PrintScreen

General Meeting

September 18th 7:30PM @ EPRI

Inside Word for Windows

Save Your Marriage Keep Your Friends

See page 5

BugNet Alert Win95

See page 7

Inside News

Words from the Prez

Bob Mitchell

The big news is JAN IS BACK. Jan Altman who along with her brother Rick Altman was a long time member of SPAUG with both serving as officers in the club. She has agreed to return to spend an evening with us at our next meeting offering us some tips and tricks on Word for Windows. For many years there was a major struggle for leadership between Word Perfect and Microsoft Word. Today, Word for Windows appears to have emerged as the clear winner becoming the most popular word processing program. If you're not yet convinced, Jan may convince you. Remember, that meeting will be on the THIRD Wednesday this month, September 18.

A number of members had their favorite stock already picked out at our last meeting and immediately became a participant in the SPAUG FANTASY PORTFOLIO. If you were planning on choosing Microsoft, Apple,

"It appears that most of the money in the Struthers Fund is invested in the Medley Fund, and most of the money in the Medley Fund is invested in the Struthers Fund."

Sun Microsystems or Berkshire Hathaway, forget it. They are already taken. We do want your participation however. Pick out your favorite and give me a call at 415-368-9530. You will have $10,000 fantasy dollars to invest in one stock based on the closing price of the stock on the day that you call it in. If you get your selection in prior to the next meeting on September 18, your stock will be represented in the total investment portfolio that will be displayed. You may establish yourself as the smartest picker in the pack.

Those of you who attended are last meeting know that we lost the use of our overhead projector. If it had to be it could not have come at a better time. Fortunately between our two guest speakers from Hewlett Packard and Palm Computing we had sufficient equipment to keep the show rolling although it was somewhat delayed. Ironically, it was just that, the additional hardware, that caused the problem. It overloaded the circuit and took out the EPRI console that controlled the projector. All such additional equipment will be on a separate circuit in the future.

Finally, we need your input. If you have some thoughts and suggestions on improving SPAUG we want to hear from you. Send me and E-Mail message or call me anytime. Brian Christopher and PrintScreen needs you. We are always open to articles of information from our members. Call Brian if you have any ideas for an article.

Our numbers at the meetings are building again. New people are joining us and some members who haven't attended for a while are returning. If you haven't been with us for a while, isn't it time? We hope to see you at the September meeting.

I hope to see you there. ⊠

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SPAUG Staff Meeting

September 5, 1966

Present: Bob Mitchell, President, Arlan Kertz, Vice President, Walter Varner, Accounting, Brian Christopher, Editor, Beverly Altman, Director at Large, Mildred Kohn, Secretary.

The meeting was called to order at the home of Beverly Altman at 7:30 pm.

The past General Meeting was discussed. It was well-attended and one of the guests became a member. The question was raised about limiting visits since we have had one often-returning visitor who doesn't join.

grow; more members should volunteer.

A new map of the EPRI location was given to Brian, who was praised for the great first page of the last PrintScreen.

The next General Meeting will be Sept. 18. The next planning meeting will be Oct. 4.

The meeting was adjourned at 9:00 pm.

Respectfully submitted,

Mildred Kohn, Secretary ⊠

Means to avoid the unfortunate power shortage at that meeting were defined.

A way of improving Random Access was suggested by Walter Varner: submit Random Access questions in writing. This will enable the president to organize them and may encourage shy members to submit questions.

Brian Christopher suggested that a member could be posted at a computer with Microsoft's CD-ROM to field Microsoft questions.

Bob Mitchell has a list of Fantasy Portfolio selections and is asking for those member who haven't done so yet to submit their choice of stock for the fantasy $10,000 purchase. The member making the most fantasy profit will be given an as yet unchosen prize.

The list of Members Helping Members should

Listserver

spaug-list@mediacity.com

Any member on the spaug-list can send messages to all other members on the list automatically by sending e-mail to this address. This list is intended for announcements of interest to all SPAUG members. Please avoid excessive or trivial announcements, since they tend to annoy some members, especially those paying for connect time.

Additions or corrections can be sent to:

spaug@mediacity.com

General Meeting Minutes

Bob Mitchell - August 28, 1996

This was the third meeting of SPAUG at the new EPRI location. Attendance for this meeting totaled 37 members and 7 guests. The guests were individually welcomed. Members who have not attended in the past many meeting were also welcomed back.

Announcements included the agenda for the evening, an update on the PC Builders SIG who in their last meeting hooked up a complete PC unit albeit outside of a case, at a total cost of $326.00, and the formation of an Internet SIG. The formation of the SPAUG FANTASY PORTFOLIO was also announced with a number of members who already had their stock picks available signing up to participate.

An unfortunate failure of the EPRI facilities console which caused the loss of the overhead projector prevented a demonstration of the Disk of the Month. With only an explanation of the content and a printed one-sheet which was included in PRINTSCREEN, all disks were sold out.

The first guest speaker was Paul Jacobson of Hewlett Packard who demonstrated two Hewlett Packard Scanners including the Scanjet 4P flatbed and the HP personal scanner plus an HP color jet printer. Fortunately he supplied his own projection system which allowed a complete presentation in spite of the loss of the EPRI projection system. In addition to graphics scanning and printing the demonstration also included text scanning using optical character recognition (OCR).

The second quest speaker was David Glickman of Palm Computing which is a division of U.S. Robotics. He demonstrated the newly released Pilot Organizer. While the loss of the EPRI overhead projector inhibited a portion of that demonstration, the additional presentation equipment that he also supplied and David's verbal presentation made the operation of the Pilot organizer easy to understand. Palm Computing very generously provided SPAUG

the gift of one Pilot organizer which was then offered in a drawing and won by a member.

A drawing was also held for several software applications.

It was announced that because of an EPRI scheduling conflict, the next SPAUG general meeting will take place the 3rd Wednesday of the month, September 18. Jan Altman will be returning for that evening as a guest speaker and will provide us with tips and tricks in word processing using Word for Windows. ⊠

Join Us For Dinner
September 18th
6PM

SPAUG members have enjoyed dinner together before the General Meeting. Red Lobster has a table reserved for SPAUG. Their banquet menu allows a number of choices of sea food or chicken on a dinner which includes salad, bread, vanilla ice cream and choice of coffee, tea or soft drink for $10 including tax and tip. You can't beat that. If you prefer, you may come for the company, for a cup of coffee, or even a more expensive dinner. Their service is fast so you can get to the meeting on time. Individual checks are given out, preventing any confusion as to who pays for what.

Red Lobster
4390 El Camino Real
Los Altos
(415) 949-4945

Save Your Marriage Keep Your Friends

Mildred Kohn

- Hooked on the Internet?
- E-mail afficionado?
- Do you anger your spouse and frustrate your friends by tying up your one telephone line?
- Do you have a stand-alone fax which should be on day and night ready to receive an incoming fax?

Solution - a second telephone line.

Call the phone company and you will be told that it costs about $85 dollars to install the second inside jack. You can save this amount if you can do it yourself. I can't. I finally yielded and had a second line installed. The cost was actually over $120 because in addition to the jack, the charge for installing the line was $34.75 plus $3.00 for the jack and a percentage of the monthly fees. Although the cost of the line is $6.00 per month, there is also a compulsory (FCC) charge of $3.50 per month Access for Interstate Calling fee.

I say forget the installation costs and ask yourself if you can afford the benefits of a second line at $9.50 per month. What a difference it makes in your life! No guilt feelings (unless this exclusive line encourages you to pile up a debt to your Internet server). Dial up your server whenever you want. Stay online as long as you like. What luxury!

My stand-alone fax is turned on to *Auto* all the time, waiting like a 16 year old girl for the rare "dates." And, of course, you can plug a phone into the second line if you want to.

Join the 21st century! ⊠
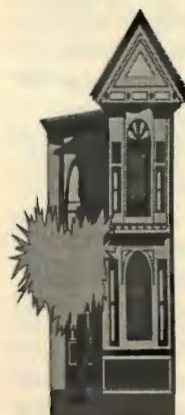
Treasure Quest

Robert Mitchell - Game Review

System Requirements:
Windows 3.1/ 95, 8 megs Ram
10 meg Hard Drive
Sound Blaster Pro or equivalent
Vesa local Bus or PCI video card that supports
640x480, 256 color
double speed CD-ROM drive.

Also available for the Macintosh as well
Retail Price: About $40.00

Want to win a million dollars by playing a mystery game?

The game to play is Treasure Quest from Sirius Publishing. The game contains all kinds of mysteries. From video clips, sounds to music. It has it all. The game consists of one main CD-ROM disk & a disk containing the music from the game. Only excerpts from the full songs are used in the game, but the full songs are provided on the second disk for listening to on a regular disk player as well as maybe providing some clues. The object of the game is to find the different pieces of a quote. Professor Johnathon William Faulkner has died, and has left an inheritance of $1,000,000.00 dollars to the first student who can solve the mystery. He has hidden words, phrases to a quote in all 10 rooms of his mansion. Once you have put together the quote, there is one more step to winning the million dollars. This step is to submit the claim to Sirius Publishing. If it is right than you could win the million dollars. More on the object of the game.

When the game is started up, there are some screens filled with pictures & a voice of a man talks about finding different parts of a quotation spread through out his house. These are single words and sentences that make up

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the complete quote. The opening screen is a like a wheel with spokes. There are small pictures of objects from different parts of the house. When this screen comes up, there is the sound of a ball going around a roulette wheel. Click on any one of these pictures that particular part of the house. Only the ones that are in color are the rooms where one can enter. The other parts that aren?t in color have to be entered into from the available ones. Once all the rooms have been entered into, then all those icons will be in color.Once all of the icons appear in color, then all the rooms can be entered into from this wheel. During the search in each of the rooms in the house, there will be different objects, such as furniture, books & musical instruments, that can be clicked onto. When clicking on these

such objects, there will be sounds such as someone knocking on a door, water running & music. Pieces ofsongs on the second disk are played, also a pretty women will appear through out the game. This women appears in 10 different dresses, in a ghost like fashion. She appear as a Spiritual guide through out the game. There will be a white glow around her, to make here appear like a ghost. She says different things. Listen carefully to what she says. All of the sounds, sayings, music and words could be clues to solving the mystery.

For those of you, who are Star Trek Deep Space Nine fans will want to know that this women is played be Terry Farrell. Also through out the game are mathematical equations and musical instruments. As I said before, any of these things could help solve the game. This is a game of using your best judgment & thinking skills. It is like watching a mystery movie where you have to figure out what is going on.
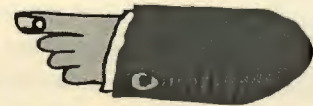
This game is similar to another game called Myst. Both have a mystery to solve, as well as different sounds and objects to help solve the mystery. This game is a lot more difficult to solve by far. Myst can be solved in about 50 to 60 hours, while this one takes about a year. This is what the company says. The chances in winning the million dollars is about 1 in a million, but for those who like games that are challanging, have no violence and keep one entertained for hours on end, this is the game for them. I think this game is worth the $40.00 dollars even if one plays just for the fun of it and is tired of violence in today's most popular video games on Nintendo and so on. Last but not least, there is a Web Site at http://www.treasurequest.com where you can exchange ideas with other users of this game through out the states.

Good Luck.

Live3d

Netscape

Live3D extends Navigator 3.0 into the 3D realm. With this VRML (Virtual Reality Modeling Language) viewer, you can experience a rich new world of 3D spaces and interact with text, images, animation, sound, music, and even video.

Its many groundbreaking new features include:

High-performance VRML viewing - Live3D lets you access distributed 3D spaces rendered at maximum speed with adaptive rendering, background   processing, hardware acceleration, and GZIP data compression.

Animation - Live3D worlds can be full of objects with rich, lifelike behaviors.

Navigation - Live3D makes it easy to navigate in 3D space by letting you walk, fly, or point. Selectable camera viewpoints, collision detection, and optional gravity add flexibility and realism to navigation.

Multimedia - Live3D offers full integration

BugNet ALERT

July 1995

Windows 95's 'Deadly" and 'Dirty' TSRs

In the days before Windows, the term "DOS box" best described the cramped confines of Microsoft's original operating system.

Restricted to running one application at a time, unable to directly address more than 640 Kb, and lacking any provision for networking, MS-DOS was the definition of rudimentary.

All of these limitations were eventually circumvented, of course, as clever software engineers (most of which did not work for Microsoft) found ways to expand DOS's capabilities. One of the first of these bright ideas allowed DOS users access more than one program at a time.

Called "terminate and stay resident" (TSR), this technique left a small "stub" of the program in memory after it was closed. When restarted, the TSR program could be popped up on top of another conventional program. You still couldn't really run more than one program at a time, but users were able to quickly jump back and forth between programs.

The first wildly popular TSR was Sidekick, the grandaddy of all personal information managers (PIMs), from Borland. Later, the TSR technique was used to add a raft of features to DOS that it lacked as it came out of the box from Microsoft, including high memory management, undelete, and printer control.

All of these TSRs were important to the ultimate triumph of DOS and Windows, but that was then, and this is now. When Microsoft created Windows 95, it attempted to make the new operating system backwards-compatible with most legacy DOS applications, but not all. Interestingly, among

those thrown over the side were some of the programs that contributed most to DOS's early success, including Sidekick, several aspects of Norton Utilities, PC-Kwik, and Cubit.

The following "deadly" TSRs may bomb your system, while the latter "dirty" TSRs may just cause you grief within Windows 95:

Dirty TSRs

Program	File Name
386 Max Disk Cache Utility	Qcache.exe
8514 emulation driver	Xgaaidos.sys
All Charge 386	Allemm4.sys
Anarkey	Anarkey.com
ASP Integrity Toolkit	Asplogin.exe
CED Command Line Editor	Ced.com
Command Line Editor	Cmdedit.com
Command Line Editor	Ndosedit.com
Cubit	Cubitr.exe
Data Physician Plus TSR	Viralert.sys
Disk Cache Utility	Cache.exe
DOSCUE Command Line Editor	Doscue.com
Double Disk Data Compression Utility	Dubldisk.sys
Flash Disk Cache Utility	Flash.exe
HP Expanded Memory Manager	Hpemm386.sys
HP Expanded Memory Manager	Hpemm486.sys
HP Memory Manager	Hpmm.sys
Hyper Disk Cache Utility	Hyper286.exe
Hyper Disk Cache Utility	Hyper386.exe
Hyper Disk Cache Utility	Hyperdkc.exe
Hyper Disk Cache Utility	Hyperdke.exe
Hyper Disk Cache Utility	Hyperdkx.exe
IBM PC Support	Ecyddx.sys
IBM PC Support	Eimpcs.sys
IBM RAM Disk Utility	Vdisk.sys
IIT XtraDrive Software	Xtradrv.sys
Intel Expanded Memory Emulator	Ilim386.sys
KBFlow TSR by Artisoft	Kbflow.exe
Lansight Network Utilities TSR	Lansel.exe
Lansight Network Utilities TSR	Lsallow.exe
LaserTools Printer Control Panel	Pcpanel.exe
Le Menu Menuing Package	Le.com
Memory Manager	Ems386.sys
Memory Manager	Iemm.sys
Memory Manager	Vmm386.exe
Memory Manager	Vems.drv
MS-DOS APPEND Utility	Append.com
MS-DOS ASSIGN Utility	Assign.com
MS-DOS GRAPHICS Utility	Graphics.com
MS-DOS JOIN Utility	Join.exe
MS-DOS PRINT Utility	Print.exe
MS-DOS SUBST Utility	Subst.exe
NetRoom Memory Manager	Rm386.sys
Newspace Disk Compression Utility	Newres.exe
Newspace Disk Compression Utility	Newspace.exe
Norton Desktop/Win Erase Protect	Ep.exe
Norton Disk Cache Utility	Ncache.exe

Norton Disk Monitoring TSR	Diskmon.exe
Norton Speed Drive	Speedrv.exe
Norton Speed Drive	Speeddrv.exe
Norton Utilities NCache	Ncache2.exe
Norton Utilities SmartCan	Smartcan.exe
PC Tools Datamon	Datamon.exe
PC Tools Desktop TSR	Desktop.exe
PC Tools Disk Cache Utility	Pc-cache.com
PC Tools VDefend	Vdefend.com
PC Tools VDefend	Vdefend.sys
PC-Kwik Disk Cache Utility	Pc-kwik.exe
PCED Command Line Editor	Ced.exe
PCSXMAEM Utility	Pcsxmaem.sys
PopDOS	Popdos.exe
Printer Assist	Pa.exe
Pyro! Screen Saver	Pyro.exe
QMAPS Memory Manager	Qmaps.sys
RamType Utility	Ramtype.sys
Sidekick Plus	Skplus.exe
Sidekick Version 1.0	Sk.com
Sidekick Version 2.0	Sk2.exe
SoftIce	S-ice.exe
SpeedFXR	Speedfxr.com
Super PC-Kwik Disk Cache Utility	Superpck.exe
Trantor T100 SCSI driver	Tscsi.sys
UMB Pro Memory Manager	Umbpro.sys
Undelete Utility	Undelete.exe
Vaccine Anti-Virus Program	Vaccine.exe
XMAEM Utility	Xmaem.sys

'Deadly' TSRs

CD-ROM Drive
Remapper Utility
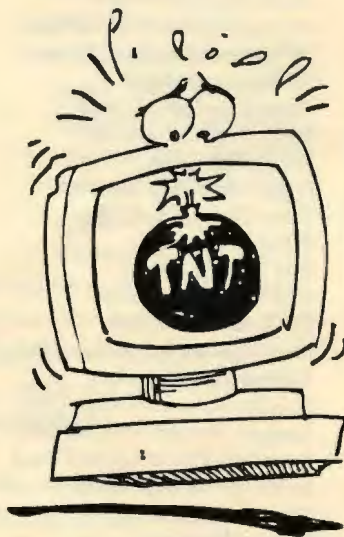Cdremap.exe

Central Point
Anti-Virus
Vsafe.sys

Central Point
Anti-Virus TSR
Vsafe.com

F-Prot Anti-Virus
Virstop.exe

INFINITE Disk
Software Iddrv.sys

INFINITE Disk Software	Idres.exe
Ironclad Software	Ic.sys
Norton Anti-Virus Software	Nav.drv
Norton Anti-Virus Software	Nav_.sys
Norton Anti-Virus Software	Navtsr.exe
PC Tools Disk Cache Utility	Pc-cache.com
PC-Kwik Disk Cache Utility	Super.exe
Super PC-Kwik Disk Cache Utility	Superpck.exe
Symantec Disklock Utility	Tspdrv.sys

Bugs At A Glance

If you edit text associated with a hyperlink (e.g., applying a different style to the text, or inserting characters) in an PageMaker 6 publication, the link may be broken and the hyperlink displays in the HTML Author plug-in's Edit Links dialog box as a question mark (?). According to Adobe, "to prevent broken hyperlinks, avoid editing text containing a hyperlink."

When you are using Windows 95 on a computer with a Cyrix CPU and the ACC2066 chip set by ACC MICRO, your computer may freeze unexpectedly, or you may receive an error message similar to the following Fatal Error at 0028:c0027900 in vxd VFAT(01) + 000019d8 The work-around: Disable 16-byte write burst cycles as follows.

1. Copy the Wb16off.exe file from disk 1 of your original Windows 95 disks or the Win95 folder on your Windows 95 CD-ROM to the Windows\System folder.
2. Use any text editor (such as Notepad) to open the Autoexec.bat file.
3. Add the following line as the first line in the Autoexec.bat file:
c:\windows\system\wb16off.exe 4.
Save and then close the Autoexec.bat file and restart your computer.

There have been reports of printing problems with Windows 95 and a variety of inkjet printers — including the Hewlett Packard DeskJet 500, Hewlett Packard DeskJet 1600c, and Canon BJC 800. Commonly, the printer will start to print a page, and then appear to go haywire and spew out garbage characters. According to Microsoft, this may be occurring because data is being sent too "aggressively" to your printer. Microsoft's John Braswel advises going to Control Panel, chosing the Device Manager tab, and changing the printer assignment from ECP to LPT. You

http://www.traveller.com/scripts/golf_db
Golf Course Database
Touch sensitive map access to Golf Courses in the US

http://www.golftheworld.com/
Golf the World - a 26-part television series which profiles the world's greatest golf destinations.

http://www.golfamerica.net/
GolfAmerica - extensive database of golf courses and information available.

http://www.webcom.com/~spears/golfquest/
GolfQuest - provides golf course descriptions from courses throughout the country.

http://www.desertgolf.com/
Palm Springs Desert Golf Guide - Detailed course profiles and services for public and private golf courses.

http://www.infopoint.com/sc/sports/pasatiempo.html
Pasatiempo Golf Course - top 100 rated course in Monterey BAy area with a pro shop and restaurant.

http://mry.infohut.com/RanchoCanadaGolfClub/HomeTable.htm
Rancho Canada - Carmel, CA

http://www.tcgc.com/
Tahoe City Golf Course - offering caddies and limo pickup services.

http://www.blacklake.com/
Blacklake Golf Resort - Central Coast Championship golf course 15 miles south of Pismo Beach, featuring stay and play lodging packages, tournament facilities, pro shop, lounge, and snack shop.

http://www.sddt.com/~golfcobblestone/carmel_moutain/carmel_moutain.html
Carmel Moutain Ranch Country Club

http://www.sddt.com/~golfcobblestone/
Cobblestone Golf Group - make reservations or set your tee time at one of San Diego's finest courses in the US

DirecPc FAQs

http://www.DirecPC.com

Turbo Internet
Package Delivery
Multimedia
Installation & Setup
General Questions

Q)Is DirecPC available now?
A)Yes.

Q)How can I purchase DirecPC ?
A)Call 1-800-DirecPC (1-800-347-3272) and follow the instructions.

Q)How much does it cost?
A)http://www.direcpc.com/price.htm
GO TO THE PRICE LIST

Q)What do I need to use the DirecPC services?
A)You need a DirecPC Access Kit (DAK) which includes a 24" antenna dish, an ISA card and DirecPC software and users manuals. You also need an IBM -compatible PC, an analog telephone line and a modem.

Q)What is the minimum configuration PC required to successfully utilize DirecPC Service?
A)We require a DOS/Windows machine running a 486 or better at 66MHZ or higher, with a minimum of 8 Mbytes of memory (RAM) and 500 Mbytes of hard disk space. Of course the size of the files you receive will affect your requirements for hard disk space. Windows 3.1 & Windows for Workgroups.

Q)What about Windows 95?
A) DirecPC for Windows 95 software and support will be available in the first quarter of 1996.

Q)How many services does DirecPC offers?
A)DirecPC offers 3 types of services:

Turbo Internet:
High speed access to the Internet

Package Delivery:
Electronic Catalog
Software Delivery
Others

Multimedia
CNN Headline News
Financial Ticker
Sports Ticker
Others

Q)What is the difference between Package Delivery and Multimedia?
A)Multimedia is for the real time display of data, such as a video feed. Package Delivery is for transferring an electronic file.

Q)If I want to discuss an application or content issue for multimedia and package delivery, who do I call?
A)1-800-DirecPC or you can http://info@mail.direcpc.com E-MAIL us.

Q)Which satellite is used for DirecPC?
A)Galaxy IV. Located at 99 west longitude.

Q)What is the available bandwidth?
A)11.79 Mbps.

Q)Is capacity of a single transponder a problem when many people use the system at the same time?
A)When demand grows beyond a single transponder, more capacity will be added.

Q)What is the impact of bad weather (heavy rain, lightening, snow storms) on DirecPC reception?
A)Inclement weather can diminish reception depending on severity however, satellite systems are highly reliable and the availability

specifications include an allowance for non-ideal weather conditions.

Q)Where is DirecPC available now and is it going to be available world wide?
A)DirecPC is now available in the 48 continental States and will soon be available in Canada. We are expanding to Europe and beyond --stay tuned for more announcements.

Q)Is DirecPC the same as DirecTV?
A)No. DirecPC provides connectivity to the desktop PC using a 24" dish and Galaxy IV satellite. DirecTV provides DBS programming to a television using a set-top box and the DBS satellites. Please call 1-800-DirecTV for information on DirectTV.

Q)DirecPC provides transmission speed of 11.79Mbps. How many channels does this encompass?
A)DirecPC is not a channeled service. The downlink consists of a serial stream of individually addressed packets delivering a variety of services and supporting multiple connections.

Q)What is the difference between the model 40 and the model 50? A)The only difference is in the user license. The model 40 provides users access to services provided by DirecPC. The model 50 adds the additional capability of letting users send data via Digital Package Delivery or Multimedia to a closed group of sites. For example, a nationwide real estate company may wish to provide photos on its listings, or video-based training to its own 500 agencies. In order to use DirecPC in this mode, the model 50 must be purchased for each receiving site.

TURBO INTERNET
Q)What is the Turbo Internet service?
A)Turbo Internet will give you a high speed satellite link from the Internet, allowing you to download information at a rate of up to 400Kbps. The Turbo Internet Service provides an asymmetric connection between your PC and the Internet: A telephone connection from your PC to the Internet and a high speed (up to 400 Kbps) satellite connection from the Internet back to your PC.

This will enable you to download very large files at a very high speed.

Q)Can I go anywhere in the net?
A)Yes.

Q)Are you an Internet access provider or do I need to have my own Internet access provider?
A)We can provide you a SLIP/PPP connection however, you can keep your access provider as long as they provide you a SLIP/PPP account.

Q)Using an existing Internet provider, how is the data routed to Hughes Network Systems?
A)Using the IP address assigned by DirecPC assures delivery over the Internet.

Q)You are charging per Megabyte, how do I keep track of my usage? A)Usage records are accessed from the DirecPC homepage. Click on the (http://www.direcpc.com) DirecPC User's Only button, this will take you to a page with your usage.

PACKAGE DELIVERY
Q)What is the package delivery service.
A) The package delivery provides for the transmission of any electronic file such as software files, audio clips, video clips, electronic games.....etc.

Q)What is the transmission rate for package delivery service? A)The transmission rate is

selected by the content provider and can range up to 3Mbps.

Q)What is a content provider?
A)A content provider is a business entity with a need to transmit data from a central location to one or more receiving locations.

Q)How does a content provider broadcast the data to different sites?
A)The content provider first gets the files to our NOC (Network Operation Center). This

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can be accomplished through a variety of backhaul mechanisms, preferably FTP over the Internet. The files are then uplinked from the NOC to the satellite for downlink to the deployed DirecPC terminals.

Q)Will content providers have access to storage at the operations center?
A)Yes. Content providers can store contents in the network operation center for a fee.

MULTIMEDIA
Q)What is the multimedia services.
A)Multimedia service provides a continuous flow of information supporting applications such as desktop video, audio, news and information to an unlimited number of locations.

Q)What is an example of the multimedia?
A)CNN headline news, Financial Ticker and Sports Ticker.

INSTALLATION AND SETUP
Q)What installation options are available?
A) The DirecPC Access Kit is customer installable however, professional installation is available.

Q)Is a clear line of site path to the satellite required?
A)Yes. The GalaxyIV is located at 99 W Longitude therefore, sites deployed east of Dallas-Fort Worth will be aimed to the south west and sites deployed west of Dallas-Fort Worth will be aimed south east.
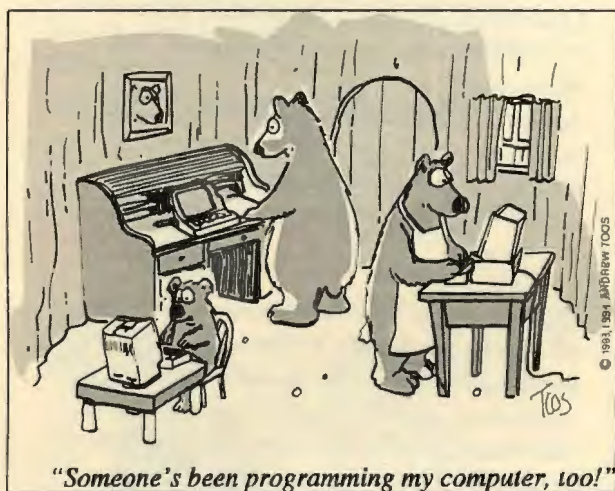
Q)Can I install my DirecPC receive antenna inside, near a window? A)No. It must be outside.

Q)What antenna mounting option are available?
A)Three types of mounts are available:
Non Penetrating roof Mount
Wall Mount
Pole (ground) Mount

Q)Can I connect more that one PC to an antenna?
A)Yes. ⊠

"A $2 stock sounds wonderful. After all, how far down can it possibly go?"

"Someone's been programming my computer, too!"

Joe Belfiore - The Interview

Microsoft TechNet
condensed for
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Joe Belfiore is the Lead Program Manager on the Windows 95 user interface team responsible for the overall design of the user interface of Windows 95, including the shell and applets.

The Design
TechNet: What were your goals behind the design of the user interface?
Joe: There were four main goals for the UI:

Learnability.
It has to be really easy to learn and that targets two different groups of people: existing Windows. 3.1 users and new users. One of the biggest problems of Windows 3.1 is that it's just too hard to learn. Someone who has not used computers before will have an awful hard time getting up to speed with Windows 3.1. We also wanted to make sure that it was really easy for Windows. 3.1 users with varying levels of expertise to get into a new user interface and really quickly become even more productive, and take advantage of the features in Windows 95.

Usability.
What usability means is that, you can be efficient and comfortable in the environment over a longer period of time. For instance, if after a couple months of using the system , it occurs to you to do a certain task, the environment in which you know how to do it already exists. You try, and it works, and you're able to perform a whole breadth of activities. Usability also means that the things that you do very frequently can be done efficiently and relatively fast:, it is a smooth environment.

A Safe Environment.
Many people today using all kinds of different platforms don't have a very positive, constructive relationship with their computer. It's out to get them; it's going to eat their data; things are going to disappear. We want Windows 95 to be the kind of environment where you feel safe and comfortable. And there are a whole slew of features that relate to that. An obvious example would be the Recycle Bin. A less obvious one would be the fact that the Taskbar is always visible as a safe place you can always go back to.

Irrational Emotional Attachment.
We want people to really like Windows 95. We want them to feel good about using it. We want it to be fun and positive so that people will not be intimidated by their environment and will try to get more out of their PC. We've tried to make the environment fun and visually pleasing.

TechNet: In a lot of the literature, you hear about the beginning, intermediate, and advanced user. How do you define who falls into those categories?
Joe: I'm not sure there really is an industry standard. The definition we have used for a beginning user is a "GUI novice" (Graphical User Interface). That is, someone who really doesn't know how to use the graphic interface. This includes people who either have not used computers before or have only used MS-DOS. There are a lot of people who have used MS-DOS but their extent of experience with an operating system is choosing "1" for WordPerfect and "2" for Lotus 1-2-3 and that is all they know how to do. They don't know how to copy files, they don't know about the notion of directories, they don't know how to get to things on the network; none of that. The other things that make you a GUI novice are you don't know how to deal with windows. You don't know that clicking on a window will bring it to the front or that you can drag it by the Title bar.

Now what characterizes intermediate users, which is by far the largest group of Windows 3.1 users today (actually a lot of them are still beginners as well), is that they know how to use the Program Manager. They can obviously launch their application. Maybe they use the File Manager. We found that a surprisingly large number of people don't use the File Manager at all. In fact they don't do file management at all. So intermediate users

typically know a little bit about launching applications, and may or may not occasionally go into File Manager.

Advanced users are the kinds of people who use keyboard shortcuts like ALT+TAB. (Some intermediates know Alt+Tab, but not that many.) Advanced users are the ones who can tell you which shortcut keys invoke which actions in File Manager. Advanced users know how to type MS-DOS commands. One thing we found is that a very large number of Windows 3.1 users have no idea how MS-DOS works. They couldn't come up with a simple DOS string; it would never occur to them. It is way beyond their knowledge of the computer and operating system. Advanced users could formulate that string.

TechNet: How do you categorize OS/2 or Macintosh users?
Joe: People who have used OS/2 or Macintosh for a little while are no longer "GUI novices," but are probably at least intermediates. Chances are that someone who has been using OS/2 for a while may be a little more advanced because OS/2 has a very steep learning curve.

TechNet: So how are the "GUI novices" taken into consideration in the design?
Joe: "GUI novices" are an interesting group. We did a whole lot of things to find out how we could make the operating system platform really easy for novices to learn. Watching them in usability testing was really a painful experience for us, because in the beginning we weren't that good at solving the problems. Many times a group of us would be sitting behind the usability glass kind of beating our heads against the walls, saying "Click on that icon!" So we did more usability testing. We went out and interviewed educators, people who teach classes on how to use the Mac and how to use Windows, and asked them, "What is hard for people to learn?" They were super helpful. In fact, we kind of adopted them. We brought them in and showed them prototypes of our stuff. And then we brought them back in again and showed them the final version. We identified what I would say are the top three learning obstacles of every graphical interface available today. Every Windows

application and every windowing platform today is guilty of making people learn how to deal with these three things before they're ready.

The first is window management. There are a whole lot of rules about how you deal with windows and it's just not intuitive. It's not something that you walk up to a computer and already know how to do. You have to know that these particular rectangles on the screen are floating in a 3D space and that one might be on top of another, and one might be completely obscured and you couldn't see it at all, yet it's still there. You have to know that clicking on one will move it to the front; you have to know you can change their sizes by dragging on corners, by dragging on that color thing or striped thing at the top (the Title bar). You have to know there are buttons that will make them disappear and go way down here as an icon or get really big. All these rules. That is a big learning obstacle for people.

The second obstacle is dealing with hierarchies. If you give people a long list of things and ask them to find something in it, they'll find it. If you give them a long list of containers and say "in one of these containers is the thing you want," they'll find it. If you give them a tree, they don't really know how to search it anymore. They can't tell where they've been and where they haven't looked and that makes things a lot harder for people to deal with. And the third learning obstacle is double-clicking. Double-clicking is a terrific shortcut for the more experienced. You've got 60 million window users out there who double-click tens or hundreds of times a day, but if you're someone who hasn't done it before it won't occur to you and it'll be hard for you to do physically.

Those are the learning obstacles that novices have. What we've done with Windows 95 is solve those problems without alienating Windows 3.1 users. It's not hard to just design something that is easy for novices. What is hard to do is design something that is easy for novices but keeps everyone with you. What we did was design the user interface so that

Bugs from page 8

can also copy the LPT.VXD file from \drivers\printers\lpt folder on your Windows 95 CD to the \windows\system folder in My Computer. Allow this file to overwrite your current copy, shut down your system, and then restart.

 If you install Adobe Acrobat 2.1 and the version of Adobe Type Manager that comes with it on a windows 3.x system that already has WordPerfect 6 for Windows installed, you may find you can no longer change printers from within WordPerfect. When you try, you may get an error like "updating printer information" followed by WIN2WRS caused a General Protection Fault in module ATM32.DLL...
The work-around: Edit your ATM.INI (in your Windows directory) and delete the four lines
that start
AdobeSanMM=
AdobeSerMM=
save ATM.INI and restart Windows.You may also need to reinstall the Acrobat fonts through the Adobe Type Manager font list.

Live3d from page 6

with LiveMedia for streaming audio and video in 3D space.

3D Applications - Soon, you will be able to run 3D applications written for the Live3D platform. Examples include multiuser 3D games, chat environments, geographical information systems, authoring environments, interactive advertisements, online presentations, and database visualizations.

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Got a Problem? - Perhaps I Can Help...

Name	Area Of Expertise	Phone	Hours	E-Mail
Jim Bailey	DOS , Quick Books	415 494 -631	9AM - 9PM	NA
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Clyde Lerner	Netscape, Word/Win, Lotus Notes, Ascend/Win, Franklin Planner	415 494 2593	6PM - 9PM	clerner@ub.c0m
Bill McElhinney	Quicken, Dazzle, Plug In, Word Express, Daytimer, Sidekick	415 325 9808	9AM - 9PM	Mcels@aol.com
John Sleeman	Fortran	415 326 5603	9AM - 8PM	sleeman-j@shs-stanford
Walt Varner	All PC areas: Software and Hardware incl. Win 95	408 739 3488	9AM - 9PM	walt2222@aol.com

We sincerely appreciate the SPAUG members listed above who have offered their time on behalf of other SPAUG members. If there are other who would also like to be of occasiaonal help to other members, please contact Bob Mitchell and your name will be added to this list of esteemed members

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