of Campbell
for helping us with the hard drive for our BBS

Some Things to Think About

I recently watched a technology briefing video sent to SPAUG by the Lotus Corporation. In this video, the corporate officers talked about their strategic objectives and competitive standings. President Jim Manzi said that in 24 months (1992 & 1993) the total decline in their DOS spreadsheet business was estimated at \$350 million. He made the statement that their "Windows" software was selling very well and had replaced the "lost" DOS spreadsheet revenue. He said that "Windows" added functionality to the applications that had not been previously available. Senior V.P. John Landry elaborated on this idea when he spoke about Smarticons (their spelling) and increased usability integration throughout their applications.

Although the focus of this technology is towards workgroup computing, the ideas and products are fascinating. Their "Notes" and "cc:Mail" applications I found particularly interesting.

So I wondered if the SPAUG members would enjoy a Lotus presentation that moves beyond the single PC? While contemplating that subject, I need you to also give your input on the 1994 SPAUG budget.

At the January 5th Planning Meeting, we will be organizing the annual finances. Your input is needed to ensure SPAUG is meetings your needs.

See you there.

Brian

Newsletter Info

To Submit Articles, Editorials, Cartoons or other "news-worthy" items for the PRinTScreen, call, write, fax, or send a file via disk or BBS to:

Jennifer Wildman
1224 Quarry Road
Felton, CA 95018
Home: (408)335-7892
Work: (415)967-8612
Fax: (415)967-0540

Please contact me at home first, whenever possible. Also include a "hard copy" of anything submitted on disk. For Circulation Questions, please contact Jim Bailey at (415) 494-0631.

WELCOME TO THE FOLLOWING NEW MEMBERS

Brendan Fitzgerald
Clark Moore

Bob Meltzer
Len Rosenduft

AND THANKS TO RENEWING MEMBERS

Peter Dyer

Nancy Helmy

PLANNING MEETING

January 5th (1st Wednesday) at
7:30pm

The location

1670 Oak Avenue, Menlo Park

Help us to make decisions about the club. All members are welcome. You don't have to be a club officer to get your views heard.

THE PRICE OF PROGRESS

By Floyd Kessler

What? How can you possibly get by without a CD-Rom? I had to get a one gigabyte hard disk to be able to do my normal computing tasks! You listen to computer sound without a Soundblaster card and stereo speakers? How archaic can you get?"

How many times have you heard similar statements? The most vociferous proponents other than computer owners are the trade magazines. What used to be a source of helpful hints on how to get the most out of what you had and some interesting reviews of new products now is geared strictly for the professional and corporate or business user. The single computer user is left in the dust of advertising hype, but wait...I just read in the current *MicroTimes* that Microsoft was now going to pay attention and help us hombodies; ditto for Compaq and Lotus, and, and...

Just paint me skeptical. Consider that very few companies have toll-free telephone lines for tech support and the big guys are starting to charge for what was once free (your nickel of course). I really believe that they are plotting to see how they can milk the home user now since corporate and business America are cutting costs, downsizing (laying off personnel) and cutting prices to stay competitive.

It seems as though most new programs require acres of hard disk space. If you want to run the newest versions of your favorite programs then you're forced into at least replacing your favorite programs then forced into at least replacing your hard disk and most likely adding memory; then how do you dispose of the replaced hardware to say nothing of the last versions of the software you just removed?

Organizations like CompuMentor will accept the most recently upgraded version if it's complete with all of the original disks and documentation; presumably they have permission from the Software Publishers Association to redistribute the software to worthy causes. My point is - how

do individuals dispose of old unused software without violating the copyright rules? I can donate unused books to my local library without breaking any rules. Why can't I do the same with older versions of software programs and not risk going to jail? Some of it can be sold or exchanged through "Larry's Garage", but what about the bulk of it? Maybe there could be a computer junkyard for hardware and software.

I'm not sure I'm ready to stop my newspaper and rely on a communications program for the daily grist. In my opinion, Shakespeare on a CD-Rom in color on a Super VGA monitor will not replace curling up in a quiet corner with a book; at least there's no energy expended but mine. A disk drive failure can happen to someone else, but my backup procedure requires only inserting the book mark in between the correct pages and not misplacing the book. I have a few kiddie programs for my grandchildren but as soon as they're ready they'll be getting books, not software, from their grandpa.

Then there's Windows or Windoze, whichever you prefer. I don't do Windows and probably won't - I'm waiting for it (and NT and Chicago or whatever they call it) to pass. The next major breakthrough will be: Unix, OS/2, System X, or pencil and paper. It's a game which I intend to watch from the sidelines.

It seems that there will always be "junkies" out there to buy anything new offered whether they need it or not. Wonder what they do with the discarded items? The computer magazines are for them also (I guess). I'm letting all of my (4!!!) subscriptions lapse and will see if I can survive. It really doesn't make any difference!/? So what if I installed WordPerfect 6.0, Quicken 7.0 and QuattroPro 5.0 in the last month; it doesn't count, right? It's THEM I'm speaking of, not ME!

SPAUG Member Info

Individual Member: (\$35)

An Individual Member can vote in elections, is eligible for all club privileges, and if 18 years of age can hold elective office. Dues are based on one full year of membership.

Please see Beverly Altman or call her to become a member of the club!

Your Membership Status

Your address label contains your renewal date. If it also says, "Your last issue", your membership is about to expire and can be renewed by calling Beverly Altman at (415) 329-8252.

NEW BOOKS		STORE PRICE	SPAUG PRICE
The ABC's of SCO UNIX	Hands-on Guide, covers Xenix	21.95	15.00
Advanced Clipper	Design, Application strategies, and disk	49.95	35.00
Advanced DOS 5 by Peter Norton	"Uncover the innermost secrets"	29.95	17.50
Advanced Visual Basic	Includes disk w/ready-to run progs	39.95	29.00
AUTOCAD	3D Design and Presentation	29.95	17.50
AutoCad Instant Reference	Non-technical info, with 2 disks	12.95	7.50
Bus Applications With Agenda	Powerful Personal Info Mgr. with disk	39.95	25.00
Business Writing with Ami Pro	Presentation Tips, etc	26.95	17.50
DOS 6 Handbook	PC World Expanded Tutorial, etc...	34.95	25.00
Hard Disk Secrets	Survival Tips, Technical Secrets (w/disk)	39.95	25.00
Guide to LotusWorks	Small-Business All-In-One System	24.95	15.00
Guide to Q&A by Peter Norton	The Integrated database and W/P pkg.	26.95	15.00
LANTASTIC	Do It Yourself Networking	31.95	20.00
Learn Microsoft Excel Now	Book/disk tutorial	29.95	17.50
Learning Unix	Hands-on tutorial, with disk	39.95	25.00
Looking Good with CorelDraw!	100 Tips and Techniques	27.95	17.50
Lotus Guide, Release 2.4	Featuring Backsolver and Smarticons	33.95	20.00
Networking Windows	Netware edition, with disk	31.95	20.00
Spreadsheets for Sm. Business	Over 25 Business Models (with disk)	39.95	20.00
Riding the Internet Highway	Accessing info, Communications	16.95	10.00
TOOLS 4	Obj-oriented languages and systems		20.00
Turbo C++ by Example	Teach Yourself Turbo C++	21.95	15.00
Virtual Reality and Cyberspace	Explores implications of virtual reality	26.95	12.50
VIRUCIDE	Discovers and Eliminates viruses		10.00
Windows 3 Companion	A comprehensive book for all levels	27.95	15.00
WickedWindows	Puzzles, Pranks and Games, w/disk	19.95	12.50
Word 6 for Dummies	For DOS	16.95	10.00
WordPerfect 6 Handbook	PC World Tutorial and Software Toolkit	34.95	25.00
SOFTWARE		STORE PRICE	SPAUG PRICE
AMI PRO 3.01	The Lotus Word Processor	262.99	130.00
BUDGET EXPRESS	Goal tracking, forecasts and summaries		10.00
CA-CRICKET PRESENTS	Fully integrated Presentation Program	92.00	35.00
COMMISSIONER'S	Baseble League System	14.99	7.50
EXPRESS PUBLISHER	Desktop Publisher	119.95	40.00
E-Z WHEEL	Helps pick lottery numbers	9.95	5.00
FASTBACK PLUS	DOS Version	120.00	35.00
FONT PACKAGES:			
AllFonts	A typeface collection for all home uses	24.95	10.00
AllFonts	A typeface collection for business	49.99	10.00
Display Faces	28 Add-On Typefaces	7.50	3.00
StarTrek Font Pack	True Type for the final frontier	29.95	15.00
FOX PRO by Microsoft	Relational Database Mgmt. System	339.00	165.00
FREELANCE for Windows	The Lotus Graphics Program	348.00	175.00
GAMES			
	AIRCRAFT and Adventure Factory	16.95	7.50
	AIRCRAFT and Scenery Designer	24.95	10.00
	Amazon, Guardians of Eden (for DOS)		15.00
	FS Pro (for Microsoft Flight Simulator)		7.50
	Imperial Pursuit	18.95	10.00
	LINKS 386 Pro (the very popular golf pgm.)	49.00	30.00
	Pixelpuzzle		10.00
	RoboSport		10.00
	Star Wars X WING		15.00

Editor's Note: Beverly was unable to be reached at press time so I have reprinted last month's bargains. I am sure that some are gone, and that some will soon be sold, so if you are interested in any of these...CALL Beverly RIGHT AWAY!



GREAT BARGAINS

HardDrive Overford!	Guards against virus infiltration, etc...	69.99	10.00
Harvard Graphics (demo)	Video Presentation of new features	24.95	5.00
hDC File Apps	Undelete, view, search, transfer files, etc...		5.00
LAPLINK V	To transfer files between PC's	99.98	35.00
Lotus for Windows (tutorial)	Individual Training	39.99	5.00
Lotus On-Line Advisor	Incl an entire SYBEX Ref book on Disk		
MAXIMIZER LITE	Contact Mgmt. pgr., w/bks, cards, labels, pgm	59.99	15.00
MENUWORKS SECURITY	Complete data protection		15.00
MICOCOURIER	Complete PC Communications		20.00
MONEY MATTERS	"Accounting for Anyone"	44.99	30.00
MONEYMATTERS	(New-not shrink-wrapped)		20.00
NO-SQUINT II	Make your cursor BIG and BOLD, etc...	29.99	5.00
POWER ALBUM	Easy Organizer		25.00
PUBLISH IT!	"The best non-Windows Publishing Program"	99.99	50.00
REMINDERS!	Sets alarms, remembers dates, etc...		10.00
NORTON BACKUP	Backs up multiple drives		10.00
ON TIME For Windows	A calendar and list manager		20.00
PC TOOLS for DOS	Version 8 for DOS	129.98	50.00
QUICKBOOKS for DOS	Small Business Bookkeeping		25.00
REMINDERS!	Electronic Calendar & Day Book	54.99	10.00
SOUND IMPRESSION	Desktop Recording Studio 16 track wave recorder and mixer		79.00
SQZI PLUS	Compresses Lotus Spreadsheets to 95%		
TEACHER IN A BOX	Intro to Desktop Publishing	29.99	7.50
Vehicle Pro	Tracks performance and maintenance	29.95	10.00

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2404 Stevens Creek Blvd
San Jose, CA 95128
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CO-Z 8 IMPERIAL

3945 El Camino Real
Palo Alto CA 94306
29.00 and up

CO-Z 8 EXECUTIVE INN

2505 The Alameda
Santa Clara CA 95050
40.00 and up

CO-Z 8 REDWOOD CITY

2610 El Camino Real
Redwood City CA 94061
34.00 and up

CO-Z 8 MOTOR LODGE

64 El Camino Real
Mountain View CA 94040
39.00 and up

CO-Z 8 MOTEL

1984 El Camino Real
Mountain View CA 94040
25.00 and up

CO-Z 8 SUNNYVALE HOTEL

170 Sunnyvale Avenue
Sunnyvale CA 94086
45.00 and up

★ Items listed are available at most of our 9 locations
Starting rates for single occupancy/tax not included

Not valid with any other offer or promotion
All rates subject to change

5/94

Editor's Piece

HANDLE WITH CARE

Nurturing and Feeding Your Support Technician

There is something to be said about the successful tech support call - If all goes smoothly, one can be on and off the phone in 5 minutes with all the necessary information to maintain a healthy computer and an even better disposition. A successful call is not always the norm, however. Frustration, confusion and mass hysteria can accompany the call, weighing it down with enough baggage for a four week vacation.

Support Technicians are funny creatures which require the nurturing of a small toddler and the feeding of a two-ton quarter-back. (I know...I married one!) The reason they are so difficult to care for is in the nature of their work. Let's face it, they have to talk to us all day!

At best, we can not hope to tame the Tech Support beast, but only to make peace with it. Here are some tips for easier handling of that frantic call:

1. *Wait for the Tech Support person to ask your name, company, serial number and product.* Chances are, he will only need some of that information. Too many times a customer will interject much more than his/her name, rank and serial number, causing a delay in getting the service necessary.
2. *Have the information on hand as to the type of computer, software and peripherals you are using.* It may not be necessary to give that information, but don't be surprised if you are asked. If you don't know all the specs, do your best to find out, but don't panic...most of the information can be found through time with your Tech Support person.
3. *Speak clearly and directly.* "It doesn't work!" is just not enough information for the Tech Support creature to consume, especially if you want help to solve your problem. Write down any error messages you have seen flash upon your screen. Also, try to remember how you got the message, what you were trying to do when it happened and if you have ever seen it before.
4. *Have a text editor ready.* Chances are you will at least have to peek at your system files (autoexec.bat, config.sys, win.ini & system.ini). If you are new at this, try to find them before you call Tech Support.
5. *Do not use the Tech Support creature as a teacher!* If you

are using a new program and don't have full command of the operating system, for instance, don't expect the Tech Support guy to teach you how to do basic commands. (This is where the Tech Support creature gets its beastly reputation!) This is (in addition to lower software costs), I believe, the reason that companies have gone to "pay-for-support". Try to find a class, read the manuals or ask a friend before you call for help. Your problem could be as solved with a menu choice. Remember Tech Support is your last resort, not the ultimate answer to problems!

6. *Use an alternate technical advisor if possible.* Friends, On-Line Help, Fax Support, Electronic Bulletin Boards, etc... can help in a pinch. The downfall of course is that your problem won't be solved immediately, but putting your problem in writing can make a world of difference to the "solvee". A problem put forth on a CompuServe forum, for instance, can receive 10 or more pairs of eyes and include technicians and users of a variety of expertise levels. The respondent can also spend more time thinking about solutions to your problem and someone from the company will ultimately check it to see if the solution is correct. The companies that encourage you to do this are not only thinking of themselves. (Yes, they save money this way!) But you will also benefit from the increased audience, skill level, and time the company can take to think about your problem.

7. *Don't expect a technician to give you his personal phone number or other personal favors.* The Tech Support animal may be beastly, but he is in no way a stupid creature. If everyone had his personal phone number, he would not have time to answer other calls. The tactful technician will tell you that he has no number to give you and that all calls are put through the operators/phone system. The same goes for favors like faxing you the perfect code in whatever programming language you are using. After 5 hours of phone time, technicians just can't give you any more of themselves (without bringing their work home with them).

8. *Be nice!* Technicians are not always right (although some may think they are!), but they have feelings too. If you disagree with the technical advice you have received, you can ask to speak to someone else. But there's no need to exercise your authority on them. Just because you are paying \$2 an hour doesn't mean that the technicians are getting the money!

Technical Support people are funny creatures, but with enough care and attention, your call can be productive and the beast will be tamed.

See you next month!

Jennifer

Resume Referral Service

Dick Harding
20 Willow Rd. #21
Menlo Park, CA 94025
(415)322-9645

This service is free to SPAUG members. Dick shares your resume with local companies who are looking for new employees. For more info, call Dick at the number above.

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THE SPAUG RESOURCE CENTER

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President	Cookie Cook	[415] 282-0474
Vice President	Jan Altman	[408] 243-5955
Treasurer	Bev Altman	[415] 329-8252

SOFTWARE

Accounting	Larry Mehl	[415] 329-6037
Lotus 1-2-3	Larry Mehl	[415] 329-6037
Quicken	Floyd Kessler	[415] 493-7780
Windows Products	Jan Altman	[408] 243-5955
R:Base	Larry Mehl	[415] 326-6037
Paradox	Quinn Wildman	[408] 335-7892
dBase/FoxPro	Dick Harding	[415] 322-9645

MANAGERS

Bulletin Board (SPARC) Sysop	Brian Christopher	
PRinT SScreen Editor	Jennifer Wildman	[408] 335-7892
Resource Center	Rich Madden	[408] 253-2075

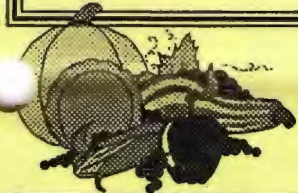
SPAUG members are encouraged to make themselves available to other members to answer questions about hardware or software. Your area may be general or specialized. If you are willing to have your name added to this list, please contact the Resource Center Manager, Rich Madden at [408] 253-2075.

LANGUAGES

C	John Watson	[415] 325-7632
Fortran	John Watson	[415] 325-7632
Pascal	John Watson	[415] 325-7632
Smalltalk	John Watson	[415] 325-7632

Club Events in JANUARY

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16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					



A HARVEST OF WINTER EVENTS

November 24 Last Wednesday - GENERAL MEETING
 7:30pm Building 7 at Varian, 3075 Hansen Way, Palo Alto
See the adjacent map for directions
TOPICS: BOOKMAKER & CHIEF ARCHITECT

January 5 First Wednesday - PLANNING MEETING
 7:30pm At Beverly Altman's house in Menlo Park

January 11 Second Tuesday - WORD FOR WINDOWS SIG
 7:30pm We meet at Oakridge Appartments Rec. Room, 3655 Pruneridge Ave. Santa Clara: just west of Lawrence. The group is led by Jan Altman, a Certified Trainer in Word for Windows. For more information, please call Jan at [408] 243-5955.

January 18 Third Tuesday- PARADOX SIG
 7:30pm This SIG has become a "joint" SIG with the Silicon Valley Users Group. The group meets at 10100 N. Tantau in Cupertino. Please contact Scott Jackson at (408)738-0424 for more information.

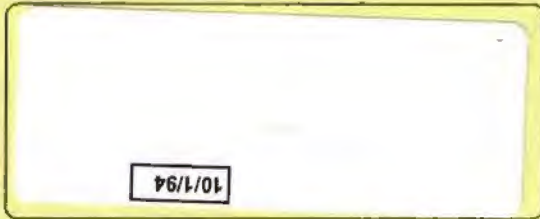
January 20 MAILING PARTY-3rd Thursday
 7:00pm Lead by Sol Lederman. See mailing party announcement below for directions.
 7:30pm **BEGINNER's SIG-3rd Thursday**
 Call Jim at (415) 494-0631 for more information to verify the time and date. Directions: Come one Mile South on El Camino from Page Mill and turn right on Los Robles. Go .4 miles to 804 Los Robles.

January 26 Last Wednesday — GENERAL MEETING
 7:30pm Building 7 at Varian, 3075 Hansen Way, Palo Alto.

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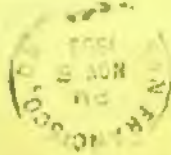
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Jennifer Wildman
(408) 335-7892

Newsletter



P.O. Box 3738
Stanford, CA 94309

The Stanford/Palo Alto
PC User Group



SPAUG MEETING INFORMATION

SPAUG meets the last
Wednesday of each month at
Varian in Palo Alto. Meetings
begin at 7:30. The address is
3075 Hansen Way, Building 7.

TOPIC FOR NOVEMBER:
CHIEF ARCHITECT & BOOKMAKER

