PRinT SCreen

The Newsletter of Stanford/Palo Alto PC Users Group

C·O·N·T·E·N·T·S

Using the FOR/DO batch commands can mean a quick way of writing a batch file. This one will CHKDSK all the volumes of your hard disk.

```
@Echo off
FOR %%A IN (C: D: E: F: G: H:) DO CHKDSK %%A
^Z
```

To do the same thing from the command line, use single % signs:

```
FOR %N IN (C: D: E: F: G: H:) DO CHKDSK %N
```

NOTE: The 'A' can be any letter (or any legal DOS character).

The President's Piece

DOS / WINDOWS / GEOWORKS / ETC.

Recently, a member called Beverly with a comment about the club that I found very interesting. This member said they were going to leave because we were too much of a Windows group. This is a subject that I have pondered a lot.

Obviously, with Windows being as popular as it is, it's important for us to keep up with what's going on in that area. Still, DOS hasn't dried up and blown away by any measure. Plus, it's very difficult to accurately gauge the actual level of usage of any of the possible systems by our membership. Even if we had all this info at our fingertips, what about new technologies? What about major improvements and revisions to old technologies? What do we include and what do we exclude?

There are so many options available these days that it becomes a chore to simply keep up with them all. What's seems most important to us as a group, is how to set up our schedule of presentations so that we hear about the products that are of most interest to the general membership. The program committee is well aware of this and we talk about it at the planning meetings.

A part of the problem is that we only have 11 presentations per year, and there are hundreds of possible software and hardware products available to us. We need to hear from the members. What do you want to see? What kind of mix do you want from all the possible choices — software, hardware, Windows, DOS, commentary, instruction, etc.

I'm going to bring this up at the next meeting and ask for comments. Let's hear from you!

2-3-486

Have you heard about all the 486 clone chips that are about to hit the market? Cyrix, AMD and T.I. have all chimed in recently with either working chips or plans to incorporate these chips in upgrade packages. This can only be great news for us, the end users. All these manufacturers have to fully comply with the Intel standard, so that means more and, hopefully, better chips to choose from.

Of course the biggest benefit is that the prices on these new chips will have to be lower than Intel's. There are already 486 systems available today that cost less and are vastly better equipped than my 286 purchased just 3 years ago. Amazing.

It would seem to be a safe bet that prices will continue to drop as the value of the components continues to rise. The ability to upgrade new systems has also become more common. With chips that pop in and out, and BIOS's that are programmable, it has become more cost efficient to hang on to your old box and just slip in new components when they're needed.

The day will probably come when you'll be able to go to a mass-market retail center, buy your components and chips, your style and color of case, and put them together by yourself. We're very close to this even now. It would be great to be able to buy a hard disk pre-loaded with the OS of your choice, and then to be able to choose from groups of application software to be pre-loaded, hopefully at reduced prices.

Paul Staley

COMPUTER SHOPPER'S NEW LOOK

When I needed a major piece of hardware such as a printer or a hard disk I would buy Computer Shopper. This happened maybe three times a year. I'd check the prices in the 800 or so pages, find what I wanted, and junk the magazine. Except for Stan Veit and Don Lancaster the editorial content was mainly rubbish, not any more. Since Ziff-Davis took it over it has developed into an excellent source of technical info. about the PC.

I was a subscriber to PC Tech Journal for most of its life and miss it a lot. Computer Shopper has some of the feel of that late lamented magazine. If you are interested in leading edge developments and solid information on existing technology I suggest you check it out. You'll also find a few bargains.

Tony Allen

FINANCE INFO.

I have been advised by Charles Rolander of the Silicon Valley Computer Society that Fidelity Investments will demonstrate their new on line security price information system named "Fidelity On-line Express" (FOX).

The demo will take place at the Fidelity offices in Campbell at 851 Hamilton Avenue ,Suite 100 at 7:30 on May 26,1992. The software is reported to be available commercially for $89.95 list, soon.

If interested in the software or attending the demo you can contact David Mentink at 1-800-544-4180.

Floyd Kessler

GOING MY WAY?

Member Matt Lehman would appreciate a lift to the General Meeting on 27 May. He can meet at the Foothills/280 junction. Anyone who can oblige, please give Matt a call on |415| 968-3655.

THE BBS IN PRINT

BOB BOTTINI

Bob is the BBS Sysop

We now have a new Sysop, Gary Seath, an electrical engineer by profession.

Gary Seath has now been formally installed as our new Sysop. He has an agenda, to be implemented as soon as possible, which includes remote resetting of our computer in case of trouble. He also intends to rework the software that deals with the download and upload protocols. As his assistant Sysop, I am looking forward to working with Gary.

This month I would like to recommend a series of Shareware Games from "Alive Software", of Santa Clara. They have sent us a series of eight games, three of which are in VGA mode. These are of course the most interesting. As I see these games they delightful, and are primarily for children. "Animal Quest" brings you into the world of Nature and you have wildlife experiences in a Forest. You can be either a predator or the prey. You must make your own way in the Forest. You pick up some interesting insights while playing this game.

"Crazy Shuffle" is a form of a familiar game you might know as concentration. You try to match up the hidden pictures. The "VGA Concentration" is really in excellent color. What I am saying here is that we have two forms of the game "Concentration". The simpler form, "Jigsaw" is in RGB color, VGA Concentration is were all the color action happens.

We also have two Jigsaw Puzzle Games. One is called "PC-Jigsaw" and the other is called "VGA Jigsaw Puzzle". Again the VGA version is to be preferred because it uses 256 colors as well as VGA graphics.

The best games for me are the "Sharks" games. The VGA version is a "Knockout" both because of the colors, but primarily because of the VGA graphics. I was delighted with the game. The RGB version was a little tame for me. The VGA version had a Scubaman who you could actually shoot at the sharks at your direction, but you could also move the Scubaman by moving your mouse.

Well you will find these games I have reviewed in the games section of our BBS. I hope some of you children out there will enjoy them.

It's Your BBS - Use It!

SOL LEDERMAN

(415) 321-4497

THE BULLETIN BOARD NUMBER

I'd like to introduce all of you to our club's Bulletin Board (BBS) system. I've written this article to share my experience as a novice SPAUG BBS user and to encourage all of you, expecially those of you who are club members, to get familiar and friendly with our BBS and to help it grow to serve all of us better and better.

You need to be a club member to use the BBS. The $35/year club membership, ($10 for Stanford students) is a very small price given the value provided by the BBS alone. So, join the club, get yourself a modem and terminal program and you're all set to go. I bought a cheap $70 2400 bps modem/4800 bps fax send card from Fry's which came with Bitcom terminal emulation and file transfer software. It works fine. Check the local computer newspapers for sales.

I dial into the BBS at 2400 bps; the number is 415-321-4497. The system greets me with a welcome banner and menu of general bulletins to read. I find that the activities bulletin is very helpful since the club has a number of things going on throughout the month (e.g. general meeting, planning meeting, and various SIGs.) I also like to check the Swap Shop bulletin to see if someone has some interesting item to sell, buy, or trade. There's also a bulletin that describes the club in general which is good for new members to read.

There are two things in particular which are nice to do on our BBS. One is file transfer. The other is conference "stuff".

Our BBS has quite a few files available to users. Lots of shareware and public domain software is available. Files are compressed with PKZIP, a very standard compression utility. PKUNZIP, available on the BBS, let's you decompress the files you retrieve. I had difficulty transfering files via the Kermit protocol; Xmodem worked without a hitch. I transfered and unzipped an addicting little program, Chomp, which is a very well done Windows version of the arcade game Pac Man. As soon as I finish writing this article I am going to delete Chomp from my hard disk, though, since its addictiveness is keeping me from doing "productive" things on my PC.

We have files in 39 categeries available to you. We have games, communication programs, graphics software, finance programs, utilities, virus checking programs, Windows applications and a whole lot more. Come on in and take a look!

With so mamy interesting files to choose from you might be tempted to spend hours getting interesting stuff. You won't be able to. Each user is granted one hour of connect time per day on the BBS. When you choose files to transfer (download) to your PC the BBS tells you how long the transfer should take. I have found that the BBS lies; keep an eye on the clock - transfers have taken me longer than the BBS predicts. So, use your time wisely.

The other interesting activity on the BBS is the joining of conferences. The idea is that you can get into a discussion of some topic that interests you. Current conferences include club business, private e-mail to other club members, eating out, general messages, theatre and skiing. Watch for new conferences or start one of your own.

Well, that's all I have to say for now about the BBS. It's fun to use, simple enough for anyone to learn, packed with useful and fun software, ever changing and growing and in short, it has something to offer to almost any PC user. Plus, it comes with Bob Bottini, BBS Sysop, who's an all around nice guy and very helpful if you should get stuck. His number is listed among the numbers of other active club members with helpful roles.
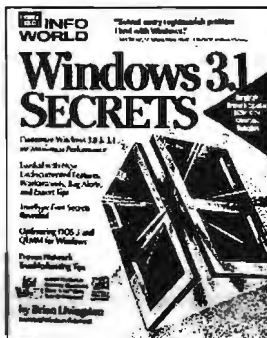
WINDOWS 3.1 SECRETS

by
Brian Livingston

TONY ALLEN

There are not many books out on Windows 3.1 as yet. However, I feel confident in saying that, no matter how long you wait, you won't come up with a better one than Brian Livingston's **"Windows 3.1 Secrets"**.

For those of you who know the first version, "Windows 3 Secrets", this edition adds another 124 pages of information, some of it unique to Windows 3.1, such as TrueType and OLE, plus an extra disk of software (three 1.2M floppies in all).

I relied on the first edition for pretty well all my information about Windows 3.0. It got me out of trouble on a number of occasions, and it taught me numerous ways to improve Windows performance. I expect no less of the new edition.

It starts with an introductory "Read This First" chapter which outlines the way the book is organized, and where Brian Livingston explains his philosophy of writing. This boils down to providing specific and precise information on all topics, not just generalizations, and phrases such as "Experiment until you find the correct values." Here you get them.

The book then divides roughly into three main sections. The first is concerned with optimizing and customizing Windows start-up. The second is deals with getting the best out of your hardware — all of it. This part alone runs to 278 pages. Thirdly comes, what for me is the most important section, configuring your system.

Here, I find two chapters especially valuable. One on configuring DOS 5 for Windows, and the other about using memory managers, specifically QEMM386 and 386MAX. The section concludes with a chapter that documents almost 300 settings in the Win.Ini and System.Ini files, together with recommendations on some of the less obvious settings. This section gives you an excellent insight into the way Windows uses memory, and the way that programs interact within Windows.

I can think of no Windows topic that Brian Livingston fails to cover (with the exception of Multimedia and the DR DOS conflicts). There are chapters on Windows Applets and Windows Applications. There are 56 pages on programming in WordBasic. And, as befits one who writes a regular column for InfoWorld, the writing style is clear, friendly and unambiguous.

It's quite possible that a valid review of this book could consist simply of a list of chapter headings and their contents, with the comment that all the sections are well written and packed full of relevant information. And it would be true.

A major strength of the book's lies in its meticulousness. For example, it gives details of the anomalies of the computers from 31 manufacturers, and how to overcome them. Quote:

"Epson 386 portables contain ROM BIOS chips at an adapter-segment memory location that Windows cannot detect, causing it to hang or display other unexpected behavior in 386 enhanced mode. This can be corrected by including the following in your SYSTEM.INI file:

[386Enh]
EMMExclude=E000-EFFF"

The book concludes with a final chapter entitled "Converting Your Company to Windows" which includes some specifics on network installation. For completeness sake you get a 3 page list of manufacturers telephone support numbers. And any book that boasts 42 pages of index gets my admiration.

THE SOFTWARE

There are three 5¼" high density disks containing more than 40 programs. These fall into various categories: Graphics, Comms, Database, File Management, Games, Text Searching & Editing, and Utilities. There are also four Visual Basic applications, Graphic Viewer and World Clock being particularly useful. These need the VB run time program VBRUN100.DLL which you can download from the SPAUG BBS.

Four disappointments only;
1. Occasionally the index page number will be off by one
2. Nothing about the Windows problems with DR DOS 6.0
3. The shareware program Unicom is 2.0; version 3.0 has been out for some months. It is available on our BBS.
4. That awful cover

Summary

Title:	Windows 3.1 Secrets
Author(s):	Brian Livingston
Publisher:	IDG Books
Price:	$39.95 (including 3 1.2Mb disks)

In Short: The best book there is for information on configuring and running Windows. The first edition (for Windows 3.0) was good, this is great. Brian knows more about Windows than most people at Microsoft, and he puts it in this book.

DOS TIPS

THE SHELL GAME

TONY ALLEN

One of the problems with Windows has really nothing to do with the interface at all, it's what happens when you shell out to DOS. I doubt I'm the only one who has typed WIN at the DOS prompt, and wondered why it was running so slowly, only to find later that I had opened Windows twice. It really should warn you when you are about to open a second copy, but it doesn't. Version 3.1 has the opening reminder message when you first shell out to DOS, but this vanishes at the first screen scrolling.

The easy solution to this is to create a prompt that will tell you when you are in a DOS session under Windows. Here are a few examples.

First is a simple passive reminder which works fine - if you remember to look at it.

prompt=IN-WINDOWS pg

will give you the prompt:

IN-WINDOWS C:\>

This can be visually jazzed up by using a couple of ANSI commands (see the sidebar).

The ANSI command **7m** turns on reverse video (**m** or **0m** turns it off - must be lower case). Therefore:

prompt=$e[7m IN-WINDOWS $e[m pg

will be the same as the above but IN-WINDOWS will be black text in a white box - more noticeable.

For a more eye catching (migraine inducing) version use the flashing text command, **5m**, as well:

prompt=$e[5;7m IN-WINDOWS $e[m pg

now IN-WINDOWS will be flashing black text in a white box - this one you can't ignore.

If you are working in color, the following prompt will put this reminder message across the top of your screen:

DOS-Windows   **Alt+Tab/Alt+Enter=Windows**   **EXIT ends**

then start a new line and display the familiar C:\> prompt.

prompt=$e[s$e[f$e[0;33;46;1m DOS-Windows $e[C$e[44m Alt+Tab/Alt+Enter = Windows$e[C$e[45mEXIT ends$_$e[0;37;40m$e[K$e[u$e[B$p$g

The text is in yellow and the three boxes are different colors. ANSI gives eight foreground and eight background choices, so you can play around with different combinations.

For monochrome screens the following prompt does a similar job by using reverse video:

prompt=$e[s$e[f$e[0;30;7m$e[K DOS from Windows$e[17C$e[m$e[7m Alt+Tab/ Alt+Enter=Windows EXIT closes$_$e[0;37;40m$e[K$e[u$e[B$p$g

You can get as elaborate as you like with a Prompt. The limitation is that DOS will only allow 127 characters (bytes) on one line, and this includes spaces (hence the difference in wording of the two prompts above). Actually this is not strictly true, you can put a whole lot more characters on the line, but you won't see them; DOS will only execute the first 127. So if you find that the C:\> prompt has disappeared, it's because the character count of the prompt line has run over the limit and pg is not being executed.

If you boot up directly into Windows, you can put any of these prompts in your Autoexec.Bat as in:

```
@echo off
(Your existing Autoexec.Bat)
.
.
.
prompt=$e[5;7m In-Windows $e[m $p$g
win
prompt=$p$g
```

Personally I pefer to use batch files for starting Windows, and Windows programs, from DOS. These take the form:

```
@echo off
prompt=$e[s$e[f$e[0;33;46;1m DOS-Windows $e[C$e[44m Alt+Tab/Alt+Enter =
        Windows$e[C$e[45mEXIT ends$_$e[0;37;40m$e[K$e[u$e[B$p$g
c:\win\win e:\pm4\pm4 %1
prompt=$p$g
```

this loads the three color reminder prompt into the environment, and starts PageMaker, in this instance, with the option to load a document.

WORD RAPPING WITH JAN

JAN ALTMAN

Excel 4.0

It's not just a spreadsheet anymore

Jan is the Vice-President of SPAUG and a Microsoft Certified Trainer. Send your comments on Windows applications to:

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My first complaint about the new Excel 4.0 is that it's getting harder and harder to describe. I guess it's still considered to be in the spreadsheet category, but today's Excel could also happily be used by people who need engineering and scientific analysis, database summary reports, presentation graphics, slide shows, and a high-level programming language. Somehow, simply calling it a "spreadsheet" no longer does it justice. Would you call Lieutenant Commander Data merely a "robot"?

MOUSE SHORTCUTS GALORE

Excel 4 brings the art of using a mouse to new heights for Microsoft. Not since Word for DOS 5.0 has Microsoft made ample use of the right mouse button, but it was worth the wait. Who knew you could do so much with just two buttons? Due to the enormous number of mouse shortcuts, I now pull down menus at least 40% less than I used to. Here's a brief intro to some of them.

Drag and Drop: Following the lead of Winword 2.0, you can now move or copy cells with a drag. Select any range and drag its border to move it. An outline shows you exactly where to drop it. Hold down Ctrl and drag to copy. It's so cool I like to move things around just to see it happen. I can't imagine going through the clipboard anymore - it seems like a relic of the '80's.

AutoFill: Edit Fill and Data Series are also losing their usefulness, thanks to another shortcut. Every selection now has a "fill handle" (a small square) in the lower right corner. Drag the fill handle to the right or down to perform an Edit Fill. (A rather elegant way to extend formulas, I think.)

A fill handle can also be used to extend a series. Drag a cell that says "January" and create a series of months. Drag "Monday" to create a series of days. Drag "Qtr 1" to create "Qtr 2," "Qtr 3," etc. In fact, if your initial selection is two or more cells with numbers, Excel will calculate the trend and continue the same series as you drag. As you're creating any series, the formula bar lists each new item.

One last note: since dragging down and to the right automatically fills cells, it makes sense that dragging up and to the left would do the opposite. Drag a fill handle to the top left corner of the selection to perform an Edit Clear.

Shortcut Menus: The most common editing and formatting operations have been condensed into the new shortcut menus. Point to any cell and click the right mouse button. A small menu pops up with your favorite choices: Cut, Copy, Paste, Clear, Delete, and Insert from the Edit menu; and Number, Alignment, Font, Border, and Patterns from the Format menu. You no longer have to move the mouse off the worksheet to drop down a menu.

The right mouse button works on other parts of the screen also. Row height and column width are added to the above choices when you click on a row or column heading. Click on any toolbar and get a shortcut menu to maintain the seven built-in toolbars (and any others you've created). In fact, let me tell you more about them.

TOOLBARS

Excel's standard toolbar is chock full of goodies. But their idea of goodies may not be the same as yours. Customizing a toolbar is as easy as a click and drag. You can drag buttons around to change their order. You can add another button by picking it from the Toolbars Customize box and dragging it onto the toolbar. An individual tool can run commands or macros, and can even be given a customized face (paste one in from the clipboard). I bet you can guess how to remove a tool from the toolbar: simply drag it off.

Excel comes with seven built-in toolbars (including one that mimics Excel 3.0's). You can show as many or as few as you like. A toolbar can sit anywhere on the screen that you drag it, or you can "dock" it along the screen's edge. A mere right mouse button click allows you to show or hide specific toolbars, or display the Customize box. And the customize box can help you create toolbars of your own.

I wish Winword 2.0's toolbar were half this easy.

ADD-INS

The program includes a very complex set of add-in functions and macros. If you install the whole kit and kaboodle, you'll need about 11 mg of free space. (The minimum required installation is about 5 mg.) These add-ins range from the highly technical (specialized engineering, financial, and statistical functions) to the simple but useful (autosave, a custom color palette, a Word-like glossary, worksheet compare, etc.). Believe me, there are *many* others.

To use an add-in for the first time, pull down Options Add-Ins (the Add-In Manager is launched), select the add-in you want, and wait a few seconds. In most cases, a new command is added to a menu. (I experience a small delay when using an add-in, but mine is not the fastest machine in the world. Perhaps yours will not be as noticeable.)

Many of Excel's glossy new features are complex add-in macros. The Crosstab ReportWizard (sounds like a character from a circus) is a handy database reporting device. A crosstab report is a customized summary or comparison of specific data in your database. The Crosstab Wizard (a Microsoft device for hand-holding you through a series of steps - Wizards debuted in Publisher) helps you through the steps via a series of questions. You should have a good idea of what you want before you launch the Wizard, but if you do, it's easy.

Other add-ins allow you to create different what-if scenarios and views of your data. Once you've defined some views or scenarios, you can print them with the Report Manager. You can create slide show presentations that include worksheets, charts, or even graphics from other applications. And the Worksheet Auditor will report on errors in your worksheet.

I KNOW WHAT YOU MEAN

Excel in general has become much more intuitive. Some great examples are AutoFill, shortcut menus, and the customizable toolbars. These things alone are worth the price of the program. But there are many

other ways in which it keeps a step ahead of you. When you're typing in a function and forget the closing parenthesis, Excel enters it for you. When you create a formula that refers to formatted cells, Excel automatically applies the same number format to the formula. You no longer have to split window panes before you freeze them; if you go to Window Freeze Panes, Excel first splits them at the location of the cursor.

Chart creation also requires less thinking. The ChartWizard is great for those unfamiliar with the process. When you're working with a chart, the chart toolbar appears on the screen automatically. 3-D charts (there are two new ones) can be rotated with a drag of the mouse. And yes, even charts have shortcut menus.

You'll also see ways in which Excel and Word are becoming more alike. The program now includes a spell checker, a glossary, a document compare, a zoom factor, and the ability to open several files at once. And you've got much more control over printing, page layout, and graphic objects.

A Program that Lives Up to Its Name

I still think that Excel 3.0 is an inspired piece of code. And you may be perfectly happy with it for a long time. But 4.0 is definitely worth looking into. Its array of shortcuts is simply too much fun to resist.

Still want more bells and whistles? You can have them, literally. Run Excel 4 under Windows 3.1 (complete with multimedia extensions) and add a sound note to a cell.

IRQs

Interrupt requests on the PC are allocated as follows. The XT has eight, and the AT has sixteen. Each piece of hardware needs to be able to access the CPU when it needs its attention and it does this by sending a signal along the interrupt line that is allocated to it. When adding a new peripheral look for a spare IRQ or one that can be shared with another device.

IRQ	PC/XTs	PC/ATs
0	System timer	System timer
1	Keyboard	Keyboard
2	Available	Controls 2nd IRQ
3	COM2	COM2
4	COM1	COM1
5	Hard drive	LPT2
6	Floppy drive	Floppy drive
7	LPT1	LPT1
8		Real-time clock
9		Redirected to IRQ2
10		Available
11		Available
12		Available
13		Math coprocessor
14		Hard drive
15		Available

FONTS-ON-THE-FLY

ROBERT BRUCE

The situation: you use WordPerfect for all your office reports, memos, forms, etc., and print exclusively on an HP LaserJet III at the office. You carry lots of work home, where you have an old nine-pin dot matrix printer. You carry a portable inkjet printer with your laptop computer when you go on the road, and then you never know what kind of heavy-duty printer you will have waiting for you at your client's office. You also share documents on disk with your co-workers, who are using soft fonts and cartridge fonts on a variety of printers.

The problem: the many different font generating schemes on the many different printers in your office cause the resulting documents to appear different, even though everyone is using 12-point Times Roman. You have to switch printer drivers every time you switch printers, and that means you have to dig through a bag of worms to re-format your document every time. On top of that, even though your old nine-pin produces pretty good-looking graphics, its best attempts at near-letter-quality leave something to be desired.

The solution: how about a printer driver that will cause your printer, whatever its heritage, to print to a common standard? How about a set of typefaces that are chosen to fit the needs of people who create business documents every day, documents that have to be effective and good looking? It seems that the HP LaserJet III is the standard printer in today's business world, with it's built-in Agfa Compugraphic Intellifont scalable font outlines. This printer comes with two fonts: CG Times and Univers. These are each available in four flavors: standard, bold, italic, and bold italic, for a total of eight typefaces on the printer.

The programmers at LaserTools have made it possible to cause just about any printer to produce output that looks like it came odd a LaserJet III. They have added eleven more typefaces to the LaserJet's eight, for a total of nineteen standard, easy to read fonts.

The program box contained two 5¼", high density diskettes. I looked through the box but couldn't find and 3½" disks, which the manual says should be included. They would have been nice to have but weren't necessary. The shortage was probably due to the fact that this was and "evaluation program". Another possible glitch of the same sort: the program shows "Version 2.0" on the opening screen, and the owner's manual is labeled "Version 1.0". I didn't have any problems with it though. You need about 2.4 MB of hard disk space to install the program, with another 1.5 MB needed for temporary files used with dot matrix and inkjet printers. The program is designed to make use of EMS memory, if you have it.

I use an Epson 24-pin dot matrix printer. Fonts-on-the-Fly prints to the LaserJet III standard, so it does not use my printers internal fonts. Instead, pages are sent to my printer as graphics data at the resolution I chose in the Text Quality setting (Draft, Medium, or High) in WordPerfect's Print menu. Of course, the program also works with laser printers: HP DeskJets and HP LaserJets of the series II and III variety, and 100% compatible printers.

The program box includes several booklets:

❏ **"Seeing is Believing"**—a book full of goodies about fonts: the basics, how to select a font, document design, and some sample documents put together with this program. A glossary defines some common typesetting terms.

❏ **"Quick Start Guide"**—gets you up and running with an absolute minimum of "book learning".

❏ **"Owners Manual"**—consider the first three chapters to be required reading; the rest of the book is "nice to know" information.

❏ **"WordPerfect for Windows Installation Guide"**—I didn't even look through this one, as I DON'T DO WINDOWS! (I lied—I went far enough into the manual to find out the you can install both the Windows and DOS version if you have both versions of WordPerfect installed.)

❏ **"Network Installation Guide"**—ditto here, except for the first page, which says that the program will work fine with any network that supports WordPerfect 5.0.

❏ **"Power User's Guide"**—three pages on how to make it work better and/or faster

❏ **"Ready Reference Guide"**—some document design tips, and illustration

of each of the nineteen included fonts, and a listing of "quick keys"—the Ctrl-letter key combinations which allow you to do things like insert real quotation marks (") and (") instead of ("), and bullets (●,◆). You can also use a real em dash, (I got carried away above, having fun with these) rather than the minus sign from your keyboard. From the book: "By the way, the correct way to use the em dash is without blank spaces before or after the dash". *[Though other style guides tell you to surround an em dash or en dash with spaces for clarity - ED].*

I did have a problem with the program, and I can thank Alan DeBenedictus of LaserTools for some much appreciated assistance.

I had volunteered to print postcards announcing the April WPSIG meeting, and started playing with a message and formatting for what I thought was going to be 4"x6" forms. Once it was all set to go, I went over to Walt Parsons' place (he volunteered the postcards, since he doesn't use a tractor feed printer any more) and picked up the postcard stock, which turned out to be 3½"x6" forms. "No problem," I thought, "I'll simply shorten the paper size in WordPerfect, readjust the message a bit, and go with it." That's when the fun started. Instead of spacing messages on 3½"centers, I was getting several inches between the bottom of one form and the top of the next. The 4" spacing had worked very nicely. What to do? I went around with WordPerfect and Fonts-on-the-Fly, separately and together, until I was thoroughly frustrated, then I called Walt and picked his brains until we both agreed "It must be a bug in Fonts-on-the-Fly". So much for Sunday afternoon.

Monday afternoon, as soon as I got home from work (4 p.m.) I fired up the

computer and called LaserTools tech support. (Their hours are 9 to 5. The local number would have meant a toll charge to me, so, being the thrifty soul that I am, I made use of their 800 number.) I told my troubles to their voice mail system, left my number, then sat back to wait, figuring I would come home from work Tuesday to find a reply waiting on my phone recorder. Surprise! All of ten minutes went by before a friendly sort named Joel called back (sorry Joel, I didn't get your last name) and took all the information he needed. He said he would try to get back to me the same afternoon, but I figured 24 hours would be more like it (the time was now 4.30). Ten minutes late the phone rang again. This time it was Alan, who wasn't aware that Joel was already working on the problem. I figured that two heads might be better than one, so I ran through it with him. As soon as I had described the problem, he had the solution; modify the printer driver. (He had seen this one before). He fed me the needed information while I made the changes, then waited while I tried out the result. Bingo! The whole thing took just over an hour, and I suspect he stayed past quitting time to make sure I was happy.

Tuesday afternoon Alan called again, and said that the programmers were going to fix the problem in a future release of the program. I like people and companies that provide feedback on things like this. It shows commitment to producing a fine product, and commitment to customer satisfaction.

I am very favorably impressed with both the manufacturer and their product. Fonts-on-the-Fly is published by:

LaserTools Corporation,
1250 45th Street, Emeryville, CA 94698
[510] 420-8777

PROVERBS FOR COMPUTER EDUCATORS

SOL LEDERMAN

This month I present a number of interesting "proverbs" which I use as guidelines in the computer consulting and in the Math educating that I do. I hope that you will find these guidelines as helpful as I have.

SLOW DOWN

I will often cover material too quickly; I will often have the answer to a question as soon as it is asked. Responses that are too quick can make the client feel that you are super-competent and that they are completely incompetent. That might be good for short-term job security but ultimately it does not deepen your relationship with the client which is what leads to more business and referrals. As my experience broadens I am more willing to slow down, to explore more fully what a client wants from me. Clients want to feel comfortable, they want to feel safe, they want to feel intelligent. I give my clients and math students plenty of opportunity to feel all of the above.

DON'T TOUCH THEIR KEYBOARD.

This is a great way of slowing down and of allowing the client to have some control of the session. He is more likely to learn what you are teaching him if you let him operate the keyboard. This technique also deepens my patience which is good for my personal growth.

GET THEM TO USE THEIR RIGHT BRAIN

This is a fun one. Many people view using computers as a left brain activity, that is, a logical, analytical process, void of feeling. I realized quite recently that the reason I have a gift for using computers and for doing and teaching math is that I "do" both math and computers with my right brain, and with my heart. If you can get your clients to associate joy, fun, and excitement with the project the two of you are involved in then learning will happen naturally and quickly. The best way to get a user enthusiastic about something is to be enthusiastic yourself. It rubs off. Numerous books exist that suggest exercises geared towards helping people to balance their logical selves with their intuitive selves. Asking clients how they feel about the session and what would make them happier are helpful things to do.

COMPUTERS ARE VERY UNEMOTIONAL BEINGS

I try very hard to show my clients that computers aren't good or bad, that they are just tools, free of any emotion. I will go out of my way to be very calm when working with computers, even if the computer blows up in my face. The reason for this is that many people have an emotional charge around computers. If I can set an example for them of extreme calmness then it helps to ease their tensions. In other words, over time I can change people's association of "computer = pain." I have a very wonderful friend. Upon visiting him once he told me a story of how he was installing

a 3.5 inch disk drive into his AT machine. He had expected the whole project to take a half hour or so. It turned out that he needed to install a new BIOS ROM and a new version of DOS, back up all of his files, nuke his hard disk, then finally restore his files. The project clearly took longer than he had expected. I started to feel sorry for him for all of the effort he had expended in what at first had seemed a quick and easy procedure. But I couldn't feel sorry for my friend for very long because he was laughing throughout the story. The project to him had been a wonderful adventure. He had learned a lot and had had fun. Ever since having had that experience with my friend I tend to get much less upset about the little surprises that computers can spring on us. My friend's positive example had changed my perspective.

It's always good to remember that a novice user is not an unintelligent user.

KEEP IT SIMPLE - MAKE IT CLEAR

I believe that many clients have difficulty with computer applications because they are not grounded in their understanding of the very basics. In High School I had a wonderful Math teacher who taught us how computers worked, right down to boolean algebra, bits, bytes, logic circuits and binary addition. To this day I have no fear of computers because at the deepest and simplest level I know how they work. I'm not recommending that you teach the nuts and bolts of how computers work to all users; what I am suggesting is that if a user gets confused that you consider slowing down, retreating to a simpler concept that is closer to what they intuitively can understand rather than trying to clear up confusion by throwing more information into the confusion.

RESPECT THE USER

It's always good to remember that a novice user is not an unintelligent user. Many very sharp people have just never been exposed to the material you have to share with them or perhaps they just need some help to learn to look at some things from a "computerese" perspective.

DON'T PROMISE RESULTS

This one may sound odd. We, as consultants and trainers, can promise to teach certain material, to present certain techniques, but we have no control of the use that the client makes of what we give. I have gotten myself into trouble more than once by promising results, especially results which I could not provide. When I help my math students to prepare for the S.A.T. I am careful not to promise results. I do promise that I will train them in specific ways that may increase their SAT scores, especially if they do exactly what I tell them to do.

AFTER THE SIDEWALK FAIR

Comparison shoppers may notice that all items are 10% less than last month's already low prices!

Order any item by calling Beverly Altman (415 329-8252) and it will be brought to the meeting or you may arrange with her to pick it up.

Are there any items that you would like to donate to this fine cause? Again call Beverly.

CATEGORY	ITEM	DESCRIPTION	SPAUG PRICE	STORE PRICE*
Software	COREL DRAW V2.0 New, shrinked wrapped	The most popular drawing program for Windows	180.00	399
Software	RESOURCE WORKSHOP	A designing and compiling resource for applications running under Windows 3.0	18.00	99.00
Software	LAPLINK PRO Version 4.0	"The ultimate laptop file transfer tool"	70.00	149.00
Software	TRADING POST by LaserTools	Post Script Printer Manager	13.50	??
Software	VENTURA CONTROL!	Utilities for Ventura Publisher	13.50	??
Software	FormWorks! V2.0 by Power-Up! (New, shrink-wrapped)	An excellent forms processing program	54.00	199.00
Software	PrintCache by LaserTools (New, not shrink-wrapped)	A printer spooler (very popular)	22.50	129.00
Hardware	BAR CODE SCANNER by Intermec	A 1620A Laser Scanner	90.00	1450.00
Game	PIPE DREAM by LucasFilm	"A perfect desktop stress-buster, — and a serious spatial strategy puzzle".	10.00	20.00
Book	VENTURA PUBLISHER for WINDOWS Microsoft Press 1991	Complete Guide & Reference	10.00	29.95
Book	HANDS-ON VENTURA C.J. Wallia (1989)	2.0 A Self-Teaching Guide and Reference Manual	7.20	26.00
Book	CLIPPER 5	A developer's guide to "The ultimate dBase compiler" (1300 pages! with disk)	12.50	44.95

* *The current discount price - where available.*

PLANNING MEETING

June 3rd (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.

TELL US A STORY

Why did you buy your computer? What's your favorite program? And why? When was the last time you felt like throwing the damn thing through the nearest window? Why? Everybody's got a story to tell. So, tell us yours and we'll print it here. How about your computer wish list? What about that free software you won? Did it do what it claimed it could? We need fresh input from some fresh voices. It doesn't have to be fancy or long, just real. Tell us your story.

THE SPAUG RESOURCE CENTER

OFFICERS

President	Paul Staley	[415] 493-1864
Vice President	Jan Altman	[408] 243-5955
Treasurer & ASSU Representative	Alex McMillan	[415] 322-4543

MANAGERS

Bulletin Board (SPARC) Sysop	Bob Bottini	[415] 369-2086
Financial Manager	Bev Altman	[415] 329-8252
Librarian - Public Domain Software	Les Weil	[415] 321-5541
Newsletter Editor (PRinT SCreen)	Tony Allen	[408] 739-2953
Resource Center Manager	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.

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

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
QuickBasic	Don Baird	[415] 365-6822

CLUB EVENTS IN JUNE

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				

June 3 First Wednesday - *PLANNING MEETING*
7:30pm Beverly Altman, [415] 329-8252 or
Paul Staley, [415] 493-1864

June 9 Second Tuesday - *WORD FOR WINDOWS*
7:30pm The SIG meets on the second Tuesday of each month at Oakridge Appartments Rec. Room, 3655 Pruneridge Ave. Santa Clara: just west of Lawrence Expressway.

AT A NEW LOCATION This month's topic is:

"Basic Formatting and Styles"

The group is led by Jan Altman, a Certified Trainer in Word for Windows. For more information, please call Jan at [408] 243-5955.

June 16 Third Tuesday - *QUICKEN SIG*
7:30pm Floyd Kessler, [415] 493-7780

Greg Marek will demonstrate the Investment reporting and tracking features of Quicken 5 for DOS. After the demonstration there will be a general Quicken question and answer session.

Location - Intuit, 66 Willow Way, Menlo Park

June 24 Last Wednesday - *GENERAL MEETING*
7:30pm Turing Auditorium, Polya Hall, Stanford University

P.O. Box 3738 Stanford, CA 94309

SPAUG

The Stanford/Palo Alto
PC Users Group

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SAN FRANCISCO, CA
MAY 22 1992

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THE MAY PRESENTATION

Last Wednesday: May 27th, 7:30pm at Turing Auditorium

XTree Gold
One Shell of a Program

For a long time now, Jan's been wanting to show you her favorite DOS shell, XTree Gold. (And no, it is *not* a Windows program!) It's fast, easy, and everything an operating system should have been. Come see why she no longer has any need for utilities like: variations on DIR, WHERE or WHEREIS, COMPDIR, LIST, RENDIR, KILLDIR, UNERASE, TS (Norton's text search), or even PKZIP. You'll be amazed by its flexibility.

Lights, Camera, Auction (but no sound)
The evening will begin with a silent auction. Items will be on display in Turing beginning at 7:00 pm. Come early to make a bid. (For a list of items to be sold, see page 8.)