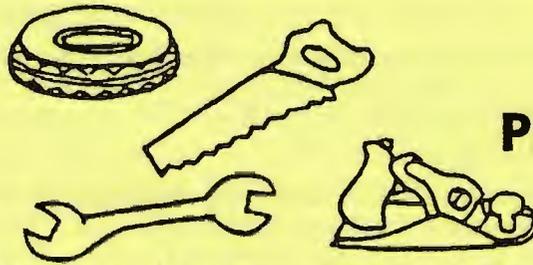


PRINT SCREEN



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

CLUB NEWS

From the Desktop of the President Brian Christopher 2

NEWSLETTER INFO

Jennifer Wildman 2

SPAUG MEMBER INFO

3

THE PRICE OF PROGRESS

Floyd Kessler 3

Who is buying all this stuff?

THE SPAUG FUND-RAISER

Beverly Altman 8

Leftovers You'll Want to Take Home!

EDITOR'S PIECE

Jennifer Wildman 10

CLASSIFIED ADVERTISEMENTS

10

THE SPAUG RESOURCE CENTER

Rich Madden 11

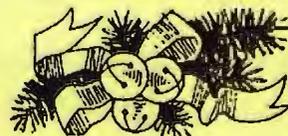
THE JANUARY CALENDAR

11

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 |

**Pacific
Hotels**

**\$10.00 OFF at our
Pacific Hotels**

- ★ IN ROOM VCRS, HBO, AND ESPN
- ★ KITCHENS W/MICROWAVES
- ★ FREE HOT BREAKFAST
- ★ IN ROOM JACUZZI

**CO-Z
8**

**\$8.00 OFF at our
CO-Z 8 Motels**

**PACIFIC HOTELS & CO-Z 8 MOTELS
HAVE ROOMS THAT ARE USER FRIENDLY!
Reservations 1-800-95-HOTELS**



ARENA HOTEL

817 The Alameda
San Jose CA 94126
55.00 and up



CRESTVIEW MOTEL

901 El Camino Real
Mountain View CA 94040
62.00 and up



VALLEY PARK HOTEL

2404 Stevens Creek Blvd
San Jose, CA 95128
59.00 and up

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.

BARRY A. SMITH
SENIOR ACCOUNT EXECUTIVE
415-926-7696

SMITH BARNEY

SMITH BARNEY, HARRIS UPHAM & CO. INC.
3000 SAND HILL ROAD
MENLO PARK, CA 94025
800-624-7248

THE SPAUG RESOURCE CENTER

OFFICERS

| | | |
|----------------|-------------|----------------|
| 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 |

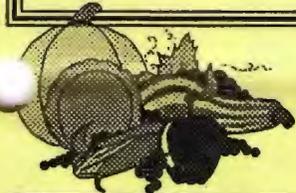
SPAUG members are encouraged to make themselves available to other members to answer questions about hardware or software. Your area may be general or specialized. If you are willing to have your name added to this list, please contact the Resource Center Manager, Rich Madden at [408] 253-2075.

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

| Sun | Mon | Tue | Wed | Thu | Fri | Sat |
|-----|-----|-----|-----|-----|-----|-----|
| | | | | | | 1 |
| 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| 9 | 10 | 11 | 12 | 13 | 14 | 15 |
| 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.

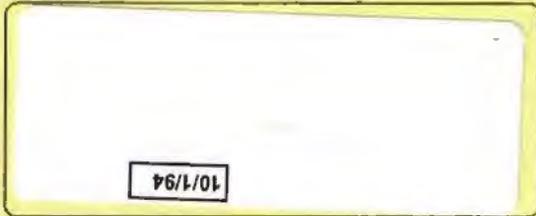
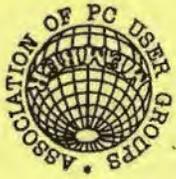
January 20 MAILING PARTY-3rd Thursday
 7:00pm Lead by Sol Lederman. See mailing party announcement below for directions.
 7:30pm **BEGINNER's SIG-3rd Thursday**
 Call Jim at (415) 494-0631 for more information to verify the time and date. Directions: Come one Mile South on El Camino from Page Mill and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

JOHN W. McPHERRIN

INSURANCE

| | |
|--|--|
| LOCATED AT EDWARD J. HASLAM Co. 1150 MORSE BLVD. SAN CARLOS, CA 94070 | TELEPHONES OFFICE (415)595-3330 RESIDENCE (415)366-2014 FAX (415)595-2520 |
|--|--|



Meetings
Cookie Cook
(415) 282-0474

Membership
Beverly Altman
(415) 329-8252
\$35 per year
(415) 321-4497

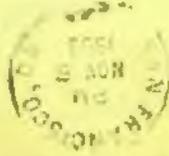
Bulletin Board
Jennifer Wildman
(408) 335-7892

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

