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# PC WORLD

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- ☑ A full-screen interactive editor.
- ☑ Support for both graphic and text windows.
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“An affordable, fast, and easy-to-use language that will delight the newcomer . . . You experienced Prolog hackers will likewise be delighted, if not astonished, by the features and performance of the Turbo Prolog development environment.

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*Darryl Rubin, AI Expert* ”

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In keeping with Borland tradition, we've quickly added the new Turbo Prolog Toolbox™ to Turbo Prolog.

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*Michael Abrash,  
Programmer's Journal* ”



# oo C: **NEW!** erful optimizing ler ever

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	<b>Turbo C</b>	Microsoft* C
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Compile and link time	<b>4.1</b>	18.13
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Object code size	<b>239</b>	249
Execution size	<b>5748</b>	7136
Price	<b>\$99.95</b>	\$450.00

Benchmark run on an IBM PS/2 Model 60 using Turbo C version 1.0 and the Turbo Linker version 1.0, Microsoft C version 4.0 and the MS overlay linker version 3.51.

## Technical Specifications

- ✓ Compiler: One pass optimizing compiler generating linkable object modules. Included is Borland's high-performance Turbo Linker.\* The object module is compatible with the PC-DOS linker. Supports tiny, small, compact, medium, large, and huge memory model libraries. Can mix models with near and far pointers. Includes floating point emulator (utilizes 8087/80287 if installed).
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*Stephen Randy Davis, PC Magazine*

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# Turbo C, Turbo Basic, Turbo Pascal and Turbo Prolog: technical excellence



---

“ Borland International's Turbo Pascal, Turbo Basic and Turbo Prolog automatically identify themselves, by virtue of their 'Turbo' forenames, as superior language products with a common programming environment. The appellation also means to many PC users a 'must have' language. To us Turbo C looks like a coup for Borland.

Garry Ray, *PC Week* ”



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# PC WORLD

The Business Magazine of PC Products and Solutions  
September 1987



## 150 Worksheets by Design

This beginner's guide provides an easy conceptual approach to laying out a worksheet—and avoiding the design errors that lead to chaos.



## 184 NewViews Breaks the Rules

Audacious accounting? You bet. *NewViews* stands convention on its ear, sacrificing batch processing and detailed audit trails in favor of flexibility previously unseen in this genre.



## 192 Letters From Cell A17

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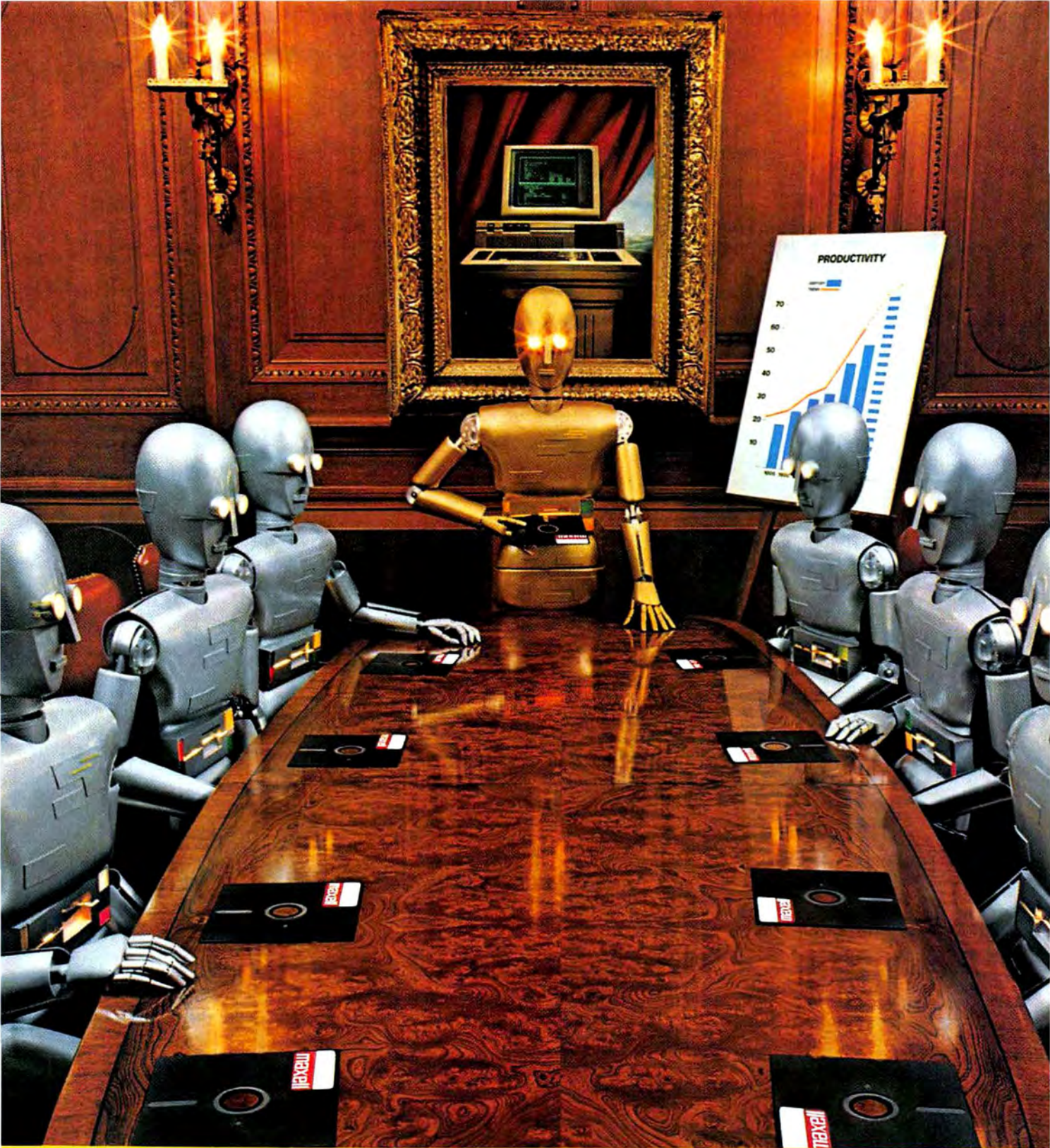
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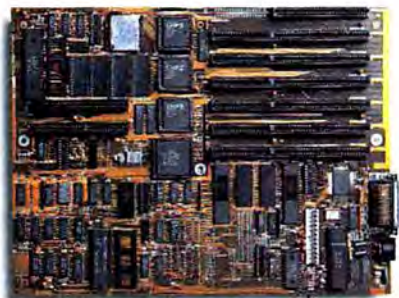
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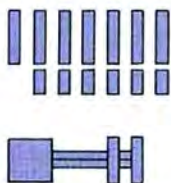
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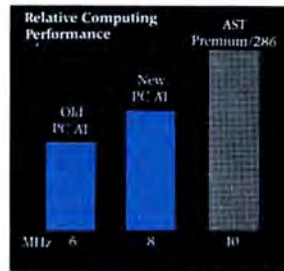
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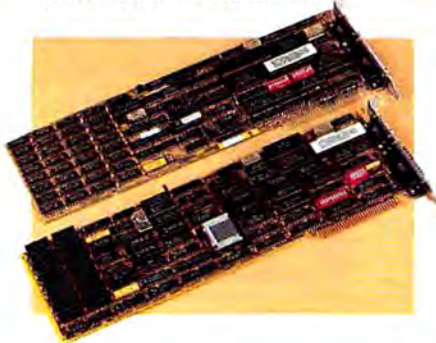
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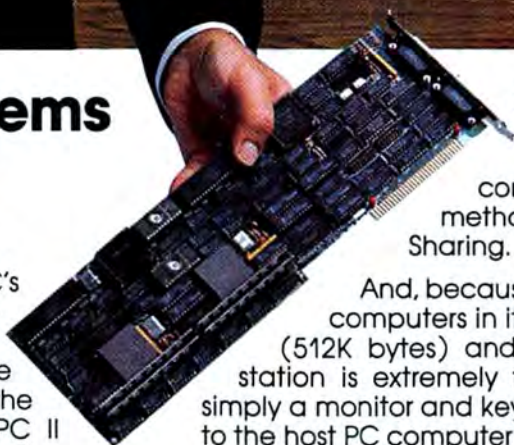


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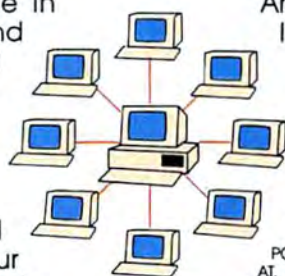
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David Bunnell

# The On-Line Brain Drain

The FCC has proposed to double the costs of telecommunications by imposing a steep access fee for on-line users. Good grief! Don't just stand there—sit down and write your congressman.

If it has its way, the Federal Communications Commission will change the slogan of the Information Age from Don't commute, telecommute, to Telecommute, pay tribute.

Its recent proposal would have the effect of drastically increasing rates for computer owners who communicate via modem over long-distance phone lines.

Don't let the FCC do this to us.

The measure is aimed at private telephone networks such as Tymnet and Telenet, as well as on-line information facilities like CompuServe, The Source, and Dow Jones. The FCC wants to charge these networks a special "access fee" of \$4.50 to \$5.40 an hour for long-distance service.

But guess who's going to be stuck with that extra fee? The customer, of course. We'll end up paying about 50 percent more than we're paying now.

If enacted, the proposal will go into effect January 1, 1988. Before that happens, however, the FCC is opening the matter up for public comment.

So here goes.

I think a little straight talk is in order. Some judicious arm-twisting of our senators and representatives in the nation's capital may not be a bad idea, either.

But just for the record, I'm not entirely unsympathetic to the FCC's concerns. This may surprise you. In fact, I had a very nice chat with an FCC attorney, Ruth Milkman, who explained why the FCC is doing what it's doing.

"The problem," Milkman told me, "is that computer users are not paying anything right now for the use of the local exchange, as they do when they make a regular long-distance call."

Cast your minds back to 1984 when Ma Bell's giant telephone monopoly was broken up into regional Baby Bells. Long-distance companies like AT&T, MCI, Sprint, and others began using those Baby Bells' local exchanges to connect customers to long-distance lines.

*(continues)*



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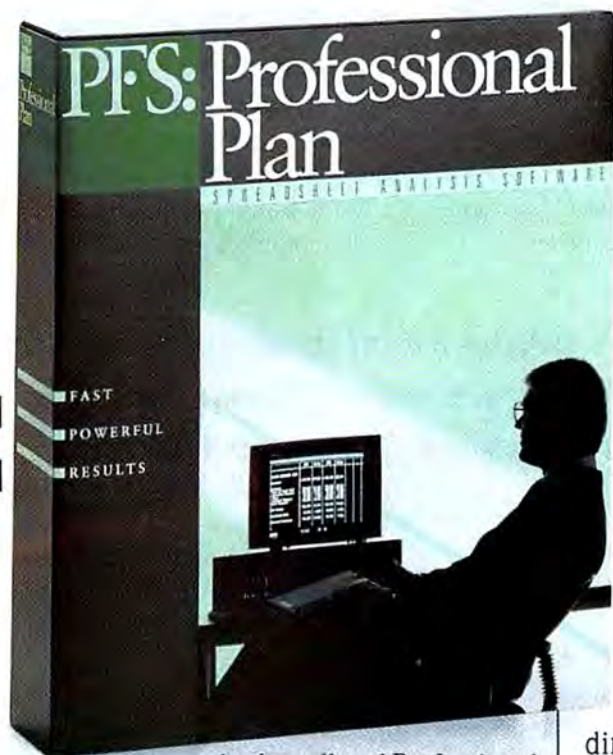
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# Professional Plan.



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Subsequently, so-called packet switchers like Tymnet and Telenet appeared on the scene, offering long-distance services to people wishing to access on-line computer information. These services make highly efficient use of lines leased from the telephone companies, shooting "packets" of data bits through phone lines at the incredible rate of 56,000 bits per second. Customers now pay only for the local call to connect to these networks. Thus users avoid paying regular long-distance telephone fees.

"So who's paying for all those long-distance calls?" I asked Milkman.

"Somebody is," she said. "It's probably all the other long-distance customers. It then becomes a question of 'Should Aunt Minnie subsidize Joe Computer User?'"

Milkman explained that when the FCC first introduced the system of access charges in 1983, it was concerned about what effect a sudden increase of rates might have on a fledgling telecommunications industry. "So we decided to give the enhanced-service providers a temporary exemption—to give them time to figure out how to deal with the situation," she said.

"Why now? Why make them pay now?" I asked.

"It's always been commission policy that anyone who uses the local exchange to provide interstate service should pay for the use of the local exchange," she replied. "They've sort of had a free-

bie for a while, but now we're proposing to eliminate the exemption. Otherwise consumers will get the wrong signals about how expensive it is to use the telephone system—and about what the real costs are."

Now, there are wrong signals and there are inconsistent signals. I happen to think that the government, in making this proposal to

would even venture to say that The Source and CompuServe, which now charge about \$6 per hour at a 300-baud rate, are still probably priced too high to be broadly popular. Raising that fee to \$9 or \$10 would put those information services even further out of reach for most people.

We're talking about a potential on-line brain drain, when people

*"So who's paying for all those long-distance calls?" "It's a question of 'Should Aunt Minnie subsidize Joe Computer User?'"*

charge fees for on-line access, is sending an inconsistent signal to consumers.

This is a view that I share with Charles McCall, president of CompuServe, one of the aggrieved parties in this telecom witch-hunt.

"On one hand, you have the Justice Department telling [District of Columbia] Judge Harold Greene that he should break up the Bell operating companies so that they can help promote the home information service, the videotex-type business," McCall notes. "On the other hand, you have the FCC trying to raise these rates to the point where they would kill that business."

McCall is absolutely right. The fees would kill that business—and if they didn't, then they would cripple it and otherwise render it senseless.

I believe that the pricing of these computer networks is crucial to the development of our information culture and society. I

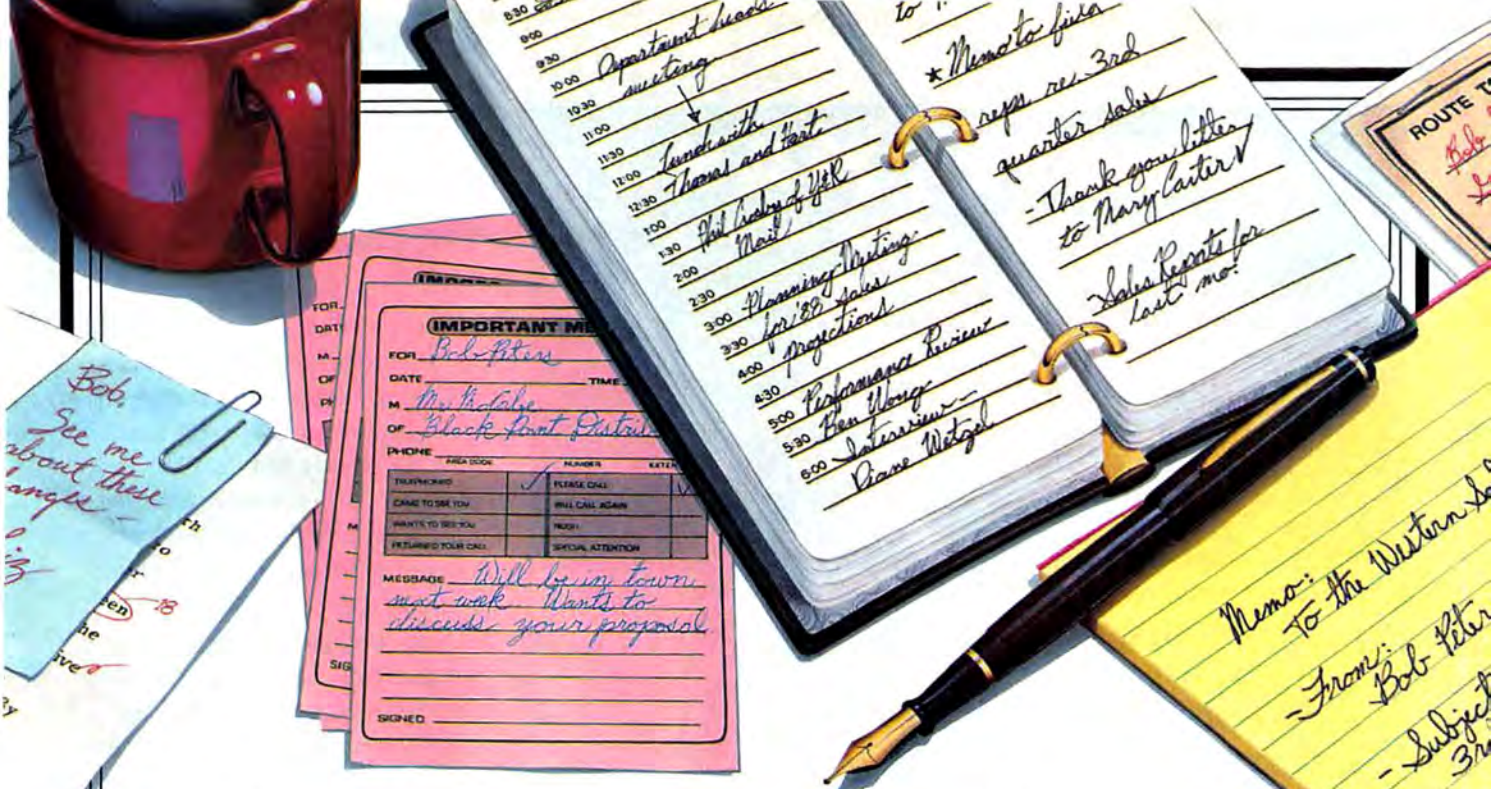
stop using information services or telecommunicating with each other because they can no longer afford to do so.

I'm not so concerned about medium and large-size businesses in this case. They can absorb the increase, probably even pass the extra costs on to their customers. No, I'm mainly worried about users. This money will have to come out of their personal pocketbooks. It's going to have to come from the same hard-earned dollars they use for going to the movies, buying milk, and otherwise staying alive.

By keeping the doors open, by not charging an access fee, the FCC would be encouraging the development of the entire computer industry and of the whole mode of electronic communications.

*(continues)*





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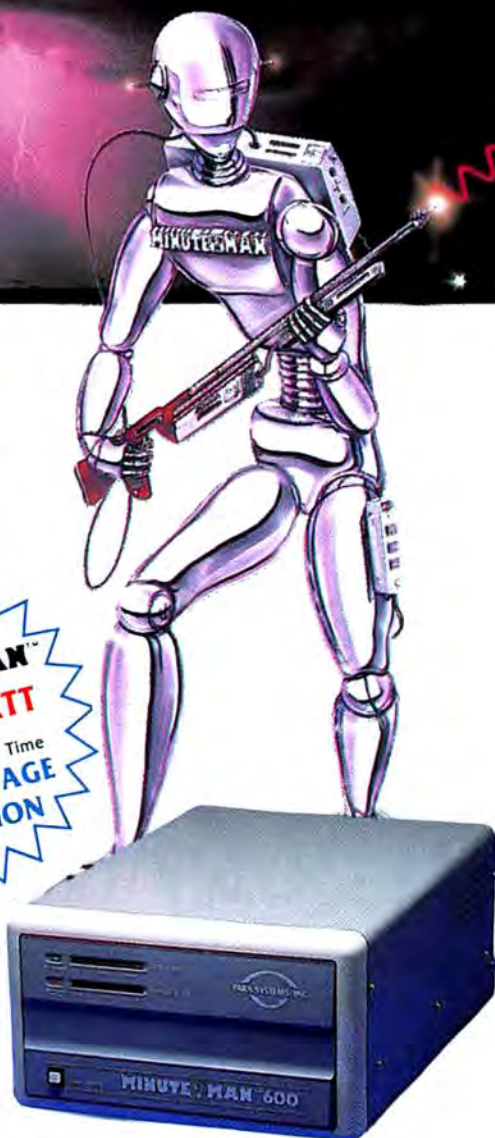
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Just look at any of those on-line services and observe the enormous amount of creativity that's going on. Putting a surcharge on long-distance access to on-line bulletin boards and data services would stall this creative momentum. It would also adversely affect sales of modems and communications software.

Not only would the established computer industry be damaged by the FCC's proposal, but at least one fledgling information industry may bite the dust before it's even had a chance to spread its wings.

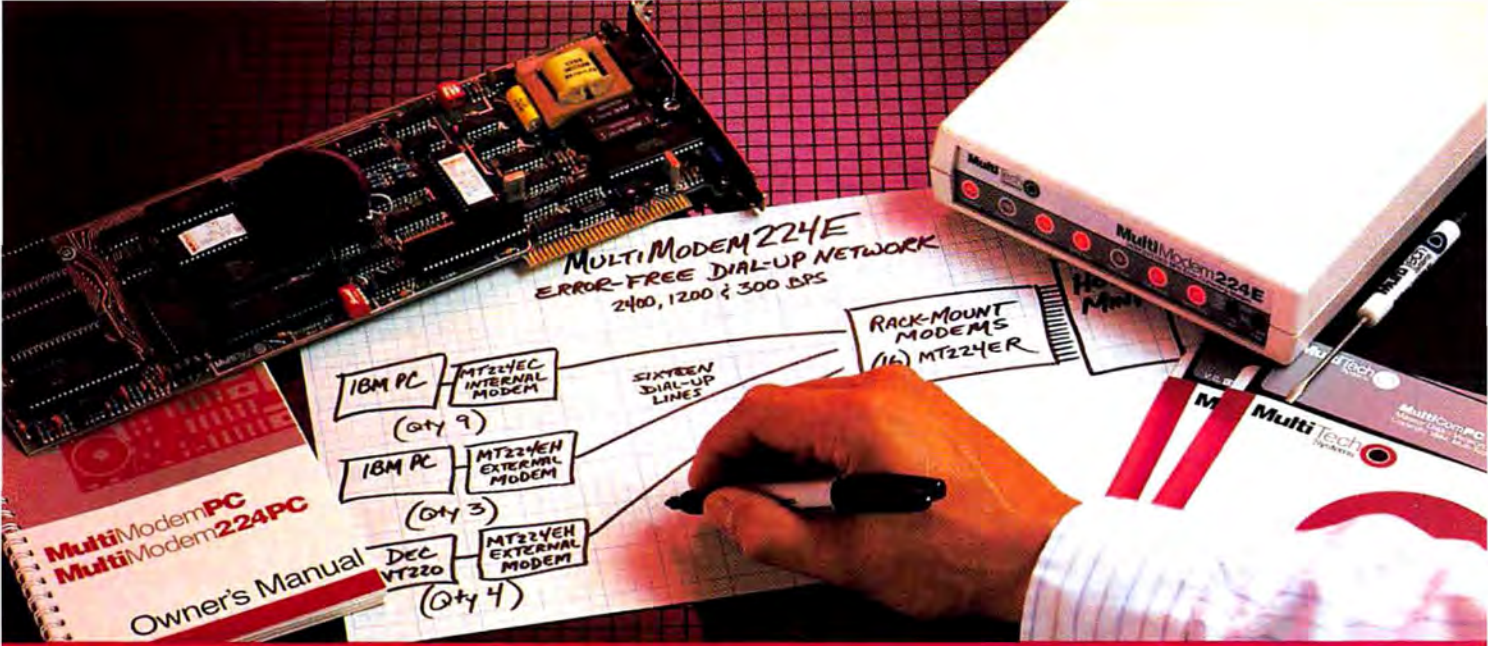
I'm referring to the advent of videotex services in this country, modeled after France's hugely successful Minitel system. To date, the French phone company, PTT, has installed about 2.5 million of these small, inexpensive videotex terminals in French households at a cost of about \$10 per month. It's proven to be a financial bonanza. Last year Minitel generated about \$135 million in revenues for service providers, not to mention \$94.3 million worth of telephone traffic—on top of who knows how much in untallied packet-switching revenues—for the French state-owned telephone company.

Impressive, *n'est-ce pas?* And, ooh-la-la, the array of services that are being gobbled up by French consumers! I was looking at a recent issue of the French computer magazine, *Science & Vie Micro*, which listed the "300 best services." Among them: dog club bulletin boards, electronic message services, plane and train reservations, local municipal information, tax services, weather

(continues)

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PC Magazine  
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and traffic information, various money management services, even horse-race betting.

There's a phone jack in the back of the Minitel terminal, and within 10 minutes of basic familiarization, you're on. These machines don't even look like computers, although it's possible to run PC applications on specially configured models. The American version of the Minitel even has a retractable keyboard to disguise the computer-like appearance of the machine. In other words, this could be the breakthrough item to captivate the next big wave of computer users—the Aunt Minnies of America, if you will.

But now the FCC wants to roll us back to the baudless Middle Ages by imposing its horrendous access fees.

I was sitting in the office of Nicolas El Baze, a young Frenchman who heads the San Francisco branch of Paris-based Softway, Inc. This international marketing and engineering firm represents French computer companies in America. On one corner of his desk El Baze had an original Minitel—the first one, in fact, to be made according to U.S. standards, a real collector's item, with serial number 000009. A couple of his clients have been on the verge of launching their own Minitel services in this country, but now they're faced with the FCC dilemma.

El Baze was shaking his head disconsolately. "I think it's a shame," he said, referring to the

(continues)



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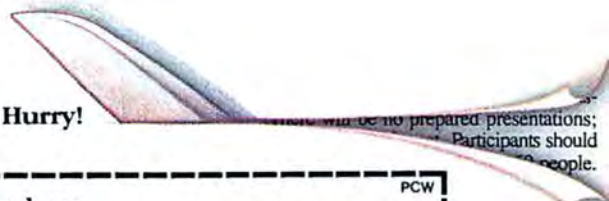
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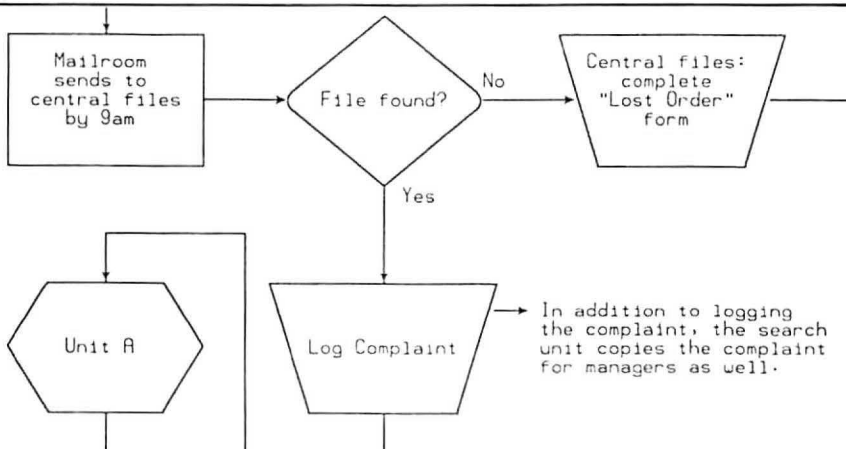
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proposed surcharge. "When you see how this works in France, how much people are getting out of it...I can't imagine not having a similar system in the U.S., where people are even more ready to use these types of terminals and services than we are in France."

He gave a Gallic shrug. "The people who stand to lose the most, of course, are all those at home who have never used a computer. They're going to suffer even more, but they don't know it yet. There will be so many services they won't be able to access. Or if they can, it will be at such a cost that they won't want to."

Can America afford to fall behind France and other countries—Switzerland and Singapore, to name two—that currently use videotex services? Doesn't it make more sense for the government to stimulate our economy by adopting a laissez-faire attitude toward on-line access to information services? Just think of what Minitel has done for the French economy. We could be enjoying an economic and electronic boom of our own. It might do wonders for our balance of payments.

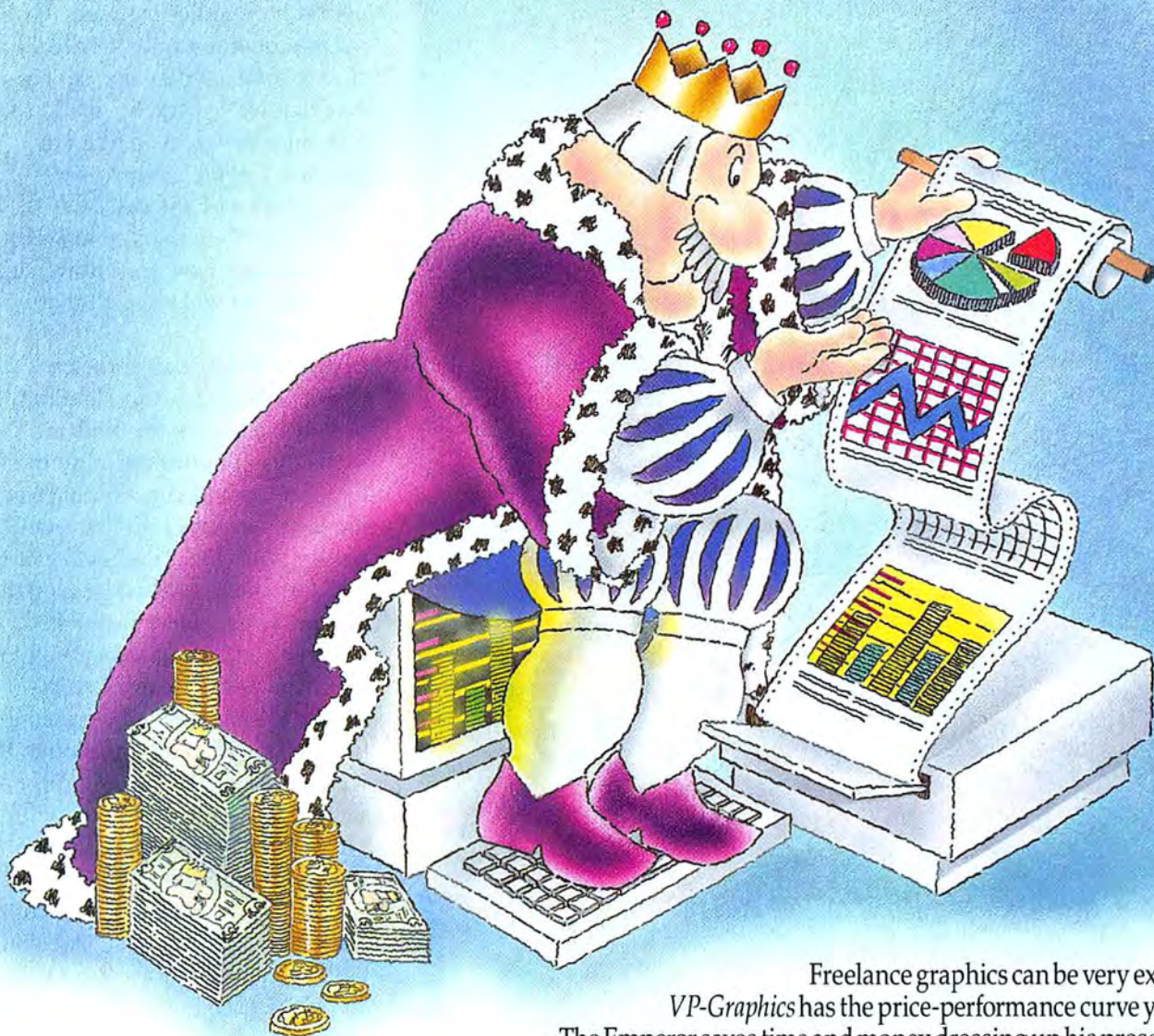
I think the FCC should put off its access charges. I'm not insensitive to the problem. But for now, the FCC should think of free access as an investment—an investment in America's high-tech future, as well as in our domestic economy.

So this is David Bunnell's proposal to the FCC: I urge you to

(continues)



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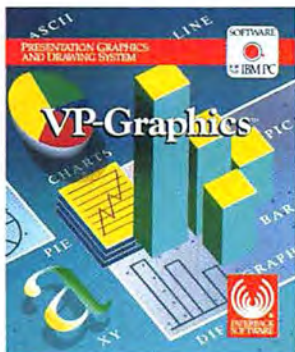
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David Bunnell

delay the imposition of these access charges for on-line computer use for a period of ten years. Give the telecommunications industry a chance to really develop. I'm not sure that we've come such a long way since the breakup of giant Ma Bell. Looking at my own phone bills over the past few years, I can't see that my long-distance charges have gone down significantly. So what was all that fuss about?

On the positive side, the cat's already out of the bag. Hundreds of thousands of home modem users are now using various on-line services and contributing to the development of on-line technology. With luck, there's already a critical mass, so that the growth of on-line use cannot be stunted.

I urge you, and all concerned users and potential users everywhere, to contact your representatives in Congress. Let them know you oppose the FCC telecom surcharge.

I would also have urged you to send your E-mail to the FCC's electronic bulletin board, but as Ruth Milkman revealed, "Are you kidding! We still have rotary dials and black telephones. Talk about the Stone Age of the information industry!"

It figures.

So write the FCC instead: The Secretary, Federal Communications Commission, 1919 M St. NW, Room 222, Washington, DC 20554.

Give them your opinion. You want to know what mine is? It's Give 'em the boot, don't pay tribute! ☹



# Easier Than Pie

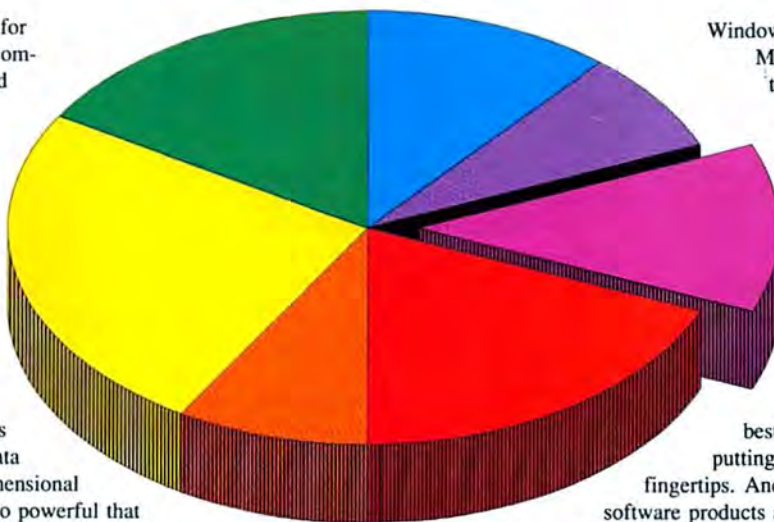
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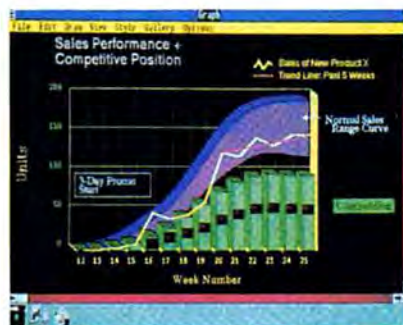
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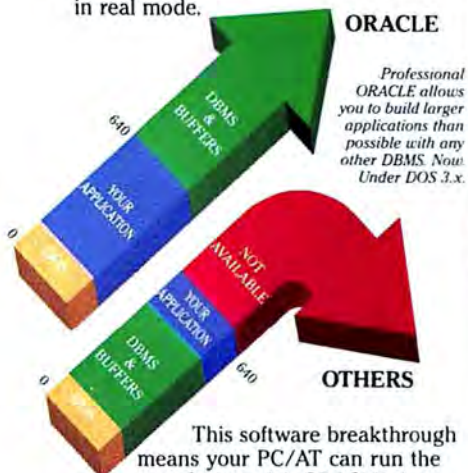
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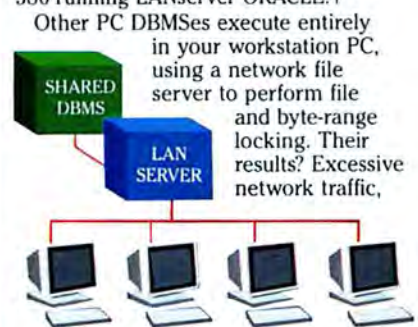
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# Letters

## *Reactions and responses from the PC World community*



### **Beyond the Big Blue Horizon**

It may be a party for IBM and its loyal followers ["Welcome to the Party," *David Bunnell, PCW*, June 1987], but for many people the computer hardware business is still rough and highly competitive. Not every company has the financial power to gamble like Big Blue and release hardware two years before any software is available.

He who has the gold makes the rules, and IBM plays by the golden rule. Mr. Bunnell states, "I can't think of a company that will become extinct because of IBM's announcement." A close look at the last five years reveals a multitude of hardware and software companies that, because of Big Blue's rules, have been forced to close their doors.

No thanks for the invite, Big Blue. What David Bunnell calls a "real bash" is going to be a wake for many.

*Don B. Gateley  
Jacksonville, Texas*

### **Déjà Vu, Big Blue**

I recently evaluated the new IBM PS/2 Model 60 and came to several disturbing conclusions.

The so-called enhanced keyboard is one of this system's worst features. IBM appears to have forgotten everything it ever learned about ergonomics. The <Ctrl> and <Alt> keys are duplicated on the right side of the keyboard, which means it's possible to accidentally reboot with a slip of the right hand or by simply dropping a manual on the keyboard.

IBM also installed a password-protection feature in the new hardware. If someone plants a password in the machine and takes the keys to the system, there's no way another person can

use the machine. This is a prescription for chaos in most corporations.

IBM's disregard of users' current investment in 5 $\frac{1}{4}$ -inch floppy disks is clear. The Data Migration Facility does nothing for users who need to transfer copy-protected software to the PS/2.

IBM's advertising campaign for the PS/2 line is remarkably honest. Their slogan, "Here we go again," is exactly correct from the user's point of view. Suddenly it's 1981 again, and there's no software, no hardware add-ons (unless they're IBM's), no technical information, no nothing. We're back at the foot of a steep learning curve, thanks to IBM's arrogance.

*James F. Glass  
Chatsworth, California*

### **Standards Change, Protection's the Same**

Recently I purchased an IBM Personal System/2 Model 50 equipped with a 3 $\frac{1}{2}$ -inch disk drive. I own several copy-protected programs in the 5 $\frac{1}{4}$ -inch format; each requires an original disk in drive A: to start up. When I asked the manufacturers for instructions on how to convert the programs to 3 $\frac{1}{2}$ -inch format, I found that they have no intention of providing a means of conversion.

Copy protection is galling enough. But if software publishers use copy protection, the least they can do is provide a way to prevent customers from losing their investment in software when standards change.

*Bill Silver  
Saratoga, California*

*(continues)*



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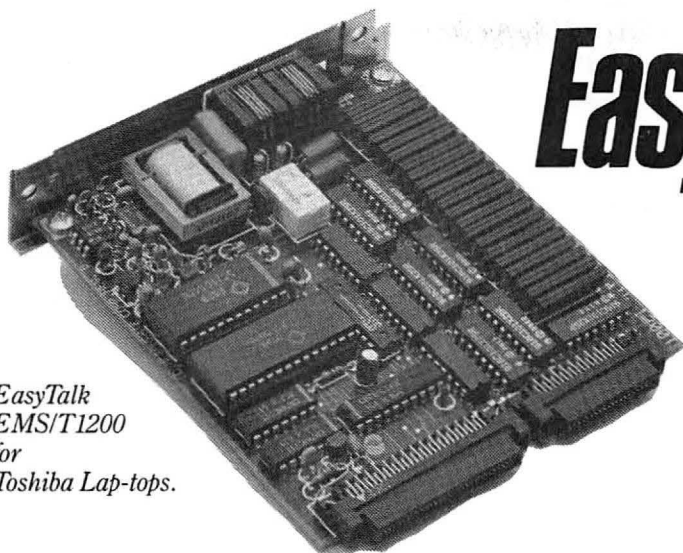
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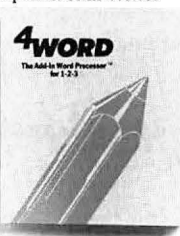


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## Letters

### Shareware's Fair Share

The review of PC-SIG's Library [From the Software Shelf, PCW, May 1987] implied that only a few shareware programs require payment. Recently, shareware authors formed the Association of Shareware Professionals, chaired by Jim Button (PC-File) and Bob Wallace (PC-Write), in part to educate the public about shareware.

Shareware distribution gives users a chance to try software before buying it. If you continue to use a shareware program beyond the trial period, you are expected to register. The rules for using individual programs differ on details—some request registration, others require it. Once you register, you get anything from the right to continue using the software to an updated version of the program with a printed manual.

Shareware is a distribution method, not a type of software. The shareware system allows customers to try before they buy. The overhead is low, so the prices are low. Shareware has the ultimate money-back guarantee—if you don't use the product, you don't pay for it.

Neil Rubenking  
Association of Shareware Professionals  
Bellevue, Washington

### The Domestic Clone

The Commodore PC10 review [Product Outlook, PCW, May 1987] states, "If nameless Far Eastern clones give you the wil-  
lies, consider the warm feeling of

a familiar domestic: Commodore." My Commodore PC10-2 was made in Taiwan.

Fred L. Karras  
Glen Ellyn, Illinois

### Free the Renters

The prosecution of a Canadian company for renting computer software ["Breaking the Bootleg Bands," PC World View, PCW, May 1987] illustrates the confusing nature of the law prohibiting bootlegging. The U.S. Supreme Court has ruled that it's legal to record television programs for personal use. The same principle should apply to computer software. If it's legal for the corner video store to buy videotaped movies from producers and rent them to customers, it should be legal for the corner computer store to rent out software. What makes software copyrights so special?

I. Switzer  
Palm Springs, California

### Computerese Spoken Here

I enjoyed "The Future of Computing" [PCW, May 1987], but Charles Seiter and Daniel Ben-Horin's predictions of an English-to-Japanese word processor, which would simultaneously write in English and Japanese from text spoken into a microphone, seem wildly optimistic. As a professional translator, I'm acutely aware that translation depends on factors such as nuance and connotation in selecting the right word in each context.

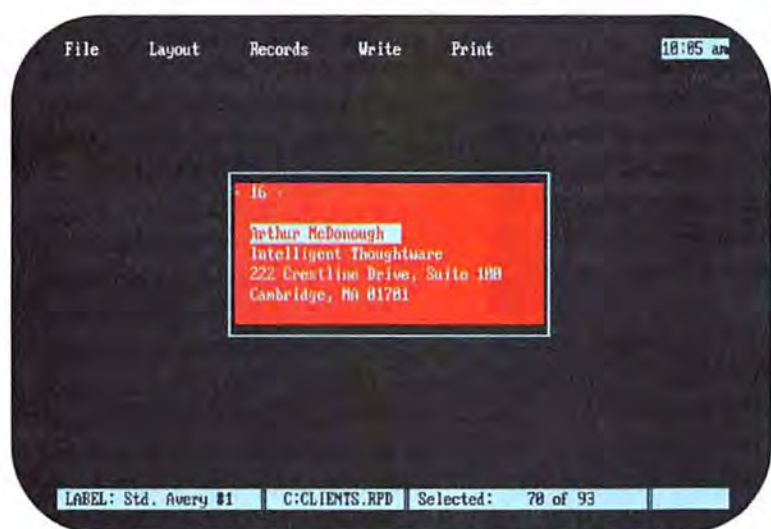
In *The Secret Guide to Computers* [Birkhauser Boston, Cambridge, 1984], Russ Walter cites

(continues)

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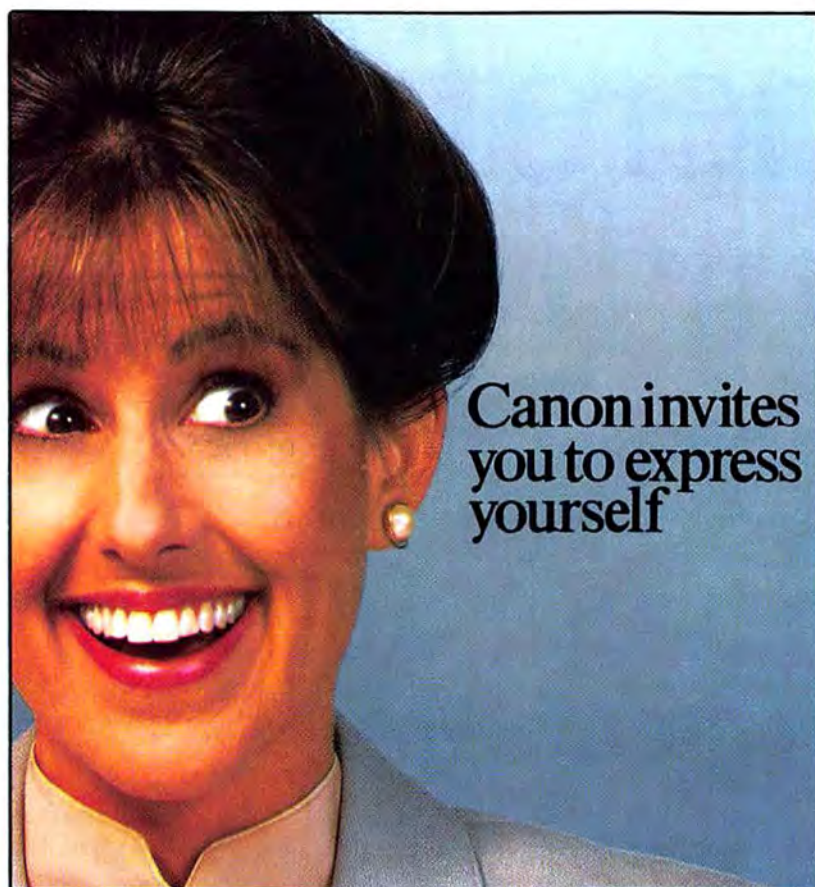


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several famous examples of attempts by computers to translate Russian into English. "The spirit is willing, but the flesh is weak" became "The booze is strong, but the meat is rotten." "Out of sight, out of mind" became "blind idiot." Purchasing an inexact translation system and then hiring a translator to proofread what a computer has rendered will never be as cost-effective as hiring a translator in the first place.

*David A. Coats*

*Minneapolis, Minnesota*

#### **Kinks in the Kyocera**

We use Kyocera F-1010 laser printers extensively at our company. I agree entirely with the positive review in "Would-Be Laser-Jets" [PCW, June 1987]. The article, however, didn't discuss two difficulties we've experienced that may also occur with other laser printers.

Unlike the LaserJet, the F-1010 causes regular bond paper to curl. This problem becomes noticeable in documents longer than three pages. Switching to noncurl paper made specifically for laser printers, however, doubled our paper costs.

Also, the F-1010 calculates the left margin 50mm from the edge of the page. Most printers calculate the margins from the actual edge of the paper. Consequently, all documents created with a word processor must be realigned accordingly. Forms that require precision printing must be ad-



justed specifically for the Kyocera—a tedious and expensive process, especially if you have other printers already in place.

Robert North  
Richmond, Virginia

#### Wanted: BBS Bandits

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F. P. Tantalo  
Vice President  
Westlake Data Corporation  
Austin, Texas

#### PC-Talk in the Material World

We were more amused than troubled by your review of *PC-Talk4* ["Talk Isn't Free (Any More)," *PCW*, July 1987]. As your loyal readers know, *PC-Talk* was free-ware in 1981 and by 1983 had become an industry standard for PC communications software.


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(continues)



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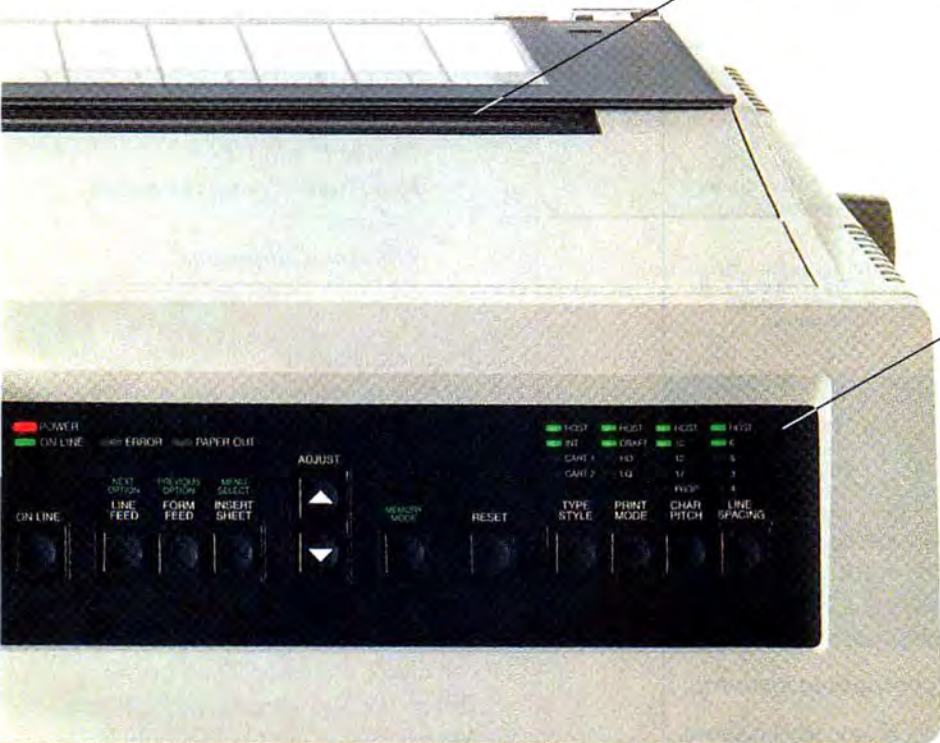
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*Fred C. Conta*  
 President and CEO  
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## Lost and Found

*dBASE* programmers can get help from *dAnalyst* ["dBASE Power Tools," *PCW*, March 1987] by contacting Transec Systems at its new address: 220 Congress Park Dr., Del Ray Beach, FL 33445; 305/276-1500.

Readers looking for the HP-41 calculator emulator *The Fortyone* [*From the Software Shelf*, *PCW*, March 1987] will find Straightforward at its new location: 3901 Via Oro Ave., Long Beach, CA 90810; 800/553-3332, 800/237-9680 California.

*Letters should be mailed to Letters, PC World, 501 Second St., San Francisco, CA 94107, or sent electronically to MCI Mail PCWORLD/179-3813, Compu-Serve 74055,412, or The Source STE908. All letters must include the writer's name, city, and state. They should not exceed one double-spaced typewritten page. We reserve the right to edit letters.* ●



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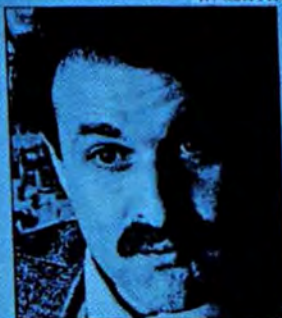
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Harry Miller

# Making the Numbers Work

Don't go into the Budget Wars unarmed. A host of new tools can perform financial analysis in ways your spreadsheet never dared.

**T**is autumn. As the New England leaves show the first hint of color and Indian summer begins to burn through the fog of one more blustery San Francisco August, yet another ritual is being played out across the land: Budget Wars. This year some among our number are taking advantage of several innovative new tools to explain this year's expense overruns or justify next year's revenue projections. In the spirit of the season, this issue of *PC World* offers some guidance in the selection and use of those tools.

For budgeting and monitoring, the products examined in "Dimensional Fortitude" extend the financial modeling paradigm beyond the rows and columns of conventional spreadsheets. The added dimensions make consolidation of product lines, divisions, regions, and departments much more manageable. For financial reporting and analysis, our review of *NewViews* presents a unique alternative to the range of tiresome and inflexible, but proven and reliable, accounting products. It also points out the price you

pay for this program's accounting sizzle: the loss of a clear audit trail.

Do we really need such innovation in planning tools? Well, in the case of three-dimensional spreadsheets, the ease of consolidation they provide seems to justify the small effort required to learn to think in three dimensions. But you'll really have to believe in and appreciate *NewViews*' greatly increased analytical capabilities and flexibility to overcome the intuitive resistance to change that the program initially inspires.

If accounting adventure is not in your blood, Chuck Rundgren's article will demonstrate how you can move data "From Ledger to Spreadsheet." The brief tutorial shows you how to convert the data created with a popular conventional accounting package to a format you can use in *1-2-3* for more flexible analysis and reporting.

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(continues)



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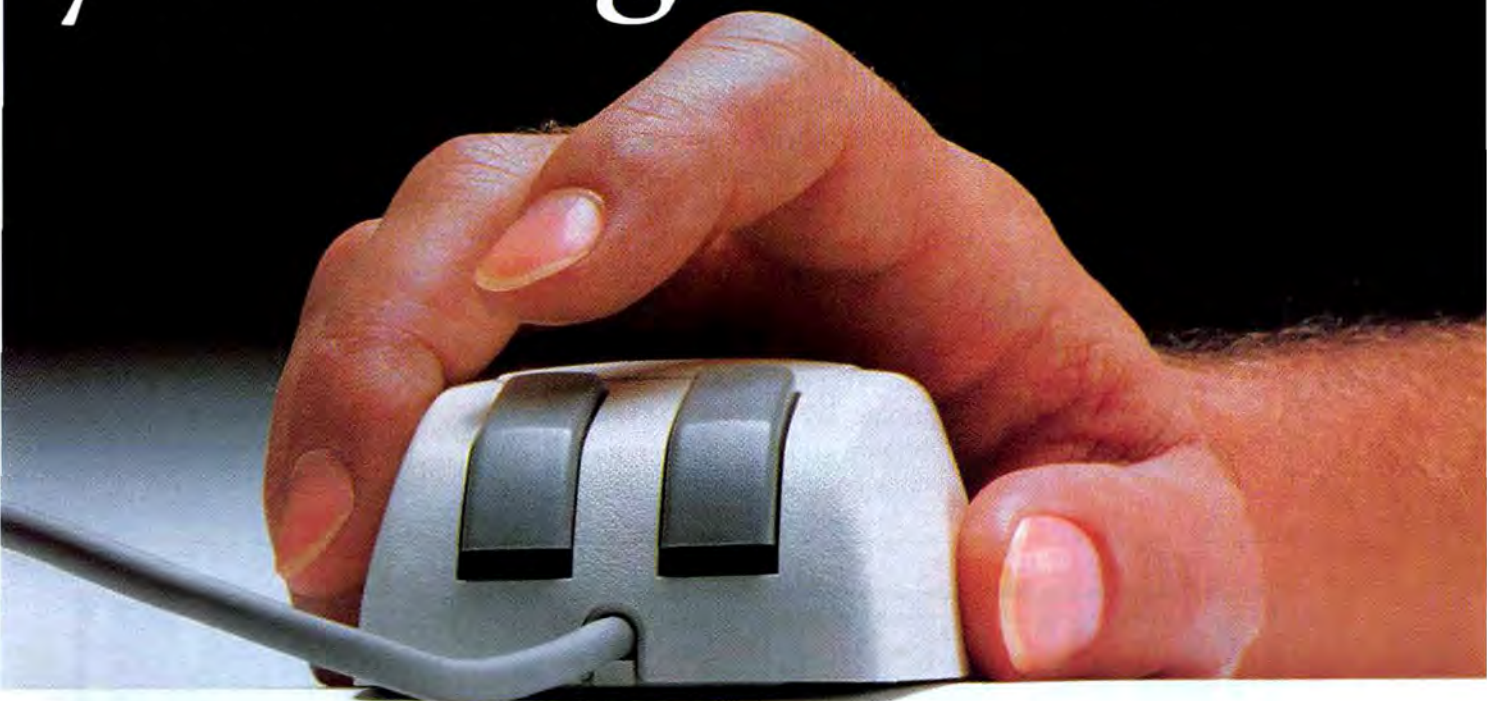
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reference warnings? Is that what's been bothering you lately? William Urschel's article "Worksheets by Design" will help you create structure from chaos and provides a few simple guidelines for a successful career in modeling.

Unfortunately, none of these tools can provide justification for cost overruns or revenue shortfalls. (There's an artificial intelligence product waiting to be born.) But with the right mix of traditionalism and innovation, these products can help you back up your assumptions and demonstrate just what's beyond the bottom line.

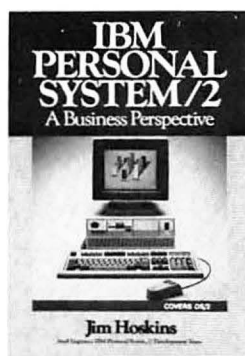
Next month this page will bring you the insights of a new Editor. It is with great confidence that I pass the torch to Richard Landry, who has been *PC World's* Managing Editor for the past year. In that time he's shown himself to be a skilled editor, with a finely honed sense of the reader's needs and a deft hand (or more accurately, keyboard) with a manuscript. Rest assured, dear reader: Your interests will be well served by Rich's advocacy.

During the past four-and-a-half years it has been my privilege to guide *PC World* through a dynamic market and a changing audience profile. We have tried to make the book useful to readers in their daily computing lives. That our ef-

forts have been so well received has been a constant source of satisfaction. As I take a small step up the corporate ladder, I'd like to express my sincere appreciation to a truly superior editorial staff who have never failed to make me look good, and to the thousands of readers whose enthusiastic feedback and loyalty have made the whole endeavor worthwhile. ●

*Harry Miller is Corporate Editor and Director of Strategic Products for PC World Communications.*

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Stewart Alsop

Some companies have figured out how to turn new product announcements into a strategic advantage.

# The Product Announcement Game

It's the pits for computer columnists these days. Writing columns, you see, is just one little part of a well-orchestrated game: new product announcements.

The principal players in this game are the computer manufacturers who make the announcements and the potential buyers who peruse those proclamations. In between is a panoply of middlemen: market researchers, Wall Street analysts, consultants, industry gurus, and yes, columnists.

Most people can't decide if a computer is any good unless they ask all the computer owners they know about their machines and read at least 15 magazine articles about a particular model. Even when they decide that a particular computer is the one they want, they still don't really know why.

Such uncertainty among consumers leads to the product announcement game. The objective is to turn a new computer into a roaring success by gauging the right amount of time between announcing a product and actually delivering it. The problem is that while new machines require support from software and peripherals companies to succeed,

manufacturers don't want to tip their hand to the competition too early.

Computer companies must also be careful not to create such high expectations for a new machine that the actual product, once it's available, can't satisfy customers. A perfectly timed product introduction can turn normally sober consumers into a crazed mob panting for a chance to plunk their money down for the latest and greatest machine.

A computer company has three options for announcing a new product. It can confidentially alert software and peripherals companies to the impending product so they can begin to produce goods for the new computer and then make an official announcement when the new machine is ready to ship. A manufacturer can also "officially" announce a new computer in advance of shipment, giving third-party companies time to develop products for it. Finally, a company can keep the computer

*(continues)*





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under wraps and make an announcement only when it's ready to ship.

The smart companies know that the only way to give a new machine a running start is to beat the drums well in advance of actually delivering it. Most companies, however, have also learned not to announce a new computer until they *know* they can deliver it, to avoid being accused of hawking vaporware.

When IBM prepares to announce new computers, for example, it doesn't tell anybody about them in advance, which is why preannouncement rumors about IBM products are usually so inaccurate. Big Blue spent more than

ten years in court fighting an anti-trust suit brought by the government. Although the case was eventually dropped, IBM still shies away from any appearance of unfairly manipulating the computer marketplace. This taboo includes controlled leaking of information about new products.

Instead, IBM frequently announces new products as much as six months to a year before shipping them. This is ostensibly to "inform the market"—which means giving the competition the heebie-jeebies while prompting customers to evaluate new products that aren't available yet. Sometimes, as in the case of the

PS/2 announcements, IBM waits to announce new products until it has at least some of them available.

This approach frequently hurts IBM in two ways. First, since the company doesn't try to control speculation, industry and user expectations often get wildly out of hand (as they did in the case of the PCjr, the never-announced PCII, and the PC Convertible). Second, software and peripherals companies don't get enough advance information to be ready with supporting goods. Consider the doldrums the industry is currently experiencing with the PS/2: There are no add-in boards for the new computers (other than those announced by IBM), and no soft-

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ware currently supports the VGA display modes.

Another case in point involves Apple Computer, which has probably made more mistakes than any other computer company in the business. In the process, however, it has learned the art of leaking information about new computers without revealing anything concrete. Apple gets potential buyers salivating over nonexistent computers. When the machines finally appear, there are not only thousands of ready customers but also plenty of supporting software and peripherals to make them feel like they're buying into a good thing.

Apple accomplishes this by making everybody—software and

peripheral designers, market researchers, dealers, and columnists—sign Confidential Disclosure Agreements (CDAs), which say you're not supposed to tell anybody else about the new products until they've been officially announced. Everybody then promptly ignores the CDAs, since you can't show how much of an industry insider you are unless you let everybody know that you've signed one. This is why the trade press carries such accurate rumors about Apple's new products well before they're announced.

The CDA approach helps Apple enormously because it ensures that people have accurate expectations about the new computers and gets third-party companies

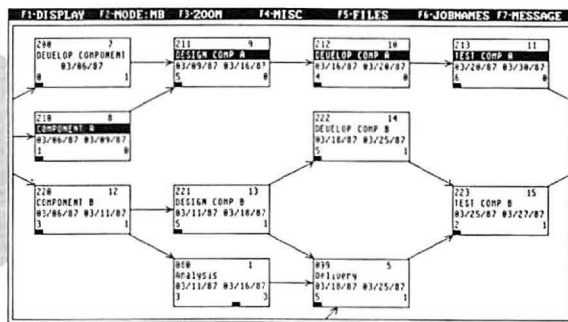
the information they need to begin developing supporting products. However, it doesn't create the impression that Apple promotes vaporware.

Compaq Computer, on the other hand, has a history of neither telling anyone what it's doing nor announcing products in advance. Instead, Compaq has developed an interesting twist on the game. The company always designs products that use the latest and greatest technology, announces them the same day they're shipped to retailers, and then hopes that customers agree that the technology is indeed the latest and greatest. Given that Compaq has be-

*(continues)*

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come an \$800 million company in less than five years, its unique strategy seems to work well enough. Since the company builds computers that are compatible with IBM's PC line, it doesn't depend on other companies to make products that work specifically with Compaq computers.

Columnists, unfortunately, are bit players in this grand game; most of us write our columns two or three months in advance of publication. Look at the PS/2 announcements from our perspective. As long as IBM hadn't actually introduced new computers, we had free rein to speculate, start rumors, beat up on the company for not doing anything, and generally do those things that columnists are expected to do.

Now we're waiting for everyone else to catch up. Software companies have to write new drivers for VGA graphics, Microsoft has to finish the new operating system, peripherals companies have to figure out how to build boards for the new slots, and compatibles makers have to figure out whether they want to build clones of the new architecture. IBM still has to ship its new laser printer and the high-end 80386-based PS/2 machines and tell us when it plans to deliver the operating system, interface, and extensions.

In the meantime, we columnists stare vacantly at our "old" PCs, trying to figure out what to say until the game begins anew. ●

*Stewart Alsop is editor and publisher of P.C. Letter and a Contributing Editor for PC World.*



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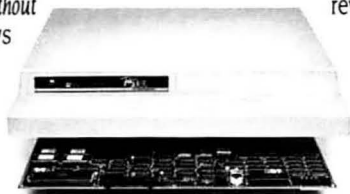
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# Top of the News

## Toshiba Threatened With "Corporate Life Sentence"

Owners of Toshiba computers or printers may face service problems in the future. The company is literally taking a beating in Congress right now for selling submarine propeller manufacturing technology to the Soviet Union. The U.S. Senate voted overwhelmingly to ban Toshiba Corporation products from these shores for up to five years, and the House is even more hostile. Ten congressmen lined up at the Capitol recently to bash a Toshiba radio to pieces

with sledgehammers. Perhaps the angriest is Congressman Duncan Hunter (R-Calif.), who has sponsored a bill to banish the company from U.S. shores forever. Unappeased by recent resignations of Toshiba brass, he insists on a "corporate life sentence" for both Toshiba and its Norwegian partner in the deal, Kongsberg-Vaapenfabrikk. Even the two-to-five-year ban would cost Toshiba America \$2 billion annually in lost sales and up to 4000 American jobs, estimates

Chairman and CEO Nobuo Ishizaka. Toshiba's U.S. sales already have been severely affected, he reveals. Ishizaka isn't sure how the company will service its estimated 35,000 current customers, unless a compromise is worked out. Hunter insists that Toshiba customers won't mind making the sacrifice, and he is helping to organize a nationwide boycott of Toshiba products.

## Laptop-Size Desktop Announced

Koryo Systems is about to upstage IBM's efforts to shrink PCs by introducing a 286/386-upgradable desktop the size of a laptop. The Inchon, Korea, manufacturer expects to ship prototypes of its 15-by-15-by-3 1/2-inch computer to current OEM customers in September. A final version could be on dealer shelves by the first of the year, says General Manager Sung Lee. The

computer incorporates VLSI and surface-mount technology with a passive backplane bus to facilitate upgrades and achieve its diminutive size. Phoenix Technologies designed the ROM BIOS, as well as 80286 and 80386 CPU boards with 4MB and 8MB of RAM, respectively. Phoenix also designed a function-rich I/O board with a floppy controller, serial and parallel ports, a Microsoft-

compatible mouse port, and MDA, CGA, EGA, and Hercules graphics compatibility. Two slots are available for expansion. The machine will ship with one 5 1/4-inch floppy drive and an option for a 3 1/2-inch 20MB, 30MB, or 40MB hard disk. The sixth largest manufacturer in Korea, Koryo also is preparing to sell several larger passive backplane designs.

## Mix and Match

Companies planning to mix and match the new Micro Channel-equipped IBM Personal System/2 computers with their so-called classic PCs face a number of compatibility problems. But incompatibility with the 720-by-348 graphics standard won't be among them. Hercules Computer Technology has introduced its Hercules

PS/2 Card, giving PS/2 owners immediate access to more than 150 leading graphics packages that take advantage of the resolution standard of Hercules-compatible graphics boards. About 2 million of these monochrome graphics boards from Hercules and other manufacturers are already installed in classic PCs. The new board, which

will offer the Hercules extended-column RamFont mode and a choice of 16 colors from a palette of 64, is scheduled to ship in the fourth quarter, possibly as early as October. A price had not been established at press time, but the board probably will go for around \$299.



## Daybreak to Release Integrated Package

*Satin* is the only logical name for Daybreak Technologies' new product, an integrated package that follows in the path of the company's *Silk* spreadsheet. The product will be formally an-

nounced at COMDEX Fall and is scheduled to ship during the first quarter. Daybreak refuses to confirm details, but reportedly will integrate the *Silk* spreadsheet and graphics capabilities with a disk-based file

manager, word processor, communications package, and idea processor. Because *Satin* requires more than 640K of memory, it's likely to be delayed until after the release of OS/2.

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## COMDEX Swells With Corporate Customers

If you're a mubbie (multiple-unit buyer) planning to make the trek to COMDEX Fall in November, you would do well to book your flight and hotel reservations soon. As show registration opens, The Interface Group predicts that more than

90,000 people will jam Las Vegas's 60,000 hotel rooms. The first 30,000 rooms are blocked out for staff members of an expected 1400 exhibitors. During COMDEX's halcyon days, attendees had to sleep in campers, triple up in fleabag motels,

even commute daily from nearby metropolises. This year, a large percentage of those crowding the aisles will be corporate customers who, until recently, had to sneak into COMDEX.

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## Computer Dealers Slash Brands Sold

Expect a scarcity of lesser-known products on the shelves of leading computer stores. Dealers are winnowing out slow-moving or unprofitable brands. For example, MicroAge has reduced brands carried by 20 to 25 percent in recent months, while Businessland is cutting back by one-third and reducing sales commissions on off brands. It's more than simply a way to

save on inventory costs, say the leaders of those chains. Heavy discounting of some products has trimmed margins to the point where store owners have to choose between supporting some products well or all poorly. Dealers with purchasing clout are forming "strategic product relationships"—typically with vendors of the best-selling computers and those that require more complex and expensive soft-

ware, peripherals, and accessories. Dealers will stock up on these computers, increase their service commitment to them, and even gain some influence in their design. The newer and less popular products can still be acquired from smaller retailers or, in some cases, through the mail. But nail down support commitments up front.

---

## Epson to Release Low-End Clone

While most of us are still nurturing our summer tans, microcomputer vendors are busy wrapping Christmas packages. One that may wind up under your tree is a low-end IBM compatible from Epson America that will be bundled with the popular *pfs:first choice* integrated software from Software Publishing. A familiar name among specialty retailers, Epson is preparing

an all-out push to make its \$900 Apex (sans monitor) the first truly successful IBM compatible available from department stores and other mass merchandisers. The standard configuration is a dual-speed 8088-2 CPU (4.77 and 8 MHz), 512K of memory, and two 360K floppy drives. Target customers include office-at-home and take-work-home business users whose appli-

cation needs are broad but not deep. That group has been a key factor in *pfs:first choice*'s success. The integrated \$179 package (\$99 street price) with data base, word processor, telecommunications, and spreadsheet modules has sold more than 100,000 units to date. An enhanced version of *first choice* is planned for pre-Christmas delivery. ●



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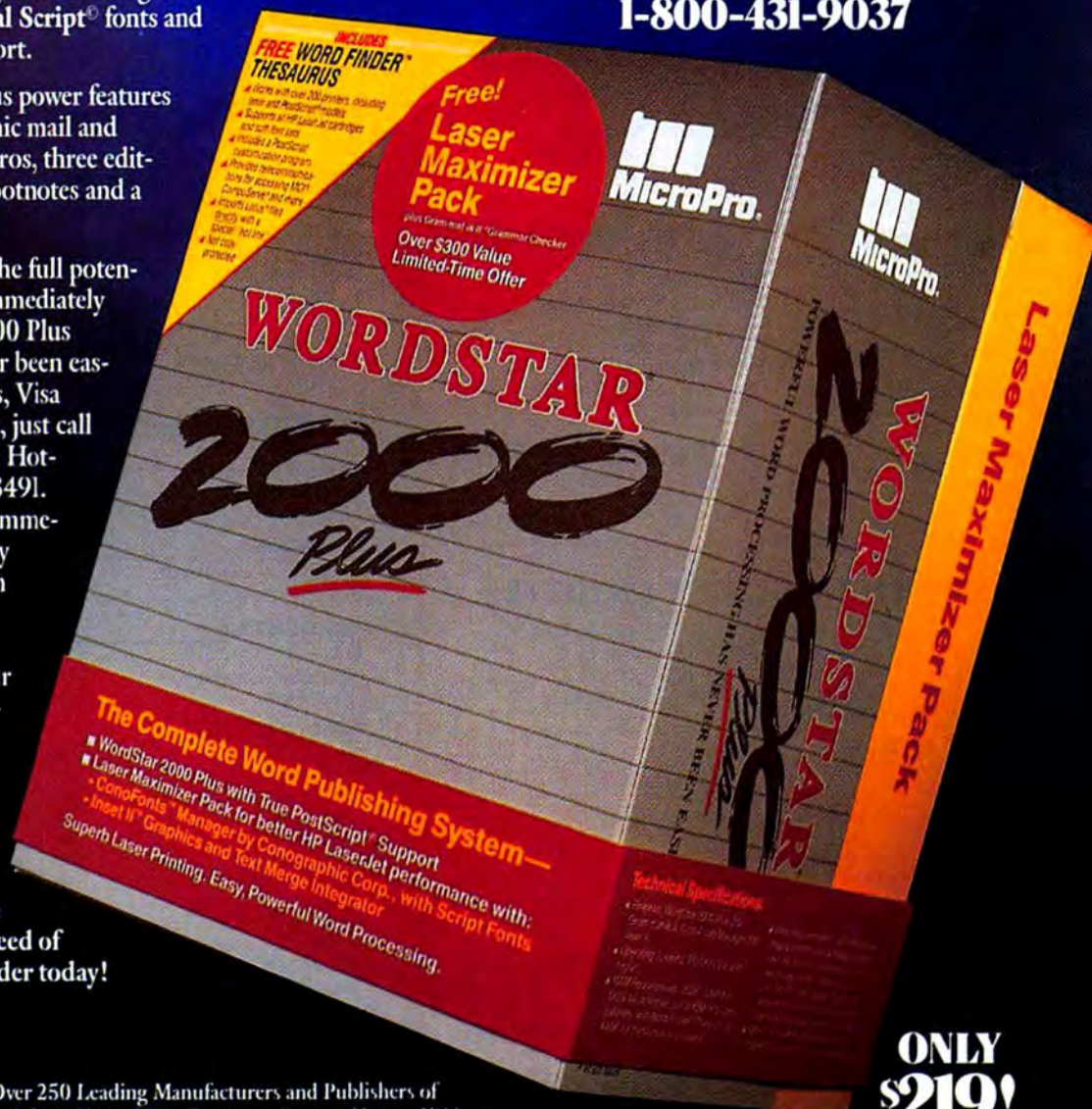
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## Ashton-Tate at the Crossroads

*As data base management becomes ever more strategic to software firms, what's Ashton-Tate's strategy for holding on to its turf?*

Ashton-Tate is large, diversified, and firmly entrenched as one of the Big Three of PC software, behind Microsoft and Lotus. But it still seems embarked on a Dangerfield-like quest for respect.

Optimistic observers applaud the firm's hefty gains in first-quarter earnings, the fairly successful launches of *RapidFile* and *Byline*, and the overdue revamping of *MultiMate*. Skeptics grumble about the long overdue *dBASE Mac* and *dBASE IV* and a host of corporate defections.

All the while, Ashton-Tate is cooking up responses to OS/2 Extended Edition, a rash of *dBASE* clones, the Lotus-IBM partnership, and new pressure from firms like Oracle and Relational Technology. *PC World* Southwest Editor Ken Greenberg recently met with Ashton-Tate CEO Edward Esber, Jr., to check the level of water in the proverbial glass.

*PCW: Whenever the next dBASE ships, it'll inhabit an environment in which at least two operating systems prevail.*

Esber: We've articulated a strategy that IBM confirmed on April 2—low fork, which is DOS 3.xx, and high fork, OS/2. We'll bring out versions of *dBASE* for both worlds.

But there's pessimism about how fast OS/2 will take off. Some are saying that it won't really fly until the early nineties. My best guess is that OS/2 with the Presentation Manager will ship during the second quarter of 1988.

Nobody's terribly eager to jump on the OS/2 bandwagon, from ei-

ther a hardware or a software standpoint. With the Extended Edition, you begin to walk down an IBM proprietary path. The industry simply fears that IBM will exercise too much control over its customers' choices.

*PCW: What does this mean for Microsoft Windows?*

Esber: Most companies have been on the sidelines, waiting to see what IBM will support. That's why you'll now see software vendors—including us—rallying around Presentation Manager, which is a convoluted version of *Windows*. To the extent that there's a third industry standard that follows *Windows 2.0*, we must support that as well.

*PCW: With the data management component of OS/2 Extended Edition, is IBM just another competitor?*

Esber: IBM doesn't have the marketing muscle and reputation at the low end that it does at the high end. While IBM is a competitor, the company has said only that it will offer a relational [Structured Query Language, or SQL] engine. We're viewing it



# View

*News and notes for the computing community*



Cartha Moore

more as an essential element of system software than as an application. With it, you've got room to build report generators, application generators, fourth-generation languages, a dBASE interface, a 1-2-3 interface—all kinds of things.

Chief executive Ed Esber plans to beat back serious new competition from IBM, Lotus, and other data base contenders.

*PCW: Speaking of micro/mainframe bridges like SQL, what do you make of the Lotus-IBM alliance?*

Esber: My first impression was that it's primarily a product announcement—1-2-3/M on the mainframe. I view the rest of it as smoke. The economics of 1-2-3/M will be dubious at best.

*PCW: You've been in an acquisition mode; are you looking at alliances as well? Would you be just as happy teaming up with IBM?*

Esber: We're constantly looking at both alliances and acquisitions. But long-term, true joint development and marketing agreements are harder to make work than acquisitions or mergers. Would I be happy with an IBM alliance? The right one. Am I working hard to get an alliance to announce? Absolutely not. We have a good relationship with IBM, and it's getting even better.

*PC World View reports items of interest to computer enthusiasts and significant insights about industry trends and personalities.*  
—Eric Bender



## Gold-Digging '87

Many hardware marketers first honed their selling skills on everything but computers—Leading Edge founder Michael Shane started with wigs, Computerland of Kansas owner Bruce Burdick with worms. But software entrepreneurs like Elliot Goldberg often enter from the opposite corner—emerging from the quiet of the computer room into a turbulent sales arena where fancy footwork is everything.

Goldberg, 35, started with Goldata Computer Services in 1976, offering contract programming and, later, time-sharing services. "Those were great years; we made a ton of money," he recalls fondly. But by the early 1980s, as the Apple II and other personal computers began slicing into this market, "it was becoming clear that time-sharing as we knew and loved it would no longer exist."

So Goldberg began to turn more and more of his attention to microcomputer data bases. "It seemed silly to keep reinventing the wheel," so he didn't. He developed *Goldatabase*, first offered on the Apple II. By fall 1983, he had a version for the IBM PC.

Although *Goldatabase* enjoyed some early success in a crowded field, by 1985 it started losing ground, and Goldberg began exploring other opportunities. "We tried vertical packages, but that wasn't the way to go either, so we attacked utilities." This move paid



Ken Collins

off in a string of packages—*Your Move*, a memory-resident package that captures and transfers screen data; *S.O.S.*, which automatically saves working files to disk at regular intervals; and *Help*, a development tool for creating on-line help windows.

While *S.O.S.* sold itself, the other products needed more detailed

**Capping a string of software utilities with DAVE, Elliot Goldberg is gambling that the Lotus link will bring a big payday.**

explanation. So Goldberg put together a catalog, and by swapping customer lists with other software vendors, he amassed 180,000 prospect names. This direct marketing ploy was a pure numbers game, with a few employees reaching hundreds of thousands



of customers. "It's fun because there's so much leverage in it," Goldberg notes.

He considered adding third-party products to the catalog and transforming Goldata into a marketing organization. "There's a lot of good software out there that just can't be marketed properly with limited resources. We're probably two orders of magnitude above most people in marketing our products," he explains. But he put that move on ice when heavy-weight distributors began to pick up his products—including Corporate Software and then Lotus Development.

This summer, he's hawking a new package—DAVE (for *Data Addition and Verification Editing*). "DAVE is an add-in data entry vehicle for 1-2-3," Goldberg says. It allows nonprogrammers to quickly draw customized data-entry forms, with fields tied into 1-2-3 worksheets. DAVE also boasts other handy features, like the ability to check whether values exceed a specified amount.

Goldberg cheerfully answers the call for a quick response in developing and marketing products, drawing the line only at extreme scenarios. "Will it become Crazy Elliot's Software? You know, 'He has to be insane to sell software at these prices?'" he asks laughing. "No." —E. B.

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## A Few Minutes With...

**Amy Wohl, information management consultant:** "By saying 'office automation', we scared a lot of people. We convinced them we'd have robot secretaries working for robot professionals."

**Herbert Schorr, IBM group director for products and technology, on expert systems:** "We're now moving into applications that are more crucial than payroll. There are tremendous security and maintenance problems, and reliability becomes key."

**Mitchell Kapor, Lotus founder and independent software developer, on ease of use:** "Unfortunately, things appear to be getting worse in terms of complexity—unnecessary complexity. Things will have to be made simpler for users, or there will be a user revolt. Maybe it won't happen until the year 2000, but it will happen."

**Peter Hansen, marketing vice president, Corporate Software:** "For most corporate users, 1-2-3 is

an operating environment. It is what *Microsoft Windows* wants to be."

**Ken Currier, chairman, SoftSync:** "Long-term planning in this business is lunch next week."

**Consultant Seymour Merrin, Merrin Resources:** "Each compatible, including each IBM model, has its quirks. How many quirks can a company afford to support?"

**William Zachmann, vice president, International Data Corporation:** "Consultants and market researchers have a role in modern society analogous to that of the old Central Asian shamans. Like them, we act as intermediaries between the known world and the unknown realms that lie beyond it. In the case of the shamans, the unknown world is populated by demons and spirits. For us, it is populated by emerging technologies."



# Working in Tandon

*Jugi Tandon staked out his PC claim after the gold rush, but his move has panned out.*

Back in 1975 when 32 floppy disk drive companies were crowded into a tiny market, Sirjang Lal "Jugi" Tandon raised \$7000 and formed yet another drive company in his garage. So it should come as no surprise that the Indian immigrant decided to move his company into the PC clone business in late 1985, three years after the great boom of PC compatibles.

"We have never been the first company in a market," Tandon says. "People said we were crazy to enter the drive business, but I figure you don't have to worry about the market if you have the technology, engineering, and manufacturing know-how."

He assembled a management team that included IBM veterans Dan Wilkie and H. L. "Sparky" Sparks, as well as former Commodore and Victor Technologies executive Chuck Peddle.

Tandon admits the move into PCs was one of desperation. Devastated by the sudden drop in microcomputer sales and the loss of a major contract to supply disk



Blake Little

drives to IBM, the Chatsworth, California, company cut its U.S. work force by 39 percent in March 1985 and then again by 25 percent in May of that year.

The red ink continued to flow, and heads continued to roll. Tandon's sales plunged from \$400.8 million in fiscal 1984 to \$214.1

**Chuck Peddle and Jugi Tandon have seen Tandon's PC business climb rapidly.**

million in fiscal 1986. When its losses continued—\$135.4 million in 1985 and \$62.8 million in 1986—many people thought bankruptcy was near.

Yet Tandon's last-ditch move into the PC business seems to be paying off. The company earned



\$6.1 million on sales of \$156.8 million during the six months that ended March 29, 1987. It's hiring again, and it has ambitions of becoming the next Compaq.

"The numbers speak for themselves," admits Ronald Elijah, analyst at Robertson, Colman & Stephens in San Francisco. "[Tandon's] strategy of getting into the clone business may have been two years late, but it's working. In fact, it saved the company."

Emphasizing inexpensive but well-built PCs, Tandon already offers more than a dozen models, including its new AT-compatible PAC286, which features an innovative portable hard disk drive. Tandon's computers now generate 65 percent of its sales, but most people still think of the company as a maker of disk drives.

"The company really has an identity crisis," says one industry veteran, a statement that irks both Tandon and Peddle.

"We've made the fastest start of any personal computer company in the world—including IBM and Compaq—and in another year maybe we'll run an ad matching our sales curve against theirs," boasts Peddle. "We're already out-selling Compaq outside the United States, and we will surpass Compaq in revenues in five years. I'm willing to bet on it."

Some people wonder, though, whether Tandon's management team will survive that long. Sparks, who developed the retail-

dealer networks for IBM and Compaq, bailed out quickly, although insiders maintain that the move was strictly for family reasons. Like the founder, both president Wilkie (a no-nonsense IBM manufacturing expert) and marketing chief Peddle (former chip designer and ex-president of Victor Technologies) are strong-

willed individuals who might tend to clash.

"We've got several strong personalities because Jugi is not afraid to bring them on and let them manage," Peddle says. "But there's only one guy at the top, and his name is on the door."

—John Eckhouse

## Going Down, Down, Down

PC sales traditionally slacken in the summertime. Suppliers often kick off the season by suddenly discovering more efficient manufacturing techniques that will allow a round of price cuts. Right on schedule this year, many sticker prices slimmed down by one-tenth or more, and prices should continue to drop well into next year.

"For the past several years on an annual basis, price decreases have averaged about 20 percent over virtually all classes of PCs," points out Bill Lempesis, research analyst at Dataquest. "It's an ongoing cycle."

Want a vanilla dual-floppy PC with monitor? "There won't be anything selling at over \$800 by Christmas," predicts Michael Goulde, industry analyst at The Yankee Group. "Once [the machines] hit that level, they'll stay there for most of 1988," he adds, because vendors must make *some* profit.

AT and compatibles prices will vary more widely, from \$1100 for bargain-basement models to \$3000 for fully loaded machines from Compaq and other prestige suppliers. You already can buy an Intel 80386-based machine for around \$2000, although complete systems with sizable hard disks from more prominent vendors will set you back three times that amount.

With the possible exception of memory boards, whose pricing depends on the vagaries of the chip market and government policy, add-in hardware also is getting more reasonable, Goulde notes. But he cautions about the risks of those ever-narrowing profit margins. "I'm expecting a major shakeout—there are too many people selling these things." —E. B.



## Everybody Into the Pool

If you watched the New York Giants disassemble the Denver Broncos in the last Super Bowl, odds are that you regarded it as just an innocent football game. Unless, of course, you were among the millions who had a few bucks on the outcome.

In that case, you're forgiven for thinking of the contest in terms of lions and gladiators, with a share of your bank account as the bait.

Sports betting has become a subterranean economy worth \$40 billion annually, according to government estimates. Some 50 million of us bet now and again; five million others lay their money down lavishly and often. The landscape is said to be populated with 50,000 bookies. Whether you're betting on horses, hockey pucks, or home runs, that's serious money, made all the more so by complicated betting vehicles like parlays, teasers, and round-robins. That's where Sports System Design fits in.

Entrepreneur and longtime Las Vegas denizen Marty Mendelsohn has teamed up with programmer Robert Bentsen to bring that city's legalized bookmaking operations into the PC era. SSD has



Marc Rosenthal

devised a trio of products that addresses the business side of bookmaking—and leaves room for a little fun as well.

Mendelsohn had long sought to bring software into the betting parlor through his American Association of Documented Sports Services. He finally got together with Bentsen in 1985, and the initial result is SOAP—*Sports Office Accounting Program*.

SOAP is a pricey and elaborate package, designed for "the house" and written for PCs linked via a Novell network. The package keeps tabs on betting traffic and cash flows and will set big-time bookies back anywhere from \$1500 to \$60,000.

But as Bentsen readily concedes, casino bookmakers along the Vegas strip constitute a limited market for a budding software firm. If you're among those who check the sports pages as avidly as the stock tables—and you don't trust your bookie to keep your accounts—SSD offers *Sportslog*, a svelte but capable version of SOAP. Of course, what's legal in a small corner of Nevada is verboten virtually everywhere else, so the program is being marketed discreetly.



*Sportslog's* purpose is as plain as the point spread between Penn State and Slippery Rock. "People usually know how they're doing week to week, but not for the entire [football] season," says Bentzen. "If you're an investor in sports, you ought to know how you're doing overall."

With *Sportslog*, you can track your wagers with up to ten bookies, generate a profit and loss statement, and even entrust your gambling urges to a warning system that flags unsettling imbalances.

If you'd prefer to bet with funny money, SSD has further whittled down *SOAP* into a \$50 simulation called *Sportsbook*, published by Micro Illusion of Granada Hills, California.

*Sportsbook* could prove ideal for your neighborhood watering hole or the office around World Series time. As the house, you guessimate a betting line, which you can change at any time. The program spits out tickets to bettors, lets you play with hypothetical results, handles intricate bets, and even extends credit. The simulation of Vegas is nearly complete, lacking only a bank of TV screens, cigarette butts on the carpet, and the stench of too many Bud Lights.

Still, technology has its limits. Not even the SSD programs can help you cover your bets with the IRS. —Ken Greenberg

## Put on a Happy Face

Quick—pick a single vendor to define a friendly, flexible user interface standard for the next decade of computing.

You probably wouldn't choose the inventor of the 3270 terminal, but that is precisely the role that IBM is assuming for itself. Creating a common appearance among applications is one crucial component of IBM's new Systems Application Architecture (SAA), a framework designed to smooth out the bumps in traveling between software and Big Blue hardware.

Initially, the common user interface will enforce some consistency in screen layout, interactive techniques, keyboard layouts, and terminology. It kicks off a massive effort to increase ease of use that will eventually encompass graphics, voice, and image presentations as well. "We want to deliver as little documentation to the end user as possible," says Jon Hemming, IBM's manager of office system planning.

SAA will simplify life for users, not just on PCs but all the way up to mainframes. The approach will be to promote the PC's interactive abilities and then extend as much of those capabilities as possible to

the dumb terminals connected to the big machines. "We are not going for the least common denominator," emphasizes IBM's Bob Berland, head of software products planning.

IBM's in-house developers are currently chewing over issues like how many key definitions should be mandated. Perhaps <F1> should always mean Help, but what other keys, if any, should be predetermined? The developers are soliciting feedback on such issues from independent software firms, Hemming says.

The results should begin to appear, along with a trickle of other SAA components, late this year. At that time, outside suppliers will have another set of development issues to attack and another chance to decide how Blue they'll be. —E. B.

*John Eckhouse reports on business for the San Francisco Chronicle and Ken Greenberg is PC World's Southwest Editor. ●*

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# Product Outlook

*News you can use about recent PC product announcements and upcoming releases*



Ashton-Tate stakes out the desktop publishing middle ground, Zenith makes computing a cinch, AST's users can see clearly now, sales professionals hold automation in their laps, and much more

*Mike Hogan and Ken Greenberg*



## A Publishing Nom de Plume

Need to spiff up a product catalog, but *PageMaker* is overkill and *Newsroom* simply isn't ammunition enough? For projects that require professional polish—but don't demand a degree in graphic design—Ashton-Tate is offering ♦*Byline*, a \$395 entry in the lengthening desktop publishing parade.

Although *Byline* supplies a what-you-see display and a rich set of page design tools, this is desktop publishing for managers more concerned with their data than with the niceties of graphic presentation. The program's canvas is one size only—8½ by 11 inches—and no mouse, color, or page-dummying capabilities are provided. Within those constraints, *Byline*'s publishing repertoire is well suited for budgets, overhead transparencies, newsletters, price lists, and all manner of forms. The program gobbles *dBASE* data and 1-2-3 worksheet files as readily as it does word processing documents. You can even embed and print *dBASE* field names in a document. That talent, coupled with a special *dBASE* font, makes *Byline* an unusually versatile report writer for Ashton-Tate's mainline data manager.

With *Byline*, you typically work with a single page and an accompanying layout spec sheet, although the program displays left- and right-facing pages without flinching. You control type size, weight, and leading for the program's five downloadable fonts, and *Byline* handles kerning. The package includes a serviceable text editor, a screen-capture util-

ity that can grab any graphics screen, and a zoom capability for fine-tuning. Text flows automatically around graphic elements, and if you like your handiwork, you can save formatting information in a style sheet or as a Master Page transparency. You can further automate routine layout chores with your own macros or those supplied with the program.

In keeping with this workaday approach, *Byline*'s hardware demands are modest: an XT with 384K and a graphics board will do nicely. You can use *dBASE*, *MultiMate*, *WordPerfect*, *WordStar*, *XyWrite*, 1-2-3, and *Symphony* files without conversion, and *Byline* respects source text styles, graphs, and tables. Indents, bold-face, italics, superscript, and footnotes arrive similarly intact. The program accepts images from most popular scanners; welcomes art from *PC Paintbrush*, *MacPaint*, and *Windows Paint*; and supports PostScript. With *Byline*'s *dBASE* component, hardware requirements escalate to 512K. Ashton-Tate, 20101 Hamilton Ave., Torrance, CA 90502-1319; 213/329-8000.



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The Zenith Eazy PC is a simple but stylish solution for those who have relatively uncomplicated computer needs.

of options that adorn most machines. The NEC V40-based Eazy PC, to paraphrase Henry Ford, comes in any configuration you like—as long as it's an 8088-based CPU with 512K and a 640-by-400-pixel white-on-black monitor. The monitor and system unit are one, and—shades of IBM's PS/2 family—the floppy disk media is strictly 3 1/2 inch.

Your most difficult decision may be whether to buy the single-drive \$995 model, the \$1199 dual-floppy version, or the \$1699 20MB hard disk edition. Indeed, this lightweight box with the size-5 footprint is virtually closed to the public. You can count the options on one hand: a 128K memory module, a serial port/1200-bps modem/memory module, a real-time clock, and a mouse.

If you're a student or home user who'd rather not delve into DOS, the pulldown menus of Microsoft's *Menu Manager* (which is bundled with the system) will spare you a close encounter with the A> prompt. In classic Zenith fashion, the Eazy PC is as simple to operate as, well, a television set.

Zenith Data Systems, 1000 Milwaukee Ave., Glenview, IL 60025; 312/699-4848.



### On the Other Hand...

If you'd prefer to keep your options and computer chassis open, you might consider the latest systems quartet from Wyse. Thanks to passive backplane architecture that parks the CPU on a plug-in board, your PC can grow along with your appetite for computing power.

The ♦Wyse PC line consists of four models, which can host any of three 80286-based boards (topping out at 12.5 MHz) or a 16-MHz zero-wait-state 80386. The Wyse PC 286 Model 2108 and Model 2112 include four available AT-compatible expansion slots—and that's after the CPU, the floppy/hard disk drive controller, the serial/parallel port, and the display

(continues)





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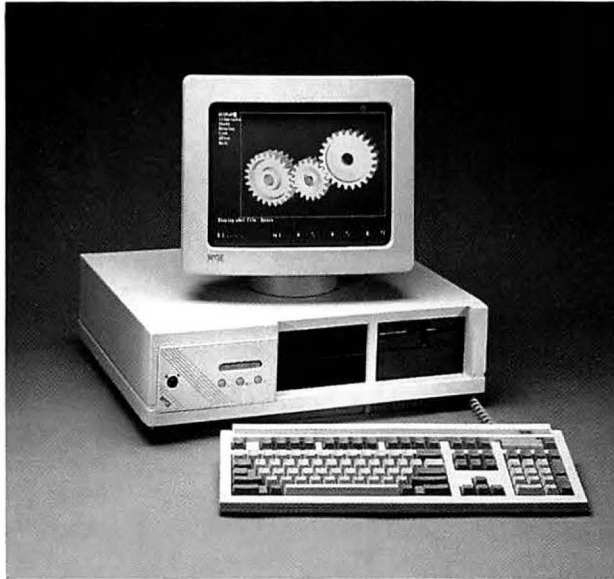
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The modular system architecture of the new Wyse PC line lets you upgrade your computer with any of three 80286-based boards or one 80386-based board. The Model 3216 shown here offers up to 24MB of memory.



adapter are installed. The petite 15-by-16½-by-6-inch unit contains room for up to three half-height mass storage devices.

The 2108 comes standard with 512K, while the 2112 offers a full 1MB. Models 2214 and 3216 are roomier (seven extra slots) and feature 1MB of memory as standard fare. Wyse is pitching the Model 2214 as a sophisticated workstation or multiuser system; the Model 3216, aspiring to mini-computer status, is designed as a CAD workstation or a network file server. Wyse Technology, 3571 N. First St., San Jose, CA 95134; 408/433-1000.



## Door Number Three

Looking for a PC with all the trimmings at a fast-food price? Need to get a colleague up to computing speed with few ques-

tions asked? The closely held Dutch conglomerate Vendex—which is as invisible as a \$9 billion concern can be—has devised a means of elevating the low end of the market. Its Vendex Pacific unit has joined with Samsung Electronics to craft the ♦**Turbo 888-XT Headstart Computer System**. The result is more than just a box; it amounts to an insurance policy for PC novices.

The Turbo 888-XT's design is austere but decidedly high-tech. The unit's two-speed (4.77-MHz/8-MHz) 8088-2 CPU resides on an expansion board; its dual-mode Hercules/CGA-compatible graphics chips share board real estate with 768K of bank-switched RAM (ideal for a RAM disk or print spooling); and its enhanced Phoenix BIOS won't balk at networks. Rounding out the \$995 system are two 5¼-inch floppy drives; a 135-watt power supply; seven expansion slots; an AT-style

keyboard; a high-resolution monochrome monitor with a tilt-and-swivel base; and mouse, parallel, serial, joystick, and light-pen ports. Adding a color monitor brings the tab to \$1295. Thanks to Vendex Pacific's alliances with Paperback Software, ATI, and Software Toolworks, the system is embellished with starter spreadsheet, word processing, and file management applications—all topped off by a fresh version of *Hot*, Executive Systems' DOS shell. You can upgrade the unit with an optional \$549 20MB board-mounted hard disk and a \$149 1200-bps modem (with ROM-based telecommunications software), both of which virtually install themselves.

Every bit as interesting as the hardware is a setup and support scheme designed to instill confidence in even the most reticent small-business user. For a modest fee, Vendex will even make house calls. Although the Headstart system is available from mass merchandisers, Vendex itself is fielding all service inquiries, and promises to respond within 4 hours in the nation's 70 largest cities. Vendex Pacific, 40 Cutter Mill Rd., Great Neck, NY 11021; 516/482-4255.

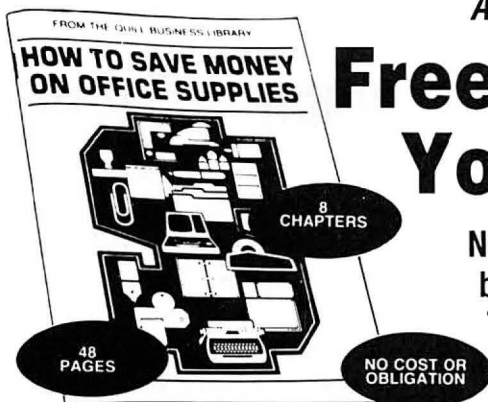


## Truly Seeing What You Get

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(continues)





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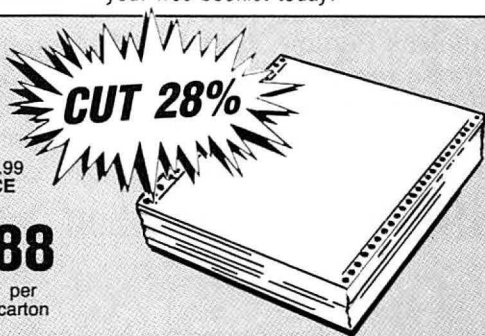
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The \$1995 combination encompasses a 1024-pixel-by-1280-line monochrome monitor, whose paper-white flat screen and high-contrast characters simulate the printed page. Page layout and typeface characteristics appear as vivid on screen as they do on hard copy, eliminating the need for drafts. TurboVision features Hercules emulation and DOS system fonts, and the board snaps into either an 8-bit or a 16-bit connector. AST Research, Inc., 2121 Alton Ave., Irvine, CA 92714; 714/863-1333.



## Birth of a Sales Program

Out there in the blue, riding on a shoeshine and a smile? Not any more. Office productivity tools are on the road with increasing

(continues)



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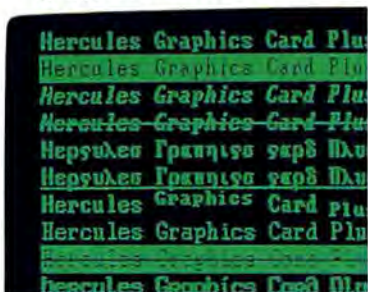
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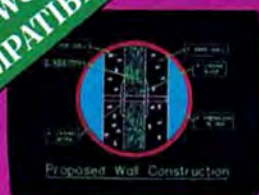
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(continues)

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# Better Spreadsheets, Fast With Hercules.

Like to know a secret shared by nearly 200,000 Hercules RamFont users? Your 1-2-3, Symphony, Framework or Multiplan\* will run better on a Hercules Graphics Card Plus or Hercules InColor Card.

And we run them better in a number of ways.



Hercules RamFont lets spreadsheets like 1-2-3 display nearly twice the data with no loss in scrolling speed.

## Display More Data.

First, you get more data on the screen without sacrificing your ability to scroll or move around the spreadsheet fast. Hercules' exclusive RamFont mode lets 1-2-3 and Symphony display nearly twice as much data (from 2,000 characters to about 3,400) expanding your view from 80 columns x 25 rows to a full 90x38. Microsoft Multiplan's display expands from 80x25 to 90x30 with the ability to toggle between the two. And Ashton-Tate's Framework goes from 80x25 to 90x43.

More data on screen without a loss of scrolling speed means you get a more functional spreadsheet. And you get it fast.

## Crisp Graphics. Mono & Color.

Hercules 720x348 graphics is the highest popularly supported resolution available for IBM PCs/XTs/ATs, and a wealth of compatibles.

Our industry-standard 720x348 graphics mode and RamFont mode are now available for

both monochrome TTL monitors (Hercules Graphics Card Plus) and enhanced color "EGA type" and multi-sync monitors (Hercules InColor Card).

All of which means that built-in graphics on 1-2-3, Symphony, Framework II, SuperCalc 4, Javelin, Open Access, and Enable will be able to run in both mono and full color on either card. And so can add-on packages like Microsoft Chart, VP Graphics, and Stella Business Graphics.

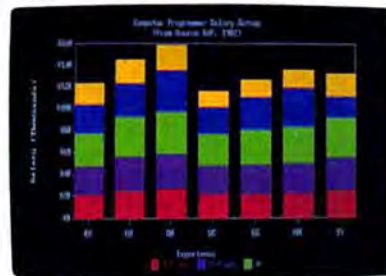
## Compatibility Plus.

Which brings us to yet another big benefit for spreadsheets and graphics. Hercules cards are completely compatible with each other.

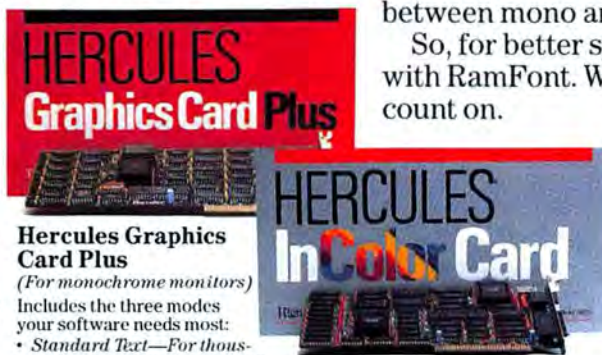
Any monochrome standard text, Hercules graphics or Hercules RamFont compatible program (and there are thousands of them) will run in two to sixteen colors on the Hercules InColor Card without changing video drivers.

And that makes moving (or networking) between mono and color systems a breeze.

So, for better spreadsheets ask for Hercules with RamFont. We're the graphics cards you can count on.



Hercules 720x348 resolution is now available in both mono and color for integrated or add-on graphics programs.



### Hercules Graphics Card Plus

(For monochrome monitors)

Includes the three modes your software needs most:

- Standard Text—For thousands of text-based programs
- Hercules 720x348 graphics—highest popularly supported standard
- Hercules RamFont—3,072 software definable characters improve many popular software programs. (Call for the latest list.)
- \$299 suggested U.S. retail price.

### Hercules InColor Card

(For multi-sync and enhanced color "EGA-type" monitors.)

Runs all Hercules monochrome software in 2 colors, most popular software in up to 16 colors selected from a palette of 64.

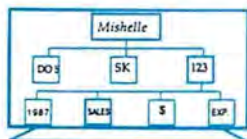
- Standard Text—All programs run in 2 or more colors.
- Hercules 720x348 graphics in up to 16 colors—15% higher resolution than EGA.
- Hercules RamFont—3,072 software definable characters in 16 colors up to 12,288 in 2 colors.
- \$499 suggested U.S. retail price.

For more information call Hercules toll-free at: 1-800-532-0600 Ext. 303. In Canada, 1-800-323-0601 Ext. 303.

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## Product Outlook



## The People's LAN

If the primary considerations keeping you from local area networking are price and complexity, Quadram has come up with a simple solution. ♦QuadStar is an entry-level offering consisting of a six-node StarLAN network that costs around \$400 per connection. With this 1-megabit network, economy and ease of installation are jobs 1 and 2.

The system is packaged in a ♦QuadStarter Kit that contains everything a work group needs to get two stations up and running immediately. The kit includes a half-size board for one workstation, a hub adapter that will accommodate an additional five workstations, 50 feet of twisted-pair wiring, Torus Systems' icon-based Tapestry network operating system, and step-by-step tutorials on installation, network hardware, and the operating system—all for \$1095. Additional adapters are only \$375.

Using gateways, QuadStar can converse with other StarLAN networks as well as with Ethernet and IBM Token-Ring systems. If you'd like to double your connections, the ♦QuadStar Hub-12 can bring 12 nodes into the LAN fold. Given QuadStar's twisted-pair wiring and modest price tag, it appears Quadram is seeking to follow the AppleTalk trail to prolific network connections. Quadram, One Quad Way, Norcross, GA 30093-2919; 404/923-6666.

(continues)



# Networks Love Hercules.

## Mono to Color Compatibility Make Driver Worries a Thing of the Past.

If you're trying to tie together your IBM compatible PCs, you don't need us to tell you about the hassles of different kinds of color and monochrome monitors and graphic cards requiring different video drivers for different software spread throughout your network.

*A single unified driver runs many programs in monochrome...*

installed with the program at the file server will work with both your mono and color PCs. And that's one less thing to worry about.

## We Run Software Better.

That great compatibility and unified driver concept is just one of the ways we improve the way software runs, on or off a network.

*... and in full color on different PC/monitor combinations.*

Hercules can make your life a bit easier. And while we're at it, improve the way your software runs. Our suggestion:

You've probably already standardized on Hercules cards for your *monochrome* PCs. We suggest you also standardize on Hercules for your *enhanced* color systems.

## Good-bye Driver Worries.

Our new InColor Card is fully compatible with Hercules monochrome cards. This means it will run every one of the thousands of programs written for those cards in two colors, using the standard monochrome driver included with the software.

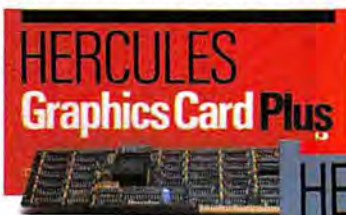
And most popular programs... like 1-2-3, Symphony, Framework, AutoCAD, and many others use a single driver to run in full color (up to 16 colors selected from a palette of 64) on our InColor Card, and in mono on our monochrome cards.

What it all adds up to is this: If you've standardized on Hercules, a single driver

Your software also benefits from Hercules' crisp 720x348 resolution—the highest popularly supported standard in monochrome or full color.

And Hercules exclusive RamFont mode improves the performance of spreadsheets and word processors (1-2-3, Symphony, Framework, Word, Manuscript, and many others) by letting them display up to 3,072 software definable characters instead of the fixed 256 ASCII character set.

So, to get the most from your software and your network, specify the Hercules Graphics Card Plus, or the Hercules InColor Card for your systems. Your network will love you for it.



### Hercules Graphics Card Plus

*(For monochrome monitors)*  
Includes the three modes your software needs most:

- **Standard Text**—For thousands of text-based programs
- **Hercules 720x348 graphics**—highest popularly supported standard
- **Hercules RamFont**—3,072 software definable characters improve many popular software programs. (Call for the latest list.)
- \$299 suggested U.S. retail price.



### Hercules InColor Card

*(For multi-sync and enhanced color "EGA-type" monitors.)*

Runs all Hercules monochrome software in 2 colors, most popular software in up to 16 colors selected from a palette of 64.

- **Standard Text**—All programs run in 2 or more colors.
- **Hercules 720x348 graphics** in up to 16 colors—15% higher resolution than EGA.
- **Hercules RamFont**—3,072 software definable characters in 16 colors up to 12,288 in 2 colors.
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## Smooth Talking

Absence may make the heart grow fonder, but it often makes long-distance computing projects confusing, time-consuming, and expensive. If an associate has ever walked you through an application over the phone (or if you've had to escort a colleague through the fog), you know that what's said on one end isn't always what ends up being typed on the other.

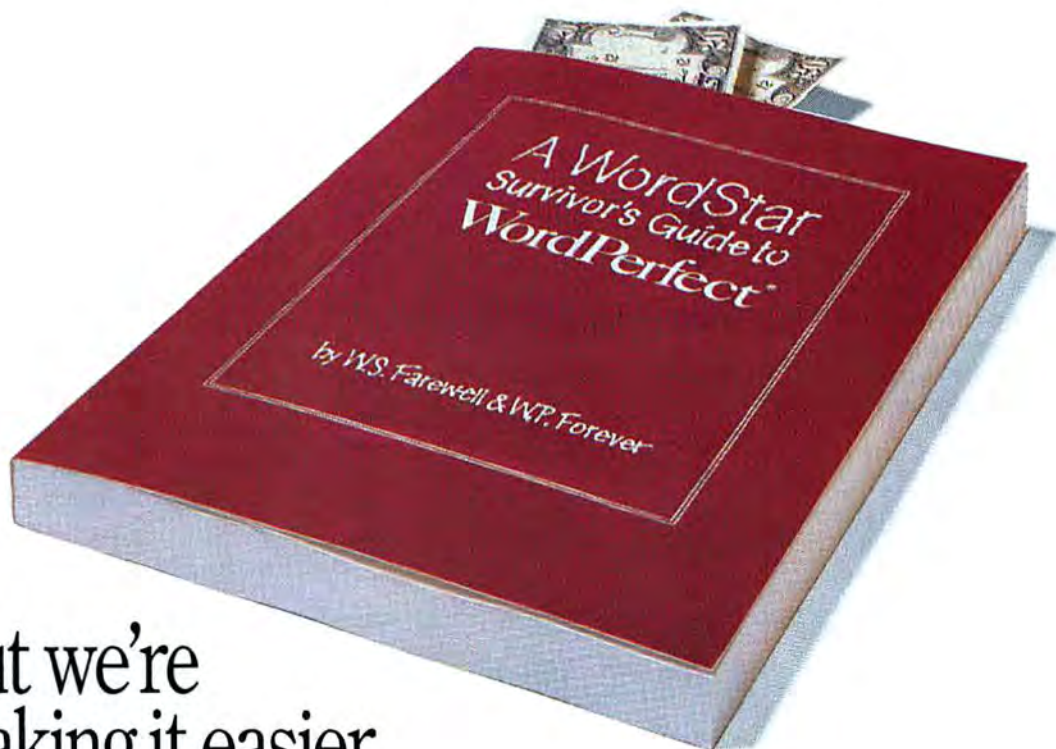
Welcome to what Harmony Technology Associates calls "cooperative computing." Its ♦**Co-Compute 2.0** smooths out some of the kinks by handling voice conferencing and data transfer simultaneously on a single telephone line. In the program's Symmetric mode, either conferee can execute DOS or application commands or modify or transfer a data file. Unlike other remote control packages, **Co-Compute** lets you instantly toggle the phone connection between voice and data. Conferees are then free to conduct a dialogue in a pop-up window as an application runs—or to freeze the action and simply chat. A similar pop-up window makes tutorials a snap by displaying all keystrokes (including otherwise-invisible control characters) as they occur.

If you don't want the person at the other end to reach out and touch your data, you can switch to the program's Terminal mode. In that case, one user calls the shots and operates the host from afar—also a useful capability for those seeking entrée to the office

*(continues)*



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desktop while on the road. Otherwise, every feature of the Symmetric mode is at the ready. The program's memory-resident component requires just 52K. Single copies list for \$279; a twin-pack is \$495. A 2400-bps modem is recommended for Terminal mode. Harmony Technology Associates, 3700 S. Sepulveda Blvd. #332, Los Angeles, CA 90034; 213/398-0878.



## Saved by the Speller

Weary of burning the midnight oil trying to clean up errant labels in overstuffed 1-2-3 worksheets? Re-

lax. Instead of pressing the panic button, push the ♦*Spellin* hot key.

*Spellin*—Turner Hall's \$79.95 spelling checker for 1-2-3 release 2 and *Symphony*—puts a 90,000-word dictionary and an unlimited user-programmable dictionary at your disposal. *Spellin* will check all or part of a worksheet, and its search-and-replace function is sharp enough to turn acronyms and other common abbreviations into full-fledged words. It even adds unusual spellings to your personal dictionary. As a release 2 add-in that lives comfortably within 1-2-3, *Spellin* doesn't clash with products like Lotus's HAL or Borland's *SideKick*. (Speaking of Borland, *Spellin* is the first commercial implementation of The Finder, Borland's powerful linguistic processor.)

(continues)

Guess Edit Ignore Add Context Options Quit					MENU
Guess at spelling					
Questionable word : <b>Figurs</b>					Location : J3
GraphFax Corporation, 210 Industry Way, Boontown, CA 95089					
Fiscal 1986 Sales <b>Figure</b>					
PLAN vs ACTUAL					
=					
Month					
=					
July '86					
13	November '86	\$30,800	\$32,089	\$2,089	9%
14	December '86	\$24,000	\$23,482	(\$598)	-2%
15	January '87	\$29,500	\$33,563	\$4,063	14%
16	February '87	\$31,000	\$32,094	\$1,094	4%
17	March '87	\$30,500	\$40,050	\$1,550	4%
18	April '87	\$41,000	\$44,482	\$3,482	8%
19	May '87	\$43,000	\$47,865	\$4,865	11%
20	June '87	\$47,500	\$53,982	\$6,482	13%
10-Jun-87 09:38 AM					

Turner Hall's *Spellin* searches out those annoying spreadsheet label misspellings that often seem to hide in plain view. It can't help you check your numbers, but *Spellin* quickly spotted the 'Figurs' error in the spreadsheet above.



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For more ambitious word processing tasks, *Spellin* will work with Turner Hall's own *4Word*. If you've got an AboveBoard or equivalent memory expansion board, you can even place half of *Spellin*'s 95K of code in expanded memory, keeping RAM requirements well within bounds. Turner Hall Publishing, 10201 Torre Ave., Cupertino, CA 95104; 408/253-9600.



## Briefly Noted

For veterans of the network wars, the only battle wounds deeper than those caused by LAN cabling costs are those inflicted by ripping apart your office to string the wire. Telegence's ♦Tokenstar wants to be a peacemaker. A data-over-voice system, it uses everyday twisted-pair wiring—without turning voice communications into block party lines. The \$595 Tokenstar 3301 network board fits into any PC, while the \$695 Tokenstar 3201, a compact external unit, connects to a PC like a modem. Complementing both boards are hub units of various capacities that rely on multiplexing to separate voice and data signals. The Tokenstar system serves as both an asynchronous LAN offering VT 100 emulation and a NET-BIOS-compatible network that cruises at 1 megabit per second. You can dial a host (or another PC or a modem) as easily as you would a colleague in a crosstown office. And Tokenstar works with

(continues)



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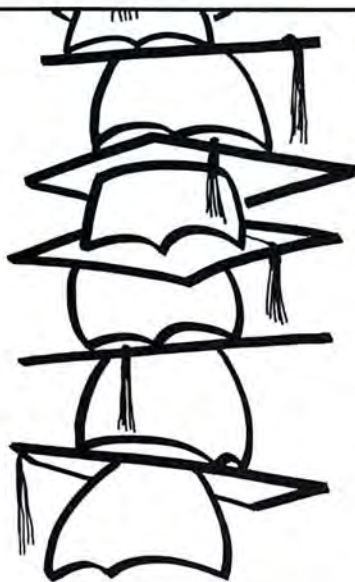
head projector, can project any PC-generated monochrome image onto a wall or screen, where everyone can take a gander. More useful in interactive training situations than a simple slide show, Data Display translates a moving software demo into full-motion projection. You can stop and discuss what's on screen or branch off into other software areas as it suits you. Download the latest data from the company main-frame or play "what if" games with a spreadsheet—you can do it on the keyboard in real time. Data Display incorporates proprietary technology for binding video chips directly to its LCD, producing more reliable connections, higher resolution (640 by 200),

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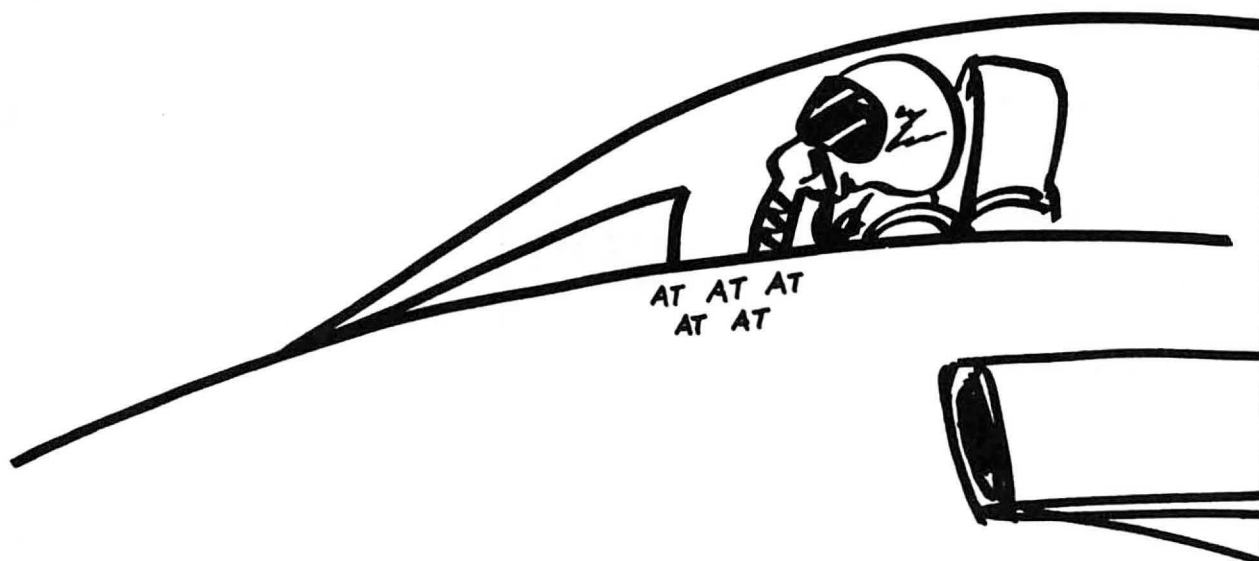


right along with ♦*Repeat Performance 1.40* from WordPerfect Corporation. A nifty 2K utility, *Repeat Performance* unleashes high-speed typing, scrolling, and editing by increasing cursor speed from 11 characters per second to as high as 1000 cps. The program virtually eliminates dropped characters by expanding the type-ahead buffer from 15 to 1000 characters. Continually forgetting to turn off <CapsLock>? *Repeat Performance* ensures that letters won't be displayed in lowercase when the <Shift> key is depressed. The \$59 program can be installed with a single command. WordPerfect Corp., 288 W. Center St., Orem, UT 84057; 801/227-4000.

◆◆◆◆  
Now that a beachhead has been established in the colonies, Britain's Amstrad PLC is bringing yet another member of its PC family to these shores. The ♦**PC1640** is big brother to the PC1512, whose \$799 sticker and bevy of features has, since its February debut, sold like scones at high tea. Like the PC1512, the PC1640 sports the same 8-MHz 8086 processor, Microsoft-compatible mouse, tilt-and-swivel base, and bundle of software. But the new kid carries a motherboard brimming with 640K, a hard disk controller, and

a chipset offering MDA-, CGA-, EGA-, or Hercules-compatible graphics. You can again choose between monochrome or color monitors and opt for a single 5¼-inch floppy drive, dual floppies, or a 20MB hard disk. The single-drive model with a monochrome monitor lists for \$899, the 20MB system with a color monitor for \$1999—roughly \$100 more than the PC1512 models. The Amstrad PC1512 line will continue to be distributed through mass merchandisers, while the PC1640 is available through specialty dealers and value-added channels. Vidco Electronics, 1915 Harrison Rd., Longview, TX 75604; 214/297-4898. ●

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# From the Software Shelf

*PC World offers first impressions of recent software releases*

This month: Ventura updates a winner, Dartmouth returns to basics, Borland solves your equations, the Cadillac of sort utilities brings order to large files, and a build-your-own-typeface program makes headlines

*Edited by William Rodarmor*



## Xerox Ventura Publisher

*Desktop publishing program*

*Pros: Professional-grade typographic capabilities; what-you-see page makeup; powerful style sheet formatting*

*Cons: No undo or help capabilities; can't stretch or rotate text*

Version 1.1

Xerox Corp.

101 Continental Blvd.

El Segundo, CA 90245

800/822-8221

List price: \$895

Requirements: 512K (640K recommended); hard disk; Microsoft bus mouse or serial mouse, Mouse Systems PC Mouse, or Xerox optical mouse; graphics board

Not copy protected

How do you improve a program that has already drawn rave reviews? In the case of *Xerox Ventura Publisher*, you keep the program's structure pretty much the same, add features, and plug the holes you missed the first time around.

Ventura's new version 1.1 offers improved typographics, support for more text and graphics standards, better graphics handling, and support for more fonts and laser printers. But Xerox missed a few potholes. *Ventura 1.1* can't stretch or rotate text, lacks a mail merge capability, and won't print

out all the settings in a style sheet. Moreover, this somewhat daunting multimode program still doesn't offer on-line help or an undo command (see "Ventura: Complete Desktop Publishing," *PCW*, March 1987).

The modus operandi of creating a publication with *Ventura* is unchanged. But start the program and open up a document on screen, and you'll notice a pair of *PageMaker*-like sliding markers on the ruler bars that track the movement of the cursor. Those guides only hint at the scores of new features that are hidden from view in *Ventura 1.1*'s pulldown menus.

Xerox has vastly expanded *Ventura*'s typographic controls. Version 1.1 boasts a variety of fixed spaces, optional letterspacing, tracking, and programmable tab characters (see Screen 1). It raises the spaceband controls from two to three, adds automatic kerning, and flags loose lines.

*Ventura 1.1* also offers a host of less flashy but equally useful enhancements. It provides frame anchors, which keep graphics in a specified position relative to the text (if the text is reformatted, the program automatically moves the frames). And if you add a new monitor or mouse, you no longer have to reinstall the entire program.

Power users will be happy to learn that *Ventura* can now handle even heftier text files and larger style sheets than before: 500K of text and 128 formatting tags per chapter, compared to the previous limit of about 100K for text and 64 tags.

To *Ventura 1.0*'s already considerable list of word processing formats, Xerox has added *WordStar*,



*MultiMate*, *Microsoft Word*, *Xerox Writer*, *WordPerfect*, *XyWrite*, and IBM's Document Content Architecture (used by *DisplayWrite* and *Samna*).

The list of acceptable graphics formats has also swelled dramatically. Version 1.1 allows you to import pictures in 9 different object-oriented graphics formats and 3 bit-mapped graphics formats. Together, these 12 formats provide a gateway for output from hundreds of graphics packages, such as *Video Show*, *Freelance*, *Computer-graphics CGM*, *HPGL*—graphics programs that work with *Windows*—plus *MacPaint* and *MacDraw*. Via the latter two, the Macintosh's extensive clip-art libraries are now easily accessible on the PC. And version 1.1 accepts Encapsulated PostScript files, so you can print the output of Ado-

be's *Illustrator* program with true PostScript curves.

*Ventura*'s ability to manipulate graphics has also been significantly improved. With version 1.0, you could crop only bit-mapped graphics. Now you can crop object graphics generated by any program, from *1-2-3* to *MacPaint*.

Many desktop publishing programs work only with costly PostScript printers or add LaserJet support as an afterthought. But *Ventura*'s laser ambitions are apparently unquenchable. The new program supports all PostScript- and LaserJet Plus-compatible printers and adds drivers for the Cordata and Interpress laser printers. Moreover, the PostScript and J Laser drivers are noticeably faster.

The new release also opens the door to more third-party fonts and streamlines the process of converting them. You can now transform fonts in LaserJet format for use with the AST TurboLaser, the J Laser board, the Xerox 4045, and the Cordata. If a font developer includes the necessary files, you can convert the fonts from *Ventura*'s menus. If not, you'll have to exit *Ventura* and go through a multiple-step process using utilities provided with the program.

The list of improvements continues: automatic shingling of 11-by-17-inch pages, support for a host of large-screen monitors, an adjustable zero point on the ruler (handy when working within a box), and enhanced automatic numbering.

(continues)





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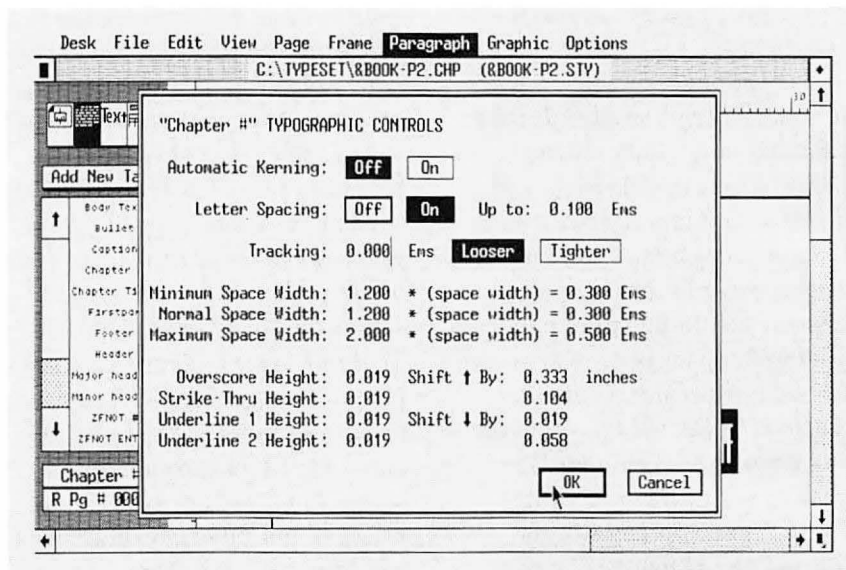
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From the Software Shelf



Screen 1: Ventura Publisher's new typographic controls include automatic kerning; letterspacing for spaces within words; tracking; and minimum, maximum, and optimal space between words.

Version 1.1 also has a more extensive hyphenation algorithm than the fast but somewhat absentminded one in version 1.0. For the international market, hyphenation algorithms have been added for UK English, French, Italian, and Spanish. And multilingual desktop publishers can use two hyphenation utilities simultaneously, automatically hyphenating adjacent columns of English and French, for instance.

The biggest disappointment of version 1.1 is Xerox's continued refusal to extend users a helping hand. A printed tutorial and some sample preformatted documents are better than nothing, but they aren't much. Not only does Ventura lack context-sensitive help screens, it lacks a help facility, period. And on-screen blunders will cost you: Version 1.1 still doesn't have an undo command. Mastering Ventura is challenging enough,

and the lack of help effectively bars many users from grasping the program's nuances. With version 1.1, Ventura has clearly strengthened its claim as the publishing program of choice for the features and speed crowd, but novices should approach with caution.

—Ted Nace

## True BASIC 2.0 BASIC compiler

*Pros: Elegant, systematic language; powerful arithmetic and graphics capabilities*

*Cons: Not compatible with IBM BASIC; produces large .EXE files; expensive developer license*

(continues)





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With Eureka: The Solver, there's no guessing, no dancing in the dark—you get the right answer, right now. (PS:  $X = 2.0705799$ , and Eureka solved that one in .4 of a second!)

#### System requirements

IBM PC, AT, XT, PS/2, Portable, 3270 or true compatibles. PC-DOS (MS-DOS) 2.0 and later. 384K.

### How to use Eureka: The Solver

It's easy.

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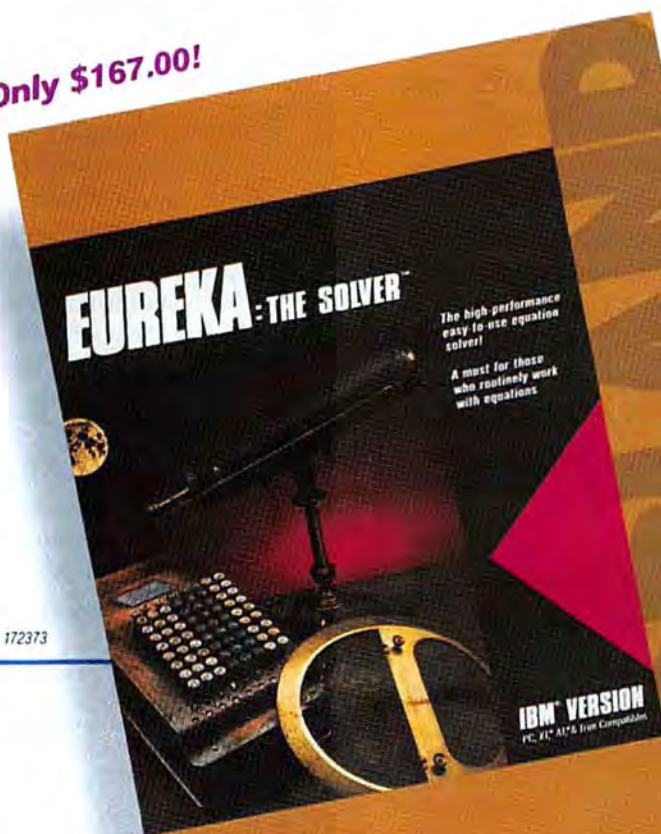
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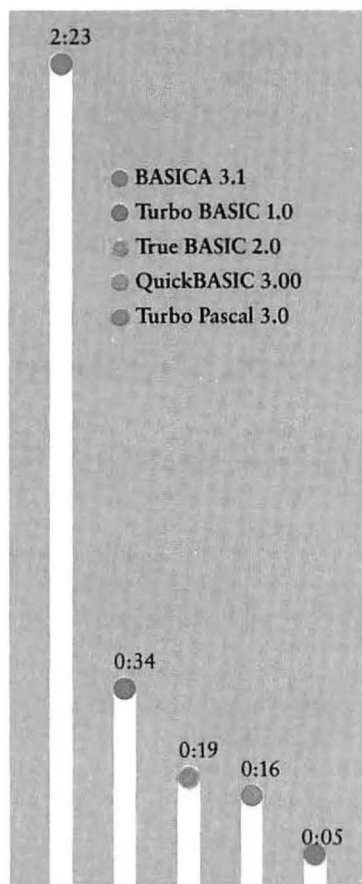
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## True BASIC: The Speedy Sort



**Figure 1: Though it uses intermediate code, True BASIC is nearly as fast as native-code compilers. In this selection sort test, the task was to sort into ascending order an array of 200 floating-point numbers initially in descending order. In BASICA, QuickBASIC, Turbo BASIC, and Turbo Pascal, array subscripts and loop counters were integers; in True BASIC, all numbers were of the same type.**

Tests were performed on an IBM PC running at 4.77 MHz without an 8087. Times are in minutes:seconds.

*True BASIC, Inc.*  
39 S. Main St.  
Hanover, NH 03755  
603/643-3882

*List price: compiler \$99.95, run-time utility \$99.95, both \$149.95; commercial-use license \$350; BASICA program converter \$49.95; Toolkits \$49.95 each*  
*Requirements: 192K, one disk drive, DOS 2.00 or later version*  
*Not copy protected*

True BASIC version 2.0 is the latest brainchild of John G. Kemeny and Thomas E. Kurtz, the Dartmouth professors who invented BASIC 23 years ago. An intermediate-code compiler, version 2.0 adds 8087 support, EGA and Hercules graphics, modular grouping of subroutines, and the ability to generate stand-alone .EXE files by using an optional run-time utility.

Version 2.0's strengths include powerful arithmetic and graphics functions and compatibility with compilers for the Amiga and Macintosh. Moreover, its performance is a tribute to efficient design. Though True BASIC creates intermediate code, which is interpreted at run time, its programs run as fast as those of native-code compilers (see Figure 1). Its accuracy with numeric variable types falls midway between other compilers' single and double precision (see Figure 2).

On the downside, True BASIC is not compatible with IBM's BASIC, produces bulky .EXE files, and is hampered by a misguided

*(continues)*





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QuickBASIC 3.00 double precision: 0.999999999999999

Turbo BASIC 1.0 double precision: 1.000000000000001

BASICA 3.1 double precision: 0.999999999999998

True BASIC 2.0: 1.000000000476630

Turbo BASIC 1.0 single precision: 0.999990701675415

QuickBASIC 3.00 single precision: 0.999985810000000

BASICA 3.1 single precision: 0.999985700000000

**Figure 2:** Not only is True BASIC 2.0 fast, it's accurate, falling midway between its competitors' single and double precision. The result of this numeric calculation (modified Savage benchmark with ATN, TAN, EXP, LOG, and SQR) should be 1.0.

pricing scheme. Since the company charges \$350 for a commercial license, True BASIC will appeal mainly to students, engineers, and scientists who need to perform computations but aren't planning to produce software for distribution.

True BASIC's incompatibility with existing BASIC programs may seem unfortunate, but it is no accident. Faithful to the Dartmouth motto, "A Voice Crying in the Wilderness," Kemeny and Kurtz feel strongly that BASIC has become too complex. At last count, BASIC had nearly 200 kinds of statements, each with its own syntax.

True BASIC has fewer types of statements, and each type is more systematically designed. Open-ended statements such as SET,

CALL, and OPTION let True BASIC's designers extend the language without complicating its syntax. More important, the language adheres to some industry standards—ANSI BASIC syntax and GKS graphics—which the microcomputer world has largely ignored. True BASIC is living proof that a simple, uniform language can be as powerful as BASIC and far easier to learn.

Strikingly easy to use, True BASIC offers a simple, full-screen editor with an adjustable command area; on-line help is readily available. Files are saved in standard ASCII format, so you can easily read programs and data files with any program editor or word processor.

Another of version 2.0's selling points is hardware independence. Most True BASIC programs can

*(continues)*



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\* Using the suite of 48 comprehensive benchmarks published in Data Based Advisor, March 1987.

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run unchanged on the PC, Amiga, and Macintosh. Graphics are handled the same way on any machine, and the programmer can define the coordinate system. You can use turtle graphics, your own Cartesian coordinate system, or even an optional 3-D graphics library. A program can define "pictures"—graphical procedures—and move or scale them for display.

Structured programming statements and constructs such as SUB, DO...LOOP, SELECT CASE, and IF...THEN...ENDIF make line numbers unnecessary. The use of GOTO and GOSUB statements is actively discouraged: If you use them, you must line-number the entire program, not just the lines referred to.

You can group subroutines into modules as in Modula-2. Recursion is permitted, making it possible to implement efficient sorting and tree-searching routines that are impossible in ordinary BASIC.

Surprisingly, there is only one numeric data type—floating point—similar to the double-precision variables of IBM's BASIC. Version 2.0 uses the 8087 coprocessor automatically if it is present, and supports error trapping, windowing, and even the Microsoft Mouse. An optional Developer's Toolkit lets you call any machine function available through DOS and BIOS calls and create pull-down menus. Other Toolkits

(Mathematician's, Sorting, Communications, and Advanced String Library) offer multidigit arithmetic, buffered serial communications, and other functions.

Instead of translating source code directly into machine code, True BASIC produces B-code, which can be run only when True BASIC is loaded. The run-time utility transforms B-code into a stand-alone .EXE file, but such files are more than twice as large as those produced by QuickBASIC and Turbo BASIC (see *From the Software Shelf*, PCW, August 1987).

Although True BASIC's user manuals are readable and include numerous example programs,

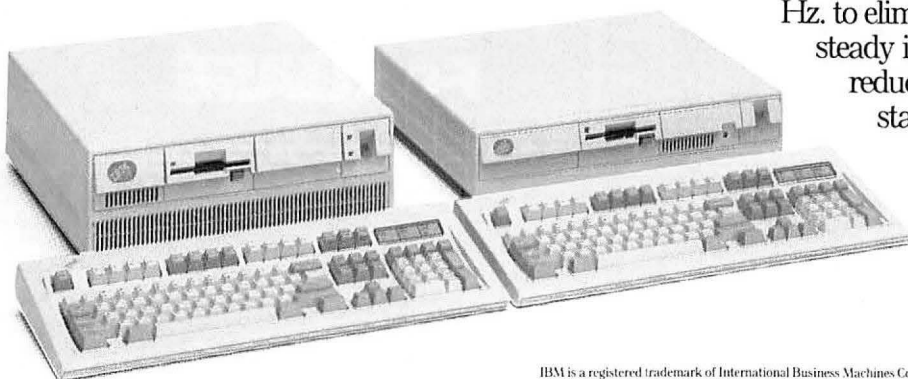
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they'll give you double vision: The designers added a 65-page booklet instead of revising the 1.0 manual, so you have to hunt for information in two different places.

If the documentation is inconvenient, the pricing scheme is unacceptable. Instead of including the run-time utility with the program, the company charges an extra \$50 for it, then extracts \$350 for an unlimited license if you want to distribute your .EXE files commercially. The obvious intent is to charge those who can afford to pay, but the effect is to price True BASIC right out of the developer market. Who is going to shell out \$500 for an excellent compiler when so many nearly ex-

cellent ones are priced under \$100?

The education market is another story. Teachers both, Kemeny and Kurtz well know that True BASIC is ideal for classroom use and sell it to students for as little as \$35 per copy. The only possible reason not to use it is that, unlike Pascal programming, True BASIC programming is not presently a salable skill.

If the run-time utility were included at no extra charge and there were no restrictions on its use, True BASIC would be a useful programming tool. As it is, the company's pricing policy virtually guarantees that this professional-quality language will never be used by professionals. —Michael Covington and Melody Covington

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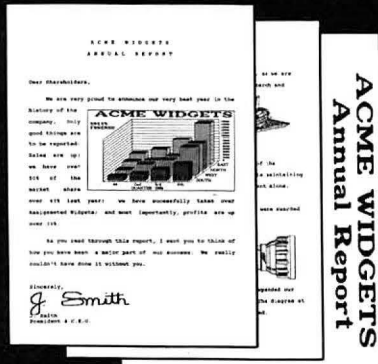
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When I was studying math in college, I used to dream about having a computer to solve those tiresome differentials and integrals the prof was always throwing at us. When I finally took my first FORTRAN course, I was bitterly disappointed to learn that the computer's inherent math abilities were roughly equivalent to those of my pocket calculator.

*Eureka: The Solver* is proof that software is getting smarter at math. Borland International's latest offering is part of an emerging class of equation solvers, led by *TK!Solver*, designed to help users find solutions to sets of algebraic and differential equations. *Eureka* won't magically transform your PC into a Cray supercomputer, but it makes solving—and understanding—mathematical problems a lot easier.

Suitable problems for *Eureka* might come from business (loan amortization, determination of the net present value of a series of investments), economics (analysis of income distribution, calculation of consumers' surplus), statistics (calculation of least-squares fits, determination of probabilities), engineering (heat-flow analysis, production scheduling), plus mathematics, physics, chemistry, or any other discipline that uses the tools of mathematical analysis.

*Eureka* sports the Borland interface familiar to fans of Turbo Pascal and Turbo BASIC. The opening screen is divided into four

windows (Edit, Solution, Report, and Verify) with a command line across the top (see Screen 2). To describe a problem, you select Edit from the command line, then type in the problem as one or more free-form statements, using the Edit window's *WordStar*-like editor. You can liberally sprinkle the problem statements with comments prefaced with semicolons or enclosed within brackets.

When the mathematical model has been specified to your satisfaction, press <Esc> to leave the Edit window, then turn *Eureka* loose by selecting Solution. A Progress window immediately pops up to give you a blow-by-blow account of the solution process, showing the elapsed time in seconds and the status of the solution at each step. (For many problems *Eureka* is so fast you'll never see the Progress window at all.) As soon as *Eureka* finds a solution, a summary appears in the Solution window. As with most of *Eureka*'s windows, you can move and size the window or annotate the data in it.

After the solution has been found, you can verify it, plot or list a function, and send a report summarizing the solution (including the results of your verification, plot, and list) to the Report window, to your printer, or to a disk file. *Eureka* uses text characters to create plots, so charts can be generated on a monochrome display and easily included in word processed reports.

(continues)





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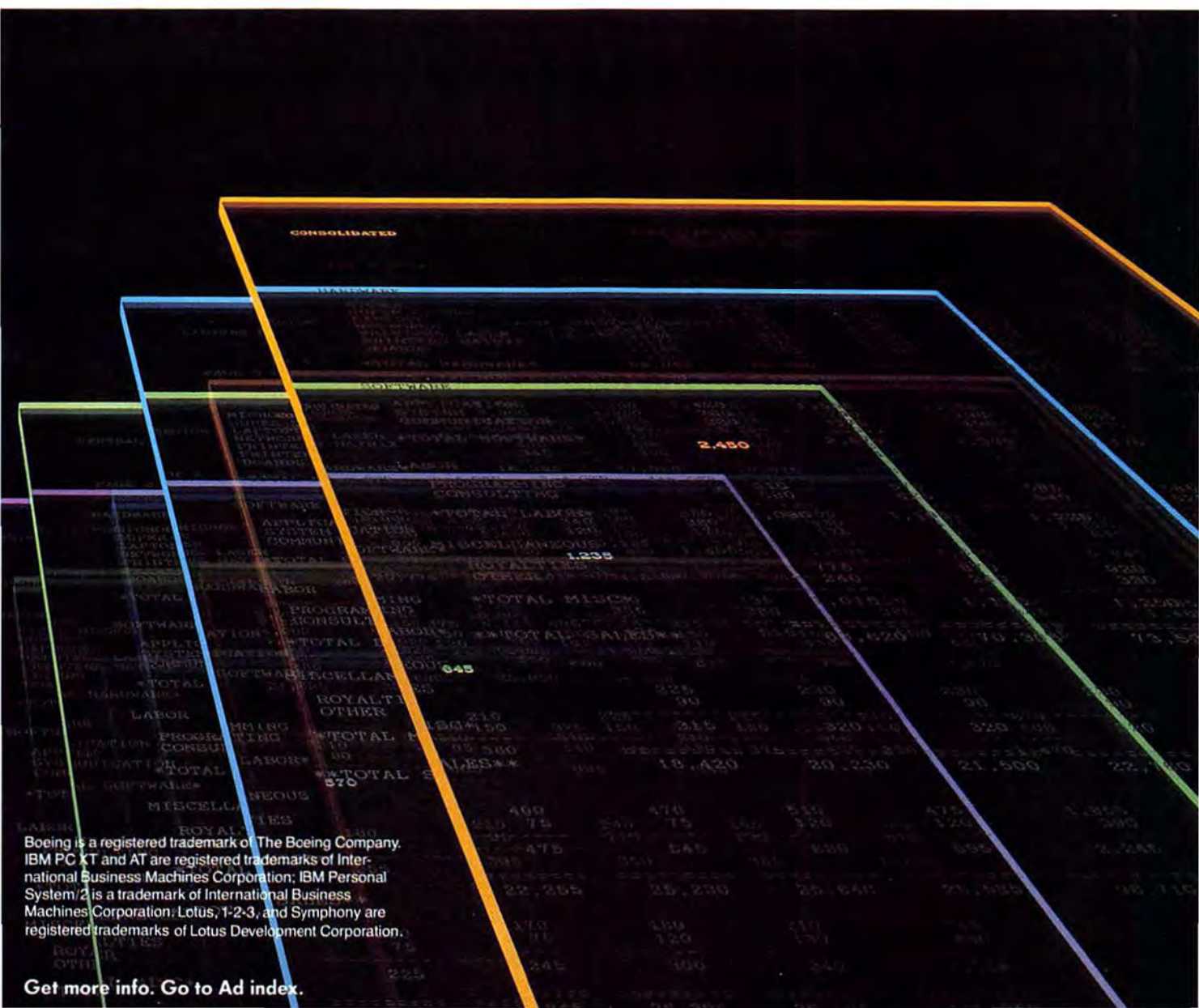
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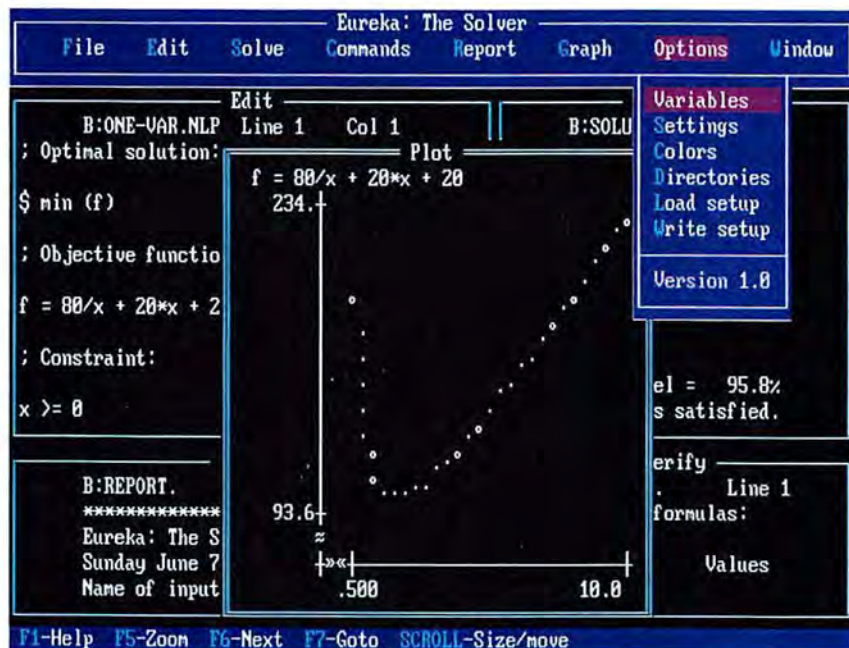


To help keep problems down to a manageable size, *Eureka* includes 29 built-in functions, such as `pval()`, which calculates the present value of a stream of equal periodic payments, and `integ()`, which numerically evaluates the integral of a function with respect to a specified variable. Illustrated by 15 examples (with corresponding files on the disk packaged with the manual), such functions can help you solve in a few minutes problems that might take hours with conventional methods.

*Eureka* is a great idea, nicely executed, but it isn't the final answer in the numbers game. Problem statements are limited to ten user-defined functions, and while this is probably enough for prob-

lems involving nonlinear functions or differential equations, it won't do for complex practical business problems. Nor does *Eureka* offer an algorithm geared to linear programming problems, such as business production planning.

Finally, *Eureka* is much too expensive for the audience that would benefit most from a good equation solver: university students. If it cost \$40, *Eureka* would be a runaway best-seller on campus. At \$167, its market will be limited to financial analysts, engineers, scientists, businesspeople—and parents who want to give their university-bound offspring an outstanding equation-solving program. —Dennis Dykstra



Screen 2: In this display, *Eureka*'s four primary windows (Edit, Solution, Report, and Verify) are partially hidden behind the Plot window, in which values of the function  $f = 80/x + 20x + 20$  have been plotted for values of  $x$  between 0.5 and 10.

## Opt-Tech Sort

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**Cons:** Expensive

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When you're competing with dozens of free and dirt-cheap public-domain utilities that sort data files, you'd better have a great product if you want to stay aloft. *Opt-Tech Sort* is like a jumbo jet: It's fast, has enormous capacity, and flies all the popular routes.

*Opt-Tech Sort* recognizes a tremendous number of data and file types and will save a sort to disk in the supported format. The number of fields is unlimited, but the program can sort only to ten levels. It's a must for anyone who needs to sort a mailing list, a parts inventory, or practically any size data file. Although the program costs \$149, *Opt-Tech Data Processing* has sold thousands of copies all over the world.

The roster of file and data types supported by *Opt-Tech* reads like a *Who's Who* of data processing. Supported file types include Btrieve, Indexed COBOL, Relative

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COBOL, *dBASE III*, tab compressed, and FORTRAN unformatted. Data base types comprise character (ASCII), signed binary integer, trailing signed ASCII, IEEE floating point, Borland reals (both 6- and 10-byte formats), and zoned decimal. If you don't see what you need, just call; the company is eager to add new language, file, and data types when demand warrants, and I can prove it.

I once needed to sort a list of dates entered in a worksheet in 10 NOV 1986 format. The numbers presented no problem, but even using *Opt-Tech Sort's* alternate-collating sequence option (which lets you define the order of a single character field), I couldn't work out a scheme to sort the month abbreviations in the proper order. When I called *Opt-Tech* for suggestions, the technician said he would make three-character months a user-defined data type the next time he worked on that section of the program. Within a week I got an updated version that sorted months in order. IBM, Microsoft, Lotus, take note: That's customer service.

*Opt-Tech Sort* is installed by copying a 27K file to a hard or floppy disk. The user interface is quite friendly: The program prompts you to enter an input file name, an output file name (which can be the same), and a control statement telling *Opt-Tech* how to order the records. Mainframe veterans will find the control statement syntax familiar: beginning position, length of field, type of

data, and either ascending (0-9, A-Z) or descending (Z-A, 9-0) order. Thus the control to sort character data in three fields might be S(30,15,CH,A,10,12,CH,A,23,1,CH,A). The control statement may be typed directly from the keyboard or issued by a batch file.

*Opt-Tech* can run as a stand-alone DOS utility (just like the DOS SORT filter), be included in a batch file to sort a file or group of files automatically, or be embedded within a program as a subroutine call. In this last role *Opt-Tech* really shines; it interfaces with far more languages than any other sort program, including Computer Control Systems' *AutoSort* and Microsoft's program for COBOL users, *Sort*. At last count *Opt-Tech* supported 30 languages, including IBM BASIC (interpreted and compiled), Better BASIC, Microsoft Quick-BASIC, True BASIC, CBASIC86, Lattice C, Mark Williams C, Microsoft C, five versions of COBOL, four versions of FORTRAN, three versions of Pascal, and *dBASE III*.

File handling is another *Opt-Tech* forte. The number of files that can be concatenated on input is unlimited, the maximum number of records that can be sorted is limited only by disk space, and the maximum record length is more than 5000 characters. *Opt-Tech* is designed to use all available memory up to 640K; when a file won't fit completely into memory, the program bites off 400K and 500K chunks for fast processing.

For example, *Opt-Tech* whipped through a file of 1000 80-character records in 24 sec-

onds on a 512K dual-floppy PC, in 11 seconds on a molasses-slow hard disk XT, and in a mere 5 seconds on a 640K, 6-MHz AT. On the same AT, *Opt-Tech* sorted a 4MB file of 50,000 records in 5 minutes, 8 seconds. (All times include reading from disk, sorting, and writing the file back to disk.)

*Opt-Tech* gives you every feature you could ever want in a sort program. There are options to include and omit records, bypass header records, create an output file of record addresses, limit the number of records, and build new output records from fields on the input record. The 100-page manual is clearly organized and has at least one working example for each language and option.

With its wide variety of features and compatibilities, *Opt-Tech Sort* is a remarkable sort program, the only one you'll ever need to buy. At \$149, that's just as well. —Donald B. Trivette



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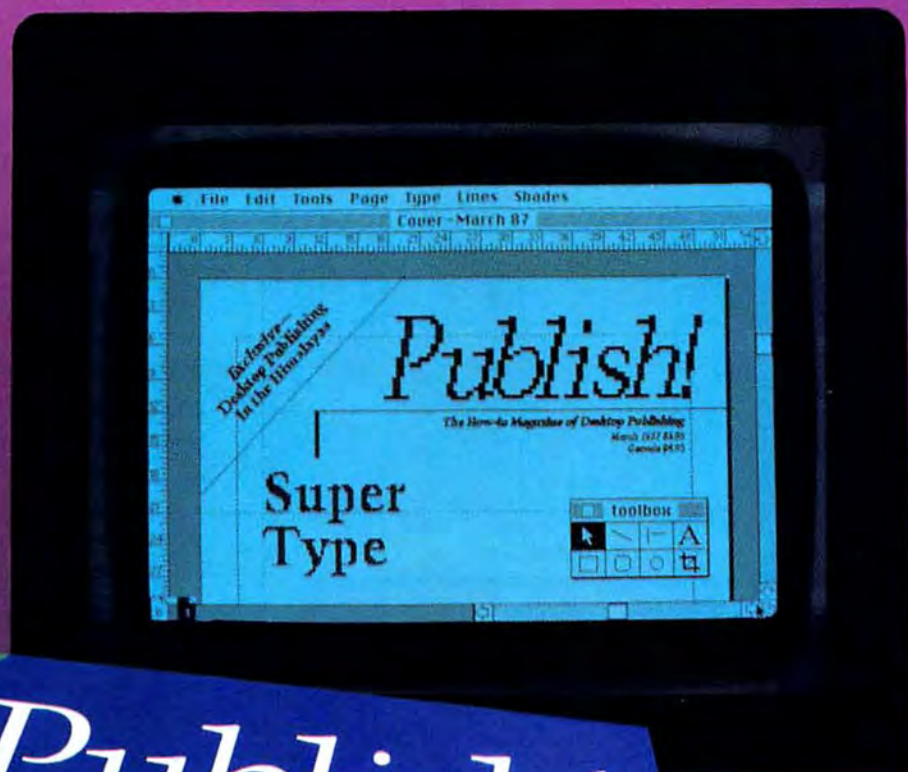
**Cons:** Unsuitable for producing small type

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Backup utilities also available for the Macintosh, Apple II, Commodore 64/128 and Atari ST.

Get more info. Go to Ad Index.

List price: with one typeface  
\$49.95, with four typefaces  
\$99.95; each additional typeface  
\$24.95

Requirements: 64K, DOS 2.00 or  
later version

Not copy protected

Five minutes and 50 bucks—that's what you'll have to invest to create and test a font using *Glyphix*, a new font generator for the HP LaserJet Plus and Series II.

*Glyphix* fills a large-size gap in the LaserJet downloadable-font world. Because the LaserJet Plus couldn't produce type beyond 30 points, no one bothered to develop larger fonts. The LaserJet Series II broke the 30-point barrier, and with *Glyphix*, anyone with a Series II can print headlines and titles that command attention.

In the past, creating a font for the LaserJet meant hours of painstaking dot-by-dot work with a font-editing program. You drew the characters using an on-screen grid where each cell represented a single dot in the laser printer's 300-by-300 matrix. The font companies ignored the far more flexible technique of generating font bit maps from outlines, much in the manner of the PostScript page description language built into the Apple LaserWriter.

The creators of *Glyphix* rightly felt the grid method was insane and decided to borrow some of the PostScript magic. Instead of prolonged eyestrain, *Glyphix*

(continues)





gives you master typeface outlines that you can quickly manipulate to get exactly the results you want.

The program works on any computer with at least 256K of RAM. No installation is required; just type GLYPHIX from the DOS prompt, and the program's control screen pops into view.

*Glyphix* works like a police artist: It shows you a sketch, and you supply the details. First, you select a typeface to use as a template. A Helvetica-style typeface comes with the program, and three additional styles (similar to Times Roman, Century Schoolbook, and Optima) are available at \$24.95 each. *Glyphix* then modifies the typeface according to your wishes. A menu on the right side of the screen lists the available parameters: orientation, size, expansion (for creating extra-wide or compressed type), weight, fill pattern, and degree of slant.

The most crucial parameter is obviously size, which can climb to 60 points. Next comes the expansion ratio, which lets you compress each character in the font to as little as one-quarter the normal horizontal space or expand it to four times normal. Weight control ranges from -5 (for very light type) to 9 (for very heavy type). The default is 0, which produces normal type.

Using the fill pattern option, you can put a decorative spin on workaday typefaces like Helvetica. *Glyphix*'s fill patterns include

(continues)

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We also "unbundled" support (so you only pay for what you need when calling our toll-free technical support hotline) and established a network of local dealers to serve as Independent Peachtree Support Centers.

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4. **Tutorials** on each module with sample data to make learning easier.
5. A complete **Reference Library** with detailed instructions in plain English on all software functions.

**Q.** Is Peachtree Complete really the same product that used to sell for \$600 per module?

**A.** Peachtree Complete is basically the same accounting system that both Peachtree and IBM sold for about \$5,000 but with substantial improvements in function and presentation.

With more than 150,000 users to its credit, Peachtree Complete has been the **PC World Class Winner** in its category for two of the last three years.

**Q.** What's the difference between Peachtree Complete and the \$69.95 systems?

**A.** Peachtree's system is called Complete because it contains the eight most needed accounting packages (including payroll) and all reference materials for one price. Remember, it was **designed as a \$4,800**

accounting software system.

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**Q.** How soon will I outgrow the system?

**A.** Peachtree Complete handles revenues up to \$21,000,000, so only the largest companies will outgrow the system. The ability to **process data for an unlimited number of companies** is one of the system's biggest selling points.

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**Q.** What if I'm not satisfied with Peachtree Complete?

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**InfoWorld Report Card**

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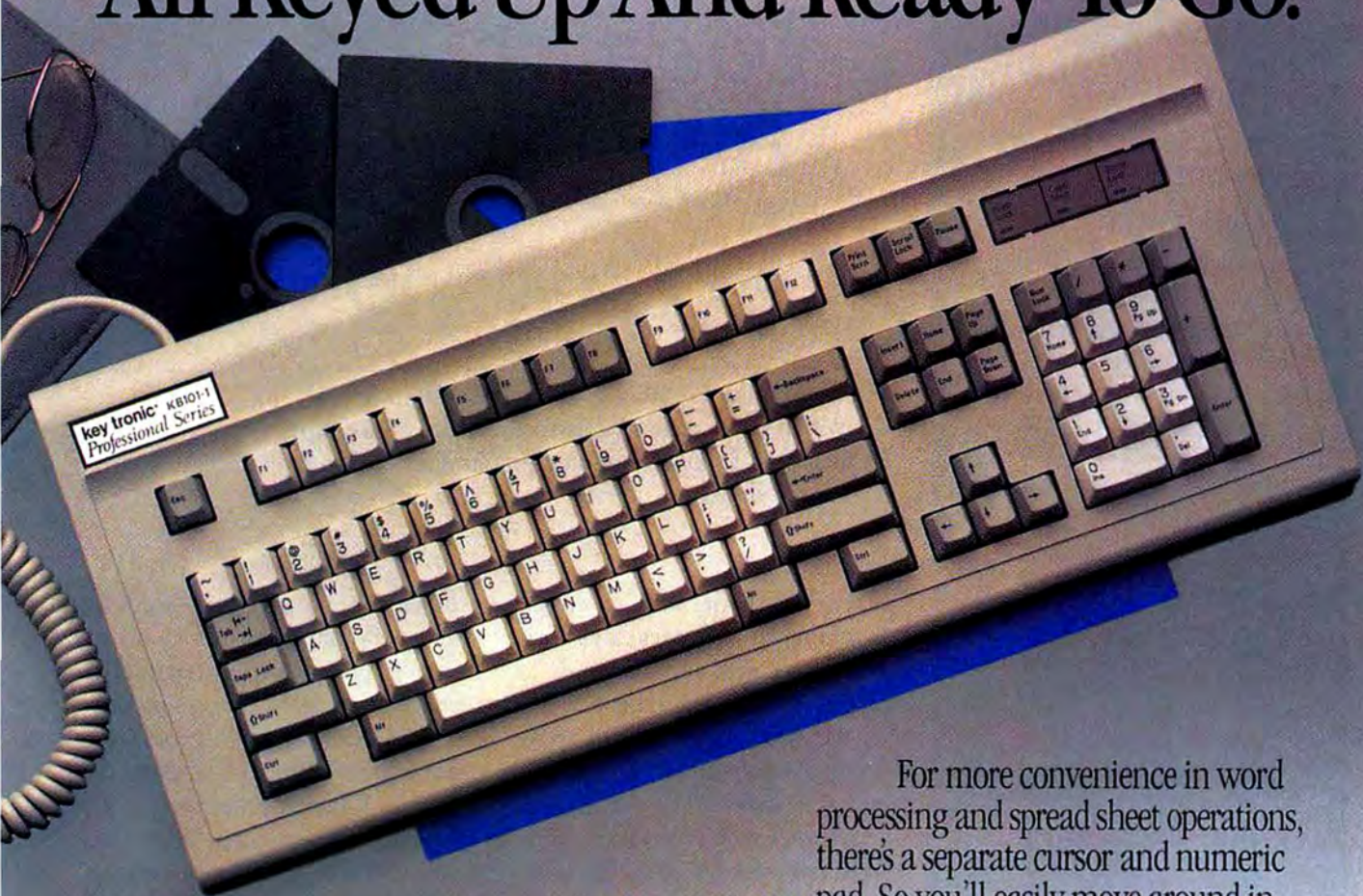
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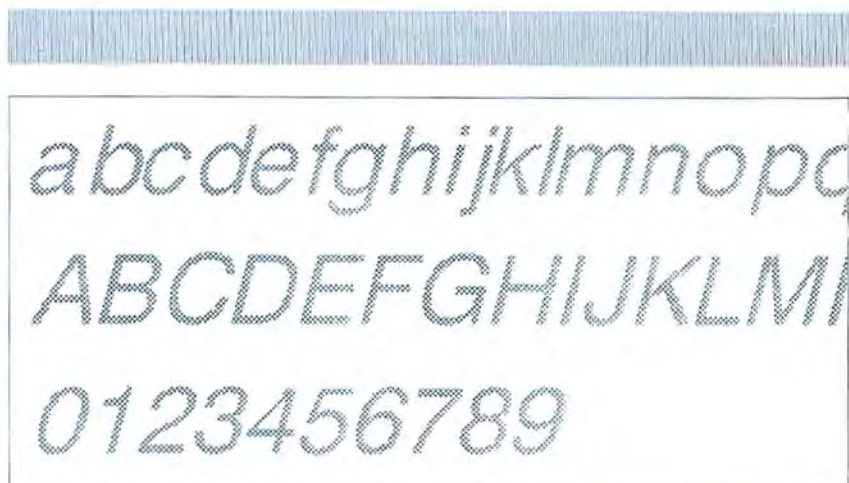


Figure 3: With Glyphix as the fairy godmother, a Helvetica Cinderella is transformed into a 36-point beauty with stylish cross-hatching and a ravishing 15-degree slant.

black; five shades of gray; cross-hatching; tiny squares; and horizontal, vertical, and diagonal stripes. Finally, the slant parameter lets you specify a tilt of up to 25 degrees, an effect typographers call obliquing.

*Glyphix* won't let you preview a finished font on screen, but you can quickly check your design by selecting the Test Print option. In less than a minute, *Glyphix* builds the entire character set for the font and prints out a sample (see Figure 3). If you like what you see, choosing Soft Font File saves the file to disk for future use; picking Download File immediately sends it to the laser printer. It's that simple.

Like any piece of software, *Glyphix* has its drawbacks. It isn't recommended for producing type as small as 10 or 12 points. At these sizes, you'll notice tiny gaps in thin strokes and slight jaggies along curves. The problem is

more severe for serif typefaces like Times Roman, less so for sans serif faces like Helvetica. Another snag is that word processing programs generally can't recognize unfamiliar fonts such as those created by *Glyphix* unless you embed special LaserJet escape codes in your document. But new desktop publishing software can overcome this problem. For example, utilities supplied with *Ventura Publisher* allow you to build a new printer driver capable of recognizing any *Glyphix* font, add it to the proper menu, and use it when setting text. I generated a new font, tested it with *Glyphix*, downloaded it to my hard disk, built a new *Ventura* font width table, reformatted a document to contain

(continues)





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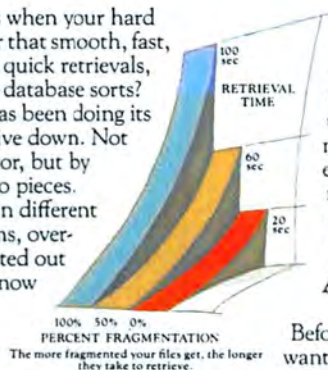
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even better than before. Not only will it optimize your disks in far less time than it used to, but it actually speeds up retrievals even more by letting you give priority treatment to your most used files, like programs and batches.

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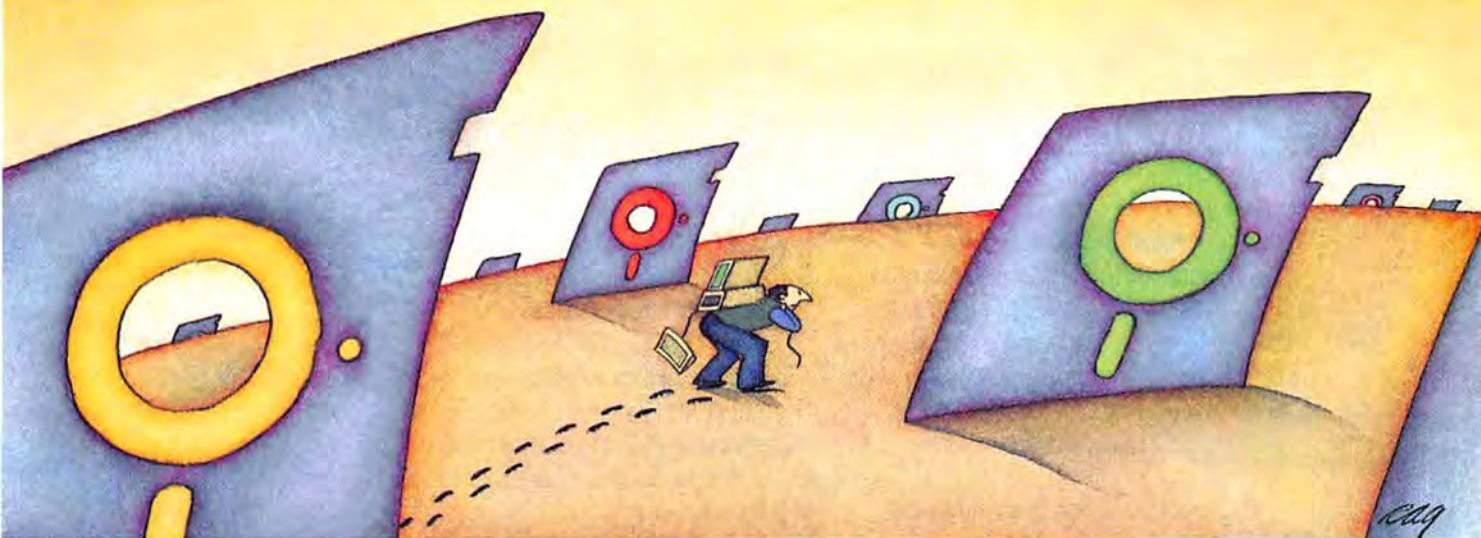
## From the Software Shelf

the new font in a headline, and printed the results—all in less than 10 minutes.

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*Ted Nace is the coauthor of LaserJet Unlimited, Series II Edition (Peachpit Press, Berkeley, 1987) and author of Ventura Tips and Tricks (Peachpit Press, 1987). Michael Covington is a researcher with the Advanced Computational Methods Center at the University of Georgia in Athens, Georgia. Melody Covington is a freelance artist/writer and former newspaper art director. Dennis Dykstra is a professor at Northern Arizona University in Flagstaff who also does freelance writing and commercial software development. Donald B. Trivette is a freelance writer and consultant in Wrightsville Beach, North Carolina. ●*





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August 1, 1987

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1989	\$8,400,000	\$2,600,000
1990	\$9,300,000	\$4,800,000
1991	\$9,900,000	\$7,300,000

As you can see, industry experts project that the gap between dry and canned soups will begin to close by 1990. They also believe mergers will follow.

## Noodle Price Hike

Bad news this month comes from TNG (The Noodle Group). By year's end, they project the price of noodles to double—up to eighteen cents a barrel. How will this price hike affect you? A two-cent per can increase on all noodle soups you sell.

Recommended Reading: "Cup or Bowl"

This in-depth study discusses the habits of the American soup eater. Call and I'll send you a copy.

Sincerely,

*Mr. R. Welke*  
Mr. R. Welke  
Director, Canned Soup Council

# NUTS

Deluxe Assortment

Spring 1987



## Peanut

A tasty, unique assortment from plantations in Africa and Southeast Asia. And, yes, from Georgia too!

## Brazil Nut

Exclusively from South America, these Brazils are big, hard-shelled and delicious. They'll be much in demand.



## Hazelnut

Cakes, cookies, ice cream, chocolate, salads. They'll never taste better than with this delicious French variety.

## Almond

They're popular and they're versatile. Available whole, sliced or chopped, they're equally at home in Mom's favorite recipes.



## Pecan

Another great favorite in the bakery. And our own superb pecans will satisfy even the most discriminating Southern tastes.



## Walnut

Blond English Walnuts are just one of the many varieties available, in the best nutcracking tradition.



## Pistachio

With an unusually subtle and delicate flavor, these perennial favorites will be perfect for either sweet or savory dishes.



## Chestnut

Superior varieties from our own plantations in Italy and France. All the best for more than seasonal consumption.





# From the Hardware Shelf

*PC World offers first impressions of recent hardware releases*

A price-shattering laptop, a space-conscious laser printer, a low-profile AT compatible, a data-saving tape drive, and a plastic peripheral serve up this month's hardware repast.

*Edited by Charles Bermant*

## Datavue Spark

*Laptop computer*

*Pros: Low price, fast processing speed, expandability*

*Cons: Mediocre display*

Datavue Corp.  
One Meca Way  
Norcross, GA 30093  
404/564-5555

*List price: with 384K and one 3 1/2-inch floppy drive \$995, with 640K \$1125; electroluminescent screen \$125; second 3 1/2-inch floppy disk drive \$200; external 5 1/4-inch floppy disk drive \$210; 300/1200-bps modem \$325; 256K memory board \$130*

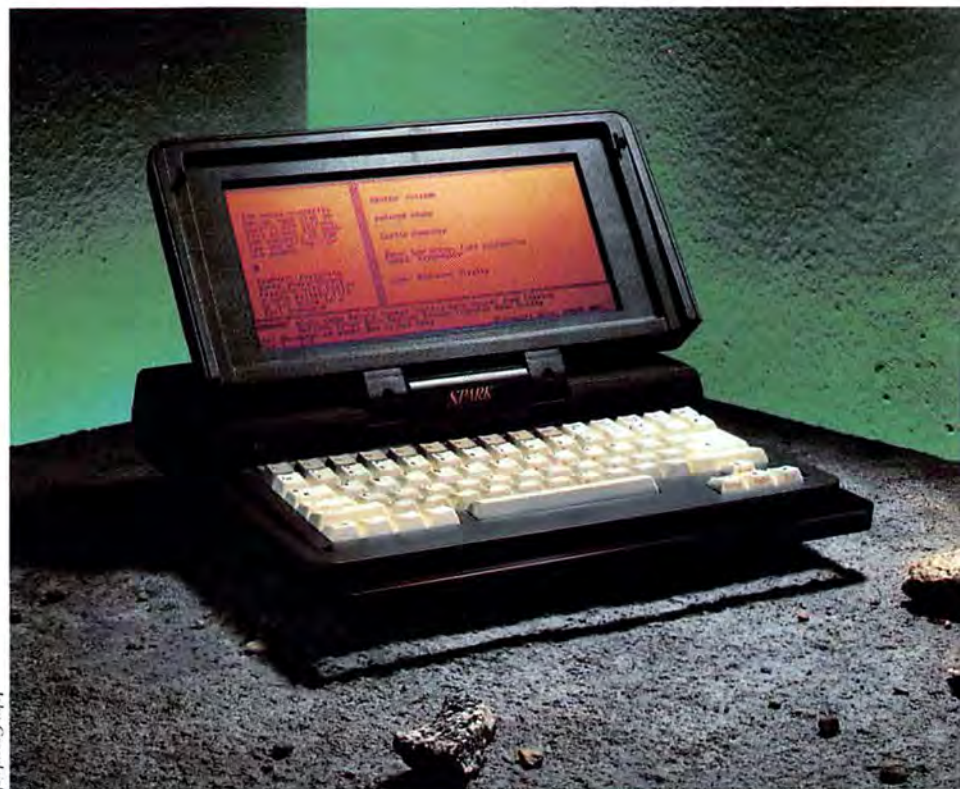
Unless you spend half your working life in hotels and airplanes, it's tough to justify the expense of a

laptop. Even NEC's high-performance "bargain" MultiSpeed goes for a cool \$2000—enough to raise a bookkeeper's eyebrow.

For half the price of a MultiSpeed, Datavue offers the swift, compact Spark. Like the MultiSpeed, the Spark uses an 80-by-25-character Supertwist LCD screen and a NEC microprocessor with a top speed of 9.24 MHz—just a shade slower than the MultiSpeed's 9.54-MHz CPU. But because the Spark uses a V20 microprocessor instead of the MultiSpeed's V30 (which is roughly equivalent to using an 8088 instead of an 8086), you'll find the Spark 15 to 20 percent slower for processing-intensive operations.

*(continues)*

The base model Spark costs \$995 but runs about \$600 more with added disk drives and a modem.



John Greenough



Measuring 13 inches deep by 12 inches wide and weighing 9 to 11 pounds (depending on the options), the Spark's bulk is average for a laptop. The machine comes with 384K of RAM and one 3 $\frac{1}{2}$ -inch floppy disk drive, but you can upgrade to 640K and two drives for \$130 and \$200, respectively.

The Spark has a switchable clock, and the machine always starts up at the slower speed, forcing you to use a keyboard command to shift into high gear. Other keyboard commands (all of which begin with <Ctrl>-<LeftShift>) show the battery level, control the sound volume, change the screen contrast, and reassign gray values for the Spark's CGA-compatible display.

The best thing you can say about the Spark's Supertwist screen is that it's readable. Because the screen isn't backlit, you may have to spend some time finding the right balance of illumination and angle. Even under optimum conditions, using this screen for an extended period would be a hardship.

The keyboard fares considerably better. It's compact without being confining and has a comfortable, responsive feel. You access the numeric keypad by pressing the <Fn> key; the function keys line the top of the keyboard.

At the rear of the Spark, you'll find a standard array of connectors, including one serial, one parallel, one RGB, and one composite video port, as well as a connector for an external 5 $\frac{1}{4}$ -inch floppy disk drive (which sells for \$210—



One of the smallest and lightest laser printers available, the new Ricoh can save both your desk and your back.

about half the price of similar drives from other manufacturers). A rear-mounted reset button is also provided, and the machine emits a steady beep if you close it while the power is on.

The Spark currently lacks a hard disk option, which places it squarely at the low end of the laptop market. However, forgoing these power-hungry features results in a long battery life—six hours on a full charge.

With the Spark, you can pay homage to the bottom line without subjecting yourself to sluggish kneetop models (like the Tandy Model 100) with tiny screens and no PC compatibility. If you don't have to spend hours staring at the Spark's lackluster screen—if you write memos rather than novels, or plan weekly expenses rather than yearly budgets—the Spark can plug a gap in your computing routine. —C. B.

## PC Laser 6000

### Laser printer

**Pros:** Low price, optional HP LaserJet Plus emulation, automatic envelope feeding, compact size, light weight

**Cons:** Average print speed, no upgrade to page description language

Ricoh Corp.  
5 Dedrick Pl.  
West Caldwell, NJ 07006  
201/882-2000

List price: with 1MB RAM \$2395, each additional 512K \$249; HP LaserJet Plus, IBM Proprinter, or Epson FX-80 emulation \$199; auxiliary input tray \$495; font cartridges \$200 to \$300 each;

(continues)



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P.O. Box 105625, Atlanta, GA 30348

PWD

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toner cartridge \$29; cleaning magazine \$99; OPC magazine \$199

Laser printers are getting smaller, smarter, and easier to use. Typical of the new breed is the Ricoh PC Laser 6000, a compact, lightweight machine that's capable of more than just conserving desk space.

Although the Ricoh's 6-page-per-minute output is a bit slow by today's standards, it's still adequate for normal office use. Moreover, you get twice the RAM of Hewlett-Packard's LaserJet Series II for \$100 less. Like the Series II, the Ricoh has a control panel that enables you to easily select fonts and control character pitch.

The Ricoh console panel is similar to the Series II panel, although the latter is more intuitive. For instance, both machines quickly supply current settings and available fonts, but the Ricoh doesn't number the fonts. Since you must select fonts by number, this lapse is inconvenient. Furthermore, HP allows you to select downloaded fonts from the panel, while the Ricoh provides access only to internal and cartridge fonts.

The 37.5-pound, 16-by-25-inch 6000 offers LaserJet Plus emulation as a \$199 option. An integrated circuit board about the size of a credit card slides into an external slot below the font cartridge, making the 6000 instantly

compatible with the hundreds of software applications, downloadable fonts, and drivers written for the LaserJet family. Emulation cards are available at the same price for the IBM Proprinter and Epson FX-80.

Such flexibility opens up a wealth of options for the printer, but it's too bad Ricoh charges extra for the privilege. The company does toss in one free impersonation: The 6000 closely emulates the Diablo 630 impact printer and even uses a superset of the 630 control codes for its own internal instruction set. This aptitude allows the 6000 to use drivers and software written for the 630, a benefit to Diablo owners upgrading to laserland.

The printer's input and output trays hold 150 sheets of 20-pound paper, and an optional auxiliary holds another 400 sheets. Besides issuing pages in the correct order, the printer can automatically feed transparencies, laser labels, and envelopes (the 6000 is one of the few printers of any kind that can automatically feed envelopes).

The 6000's controller can rotate a font for landscape or portrait printing, so each font effectively serves as two. The controller permits printing in both modes on the same page, a trick few laser printers can manage. You can print up to 32 fonts per page. Finally, the controller allows up to 99 downloaded design overlays (standard text, forms, and graphics), depending on available memory.

Contrast quality of text and images is acceptable for the most part, although on scrutiny some internal fonts exhibit traces of "the jaggies" (jagged edges on the curves of letters that reveal the composite dots).

The 6000 comes with 1MB of RAM, expandable to 2MB. The standard 1MB can accommodate a bit-mapped 300-dpi image covering 50 to 70 percent of a page, with RAM left over for downloaded fonts or overlays. By comparison, the Series II accommodates as much as 4MB. And despite the 6000's talented controller, there's no built-in page description language and no video controller for linking up with, say, a PostScript expansion board. Given that products like *Page-Maker* don't have Ricoh drivers, the 6000's optional LaserJet Plus emulation saves the day.

If you don't need Diablo 630 emulation but want LaserJet compatibility and are interested in serious desktop publishing, you may be better off with a LaserJet Series II than a Ricoh. The Series II costs more when configured with the equivalent of the Ricoh's RAM, but it offers the eventual option of a PostScript upgrade. —*Michael Gardner*

(continues)



# Interoffice Memo.

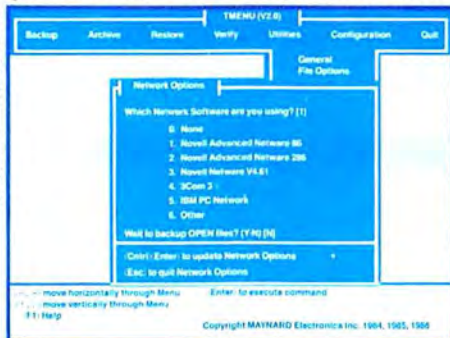
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file by file!

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## Protecting Files: Top Priority.

Hard drive users know tape backup is indispensable, but equipping each of your PCs with its own backup is costly. That's why we developed the MaynStream, our lightning-quick, *file-by-file* tape backup system. Just snap the MaynStream onto any PC equipped with a low-cost MaynStream controller. Simple menus guide you through backup in seconds and restoring data is just as easy. So when your hard drive forgets to treat your files like your business depends on them, the MaynStream remembers.



## Backup That Won't Back Down.

The MaynStream makes customized backup a reality, giving you unprecedented control over one of your computer's most important functions. Options include **Networking**, which is designed to work with all popular LANs including Novell, 3COM, and IBM's PCNet\*. The MaynStream will not only back up a network while the network is up and running, but will actually back up open files automatically once they're closed! *No other system currently on the market can do this!* The MaynStream's other features include **Automatic Save**; **File & Directory Marking** for backing up select files, directories, and subdirectories; **Archive**; **Verify**; and **Backup Macros** for unprecedented convenience.

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## A Midrange Performer

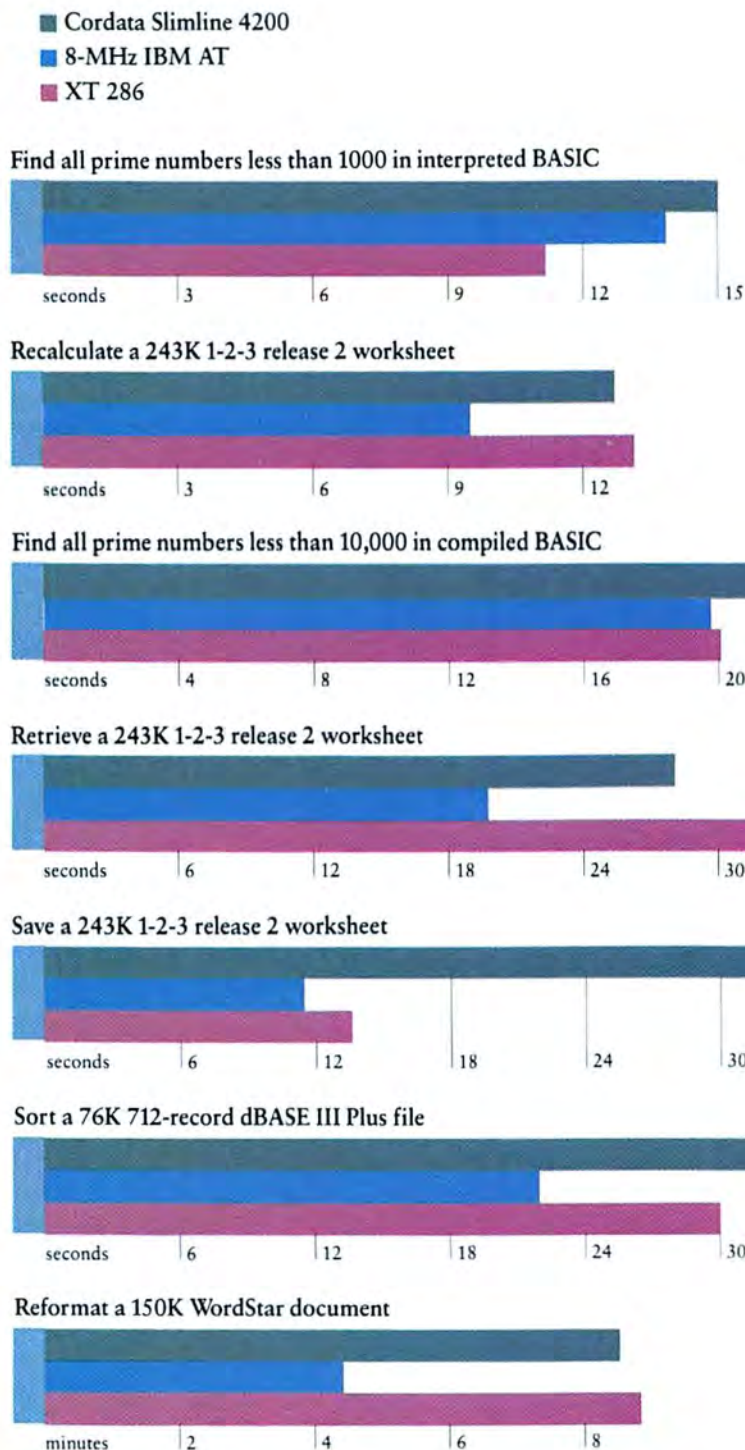


Figure 1: Cordata's new 80286 machine performs better than IBM's XT 286, but the original AT leaves it in the dust. Times shown in minutes:seconds.

## Slimline 4200

PC AT compatible computer

*Pros: Low price, small footprint*

*Cons: Slow hard disk, limited expandability*

Cordata

2001 Corporate Center Dr.  
Newbury Park, CA 91320  
805/375-1500

List price: with 360K floppy drive \$1495, with two drives \$1595, with one floppy drive and a 20MB hard disk \$1995

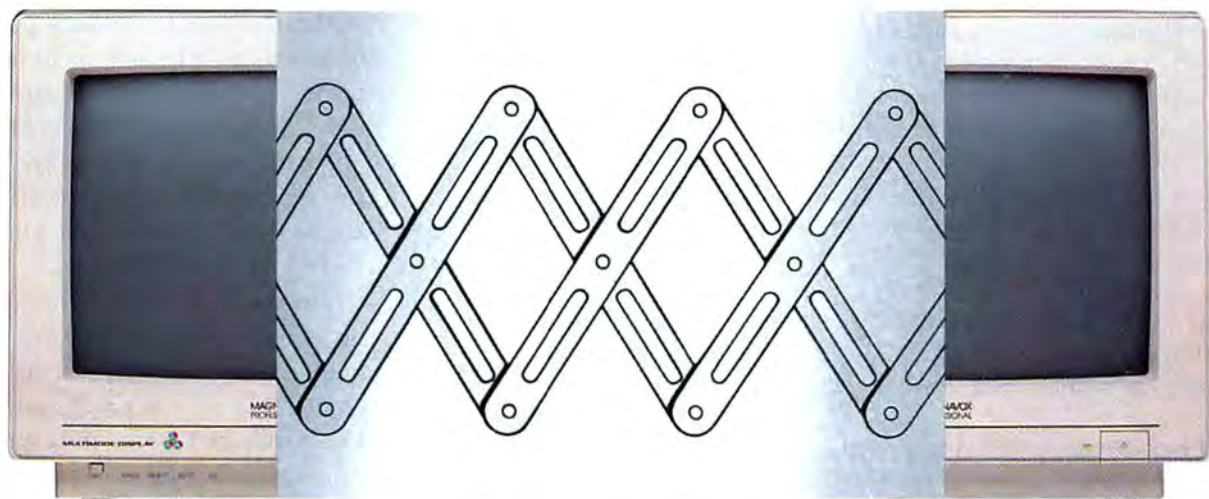
The Slimline 4200 is a competitively positioned AT compatible that bundles most generic AT features into a nice, neat, small package. But the unit is destined for obsolescence. With only two available expansion slots and an odd patchwork of factory-installed storage devices, this is a machine you are likely to outgrow as soon as the next generation comes along.

The least expensive 4200 configuration is a \$1495 single 360K 5<sup>1</sup>/<sub>4</sub>-inch floppy drive unit. Two drives will run you \$1595, and one floppy drive with a 20MB hard disk retails for \$1995. The video adapter and monitor are extra. (Cordata offers a monochrome monitor/graphics board package for \$368.)

(continues)



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some people charge for the graphics card alone. Plus you get complete backwards compatibility with virtually all software written for the PC/XT and AT.

It's a dynamite combination.

## Nobody puts it together like MAGNAVOX.

For more information, contact: Magnavox Computer Products, P.O. Box 14810, Knoxville, TN 37914-1810

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## The Desktop Publishing Conference

### A Seybold Seminar and Exposition

**"The event of the year."** You heard about last year's Seybold Desktop Publishing Conference. More than 100 new products were introduced, including Ventura Publisher and Aldus PC PageMaker. Steve Jobs declared that Hewlett-Packard was "brain damaged" for selecting the DDL page description language. IBM revealed its desktop publishing strategy. Users blasted vendors for not offering support. Everyone agreed they had not seen so much enthusiasm and excitement in years.

The 1987 Conference will be even better: a lot of new players in the market; a raft of exciting new products; serious work being done by serious users.

**The seminar** will explore the key issues in this rapidly changing field. Presentations by industry leaders and pioneering users are followed up with tough questions from the Seybold staff and no-holds-barred discussion.

*Wed. - Fri., Sept. 9 - 11, 1987. \$595.*

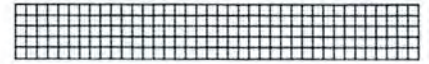
**The exposition** will fill the 75,000 sq. ft Convention Center and include virtually every vendor from IBM, Apple, Xerox, Hewlett-Packard, Aldus et al. to dozens of innovative new entrants from all over the world. This is the event that will once again define an industry.

*Thurs. - Sat., Sept. 10 - 12, 1987. \$25.*

*Free to seminar participants.*

**For registration information, contact:**

**Seybold Seminars**  
6922 Wildlife Road  
Malibu, CA 90265  
(213) 457-5850



The 4200 relies on an 8-MHz Intel 80286 chip, and its maximum 640K of RAM is built into the motherboard. The back panel holds one parallel and one serial port. The machine also features a clock/calendar with battery backup, a 130-watt power supply, a slot for an 80287 math coprocessor, and fully documented MS-DOS 3.20 and GW BASIC.

The system is 18.25 inches wide by 16 inches deep by 5 inches high—shorter than the average AT compatible. Cordata achieved the low profile by turning the expansion bus on its side. Consequently, the machine has only four 16-bit expansion slots, two of which are used by the video and hard disk controller boards. Cordata notes that the system can hold 15MB of RAM, but this is a facile claim given the unit's two free slots and the state of contemporary EMS boards.

The system has room for two half-height storage devices. While the machine supports high-density and 3½-inch floppies, the factory model has 360K floppies. The Seagate-manufactured hard disk clocks in at an unimpressive 68 milliseconds. So here's an 80286-based machine with XT floppies, AT-compatible slots, and a hard disk that falls somewhere between.

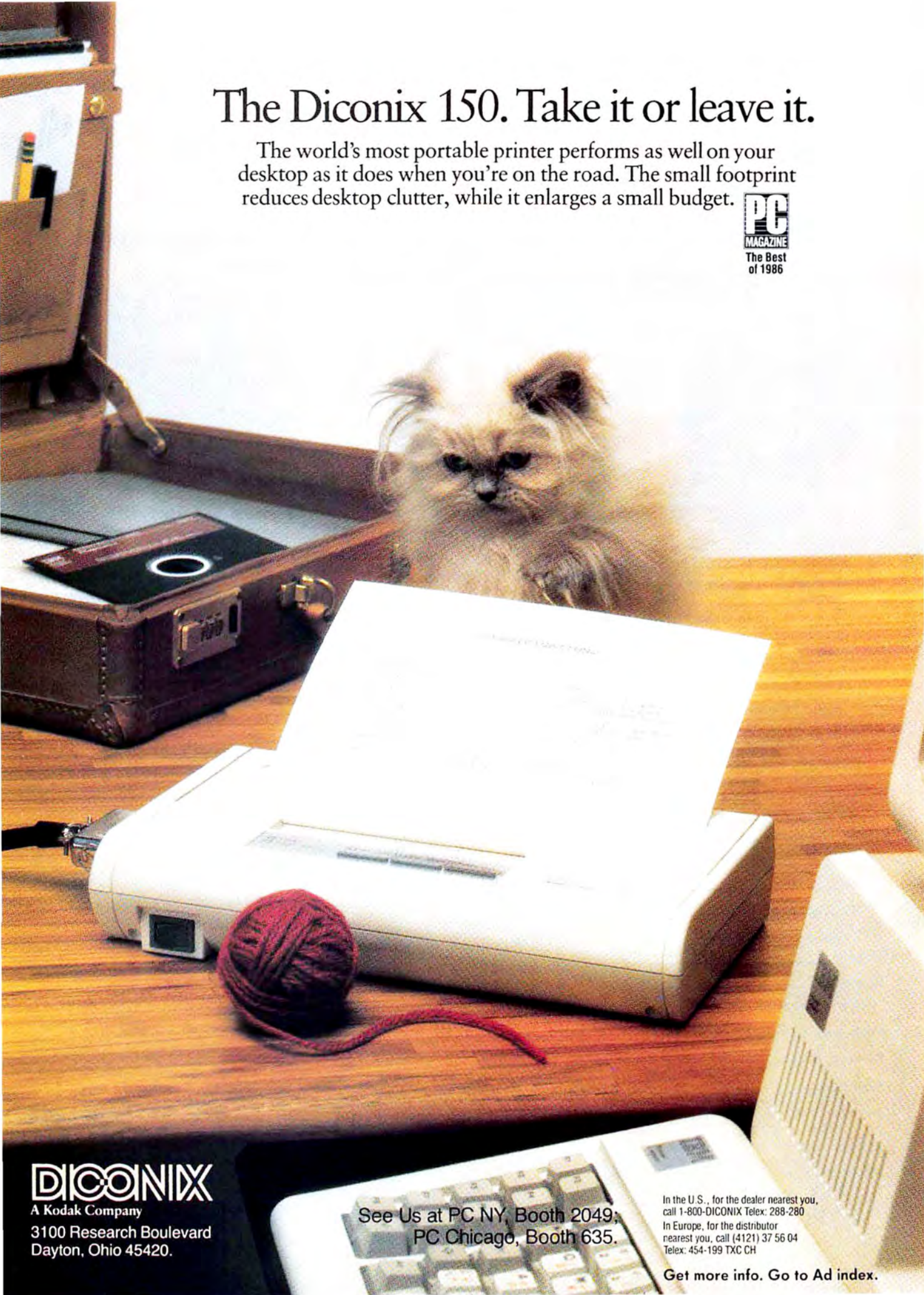
The keyboard imitates the original PC AT layout, with LED indicators and ten function keys

*(continues)*



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positioned on the left side. While the rest of the system seems to be well constructed, the keyboard has a cheesy, plastic feel. Cordata, of all companies, should know that supplying a mail-order-quality keyboard is no way to knock off the PC AT.

The Slimline 4200 has a sturdy metal case, and the unit's front and back panels are made of tough plastic. Getting the cover off is tough, too—you must remove six screws to get at the 4200's innards.

The rounded power switch is right up on the front panel next to the hard disk—a blessing for those of us who've strained an arm reaching for the PC's power switch. Cordata also supplies a reset button for restarting, for those occasions when some nasty piece of software freezes up the system. Unfortunately, the button is located on the system's back panel.

Predictably, the machine fell behind the 8-MHz AT in the disk-intensive *dBASE III Plus* test (see Figure 1). Compatibility, however, is no problem: The machine worked well with *dBASE III Plus*, *Flight Simulator*, *WordPerfect*, 1-2-3, and all other software thrown at it.

The Slimline 4200 performs adequately and is a good choice for space-conscious users, but it suffers from technological schizophrenia. The machine can't decide whether it is an AT, an XT, or something in between and gives the impression that Cordata just packaged the near-obsolete parts it had lying around. —Eric Ludd

## Maynstream 60

### Tape drive

**Pros:** Speed, good file selection and exclusion capabilities, portability

**Cons:** Marginal status information, RAM-hungry software

Maynard Electronics  
460 E. Semoran Blvd.  
Casselberry, FL 32707  
315/331-6402

**Requirements:** 512K, DOS 2.00 or later version

**List price:** (for PC, PC XT, PC AT) 60MB internal \$1195, 60MB external \$1595, 125MB internal \$1895, 125MB external \$2195; (for PS/2) 60MB internal \$1295, 60MB external \$1695, 125MB internal \$1995, 125MB external \$2295

Last summer *PC World* tested four tape backup units and tagged Maynard Electronics' Maynstream 20 as the best backup system based on a combination of speed, convenience, and value (see "Protection Money," *PCW*, August 1986). One year later, the new Maynstream 60 performs just as quickly and effectively, sweetening the deal with extensive LAN support and the first controller card that supports IBM's PS/2 Models 50, 60, and 80.

Although the Maynstream's 6½-by-15-by-4-inch shape isn't exactly svelte, its convenient handle, shirt-pocket-size cassette tapes, and LAN support make it a natural for departmental backup

(continues)



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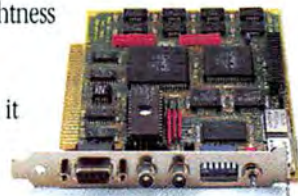
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From the Hardware Shelf



The Maynstream 60 tape backup unit has added extensive LAN support and works with PS/2 Models 50, 60, and 80.

duties. Slip the controller into your PC and the board into one of the new PS/2 machines, and the Maynstream not only safeguards the corporate coffers, it also provides a means of exchanging data between the old-time PC and its new PS/2 cousin.

The Maynstream boasts high compatibility marks, supporting computers from IBM to Zenith and LANs such as Novell's *Advanced Netware/86* and */286*, 3Com's *3 + Share*, and IBM's *PC Network*. Maynard also boosted the total number of assignable Novell network drives from 8 to 26. Most important, the tape drive is speedy: In *PC World* tests it performed a file-by-file backup of a 20MB disk (with 1031 files in 39 directories) in 5½ minutes—less time than many systems require for the typically quicker image backup.

Installation of the Maynstream 60 is painless. Once the board and cables are in place, the menu-driven software automatically creates a subdirectory, copies the programs, and modifies your CONFIG.SYS file. Like most systems, the Maynstream employs DMA (direct memory access) channel 1 to swap data; however, you can use channels 2 or 3 to avert a potential hardware conflict—say a spat between an internal modem and Maynard's controller card over the COM2 port. If you're unsure about handling such technical minutiae, enter a value of 0. The Maynstream will become a data valet, automatically polling the DMA channels for you and re-routing the data flow if conflicts arise.

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frustrated  
impatient  
upset  
tedious  
dizzy  
perplexed  
crazy  
dumb  
outraged

aggravated  
confused  
perturbed  
overwhelmed  
defeated  
stupid  
annoyed  
irate  
foiled

sick  
troubled  
tired  
miffed  
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moronic  
pained  
thwarted

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The Maynstream 60 performs almost any backup-and-restore operation without hassle. Its elegant file inclusion and exclusion system enables you to back up and restore any combination of disks, drives, subdirectories, and files—including non-DOS partitions.

In addition to entering DOS-level commands, beginners can quickly perform full backups by typing SAVE, or they can turn to the 1-2-3-style menu system for context-sensitive help. Department heads will appreciate the Autoback feature, which permits them to prearrange up to eight unattended backups per week. If you shut off the computer before automatic backup is completed, the software will remind you of that fact when you turn the system back on.

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(continues)





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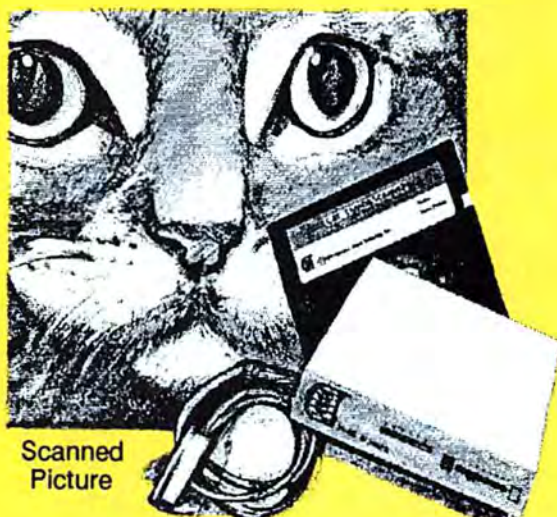


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than screeching to a halt, it demurely asks you to insert a second tape.

The Maynstream checks data integrity by performing standard read-after-write verification during backups. A separate Verify option, similar to DOS's COMPARE, scans the disk and tape for comparison after the backup is finished.

For such an accommodating system, the Maynstream's meager on-screen status information is disappointing. Only during image backups does it provide a running account of elapsed and remaining backup time. With file-by-file operations, all you see is a flock of file names and subdirectories flying by. After the operation concludes, the system notes the total number of files and directories backed up but does not provide a total megabyte figure.

That omission aside, the Maynard Maynstream 60 offers flexibility and speed. The drive comes with password protection, an excellent archiving feature, and a well-organized manual with clear, step-by-step instructions. The system carries a respectable MTBF (mean time between failure) rating of 30,000 hours, a one-year warranty (five years on the controller), and toll-free technical support. Although the Maynstream's \$1595 retail price isn't rock-bottom, when you consider that the unit can serve an entire department, it's a tough package to beat. —Art Wilcox

(continues)



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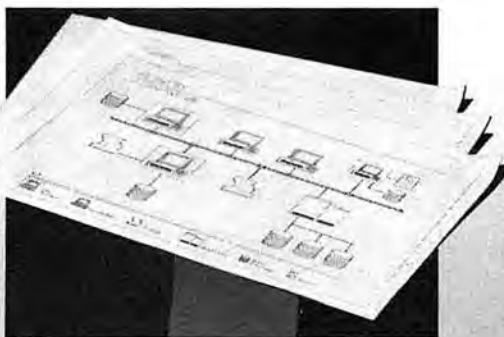
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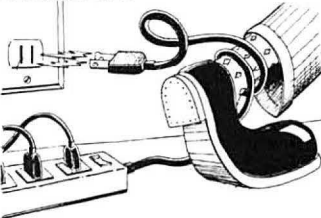
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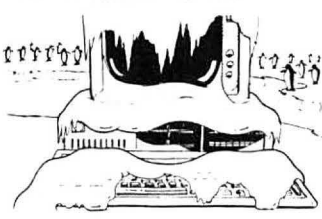
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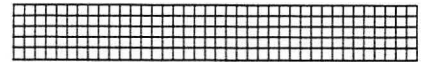
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## Laser Stacker

*Laser printer paper recollator*

*Pros: Ergonomic design*

*Cons: Does not work with all paper stock*

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List price: \$29.95

The Laser Stacker is a peripheral that strives to compensate for a design deficiency in laser printers equipped with the Canon LPB-CX engine, such as the HP LaserJet, the Apple LaserWriter, and the QMS KISS. With these printers, documents emerge face up and must be reordered.

Laser Stacker solves the problem—sort of. Molded from a single piece of plastic bent into a modified V, it fits underneath the printer and replaces the paper tray. As paper comes out of the printer, each sheet is flipped over face down, so documents stack in the right order.

At least that's the theory. I tried Laser Stacker with two paper types: everyday, lightweight office copier stock for rough drafts and my "Sunday best" cotton rag stock that I use for correspondence. It didn't work with either one.

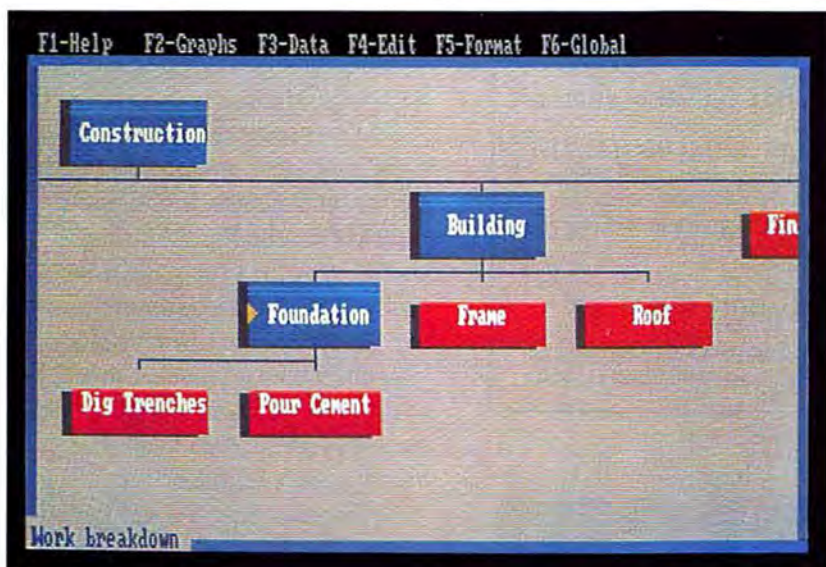
Because of the heat that a laser printer uses to fuse toner onto paper, sheets tend to curl temporarily as they emerge. Inevitably, one sheet comes out before the

(continues)



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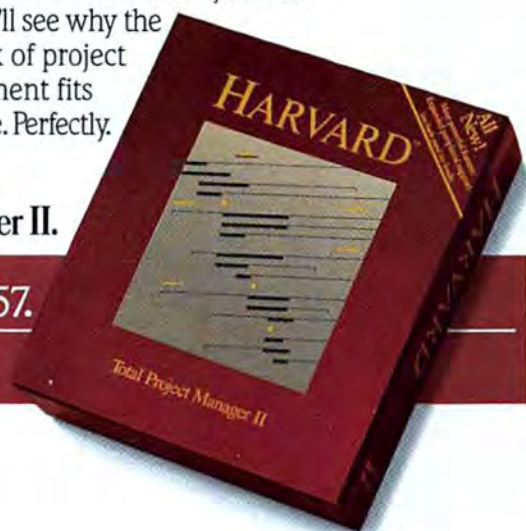
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previous one has a chance to uncurl. The sheets collide in the Laser Stacker, scrambling the page order.

The Laser Stacker's user manual acknowledges that problem and maintains it can be alleviated by turning the paper upside down when loading it into the printer. In my case, however, that solution proved fruitless. After some trial and error, I found a medium-weight stock that popped out without curling.

The company offers a money-back guarantee, so you can try the device for yourself. If you find the right paper, the Laser Stacker should provide a permanent, low-cost solution to an irritating problem. If not, you might consider keeping the Laser Stacker around as an easel for computer manuals, since its wide lip can keep the bulkiest tome in place.

Otherwise, there's a simpler solution. Raise the printer about two inches with books or blocks. Then place the lid of a large box underneath the output slot so that the top edge of each emerging sheet catches on the lid and flips over.

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*Michael Gardner is an author and a software developer in Orinda, California. Eric Ludd is a New York-based writer. Art Wilcox and Ted Nace are Contributing Editors for PC World.* ☉



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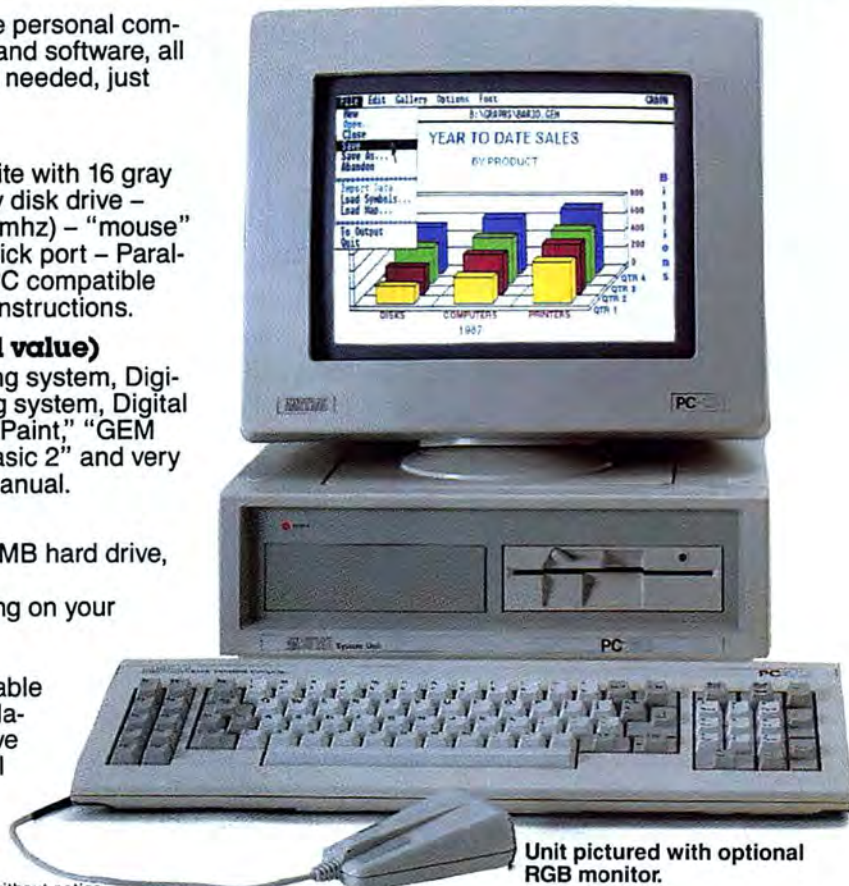
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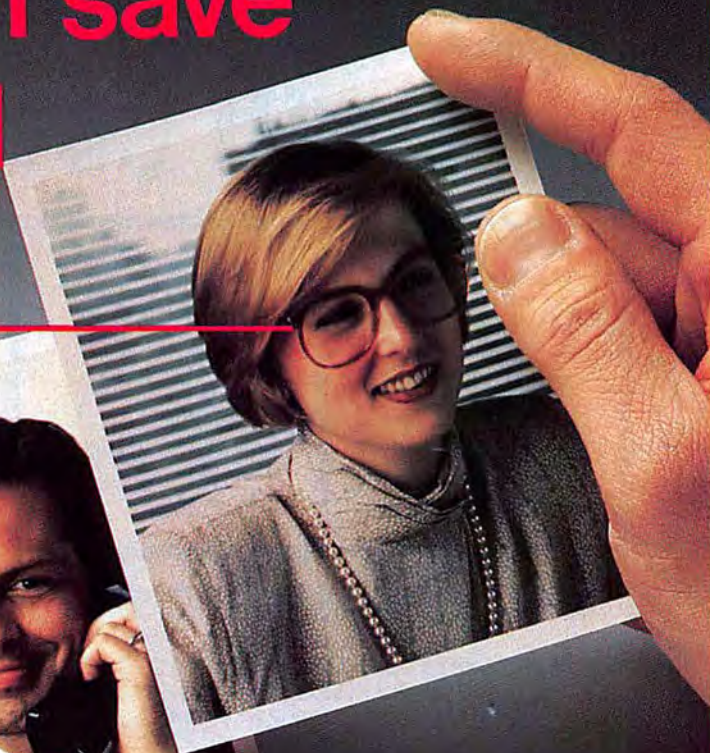
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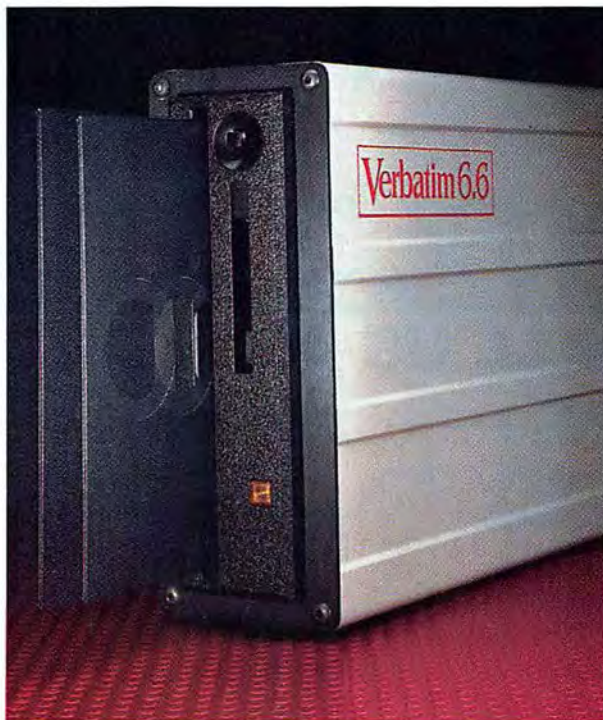
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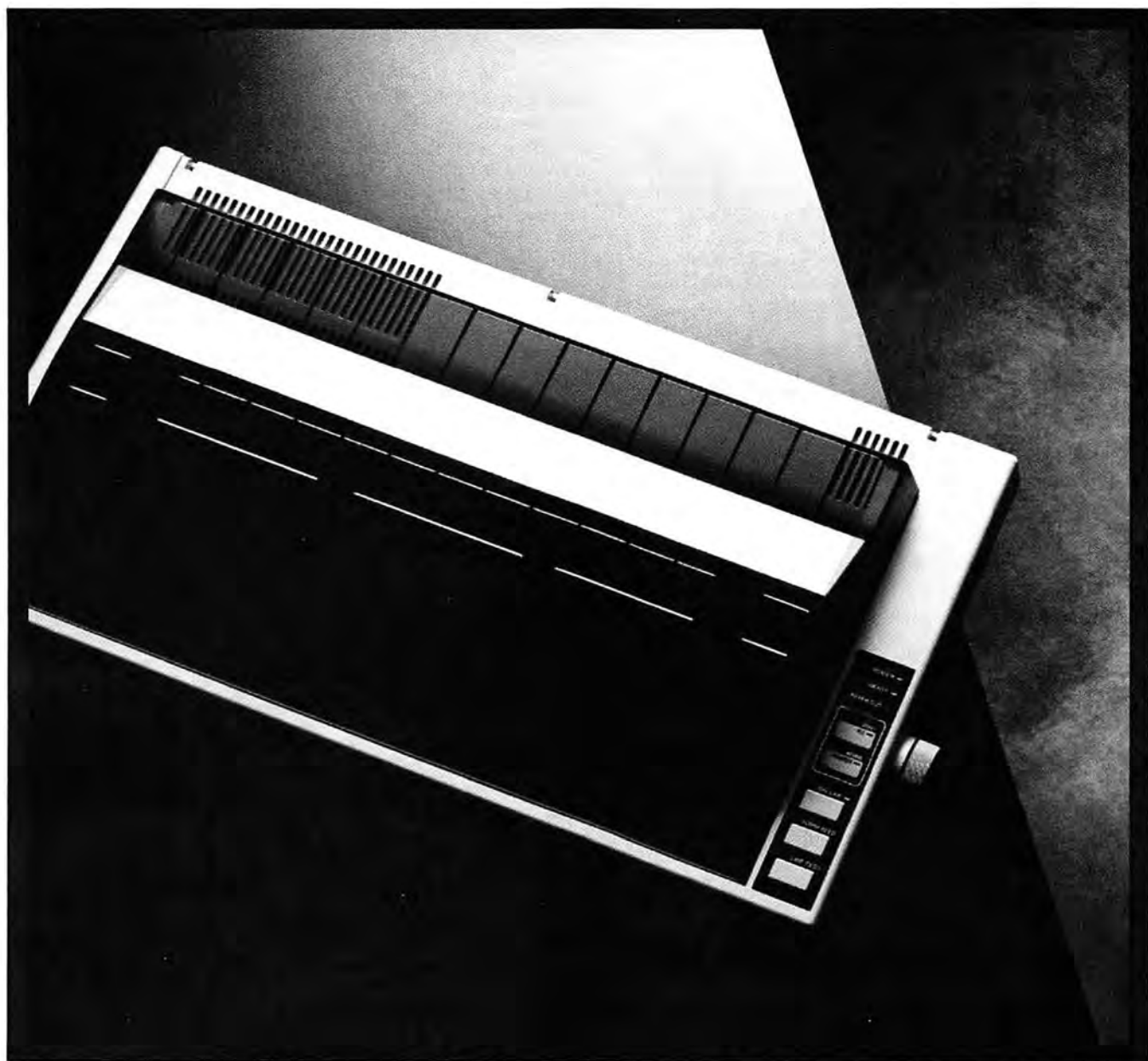
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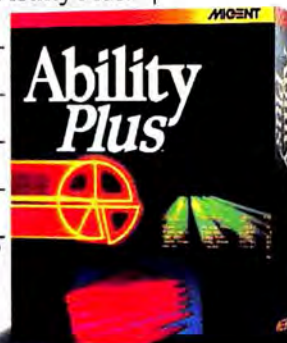
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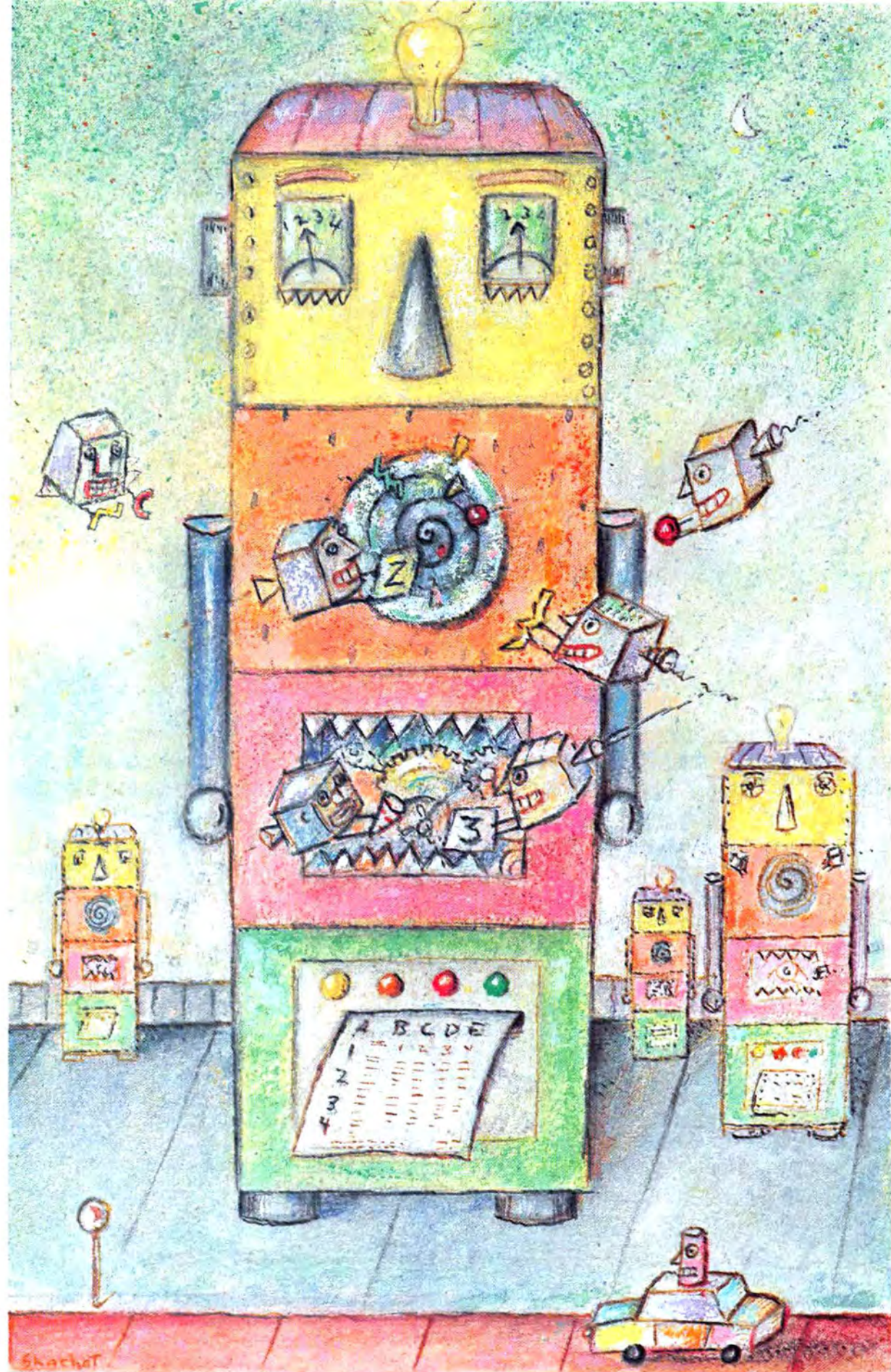
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# Worksheets by Design

Need to set up a worksheet but don't know where to start? This beginner's guide provides tips for creating a worksheet that's manageable, accurate, and easy to expand.

*William Urschel*

Every good story—be it a novel, play, movie, or joke—has a basic design called dramatic structure. Any story worth telling sets up the characters, introduces complications, works toward resolution, and arrives at a denouement.

A well-designed worksheet does exactly the same thing. Whether it's a simple affair that calculates an IRA or a magnum opus that computes a corporation's net worth, a properly constructed worksheet should set up the basic assumptions, introduce data, work out the results, and end with a summary.

Structure does more than simply impose order; it helps us understand and explain complex situations. Think of the New York City telephone directory, arranged alphabetically. That's order. Now imagine the same directory arranged by ethnic origin, income lev-

el, or occupation. Suddenly you know a great deal more about New York. That's structure.

Good worksheet structure conveys a sense of flow or progression. For example, when you get to the profit line in a worksheet, you should be able to answer these questions: What are the basic assumptions? Where did the data come from? And what circumstances affected the results? Answer those questions, in that order, and you will convey (and understand) the dynamics of any financial model you create with a spreadsheet program. Change the order, omit an element, or try to combine one part with another, and the worksheet becomes a convoluted mess.

To avoid chaos, build worksheets using a vertical, four-block structure: Assumptions, Input, Calculation, and Bottom Line. Figure 1 provides a blueprint of a worksheet that projects costs and returns for Sisquoc Data, a small company that sells accounting software at retail prices via direct mail (and other venues) and at wholesale prices to dealers. Figure 2 shows the worksheet writ large according to the principles of good worksheet design. (For hands-on tips on creating worksheets, see the sidebar "Nitty-Gritty Setup.")



### The Assumptions Block

Assumptions are the constants in a worksheet—in this example, the list price of the product, the wholesale price per unit, and the materials costs and shipping costs. It's important that all constants be grouped together. If you embed constants at random when setting up a worksheet, anyone else looking at the worksheet won't know what or where the constants are (and you may not either, six months down the road).

Think of the Assumptions block at the top of the worksheet as a control panel. You can change the assumptions to test various "what if" conditions, such as a decrease in the price of raw materials or an increase in the cost of labor. Twist or push one figure here, and the whole worksheet changes.

### The Input Block

The Input block is where you enter the bulky data the worksheet will digest. In Figure 2 this block contains the up-front costs of the business: Fixed Costs such as salaries and rent, and four kinds of Advertising Costs—direct mail, card decks, display ads, and dealers. (Card decks are decks of postcards with an ad on one side and the business's mailing address on the other. Dealer costs include mailing-list rentals, the cost of attending trade shows, and the cost of placing ads in trade magazines.) Calculations performed subsequently in the Calculation and Bottom Line blocks will draw on figures here and in the Assumptions block.

A word of caution: In larger worksheets, the Input block can easily bloat. Fixed costs don't present any problems—the numbers are based on solid historical information, and the data is entered directly into this area of the worksheet. But variable information, such as projected advertising costs, is another story. This data must come from somewhere (unless you're just making a wild guess), and that source must be detailed on the worksheet. Even in this relatively simple example, showing the cost calculations for four different advertising categories would clutter up the Input block, making it harder to

set up, difficult to change, and almost impossible for anyone else to understand.

The solution is to use "satellite" worksheets—separate worksheets (or discrete sections within a worksheet) that pass results to the main worksheet. This example has four satellites; each calculates the costs of (and unit sales generated by) a particular advertising scheme, then forwards the results to the main worksheet's Input and Calculation blocks. The satellites are kept in separate files so the main worksheet remains uncluttered. As Figure 2 shows, satellites use the same block structure as the main worksheet.

A complete separation of the four satellites makes practical sense, since each uses a different process to arrive at estimated costs. For the purposes of this example, just one satellite, the direct mail campaign, is illustrated in Figure 2. (To see how this satellite connects with the Input section, note that total costs data is neatly funneled into row 29 of the Input section.) Farming out calculations to satellite work-

*It's best to segregate macros in the nether regions of the worksheet so they run properly and are not accidentally overwritten by data or corrupted by sorting rows or shuffling columns.*

sheets reaps an extra harvest: The main worksheet remains small and is more speedily recalculated.

One final note on the satellite system: Using a "file combine" procedure, macros can automate the updating process. One keystroke can fetch the costs and results from named ranges in all the satellites and recalculate the main worksheet. Because many spreadsheet programs execute macros line by line until an empty line appears, it's best to segregate macros in the nether regions of the worksheet so they run properly and are not accidentally overwritten by data or corrupted by sorting rows or shuffling columns.



# Building a Worksheet Block by Block

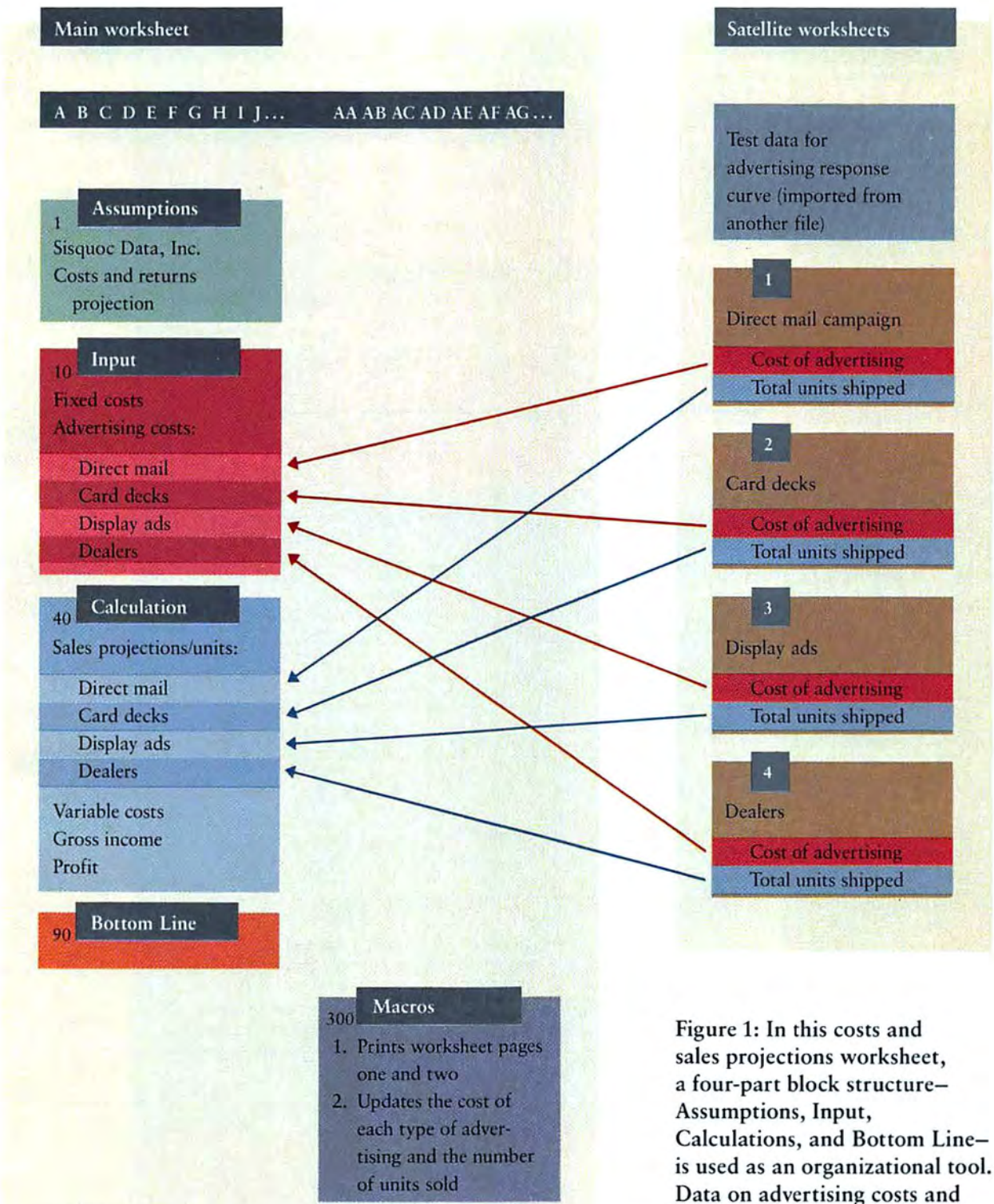


Figure 1: In this costs and sales projections worksheet, a four-part block structure—Assumptions, Input, Calculations, and Bottom Line—is used as an organizational tool. Data on advertising costs and the number of units sold is fed into the main part of the worksheet from four satellites to help keep the central activity uncluttered.



Main worksheet

Sisquoc Data, Inc. Costs and returns projection									
Assumptions									
List price per unit		\$595		Shipping per retail unit		\$7			
Wholesale price per unit		\$350		Shipping per wholesale unit		\$2			
Unit materials cost		\$15							
Fixed Costs									
	Sep 87	Oct 87	Nov 87	Dec 87	Jan 88	Feb 88	Mar 88	Apr 88	
President	5,000	5,000	5,000	5,000	5,250	5,250	5,250	5,250	
Sales manager	4,000	4,000	4,200	4,200	4,200	4,200	4,200	4,200	
Programmer 1	4,000	4,000	4,000	4,000	4,000	4,100	4,100	4,100	
Programmer 2	3,500	3,500	3,600	3,600	3,600	3,600	3,600	3,600	
Production manager	3,000	3,000	3,000	3,000	3,000	3,200	3,200	3,200	
Rent/utilities/insurance	3,500	3,500	3,500	3,500	3,500	3,500	3,500	3,500	
Legal/accounting fees	550	550	550	550	550	550	550	550	
Office furnishings	375	375	375	375	375	375	375	375	
Supplies/misc. printing	625	625	625	625	625	625	625	625	
Mailer artwork & typesetting	1,200	200	0	0	0	1,200	200	0	
Total fixed costs	\$25,750	\$24,750	\$24,850	\$24,850	\$25,100	\$26,600	\$25,600	\$25,400	
Cumulative fixed costs	\$25,750	\$50,500	\$75,350	\$100,200	\$125,300	\$151,900	\$177,500	\$202,900	
Advertising Costs									
	Sep 87	Oct 87	Nov 87	Dec 87	Jan 88	Feb 88	Mar 88	Apr 88	
Direct mail	3,200	6,400	9,600	12,800	16,000	16,000	16,000	16,000	
Card decks	0	210	150	150	150	150	150	150	
Display ads	7,250	7,250	7,250	7,250	7,250	7,250	7,250	7,250	
Dealers	1,250	1,250	1,250	1,250	1,250	1,250	1,250	1,250	
Total advertising costs	\$11,700	\$15,110	\$18,250	\$21,450	\$24,650	\$24,650	\$24,650	\$24,650	
Sales Projections/Units									
	Sep 87	Oct 87	Nov 87	Dec 87	Jan 88	Feb 88	Mar 88	Apr 88	
Direct mail	0	136	281	429	579	729	743	748	
Card decks	0	210	150	150	150	150	150	150	
Display ads	0	75	110	115	115	115	115	115	
Retail subtotal	0	421	541	694	844	994	1008	1013	
Dealers	0	123	132	154	168	172	172	172	
Wholesale subtotal	0	123	132	154	168	172	172	172	
Total unit sales	0	544	673	848	1012	1166	1180	1185	
Variable Costs									
	Sep 87	Oct 87	Nov 87	Dec 87	Jan 88	Feb 88	Mar 88	Apr 88	
Package/printing/disks	0	8,160	10,095	12,720	15,180	17,490	17,700	17,775	
Retail shipping	0	2,947	3,787	4,858	5,908	6,958	7,506	7,091	
Wholesale shipping	0	246	264	308	336	344	344	344	
Total variable costs	\$0	\$11,353	\$14,146	\$17,886	\$21,421	\$24,792	\$25,100	\$25,210	
Gross Income									
	Sep 87	Oct 87	Nov 87	Dec 87	Jan 88	Feb 88	Mar 88	Apr 88	
Direct mail	0	80,920	167,195	255,255	344,505	433,755	442,085	445,060	
Card decks	0	124,950	89,250	89,250	89,250	89,250	89,250	89,250	
Display ads	0	44,625	65,450	68,425	68,425	68,425	68,425	68,425	
Dealers	0	43,050	46,200	53,900	58,800	60,200	60,200	60,200	
Total gross income	\$0	\$293,545	\$368,095	\$466,830	\$560,980	\$651,630	\$659,960	\$662,935	
Profit									
	Sep 87	Oct 87	Nov 87	Dec 87	Jan 88	Feb 88	Mar 88	Apr 88	
Total gross income	0	293,545	368,095	466,830	560,980	651,630	659,960	662,935	
Advertising costs	(11,700)	(15,110)	(18,250)	(21,450)	(24,650)	(24,650)	(24,650)	(24,650)	
Variable costs	0	(11,353)	(14,146)	(17,886)	(21,421)	(24,792)	(25,100)	(25,210)	
Fixed costs	(25,750)	(24,750)	(24,850)	(24,850)	(25,100)	(26,600)	(25,600)	(25,400)	
Total net profit	(\$37,450)	\$242,332	\$310,849	\$402,644	\$489,806	\$575,588	\$584,610	\$587,675	
Cumulative net profit	(\$37,450)	\$204,882	\$515,731	\$918,375	\$1,408,181	\$1,983,769	\$2,568,379	\$3,156,054	
The Bottom Line - (Sep 87 - Apr 88)									
Overall		Copies sold	Gross value	Performance ratios					
					Cost	Sales	Ratio		
Retail copies		5,515	3,281,425		96,000	2,168,775	23		
Wholesale copies		1,093	382,550		1,110	660,450	595		
Total		6,608	3,663,975		58,000	452,200	8		
All costs			(507,921)		10,000	382,550	38		
Total net profit			\$3,156,054						

Assumptions  
block

Input  
block

Calculation  
block

Bottom Line  
block



## Satellite worksheet #1

	A	B	C	D	E	F	G	H	I			
1				Direct Mail Campaign								
2				Historical data and future schedule								
3	Assumptions											
4												
5												
6	Response curve			Costs						Assumptions		
7		Estimated	Historical									
8	00 - 30 Days	1.36%	1.31%	Printing per piece		00.120						
9	30 - 60 Days	0.09%	0.08%	Postage per piece		00.125						
10	60 - 90 Days	0.03%	0.03%	List rental per 1000		75.000						
11	Over 90 Days	0.02%	0.02%									
12	Total response	1.50%	1.44%									
13												
14	Mailings			Sep 87	Oct 87	Nov 87	Dec 87	Jan 88	Feb 88	Mar 88	Apr 88	Input block #1
15												
16	Total pieces	10,000	20,000	30,000	40,000	50,000	50,000	50,000	50,000	50,000		
17	Average cost/piece	0.320	0.320	0.320	0.320	0.320	0.320	0.320	0.320	0.320	0.320	
18	Total costs	3,200	6,400	9,600	12,800	16,000	16,000	16,000	16,000	16,000	16,000	Calculation block #1
19												
20	Sales Projections			Sep 87	Oct 87	Nov 87	Dec 87	Jan 88	Feb 88	Mar 88	Apr 88	Input block #2
21												
22	00 - 30 Days	0	136	272	408	544	680	680	680	680		
23	30 - 60 Days	0	0	9	18	27	36	45	45	45		
24	60 - 90 Days	0	0	0	3	6	9	12	15	15		
25	Over 90 Days	0	0	0	0	2	4	6	8	8		
26	Total sales in units	0	136	281	429	579	729	743	743	748	Calculation block #2	

Figure 2: Both the main worksheet (left) and the satellite worksheet (above) use a blocklike structure for clarity. With the help of a macro, the satellite's total costs and total sales rows (shaded in red and blue, respectively) are automatically fed into the main worksheet.

## The Calculation Block

This block provides details about Sisquoc Data on a month-by-month basis but doesn't provide insight into the big picture—a job reserved for the Bottom Line block just below it. The Calculation block is almost entirely mechanical; you don't enter any data manually, but let simple formulas here gather data from various sources and crunch away. In fact, once the model is debugged and proven, many spreadsheet jockeys will protect the range of cells containing the Calculation block.

Starting at row 42, projected sales figures for each advertising strategy are pulled in from the four satellites and added up; note that the dealers line is segregated from the retail subtotals for the sake of readability.

Variable Costs (rows 57 through 61) are calculated by formulas that multiply the constants in the

Assumptions block (materials costs and shipping costs) by the total unit sales (row 52). A common design error would include the Variable Costs in the Profit section of the worksheet without showing how they were derived. The end result would be the same, but the supporting logic would be lost.

The Gross Income section generally mimics the structure of the Variable Costs section. Formulas here simply multiply constants in the Assumptions block (in this case, list price and wholesale price per unit) by the number of units sold. For example, direct mail income for October 1987 (cell D67) is the result of multiplying the list price per unit (\$595, in cell C5) by projected units sold via direct mail (136, in cell D42). Formulas tucked into row 72 add up the numbers in rows 67 through 70.

The Profit section works much the same way. Total net profit is merely the gross income minus fixed, advertising, and variable costs. Cumulative net profit represents the company's expected cash flow—a useful line to graph.



## Nitty-Gritty Setup

Figure 2 provides an example of a well-designed worksheet; here are some tips for setting up your own.

### Position Main Sections

#### According to Logical Structure

After determining what your worksheet will accomplish—organizing personal finances, setting up an inventory control system, or creating a business budget—follow the pattern laid out in Figure 1 and block out the worksheet's main sections from top to bottom.

Cast the worksheet's general shape by entering labels for each block, from section titles (such as Assumptions) to the line item labels (such as office furnishings). For convenience' sake, anchor the different blocks in the worksheet to easy-to-remember rows such as A10, A40, and A90. Don't put blocks side by side, because if you later insert rows in one block, you'll encroach on its neighbor. And as noted in the article, create distant satellites that feed data and results into the main part of the worksheet.

### Test Logic With Sample Data

Once you've finished blocking out the worksheet, typing in the labels, and specifying range names, enter the formulas. Then, enter some simple test data and run it through the worksheet so you can flag any errors in

logic or typing. Plug in large round numbers such as 100,000, and make sure they percolate all the way to the bottom line. Then enter the real data.

### Use Range Names to Minimize Reference Errors

Although the worksheet's formulas and macros can reference specific cells or labels, using range names simplifies matters. Range names can be applied to a cell, a row, or an entire block in the worksheet. They minimize typing errors when creating formulas and macros, and most spreadsheet programs include a show function that lists all range names with their beginning and ending cells. Ranges should always be assigned to cells or rows that are used in calculations. For example, the list price per unit (\$595) in the Sisquoc worksheet is named Fullprice and used by the direct mail, card decks, and display ads rows in the Gross Income section to calculate dollar sales.

### Use Global Formats

Next, format the worksheet globally for the type of data most of the cells will hold—percentages, currency, numbers with decimal places. The worksheet in Figure 2 was formatted globally for numbers with no decimal places; later, individual cells and ranges were formatted independently. For example, some costs and totals ranges were formatted to hold figures with parentheses and dollar signs, respectively, to set off these ranges from the others. Other global commands



can then be used to adjust column width and specify whether labels are flush left, flush right, or centered.

### **Protect Macros From Potential Corruption**

Macros should always be below and off to the side of the worksheet's main activities; in Figure 1, for example, macros are fastened at row AA300. After ensuring that everything is drum-tight, use the spreadsheet's cell-protect or read-only feature to protect macros and other areas where data should not be entered.

### **Document, Document, Document!**

Finally, make some room for documentation at the beginning of the worksheet. Just as an article summary helps to guide readers, worksheet documentation helps subsequent users find the information they need. A "table of contents" that lists the main blocks of the worksheet along with range names is a handy guide; it also makes sense to note macro key combinations and describe what each macro does. —W. U.

### **The Bottom Line Block**

The Bottom Line is the report card that delivers, in one pithy group of figures, Sisquoc Data's grades for the semester. In this example, the block identifies how many copies of software were sold and their gross value—in other words, how much revenue was collected. To clarify the effectiveness of Sisquoc Data's advertising, a sales/cost ratio section spells out how well each advertising scheme generated sales.

### **Form and Content, Hand in Hand**

If you set up a worksheet with the block model in mind, each step in the worksheet will be visible and will support the one that follows it. In the case of Sisquoc Data, the four big blocks are made up of smaller, structurally similar blocks, which makes it easier to root out errors in procedures or logic and reduces the number of convoluted calculations. When the formulas that run the worksheet perform simple, straightforward tasks—adding up a column of numbers or taking a value from one cell and multiplying it by another—you're on the right track.

This modular structure even makes it easier to print selected sections of the worksheet. Want to look at just the Fixed Costs section, the dealers costs line, or the cumulative net profit? No problem; mark it and print it out.

Good structure really pays off when you have to modify the worksheet, because it's easier to recognize logically discrete elements, add new blocks, reorder blocks, and orbit new satellites. The worksheet will also make more sense from the start—both to you and to anyone looking over your shoulder—leaving you free to concentrate on the how and why of the bottom line. ●

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# Laser-Perfect

WordPerfect 4.1 and the LaserJet Plus went through some rocky times together. WordPerfect 4.2 makes a cozier match.

Ralph Blodgett

At first glance *WordPerfect* and the Hewlett-Packard LaserJet Plus seem like the perfect marriage. *WordPerfect* is one of the most comprehensive word processing programs on the market, and the LaserJet Plus can produce a wide range of handsome hard copy with its versatile soft fonts. Linking the Plus with *WordPerfect* 4.1, however, made for a stormy relationship, complicated by entanglements with BASIC and *WordPerfect*'s DOWNLOAD.BAT utility (see "WordPerfect Meets LaserJet Plus," PCW, February 1987).

*WordPerfect* has improved its support for the LaserJet Plus with new printer drivers and printer commands in version 4.2. Now

you can create a simple document file that downloads soft fonts into the LaserJet Plus, 500 Plus, and Series II printers and then use *WordPerfect* macros to mix and match fonts for more professional-looking hard copy.

*WordPerfect* 4.2 makes producing attractive documents with the LaserJet Plus a three-step process: installing the appropriate *WordPerfect* printer drivers for soft fonts, creating a font-load file to download soft fonts into the LaserJet Plus's RAM, and recording macros to change fonts within a document. For the purpose of this article, it's assumed you have *WordPerfect* 4.2, the Hewlett-Packard LaserJet Plus, and the AC TmsRmn and Hely Soft Fonts, which are HP's implementation of the popular Times Roman and Helvetica typefaces.

## Soft Fonts on a Platter

If you haven't introduced *WordPerfect* 4.2 to your HP LaserJet Plus, you'll need to install the proper printer driver. Load *Word-*

*Perfect* 4.2 and press < Shift > - < F7 > to display the Print menu. Type 4 (for Printer Control) and 3 (for Select Printers). *WordPerfect* supports up to six different printers at a time, and all six work with LaserJet Plus soft fonts. You select the printer you want for soft fonts via cursor keys; for this practice session, choose 'Printer 3'.

Each *WordPerfect* printer driver defines eight fonts—a fraction of the fonts available on the soft font disks but more than adequate for most business documents. There are ways to define other printer drivers with *WordPerfect*'s printer program or HP's PCLPAK; however, such methods are not for the beginner (see "From Soft Fonts to Hard Copy," PCW, July 1986).

After you've selected a printer, press < PgDn > to begin the installation process. At this point, the program prompts you to insert one of the two *WordPerfect* 4.2 printer disks in drive A: (or drive B:, if you have two disk drives). The Printer 1 disk should contain the LaserJet Plus printer drivers. Press < PgDn > until you find '114 LaserJet+, 500+ Soft AC: Hely P', the listing for the HP





Helvetica AC soft font. Type **114** at the 'Using Definition' prompt, and press **<Enter>** to install it.

*WordPerfect* then asks you for printer setup information. If the LaserJet Plus is connected to a parallel port, press **<Enter>** twice to accept the default LPT1 setting. For the serial port, choose the COM1 setting and use the default settings: 9600 baud, no parity, 1 stop bit, and 8 character bits.

The final question in the series asks whether the paper feed is continuous, hand-fed, or sheet-fed. Although the LaserJet and the

LaserJet Plus are sheet-fed printers, the printer drivers were written for continuous-feed paper and must be so identified at this point.

You've now installed your first soft font driver. Repeat this procedure for all the drivers that match your soft fonts. For example, *WordPerfect* 4.2 supports two different combinations of the HP AC soft fonts. Press **<F7>** twice to exit the Select Printer menu.

Keeping the soft fonts in a hard disk file avoids tedious disk swapping and reduces the time it takes to download them. In *WordPerfect*, create a directory called C:\FONTS by pressing **<F5>** (for List Files) and then **=**. You'll see 'New Directory =' displayed

at the lower left corner of the screen. Type **C:\FONTS** and press **<Enter>** twice.

Now you can copy the font files from the HP soft font disks into the C:\FONTS directory. Place the first soft font disk in drive A:. Press **<F5>** (for List Files), type **A:**, and press **<Enter>**. You'll see the files displayed on screen. Mark them with **\*** and press **8** to copy them into C:\FONTS, or exit *WordPerfect* and copy them with the DOS command **COPY A:\*. \* C:\FONTS**. Do this for all four soft font disks.

## A Fonts and Drivers Scorecard

After storing the soft fonts on the hard disk, you're ready to prepare a file that downloads the fonts into the LaserJet Plus. You'll need lists of both the installed *WordPerfect* printer drivers and the soft fonts in the C:\FONTS directory. Press **<Shift> - <F7>** (for the Print menu), **4** (for Printer Control), and **2** (for Display Printers and Fonts). If all six printers have



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1: Standard Printer Continuous
   1 ASCII/Line Ptr    2 ASCII/Line Ptr
   3 ASCII/Line Ptr    4 ASCII/Line Ptr
   5 ASCII/Line Ptr    6 ASCII/Line Ptr
   7 ASCII/Line Ptr    8 IBM Graphics

2: DOS Text Printer HandFed
   1 Standard ASCII    2 Standard ASCII
   3 Standard ASCII    4 Standard ASCII
   5 Standard ASCII    6 Standard ASCII
   7 Standard ASCII    8 Standard ASCII

3: LaserJt+,500+ Soft AC: Helv PContinuous
   1 HP AD Helv10R     2 HP AD Helv10I
   3 HP AD Helv6R      4 HP AD Helv8R
   5 HP AD Helv8I      6 HP AD Helv12R
   7 HP AD Helv18B     8 HP AD Helv30B

Press any key to continue

4: LaserJt+,500+ Soft AC: Tms P Continuous
   1 HP AD TmsRmn10R   2 HP AD TmsRmn10I
   3 HP AD TmsRmn6R    4 HP AD TmsRmn8R
   5 HP AD TmsRmn8I    6 HP AD TmsRmn12R
   7 HP AD TmsRmn18B   8 HP AD TmsRmn30B

5: LaserJt+,500+ Soft AA: Helv LContinuous
   1 HP Soft Helv10N   2 HP Soft Helv10I
   3 HP Soft Helv10B   4 HP Soft Helv8N
   5 HP Soft Helv12N   6 HP Soft Helv12I
   7 HP Soft Helv12B   8 HP Soft Helv18B

6: Epson LQ-1500 (1.x ROM) Continuous
   1 Dot Matrix 1/60   2 LQ 800/1500
   3 LQ 800/1500       4 LQ 800/1500
   5 LQ 800/1500       6 LQ 800/1500
   7 LQ 800/1500 S/s  8 Standard ASCII

Press any key to continue

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Figure 1: A list of WordPerfect printer drivers helps you keep track of the soft fonts while you create the font-load file.

installed fonts, *WordPerfect* will display the names of three printers (the other three will be listed later).

Turn on the LaserJet Plus and print this screen by pressing **<PrtSc>**. If no paper appears, push the on-line switch to turn off the light, and press formfeed to eject the printed screen. Push the on-line switch to reconnect the printer. Once you've printed the information for printers 1 through 3, press any key to display printers 4 through 6. Repeat the process for these printer drivers.

Now print out a list of the C:\FONTS file. Press **<F5>** for List Files, type **C:\FONTS** **<Enter>**, and press **<Shift> - <F7>** to print them. Exit the List Files menu by pressing **<Enter>**.

## Preparing the Font-Load File

With the list of *WordPerfect* printer drivers and the HP soft font files in hand, you're ready to create the font-load file. It will contain the *WordPerfect* printer commands that download the soft fonts into the LaserJet Plus.

The printer drivers list will show eight Helvetica fonts from the AC soft font disk for Printer 3: 6-, 8-, 10-, and 12-point roman; 8- and 10-point italic; and 18- and 30-point bold (see Figure 1). On the C:\FONTS directory printout, circle the files that match the Printer 3 printer driver list. Number them on the printout to match the Printer 3 driver sequence.

*WordPerfect 4.2* uses a special printer command to load HP soft fonts. With a clear screen in front



of you, press **<Ctrl> - <F8>** to display the Print Format menu, and choose Option A to insert a printer command. Type **<27> \*c1D** and press **<Enter>**. (You need to type the angle brackets surrounding '27', unlike with keys such as **<Enter>**.) This *WordPerfect* printer command retrieves a soft font file from the C:\FONTS directory and loads it into the printer's memory.

Next, select Option A, press **<Shift> - <F10>** (for Retrieve Files), and enter the drive and path to the directory containing the fonts, followed by the file name of the HP soft font that matches the first font listed under Printer 3 (for example, C:\FONTS\HV100RPN.USB). At the end of each line, press **<Enter>** twice. *WordPerfect* printer commands are format codes, which remain hidden on screen. To check your progress, use the Reveal Codes command by pressing **<Alt> - <F3>**.

You must create eight command lines—one for each soft font. Use the numbered *WordPerfect* drivers printout as your guide, and insert the font number into the printer command code (**<27> \*c1D**) that matches the printer driver sequence. The '1' after the 'c' indicates the font number, so you need to use 2 for the second line, 3 for the third line, and so on.

Of course, if you aren't using the AC soft fonts, the font codes following C:\FONTS\ will differ from the example. When you've finished, the Reveal Codes command will display eight command lines (see Screen 1).

Once you've finished all eight lines and ensured that the soft font file names match the

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C:\WP\PRINTER3                               Doc 1 Pg 1 Ln 4 Pos 10
[Cmd:<27>*c1D][Cmd:<126>c:\fonts\hv100rpn.usp][Hrt]
[Cmd:<27>*c2D][Cmd:<126>c:\fonts\hv100ipn.usp][Hrt]
[Cmd:<27>*c3D][Cmd:<126>c:\fonts\hv860rpn.usp][Hrt]
[Cmd:<27>*c4D][Cmd:<126>c:\fonts\hv880rpn.usp][Hrt]
[Cmd:<27>*c5D][Cmd:<126>c:\fonts\hv880ipn.usp][Hrt]
[Cmd:<27>*c6D][Cmd:<126>c:\fonts\hv120rpn.usp][Hrt]
[Cmd:<27>*c7D][Cmd:<126>c:\fonts\hv100bpn.usp][Hrt]

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Screen 1: *WordPerfect*'s Reveal Codes feature displays the font-load commands and enables you to double-check the Hewlett-Packard soft font file names.

C:\FONTS printout, it's important to press **<Enter>** one last time. Press **<F10>** to save the font-load file on the *WordPerfect* default drive. To check which drive is the default, press **<F5>** (for List Files); this will display the current drive at the lower left corner of the screen. Call the file PRINTER3 (or another name if you're using a printer different from the example).

### Verifying the Download

The PRINTER3 file now contains all the commands necessary to load eight AC soft fonts into the LaserJet Plus. Adding a few lines of text to the file will help verify that the file has loaded properly and that the fonts are indeed the ones you want to use in your document.

For the heading use Font 7, which is 18-point Helvetica. Press

**<Ctrl> - <F8>** (for Print Format), select 1 (for Pitch and Font), and type 13\* (for Pitch) and 7 (for Font). This is a good all-around pitch setting that works for many HP LaserJet fonts. Press 0 to exit that menu. Center the heading by pressing **<Shift> - <F6>** and type **Soft Font Test**. Press **<Enter>** twice.

Now add a line of text to illustrate each font. Press **<Ctrl> - <F8>** (for Print Format), select 1, press **<Enter>** (to accept the 13\* pitch of the previous font), and type 1 to indicate the font number. Press 0 to exit the font menu. Now type **This is font number 1**. Press **<Enter>** twice to double-space. Repeat these steps for the remaining seven fonts. Be sure to change font number 1 to 2, and so on.

Remember that the printer commands and font changes occupy the top third of your display but do not appear on screen unless you use the Reveal Codes command **<Alt>-<F3>**. All



you'll see is eight lines of copy and a headline. Press **<F7>** to exit. Type **Y** (for Yes) to save the document and replace the previous version.

You can now load eight soft fonts into your LaserJet Plus simply by retrieving the PRINTER3 file, selecting printer number 3, and printing the file. On a clear screen, press **<F5>** to list files. Enter the font-load file name (C:PRINTER3, in the example). Highlight the file with **<Cursor-Down>**, and select **1** from the file menu to retrieve it.

Next, press **<Shift> - <F7>** and **4** to display the Print Options menu. Then press **13** to select Printer 3. Press **<Enter>** twice and **<Shift> - <F7>** for the Print menu. Press **1** to begin printing. After 1 or 2 minutes (depending upon the size of the eight soft font files), the LaserJet Plus will print the Soft Font Test document.

### Macro Magic

*WordPerfect* macros can make downloading soft fonts even faster. After you complete the next step, four keystrokes will download the AC soft font file.

You can invoke *WordPerfect* macros in two ways. One method uses **<Alt>** with a letter key. The other enlists the Macro command, **<Alt>-<F10>**, and a two- to eight-letter macro name. The **<Alt>-key** approach is fast, requiring just two keystrokes, but the number of macros you can create is limited to 26. The macro name method requires a few more

keystrokes but allows unlimited *WordPerfect* macros. Since you may eventually use a large number of soft fonts, use name macros to mix and match individual fonts.

To create a macro for the font-load file, clear the *WordPerfect* screen and press **<Ctrl> - <F10>** (for Macro Definition). At the prompt, type Printer3, or P3 if you want to minimize keystrokes. Press **<Enter>**, and 'Macro Def:' will flash in the lower left corner

*WordPerfect has improved its support for the LaserJet Plus with new printer drivers and printer commands in version 4.2.*

of the screen. *WordPerfect* is now ready to record keystrokes as part of a macro labeled P1.

Press **<Shift> - <F7>** (for the print menu), **4** (for Printer Control), and **1** (for Select Print Options). Press **1** again to select the printer number, and type the number of the printer that's defined for the soft fonts (**3**, in this example). Then press **0** twice to exit the menus. Next, press **<F5>** (for List Files) and type **C:PRINTER3**, the font-load file.

If you saved PRINTER3 in a directory other than the default, the entire path to the file must be identified. *WordPerfect* will display a list of files. Use the cursor keys to highlight PRINTER3, and select **4** (for Print) from the menu at the bottom of the screen. Press **0** to exit, and the macro is complete. All you need to do is press **<Ctrl> - <F10>** to save it.

Now whenever you press **<Alt>-<F10>**, type P3, and press **<Enter>**, *WordPerfect* will download eight AC soft fonts to

the LaserJet Plus. When all the fonts are loaded, the printer will eject a sample page with a line printed in each of the eight fonts.

### Fonts à la Macro

With *WordPerfect* macros, you can combine individual soft fonts once they're loaded into the LaserJet Plus. Before you start, however, recheck which drive or directory is the default. The macros will end up in that drive; so

make sure it's the one you use most often, or later on you might wonder what happened to them.

To create the first font macro, press **<Ctrl> - <F10>**, label the macro **F1** for Font 1, and press **<Enter>**. From this point on, every keystroke becomes part of the F1 macro. Press **<Ctrl> - <F8>**, type **1**, then **13\*** for pitch. Press **<Enter>** and type **1 <Enter>** to select the first soft font. Then press **0** to exit the Print Format menu and **<Ctrl> - <F10>** to end the macro. Repeat this procedure for the other seven fonts, changing only the font numbers.

Don't worry about changing margins to match the pitch. Unlike version 4.1, *WordPerfect* 4.2 takes care of that for you. When you center words at the top of a document using 18- or 30-point Helvetica, for example, *WordPerfect* centers them between the margins.



## Creating a Sample Document

Assuming all the individual font macros are labeled F1 through F8, you can now mix the fonts in a document like the business memo in Figure 2. On a clear screen, set the margins for the memo by pressing < Shift > - < F8 > (for Line Format), 3 (for Margins), 12 < Enter > , and 95 < Enter > . This creates margins of 1 inch on either side of the paper.

Now enter the memo copy itself. Press < Shift > - < F6 > to center the title, then use the Font 7 macro

( < Alt > - < F10 > F7 < Enter > ).

Type the words **Interoffice Memo** and press < Enter > twice to double-space. Change to Font 2 with the F2 macro

( < Alt > - < F10 > F2 < Enter > )

and type **DATE:**. Since the body text will be in Font 6 (Helvetica 12 point), change to this font with the F6 macro

( < Alt > - < F10 > F6 < Enter > ),

add two spaces, and press < Enter > . Type in the date.

At the F in 'FROM:', switch back to Font 2. After the colon in 'FROM:', change back to Font 6 and type in the text. Repeat this sequence for the lines beginning with 'TO:' and 'TOPIC:', respectively.

Now separate the heading from the body text with a horizontal bold line in 18-point Helvetica. Change to Font 7 with the F7 macro ( < Alt > - < F10 > F7 < Enter > ), and press the underline key. Change back to Font 6, and type in the body text.

For the first sentence, change to Font 8 (30-point Helvetica bold)

### Interoffice Memo

DATE: September 1, 1987  
FROM: Ralph Blodgett  
TO: Members of the Staff  
TOPIC: Soft Fonts for the LaserJet Plus

In regard to the new Hewlett-Packard LaserJet Series II printer that we recently purchased for our office, you will be pleased to know that we can now run a good selection of soft fonts we could not use before. These fonts are accessible through WordPerfect 4.2 (and are suitable for various types of documents).

For example, one of the sets of eight fonts available through WordPerfect includes the following selections of type, which you can mix and match in a single document:

**This is Helvetica 30 point (for titles).**

**This is Helvetica 18 point bold (for section headings).**

This is Helvetica 12 point (for body copy).

*This is Helvetica 10 point italics (for italics in body copy).*

This is Helvetica 10 point (for body copy).

This is Helvetica 8 point (for footnotes).

*This is Helvetica 8 point italic (for italics in footnotes).*

This is Helvetica 8 point (for footnotes).

**Figure 2: WordPerfect macros are a quick and easy way to mix Hewlett-Packard soft fonts and produce attractive documents with the LaserJet Plus.**

and type **This is Helvetica 30 point (for titles)**. Use the appropriate fonts for each of Figure 2's sentences.

Finally, to check your work, press < Alt > - < F3 > ; WordPerfect will display margin settings and all the codes. To print the memo, press < Shift > - < F7 > and type 1.

It takes a little time to set up WordPerfect's font-load files, but the result is quick and easy access to the LaserJet Plus's soft fonts.

Making these powerful tools work together harmoniously will improve the appearance of your documents, lending new force to your printed words. ●

*Ralph Blodgett is a magazine editor and freelance writer from Maryland.*



# DOS Amigos



Deep in the heart of Texas, Compaq's Rod Canion and Tandy's John Roach reflect on the PS/2 family and cogitate on the impending generation gap in personal computing.

*Edited by*

*Ken Greenberg*

Compaq's  
Canion:  
A vote for  
coexisting  
standards





Tandy's  
Roach: A  
reproach  
for IBM's  
"neglect"

||||| If everything is indeed bigger in Texas, it should come as no surprise that IBM's PS/2 launch made an especially big noise in Fort Worth and Houston, the respective home bases of Tandy Corporation and Compaq Computer. In dropping the PC in favor of the PS/2, Big Blue may also have dropped the standard that both firms live by.

Although separated by style and philosophy, Tandy and Compaq represent two sides of the same coin. Competitors at opposite ends of the price spectrum, they're united in defending a standard that IBM godfathered—and that they maintain it has now forsaken.



Still, even in a PS/2 world, these seem like the best of times for both firms. By dint of product quality, BMW-like panache, and unwavering fidelity to industry norms, Compaq ranks just behind Big Blue on corporate "approved vendor" lists. The company has climbed to notch 409 on the Fortune hit parade, and its 80286 and 80386 systems are reportedly selling faster than assembly lines can slap them together.

Although a Johnny-come-lately to the DOS realm, Tandy has become a principal bulwark of the PC standard. Credit the company's success in part to its owning both the distribution channel and the plants that make everything from processors to plastic bezels. Tandy's strategy is to pursue the unpursued—those businesses with revenues of less than \$500 million—while attempting to pry Fortune 1000 firms away from vendors offering pricier systems.

The only problem is the standard—or, rather, standards. Nature may abhor a vacuum, but not as much as computer users abhor marketplace confusion. After all, buyers usually respond to mixed signals by

*'IBM certainly isn't taking the position of abandoning the standard, but actions speak more clearly than words.'*

keeping their billfolds closed. Figuring out who holds the deed to the industry standard isn't an esoteric exercise: The DOS world's number two and three vendors are literally banking on the continued health of a standard that now resides in the public domain.

PC World's Southwest Editor Ken Greenberg recently interviewed Tandy chairman John Roach and Compaq president Rod Canion on the prospect of a schism in the personal computer business. An edited transcript of those conversations follows.

## Compaq: No Changing of the Guard

PCW: I'd like to begin by quoting from David Bunnell's June PC World column. David said this about IBM's Personal Systems: "Big Blue is not the party pooper it was made out to be. In fact, it's become the life of the party because it's managed to push the PC standard without abandoning it." How does that strike you?

Canion: I disagree. IBM certainly isn't taking the position of abandoning the standard, but actions speak more clearly than words. From the user's perspective, the new products have completely broken with the existing standard.

PCW: That may be true in a hardware sense, but if you can run existing software...

Canion: You *can't* run a lot of the popular software directly on the newer products. You must get a new version from the software vendor. That's CP/M compatibility—all you need is the program on a different disk format. That kind of incompatibility permeates the machine from a user's point of view. IBM could have beefed up its systems without rendering all existing peripherals obsolete. What it chose to do would have been justified only if it delivered truly useful functionality that could not have been done in a compatible way.

PCW: What do you suppose was IBM's thinking behind PS/2 development?

Canion: IBM has said that it really wants greater control of what goes out to its customer base, especially large accounts. IBM actually made changes [to the hardware] in order to make it absolutely clear that change had come—and that IBM was controlling it.

PCW: Yet IBM's customer base in many ways parallels yours.

Canion: Absolutely. But the mainframe segment is clearly of greatest importance to IBM. With the new products, IBM is trying to emphasize those features that offer the greatest advantages to large companies, not small ones.

PCW: Were you expecting the new systems to reflect a closed architecture?

Canion: No. I just couldn't believe that IBM was going to break away from the standard. When it finally announced the PS/2 machines, I was relieved. I think [the PS/2 line is] the weakest move IBM could



have made. The PC was successful only because IBM considered it so unimportant that the company pushed it off onto a separate business unit. But now, IBM can't let [personal computing] be on its own, so top management is put on it, and lo and behold—

*'A lot of big companies are saying that IBM can't do whatever it wants and are taking control of their [computing] situation. IBM may have come up against a force that is more powerful than it is.'*

3½-inch floppies. It's new technology, and sure, it causes a problem—but IBM's been doing that for 30 years in the mainframe business, and people follow along.

PCW: *From what you've been able to discern, how are users responding?*

Canion: The trend we're seeing is one of cautious evaluation.

PCW: *Would you go so far as to say that there's some confusion?*

Canion: Yes, but it's a different kind of confusion. What strikes me is how this process contrasts with the PCII rumors two years ago. Just rumors of a PCII really did slow down the entire industry.

PCW: *Historically, when confusion exists, people don't buy.*

Canion: Right. They take the safe path, which in the past has been whatever IBM said was the safe

path. Today, it's very different, which demonstrates a change in the degree of buyer understanding. We've all received an education about the standard and IBM's role in it. Compaq wasn't alone in insisting that the standard belongs to users. A lot of big companies are saying that IBM can't do whatever it wants and are taking control of their [computing] situation. IBM may have come up against a force that is more powerful than it is.

#### **A Matter of Momentum**

PCW: *In any case, this is clearly a strategic product line for IBM, and that means IBM will marshal the expenditures and the energy to make it fly.*

Canion: Agreed, but so was the PC. It's not a matter of IBM playing around before and now getting serious. Once IBM decided that PCs were going to be a big part of its business, the company could have designed a compatible 386 machine—one I think would have been much more successful. That's not to say these machines won't sell; the issue boils down to how many and how soon. It's a matter of momentum. Even though IBM did spend millions of dollars this quarter [on PS/2 promotion], the absence of that momentum has got to be a telling signal.

PCW: *How much is Compaq hurt by the fact that three key products—the Model 80, OS/2, and OS/2 Extended Edition—have not yet seen the light of day?*

Canion: It does have an effect, but the fact is that people haven't stopped buying ATs and industry-standard 286 machines. Demand for the Deskpro 286 is just skyrocketing. And we're coming up on the second generation of our 386. All of this tells you that a mass switchover hasn't occurred at all.

PCW: *In a way, Compaq is a company built on the industry standard. You've long been insistent that Compaq would go wherever the industry went.*

Canion: Absolutely.

PCW: *How long before others in the industry indicate what that direction is—not just the Far Eastern clone makers, but companies like AST, Quadram,*



*and the like? Might we anticipate coexistence for an indefinite period—and, if so, how will that affect buying decisions?*

Canion: Coexistence is almost the only plausible scenario. There's just no chance that the PS/2 line will take over and people will stop buying the current standard. What it really boils down to is which piece of this market will be the largest in what period of time. That will determine in the long term which standard prevails.

*PCW: There's a special dynamic here that everyone has to face—the mass market.*

Canion: Right, many millions of units and tens of billions of dollars invested. If there's one underlying reason for Compaq's success, it's that companies fail to appreciate the power of the standard.

*PCW: Could you substitute the word user for standard in that sentence?*

Canion: The user has changed because of the standard.

#### The Shock of the New

*PCW: It seems as though a bit of psychological warfare is being waged here as well. In a sense, you've been put in the position of defending old technology.*

Canion: It's true that in pitting IBM's new offerings against older products, consumers tend to feel they have to go with the new. Three years ago, certainly, that was the level at which the battle was being waged. But the good news is that users have grown up. The standard can continue to accept new technology—that's the point we're now making with the 386.


*PCW: You've publicly likened the PS/2 introduction to the old Coke/new Coke predicament. If you follow that analogy a bit further, IBM should reawaken at least the AT line.*

Canion: I think that's the most likely alternative. Assuming you buy my scenario that users won't move quickly to the new products, IBM may lose

market share if it can't continue to supply ATs and XT's alike.

*PCW: Let's assume that a PS/2-compatible industry emerges with some force. Are patents an issue with the Micro Channel? If so, what might that mean to users, should Compaq one day want to offer Micro Channel capability?*

Canion: Certainly IBM is making noise about patents. Let's assume the bus is patented. If so, you can deal with it in several ways. One is licensing. Through that mechanism, the patent at least is available. You can design around patents, once you understand exactly what is patented. You can also imagine making something that performs the same basic functions but isn't totally compatible and keeps clear

 *'What it really boils down to is which piece of this market will be the largest in what period of time. That will determine in the long term which standard prevails.'*

of any patent. You can count on seeing Micro Channel alternatives from third parties, whether they're needed or not.

*PCW: When users require a 32-bit bus for something other than memory, Compaq will have to make a choice. At this juncture, where might you go?*

Canion: Our first choice is to take the easy path by following what users say they want. But you won't see Micro Channel capability from Compaq unless there's a clear need.

*PCW: You've said that for most business users DOS 3.00 and its extensions will provide all the capabilities they'll ever need. Is that the kind of statement that can come back to haunt you?*

Canion: First, you have to recognize that OS/2 is not a step forward from DOS—they're two very separate things. OS/2 addresses the 286's protected mode. There's nothing inevitable about millions of satisfied DOS users all going over to OS/2. You may never need a minicomputer operating system on a PC.



PCW: Yet Compaq's primary systems are vehicles for OS/2, so isn't there some peril in IBM's holding OS/2 back? It's still a fact that DOS will never do for the 286 what OS/2 will do.

Canion: I'm not going to fight the acceptance of OS/2. We'll be selling it—and selling more 286 machines. Clearly, OS/2 is good for the industry. But IBM didn't explain it, and that's not good for the industry. If people expect to switch to OS/2 next year, they'll be disappointed. Trade-offs must be made if you want snazzy new OS/2 applications. It's a big step into a brave new world.

PCW: Might OS/2 Extended in fact require IBM hardware?

Canion: IBM hinted that OS/2 Extended will work only on PS/2 machines, but I'm skeptical. It'll be based on a Microsoft product but have added value. Those additional features are separate from making OS/2 Extended depend on PS/2 hardware—and unable to run on ATs. But I think IBM is going to try [to restrict the product]—and that will make users even madder.

I probably seem overconfident to people who haven't watched Compaq for a while. We respect IBM greatly. It would be foolish to say the battle is over. Of course, we're going to watch IBM carefully and follow the PS/2 line very closely, but our current path looks pretty clear.

#### Tandy: Driving Through Holes in the Standard


PCW: Given the apparent fissures in the DOS world these days, would you agree that this is a confusing time for users?

Roach: Not really. For the foreseeable future, DOS is the single-user operating system. People will begin to make the transition to OS/2 over time, but DOS will persist because most people just don't have the horsepower to run OS/2.

PCW: Has IBM abandoned the standard it launched back in 1981?

Roach: The standard has nothing to do with hardware; it has to do with software compatibility.

As I see it, OS/2 is essentially hardware independent, and Microsoft Windows—or the OS/2 Presentation Manager—is absolutely hardware independent. That means we're not a hardware-compatible industry but a software-compatible industry. Taken together,

 *'If you get right down to it, the Model 30 is the biggest orphan ever to hit the market. It may be the PCII—maybe IBM owned all the parts and finally decided to do something with them.'*

OS/2, Windows, and DOS have done more to clarify the course of the industry and to permit variations in hardware than anything [any one vendor] could possibly do.

PCW: With IBM's Micro Channel and its support for yet another graphics standard, is the PS/2 line evidence that at least some in the industry are pitching technology that users don't necessarily need?

Roach: I'm not sure if I'd put it that way, but there has been a lack of focus on being truly user-friendly. The world doesn't necessarily need millions of spreadsheets or word processors. As an industry, what we don't have is anything that my wife likes—or that most people can use without a big investment and formal instruction on how to use the thing.

PCW: That implies that vendors ought to be looking to the low end. Still, with the Model 30, IBM seems to be declaring that it's not going to play commodity pricing with anybody.



Roach: I don't know what the Model 30 is. [Unlike the other PS/2 models], the Model 30 doesn't have a bridge to OS/2. If you get right down to it, the Model 30 is the biggest orphan ever to hit the market. It may be the PCII—maybe IBM owned all the parts and finally decided to do something with them. Why would you buy a Model 30? It's not priced right, it's not positioned right, and its performance is unspectacular.

PCW: *It seems to confirm that IBM is addressing a constituency that Tandy isn't.*

Roach: It's unquestionably a different constituency, but I can't dream of anyone wanting the thing. You can use your 8-bit cards, but that's it, end of list. This dog isn't going to hunt. If it hunts, I don't understand the business.

### Two Cheers for Small Business

PCW: *The product might make sense if you subscribe to the theory that IBM splits its customer base into expendables and nonexpendables. By that analysis, you're nonexpendable if you have a big IBM machine somewhere in the organization.*

Roach: I haven't heard that theory, but I could go along with it. The PS/2 line lets IBM retreat into its traditional customer base. [Outside of that base] most users didn't have in mind spending \$3500-plus for a computer in the first place.

PCW: *So your sense is that IBM has written off the small business market?*

Roach: They've written off the market under \$1500, and with that orphan they've put out there they may have written off the entire market under \$3500. The PS/2 line leaves a hole in the industry so big you could drive a truck through it—as long as that truck has Tandy's name on it. Literally millions of businesses of all sizes—but particularly small businesses—schools, home businesses, and home users have been neglected.

PCW: *Certainly Tandy isn't ceding the Fortune 500 to anyone. What kind of outreach does the company have into the large corporate market?*

Roach: Unlike most of our competitors, our primary target is not the Fortune 500. Not that it's a secondary target, but it's just that we have a lot of other targets that are absolutely as important to us. Are we selling to more large accounts today than we were a year ago? Yes. Have Fortune 500 companies focused on value? Not to the extent they should have, and we will continue to try to develop them. While IBM would like to dominate that market, if we could get a few percentage points out of that [share] and add that to the rest of the markets we address, we'll have a very, very big business.

*'When you get beyond all the superficial stuff, you have to conclude that the new IBM line is software compatible with the old IBM line. IBM's added features it hopes will give it a marketing advantage with its larger customers.'*

PCW: *Even though you've said the standard is independent of hardware, the PS/2 family features two major hardware deviations from the PC and AT classes of machines—the 3<sup>1</sup>/<sub>2</sub>-inch floppy disk drive and a new bus. How important is the Micro Channel? It's already being reverse engineered...*

Roach: It depends on who you talk to. What are you going to use the Micro Channel for? To add memory? Have you ever known any computer manufacturer that lacked a way of adding memory? In that sense, the Micro Channel doesn't make a difference—everybody has memory extension capability. As far as the application software is concerned, it's channel independent. What other boards can I put in there? Probably some special communications board, right?

PCW: *The expectation is that OS/2 Extended will require it...*

Roach: What are you going to talk to? I'll be surprised if there aren't communications boards available to talk to that same device from an AT or



an XT bus. Right now, you can get every kind of communications board anybody ever dreamed of.

And OS/2 Extended? When you follow the thread all the way through, what IBM has done is clear. IBM's own technical document calls OS/2 Extended [quoting] "a comprehensive multiapplication operating system for the XT 286, the AT, and the PS/2 line." That's what it says: OS/2 Extended will run on an AT. And this is independent of whether or not IBM has shafted customers again by introducing an incompatible disk format, or whether it has prevented them from using existing boards or monitors or from buying anything but fixed-configuration machines.

When you get beyond all that superficial stuff, you have to conclude that the new IBM line is software compatible with the old IBM line. IBM's added features it hopes will give it a marketing advantage with its larger customers. We're not talking about standards—we're talking about bells and whistles that give IBM a marketing advantage. And that means all manufacturers now have the opportunity to provide the best features and performance they can within the software compatibility standard. I rest my case.


#### A Clone of One's Own

*PCW: Even so, what will stop companies from doing what they have done in the past—jump on the IBM bandwagon simply because it's IBM's?*

Roach: Just look at the list of bandwagon-jumpers: Columbia, Corona, Eagle, Seequa. There's a real difference there. Clones per se have not necessarily been the big winners. It's a matter of what the customer gets. We're certainly going to look at anything we think is worthwhile. We might clone a specific feature because it's a good idea, just as we would accept a good idea from anybody in the industry. While many software developers will be writing for OS/2—they have to, they don't have any options—my guess is that their applications will be smart enough to operate under *Windows*, which is inherently hardware independent.

*PCW: So it's not completely out of the question that we might see a Model 50 compatible wearing the Tandy logo within a year or so?*

Roach: I don't know. We haven't made any decision on that. While certain features will be cloned and while we may eventually support IBM's graphics convention or a better one, this isn't a situation that necessarily calls for a clone.

 *'We can put in place a machine that is so much better than the Model 50 it's not even funny.'*

The beauty of the Model 50 is that you can't install any 8-bit cards. You aren't able to use existing monitors. You must have 3½-inch floppies because that's the only way it comes. When I talk about our not offering a Model 50, I'm not saying that Tandy is going to abdicate that part of the market; I say it because we can put a machine in its place that is so much better than the Model 50 it's not even funny. And I'm not saying that we would never sell a machine with a 3½-inch drive—but I will guarantee that with our machine you'll be able to have any size drive you want. We aren't going to dictate to our customers what they have to do.

*PCW: With IBM having declared its intentions, what market is apt to offer the greatest growth for Tandy and the industry?*

Roach: There isn't just one, of course. Nobody has ever really made a home computer. One of these days, we're going to be smart enough to build one. ●



# The Knowledge Engineers

*Eric Bender*



Launching expert systems into the business mainstream can require skills from areas as disparate as software design and anthropology. Increasingly, the biggest obstacle is debriefing the human expert.

In developing an expert system, be prepared for the experts to contradict themselves, advise Gold Hill's Saj-nicole Joni and Gerald Barber.



When retiring experts walk out the door for the last time, a fortune's worth of undocumented experience may leave with them. Thanks to a new breed of PC software tools, however, a company can capture those intangible assets before they slip away forever. A firm can also tap the wisdom of experts with long careers still ahead, spreading their knowledge throughout the organization and freeing them from mundane tasks.

Software that successfully mimics aspects of human problem solving has been trickling out of the blue-sky artificial intelligence labs and into commercial use during the past decade (see "Experts on Call," PCW, September 1985). Known popularly as expert systems, the programs might be described more suitably as *knowledge-based* or *advisory*.

In the past year commercial knowledge-based systems have steadily infiltrated the offices and factories around us. Increasingly,

these systems are available for PCs—a trend that will only accelerate as 80386-based machines proliferate. Now the challenge of building an expert system becomes how to capture the knowledge and experience of human experts, who are often elusive or expensive, or both.

#### Acquiring Knowledge

Among early commercial users, the Big Eight accounting firm Coopers & Lybrand tapped the expertise of dozens of its senior partners for *ExperTax*, an in-depth tax adviser that runs on the AT. "The beauty of the system is that you don't have to know taxes to use it," says one employee. *ExperTax* can also dispatch updates quickly and unerringly through hundreds of Coopers & Lybrand offices.

Many other firms are creating somewhat less ambitious knowledge-based systems, narrowing the focus to matters such as technical-support phone calls. And while small businesses are unlikely to devise seminal expert systems any time soon, Harvey Newquist, editor of *AI Trends*, a newsletter published in Scottsdale, Arizona, suggests boom times are ahead. By the end of 1987, Newquist pre-

dicts, "we'll probably start to see prepackaged systems—advisory systems to perform inventory control, to create billing cycles, or to design manufacturing schedules."

Building moderately complex advisory systems is still likely to require considerable programming prowess, and familiarity with AI languages like LISP and Prolog will come in handy (see "A Prolog to the Future," PCW, December 1986). But rapidly evolving software tools are freeing developers to focus on picking the expert's brain. "The hard part of writing an expert system is knowledge engineering—finding out what the [given discipline's] rules are," says Eugene Wang, marketing vice president at Gold Hill Computers in Cambridge, Massachusetts.

"Knowledge acquisition is going to be the major bottleneck," agrees Leslie Porter of Index Systems, a management consulting firm also based in Cambridge. "People who have the ability to extract that knowledge are rare." And not surprisingly, a tension exists between expert and engineer,



reflecting a clash between the expert's vernacular and the engineer's methodology.

"What we see is literally a whole new profession opening up," declares Karl Wiig, a principal with Coopers & Lybrand who is responsible for AI practice. "Five years ago I never would have believed I'd say that."

Other observers, however, downplay the call for a new breed of professional. "Developing an expert system is like developing any other computer system—almost," maintains Earl Sacerdoti, vice president for strategic projects at Teknowledge in Palo Alto, California. "We have a knowledge engineer, whom the rest of the world would call a systems analyst—and he sits down with the expert, whom the rest of the world would call a representative of the user community."

### Covering the Knowledge Bases

At the lowest level, nontechnical PC users are employing inexpensive and reasonably powerful expert system *shells*. Such shells are simply high-level tools that provide a framework for assembling knowledge-based systems without the need to delve deeply into the vagaries of LISP or other AI languages.

These products are likely to earn their keep by solving small but nagging problems like how best to ship a package. A few

shell-based systems easily subdue what appear to be daunting jobs and offer solid payoffs, available today.

But the true potential of expert system technology is demonstrated most impressively by the high-end systems built by teams of professionals—like those at Arthur D.

*'As part of integrating knowledge, expert systems identify holes where not only the computer but the organization lacks information.'*

Little's Artificial Intelligence Applications Center, where some staffers gather nuggets of information while others write software.

A classic advisory system begins with a business problem that an expert can solve in a single phone conversation. Teknowledge's Sacerdoti expands the list of criteria: Can the knowledge base (the information gathered) be encoded? Do your sources perform better than average, even if they're not world-class experts? Can the knowledge engineer translate the expert's sensory cues? (As Sacerdoti puts it, "The human expert can hear that the machine sounds funny or can smell the burning lubricant.") And, of course, does the problem have a solution?

"You're looking for a problem with a specific solution that the expert can articulate," says Saj-nicole Joni, director of consulting at Gold Hill. "You can write a great expert system to support a sports training system, but it won't teach you to hit a tennis ball like Martina Navratilova."

### Scoping It Out

Like any software project, a fair-size knowledge-based system is built on estimates of goals, time, costs, appropriate hardware, and impact on work habits. With this breed of software, it's particularly important that these estimates not be chiseled in stone.

Expert systems can be split into two components: the knowledge base, which holds rules and related information; and the *inference engine*, which provides the problem-solving mechanism (which in turn holds the underlying control structures). Control structures, in turn, can be either rule-based or frame-based.

Almost all PC systems are rule-based, linking a series of IF... THEN rules with *forward-chaining* or *backward-chaining* architectures. Forward chaining starts with a premise and chugs through the rules and the relevant information to find solutions; backward chaining starts with a hypothetical solution and then tries to justify that solution. Forward-chaining seems the more natural method of the two: You enter a mass of data and rules and see what happens. Backward chaining is less intuitive but often more efficient.



Frame-based systems are inherently more complicated. These systems rely on convoluted dependencies and generally run on specialized LISP machines or super-minicomputers.

In grappling with these technical issues, programmers work with diverse tools, including languages such as LISP, Prolog, and C, and shells such as Teknowledge's M.1 and Gold Hill's Gold-Works. Figure 1 shows a sample scheme for developing a prototype knowledge-based system.

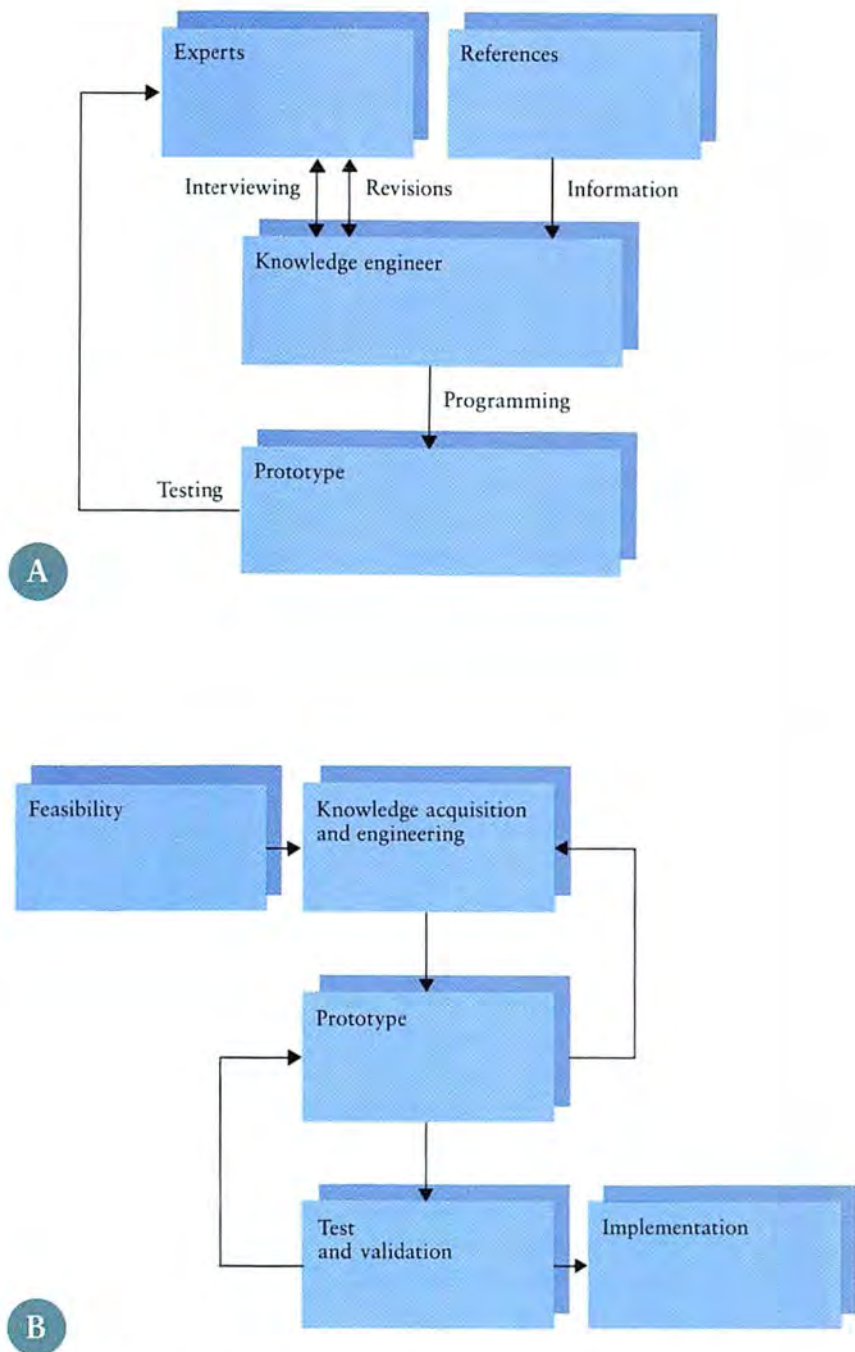
**A Qualifying System**  
Gold Hill's Joni describes the design for a system that qualifies sales leads. The process begins with the acquisition of data on methods the sales force is currently using. "You get all the salespeople to write down what they do," she says. Then she selects roughly 20 representative scenarios of how the salespeople perform in the field.

She next analyzes that data and the process of obtaining it. "What's the salesperson's thinking process? You look for critical variables that allow the salesperson to make decisions very quickly."

Although users often want to solve an array of problems, it's crucial that each system be confined to a single problem, such as targeting potential customers above a specified income level.

From there, Joni assembles the pieces of information that make up the knowledge base and then determines how to string the pieces together. A flexible, modular approach is essential to easily accommodate new categories of

## Iteration Plus Interaction Equals Knowledge-Based Systems



**Figure 1:** Developing a prototype knowledge-based system, knowledge engineers go through an iterative process (A). The overall development cycle for a knowledge-based system (B).

Source: DM Data



## Elicit Work

As a knowledge-acquisition interview rolls along, things are not proceeding smoothly. Increasingly irritated by the knowledge engineer's queries, the manufacturing expert throws up his hands and fumes, "OK, do it your way!"

According to knowledge engineers Helen Ojha and Susan Stafford, the scene is a textbook example of an approach to avoid.

"Over the years experts develop what appear to be odd ways of doing things," says Ojha, a former political scientist who worked at Arthur D. Little before joining Coopers & Lybrand. She describes knowledge engineers as "visitors to a culture they have not grown up in." At work, they're much like anthropologists, who are trained to be keen observers of things they don't fully understand.

Experts, she says, tend to generalize about experiences from fragments of actual events. "Our job can be to translate that



David Mitzendorf/Arthur D. Little, Inc.

Helen Ojha and Susan Stafford, knowledge-elicitation specialists at Arthur D. Little, ponder the results of an interview.

knowledge into something that's more usable." Experts are often visual or kinesthetic, not verbal, and thus can't easily express what they know. A meteorologist who was superb at predicting the volatile weather at the Kennedy Space Center "would use his body to mime the evolution of clouds," she recalls. "We spend a lot of time thinking about the cognitive style of the expert," adds Stafford, a onetime philosophy professor.

The two engineers classify four types of experts. First is the profes-

sional practitioner, who's very procedural "and can give an apparently coherent verbal rendering of how it is," according to Ojha. "He or she has all the patina of logic." Doctors tend to fit that mold.

Next is the "practical knowledge worker," whom Ojha describes as one who cares more about the content of a problem than its structure. These experts are generally most articulate "if they have all of their artifacts with them," Stafford says.

The third type is a "performer, a primitive actor," says Ojha. "These experts tend to be people-oriented, and are exquisitely good" at relating to individuals. They spend much of their time



preparing themselves to respond to a situation. Here you're apt to find stock-market traders, the folks who make all that noise on the exchange floor.

Fourth is the "communicating negotiator," Ojha says. "These people dance their way around things. They like to engage you in dialogue." The classic example is the sales professional.

Initially, experts cast a jaundiced eye on the knowledge engineering team. For one thing, says Ojha, "a lot of experts don't believe in their own expertise. They believe that, yes, they do a good job—but if a computer system used their methods, it would be flawed."

Based on their own experience, the knowledge engineering duo emphasizes that familiarity with experts breeds anything but contempt. "The more you look at this stuff, the greater your respect for what those people do," Stafford marvels. —E. B.

information. The system should be capable of incorporating details that are not necessarily part of any decision-making process. "Salespeople may want to include the customer's hobby or favorite drink," she explains. And the system should accommodate exceptions.

Next come architectural questions, addressing whether forward-chaining or backward-chaining controls are most appropriate for a given task. After the first attempt at a rule architecture, it's time to write the rules themselves. Joni then throws everything into a software prototype, tries it out, patches it here and there, and begins a long trial-and-error period with the experts: "You have to be prepared to hear your experts say, 'That's not how I do it.'"

As the knowledge engineers build systems, they must often sidestep company politics, turf battles, conflicts over information that employees want to keep to themselves, and similar traps. Gold Hill R&D vice president Gerald Barber emphasizes that the engineer must always keep the final user in mind.

#### Expert Advice (and Consent)

Teknowledge, one of the more successful suppliers of knowledge-based system tools, adheres to a methodology closer to conventional software design than that followed at some expert system houses.

Although developing knowledge-based systems is an iterative process, Teknowledge's Earl Sacerdoti stresses the importance of

identifying problems as far in advance as possible. "We try to map out the universe and the kinds of subproblems that will come up," he says. With this controlled approach, "the surprises tend to be conventional—things like choice of interface.

"In terms of pulling knowledge from people, we've adopted a few principles from clinical psychology," he says. "But that's not a critical issue. People succeed with wildly different efforts." Teknowledge advises against including the expert in the development team or pitting expert against expert in "knowledge games," although both approaches have paid off for other developers.

The key, Sacerdoti says, is to pair a cooperative expert with a knowledge engineer "who can operate in an egoless fashion and let the expert be the 'owner' of the system, and who can ask questions and listen to the answers." It's just as necessary that the knowledge engineer gain the expert's trust. "They will be dealing with each other in fairly intimate detail," says Harvey Newquist. Intimacy can, however, produce sparks.

"A crucial step in building a system is learning the expert's language," according to Susan Stafford, a Coopers & Lybrand staffer who specializes in debriefing experts (see the sidebar "Elicit Work"). "Often, the first thing you hear is not what the experts actually said, and the first thing they say is often not what they meant."

All of this suggests that a hacker with a little spare time is not necessarily the best candidate to plumb for expertise. Someone with a less technical background is often better suited; those with



Teknowledge's Earl Sacerdoti promotes expert system shells as "mainstream" tools.



Earl Sacerdoti

strong communications skills—like teachers and journalists—seem to be particularly effective. Arthur D. Little's AI group includes computer scientists, anthropologists, linguists, philosophers, sociologists, and psychologists. However, others insist there's no need to raid the social sciences. Existing personnel can carry out most of the work on a corporate project, according to Index Systems' Thomas Davenport, who doubts that many company payrolls include linguists or philosophers.

Meanwhile, software gurus continue trying to build automated knowledge acquisition tools

that can lighten the system development burden, particularly for maintenance tasks. William Brodie of Brodie Associates in Boston says that in some cases those tools can carry on moderately sophisticated interviews and can even "detect and tactfully pose likely exceptions to general rules the human expert provides."

#### Experts in the Field

Expert systems that reach the field are often greeted with skepticism. Doubt issues in equal measure from those who think the software will never work or never earn its keep and those convinced it will simply demonstrate the lack of genuine expertise in the world. Even the foremost advocates of expert systems acknowledge a need to accept limitations: "An expert system, like an expert, does not

guarantee the optimum result and does not guarantee correctness," says Index's Leslie Porter.

In addition, expert systems demand more fine-tuning than do most classes of software. That's because of the volume of information, its often rapid obsolescence, the inherent conflicts among experts, and the tendency of the rules themselves to change with new information. "There's a horrendous problem in maintaining knowledge bases," says David Pensak, a technical support professional at DuPont corporate headquarters in Wilmington, Delaware. "We're back to a form of knowledge representation that's at least as archaic as punch cards."

But Earl Sacerdoti insists that system upkeep is not overwhelming if the proper knowledge is available: "We have fielded many systems that are maintained by a fraction of one individual's time."

Within medium-to-large companies, information systems groups typically act as custodians for knowledge-based systems. Opinions vary on how well these groups handle the onslaught of computer-based advice. Many have actively pushed such technology as automated spreadsheets, but others "have enough problems with the COBOL side of the house without dealing with these Star Wars applications," notes Index's Porter.

What changes people's minds are the payoffs—not only in day-to-day operations but in the wealth of detail that knowledge-based systems can generate about



how work gets done within an organization. "As part of integrating knowledge, these systems identify gaps where not only the computer but the organization lacks information," says Sacerdoti.

And the systems also pay off in personal satisfaction. Sacerdoti recounts the story of one industrial plant where an expert system was being tested with a thorny diagnostic problem. "The expert was showing me around, and a technician came up and told him, 'That was a tough problem—the repair manual was wrong and you were right!' The expert loved it." ●

Eric Bender is PC World's East Coast Editor.

#### **A Sampling of PC Expert System Shells**

*GoldWorks*

Gold Hill Computers, Inc.

163 Harvard St.

Cambridge, MA 02139

617/492-2071

List price: \$5000

Requirements: AT or compatible, 5MB extended memory, DOS 2.00 or later version

Not copy protected

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Exsys, Inc.

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505/836-6676

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Wayland, MA 01778

617/653-5093

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Lafayette, IN 47902

317/463-2581

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Requirements: 640K, 5MB hard disk drive, DOS 2.00 or later version

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Wilmette, IL 60091

312/251-2621

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Teknowledge, Inc.

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P.O. Box 10119

Palo Alto, CA 94303

415/424-0500

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Texas Instruments

P.O. Box 80963

Dallas, TX 75380-9063

800/527-3500

List price: \$495, applicable toward purchase of Personal Consultant Plus within six months of purchase

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- Ansa ... NCP
- Paradox 2.0 (easy-to-use database) ... 419.
- Application Techniques ... NCP
- Pizazz 2.0 (see what your printer is missing) 45.
- Ashton-Tate ... NCP
- dBase III Plus 1.1 (the standard) ... 399.
- Framework II 1.1 (integrated excellence) 399.
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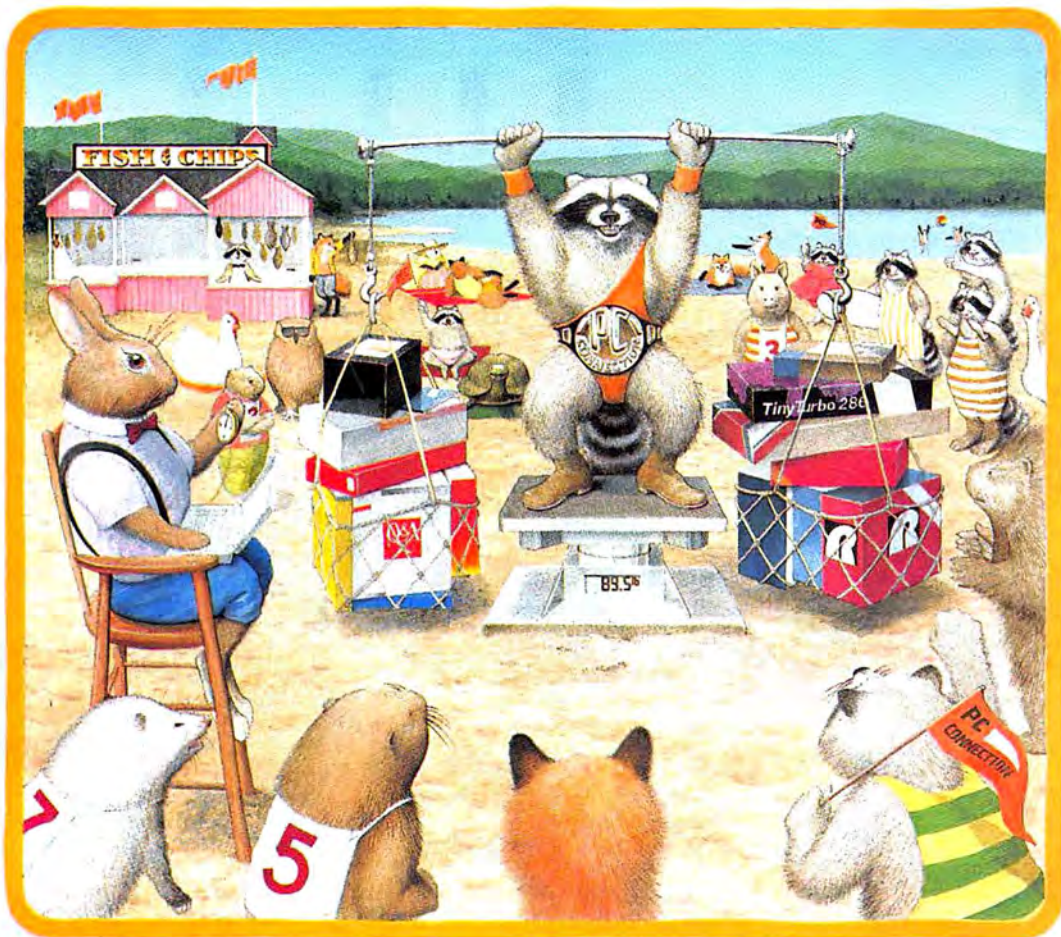
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<b>Intel ... 5 years</b>	
Above Board PC 64k (upgrades to 2 Meg)	239.
Above Board PS-PC 64k C/S/P	259.
Inboard 386/AT (requires cable inst. kit)	1299.
Inboard Cable Installation Kit	139.
Aboveboard 286 512k	
(for PC, XT, AT, XT286)	349.
Aboveboard PS/286 512k S/P	
(for PC, XT, AT, XT286)	379.
8087 (for IBM-PC & XT)	114.
80287 (for IBM-PC AT & XT 286)	195.
80287-8 (for 8 MHz AT compatibles)	249.
80387	499.
<b>Kensington Microware ... 1 year</b>	
Masterpiece	94.
Masterpiece Remote	119.
Masterpiece Plus	129.
Printer stand	17.
<b>key tronic ... 90 days</b>	
101 Keyboard (enhanced layout, 3 yr. warranty)	119.
5151 keyboard (deluxe)	169.
<b>Kraft ... 1 year</b>	
3 Button Joystick	33.
<b>Microsoft ... 1 year</b>	
PS/2 Mouse 6.1 (with Show Partner)	119.
Bus Mouse 6.1 (with Show Partner)	119.
Serial Mouse 6.1 (with Show Partner)	129.
Mach 10 (includes Windows and mouse)	369.
<b>Migent ... 1 year</b>	
Pocket Modem (ext., 1200 baud, w/software)	169.
<b>Mouse Systems ... lifetime</b>	
PC Mouse (with Pop-up Menu software)	99.
Bus Mouse (with Pop-up Menu software)	109.
PC Paint Plus 2.0	57.
<b>NEC ... 2 years</b>	
Multisync monitor (EGA compatible)	547.
GB-1 (supports 640 x 480 resolution)	319.
<b>NSI Logic ... 3 years</b>	
Smart EGA Plus	299.
<b>Okidata ... 1 year</b>	
Laserline 6	1299.
Advanced Personality Module	159.
<b>Orchid Technologies ... 2 years</b>	
Tiny Turbo 286	379.
PC Turbo 286e w/1 Meg (10 MHz)	729.
Jet 386 (includes cable kit)	869.
RAMquest (for PS/2 models 50/60 2 Meg)	699.
<b>Practical Peripherals ... 5 years</b>	
Microbuffer Mini (parallel print buffer w/128k)	79.
Microbuffer Inline (par. print buffer w/256k)	149.
<b>Princeton Graphics ... 1 year</b>	
MAX-12E Amber monochrome monitor	179.
HX-12E (EGA compatible)	499.

<b>Toshiba ... 1 year</b>	
P321 SL printer (80 col., 216 cps, w/tractor)	\$549.
P351 S/P printer Mod 2 (136 col., 288 cps)	939.
<b>Tseng Labs ... 1 year</b>	
EVA 480 (supports 640x480 res., includes Dr. Halo II & drivers for Autocad & Lotus 1-2-3)	349.
<b>Video 7 ... 2 years</b>	
VEGA Deluxe (supports 640x480)	329.

## DRIVES

<b>Control Data Corp. ... 1 year</b>	
40 Meg (formatted capacity) Int. Hard Drive for IBM AT or XT	special
70 Meg (formatted capacity) Int. Hard Drive for IBM AT (w/Wren Manager II software, 28 ms)	997.
<b>IOMEGA ... 1 year</b>	
Bernoulli Box 20 Meg w/PC2 card	1549.
10 Meg cartridge	57.
Bernoulli Box 40 Meg w/PC2 card	call
20 Meg cartridge	79.
PC2B (Bootable) Card	229.
<b>Mountain Computer ... 1 year</b>	
Drive Card 20 Meg (80 ms)	479.
Drive Card 30 Meg (78 ms)	569.
Dual 20 Meg Internal Bernoulli 5 1/4"	
(includes PC2B card)	1949.
5 1/4" Cartridge	75.
40 Meg Internal Tape Backup (for XT or AT)	379.
<b>Seagate ... 1 year</b>	
FREE PCTV® Hard Drive Installation Tape with the purchase of either of the following Seagate drives for the IBM PC (not for AT). Specify Beta or VHS.	
20 Meg Internal Hard Drive (w/Western Digital controller and cables, 65 ms)	329.
30 Meg Internal Hard Drive (w/Adaptec RLL controller and cables, 65 ms)	349.
AT 30 Meg Internal Hard Drive (w/cables & instructions, 39 ms)	589.
<b>TEAC ... 1 year</b>	
PC, XT 360k Drive (5 1/4" half-height)	109.
<b>Toshiba ... 1 year</b>	
PC, XT 360k Drive (5 1/4" half-height)	109.
AT 360k Drive (5 1/4" half-height)	117.
3 1/2" Internal ND-354-A Disk Drive (720k)	135.
<b>Miniscribe Corp. ... 1 year</b>	
ScribeCard 20 Meg (68 ms)	459.
ScribeCard 30 Meg (68 ms)	479.

## MEMORY

64k Upgrade Set (150 ns, set of 9)	call
256k Upgrade Set (150 ns, set of 9)	call
256k Upgrade Set (120 ns, set of 9)	call

# 1-800/243-8088



**PC Connection**  
6 Mill Street  
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603/446-3383

400W

## DISKS

All disks have a lifetime warranty.	
<b>DS/DD Disks for the PC &amp; XT (40 TPI).</b>	
Fuji MD2D (10 disks per box)	12.
Verbatim Datalife (10 disks per box)	15.
Maxell MD-2 (10 disks per box)	15.
<b>DS/High Density Disks for the AT (96 TPI).</b>	
Fuji (10 disks per box)	24.
Verbatim (10 disks per box)	27.
Maxell (10 disks per box)	27.
<b>3 1/2" Double-sided Diskettes (720k)</b>	
Sony (10 disks per box)	21.
Maxell (10 disks per box)	23.
<b>3 1/2" High-Density Diskettes (1.44 Meg)</b>	
Maxell (10 disks per box)	59.
Fuji (10 disks per box)	55.

## MISCELLANEOUS

<b>CompuServe</b>	
CompuServe Information Service	24.
Grolier's OnLine Encyclopedia	32.
<b>Dow Jones</b>	
Membership Kit	24.
<b>PC Connection</b>	
Computer Toolkit	22.

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- Allow 1 week for personal and company checks to clear.
- UPS Next-Day-Air available.
- COD max. \$1000. Cash or certified check.
- 120 day limited warranty on all products.\*
- To order, call us anytime Monday thru Friday 9:00 to 9:00, or Saturday 9:00 to 5:30. You can call our business offices at 603/446-3383 Monday through Friday 9:00 to 5:30.

## SHIPPING

**Note:** Accounts on net terms pay actual shipping.

### Continental US:

- For monitors, printers, and hard drives, add 2% for UPS ground. Call for UPS 2nd-Day & Next-Day-Air.
- For computers, pay actual charges. Call for UPS 2nd-Day & Next-Day-Air.
- For all other items, add \$2 per order to cover UPS Shipping. For such items, we automatically use UPS 2nd-Day-Air at no extra charge if you are more than 2 days from us by UPS ground.

### Hawaii:

- For monitors, printers, and hard drives, actual UPS Blue charge will be added. For all other items, add \$2 per order.

### Alaska and outside Continental US:

- Call 603/446-3383 for information.

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\*DEFECTIVE SOFTWARE REPLACED IMMEDIATELY DEFECTIVE HARDWARE REPLACED OR REPAIRED AT OUR DISCRETION. SOME ITEMS HAVE MANUFACTURERS WARRANTIES UP TO FIVE YEARS.



# NewViews Breaks the Rules

Q.W. Page's fresh, all-in-one accounting program is a supple, powerful system for reporting and analyzing financial data. But be prepared for some serious mental retooling.

*Charles E. Rundgren and Marlene Nesary*

||||| What do you get when you cross a spreadsheet with an audit trail? One is an open-ended tool for financial analysis, while the other is a rigid sequence of accounting detail. Can they merge into a workable hybrid? Q.W. Page says they can and offers *NewViews* as proof.

Introduced at last fall's COMDEX, *NewViews* created something of a minor sensation at that jaded soiree. A disk-based system with expanded memory support, the program is trim (256K) yet powerful. Attractively priced at \$695, *NewViews* performs consolidations, maintains accounts receivable and payable, and handles inventory and after-the-fact payroll functions. Furthermore, *NewViews* eschews batch processing for interactive, "live" updating of financial data. If you need to gauge the immediate impact of a significant transaction on your bottom line, you can do it on the spot.

But what really turned heads was *NewViews'* dynamic analysis and reporting system. By linking

formerly isolated ledgers into a single interactive stew of financial data, *NewViews* keeps reports current. Add the program's innovative view commands, and you can sort, select, compare, rearrange, and expand your set of books almost infinitely.

However, *NewViews'* approach prompted questions from the ranks of professional accountants. Should an accounting system require—or encourage—this much imagination? Does the lack of batch processing (and hence, the absence of an edit list) encourage bad bookkeeping habits? Aren't the traditional modular formats with their built-in audit trails safer? Given its clumsy handling of such common procedures as invoice and check printing, is *NewViews* secure and simple enough for everyday use? And if the purpose is financial analysis, why not use a separate program that requires less setup and maintenance—like a spreadsheet?

Designed by former accounting consultants, *NewViews'* flexibility may beguile small businesses that would do better with a simpler solution to their accounting needs. However, if you're an accounting expert frustrated by tedious transfers from rigid accounting systems to more flexible spreadsheets (see "From Ledger to Spreadsheet" in this issue for a discussion of one such process), *NewViews* alone may be enough of an analytical impresario to meet your needs.





Scott Baldwin

### The Analytical Payoff

Most accounting software uses stand-alone modules to mimic a manual system's physically separate ledgers. Although data can often be funneled automatically to a general ledger module or a report writer, it is essentially locked on an unerasable electronic journal page.

*NewViews* forgoes modules and journals. Instead, it links every account in the system to a printable on-screen report—treating both transaction ledgers and sophisticated reports as documents. Nested like a set of Chinese lacquered dolls, these financial documents allow you to examine data according to level of detail.

Depending on whether you choose the report level or the account level, you can filter financial data in a number of ways using *NewViews*' /Document Views command set. The most potent and pliant of these is the Analysis view. Available only for report

documents, the Analysis view looks and acts like a spreadsheet with its row-and-column format and its ability to calculate ratios, percentages, and variances for any set of time periods or accounts in your system.

Suppose you want to show fluctuations in marketing expense over a two-year period. First, enter into the Analysis view's empty rows all the accounts you want to link to this expense (salaries, sales commissions, advertising, trade shows, and so on). You determine the time period and type of calculation for each column; thus you can select 1986 selling expenses for column one and 1985 selling expenses for column two. *NewViews* automatically pulls this information from its history file. Then, when you select both 1986 and 1985 data and the variance option,



*With NewViews, you must specify all the links between different types of accounts and between accounts and reports. A traditional accounting package builds these links into its modular structure.*

*NewViews* will compute the variance in column three. If you so request, *NewViews* will present a simple bar graph of the data in the remaining three columns.

You can use the Analysis view to speculate about the future as well as to analyze the past. For instance, you can increase the marketing expense accounts by 12 percent to see how such a move would affect the income statement. You can refine further by selecting only open, closed, debit, credit, budgeted, or actual items for an Analysis view, producing a dazzling array of reports from the same document (see Screen 1).

Other views are less dramatic but still practical and well designed. The crucial Setup view, for example, controls report creation and structure. If you want to add expenses related to a new sales office to your marketing expenses, you use the Setup view to add the information. Subsequent Analysis views of the marketing expense report will reflect any transaction activity tied to that new office.

The Notes view is available for both report and account documents and, like *Note-It*, provides a virtually unlimited tablet for ancillary information such as sales contacts, addresses, names, special terms, and so on. The History view can find and display up to ten years' worth of transaction data for each account. All transactions are entered in the tabular Ledger view.

Item views—Debit, Credit, Open, and Closed—work like filters to sort accounts and transactions. However, the same item selected for different documents produces different results. The Debit view of a customer account, for example, displays invoices and finance charges, while the Debit view of a cash-in-bank report shows all cash receipts.

Producing hundreds of reports from just a few basic documents and commands, *NewViews*' views are a dazzling addition to accounting practice. Unfortunately, new concepts, new vocabulary, and cumbersome handling of many everyday accounting tasks make it hard to set up *NewViews* and tap its impressive analytic powers.

Screen 1: At work on an accounts receivable inquiry, this Analysis view shows the percent of total sales each account has generated, presenting the information as number and in a simple bar graph.

Analysis: Accounts Receivable			25 Feb 87	
Accounts Receivable		(1)	(2)	(3)
Period 1: —	Begin	00 000 00	00 000 00	00 000 00
	End	31 Jan 87	31 Jan 87	31 Jan 87
	Type	A	A	A
(less) —	Begin	00 000 00	00 000 00	00 000 00
Period 2: —	End	00 000 00	00 000 00	00 000 00
	Type			
Ratios: % of Account			TOTAL	
Graphs: # of Columns, Scale		0 0	0 0	1 1000
Description		1-31-87	1-31-87	1-31-87
A-Vidd Electronics Corp.		1,782.28	18.27	■
Abacus Microcomputer Company		3,855.00	22.22	■■■■
Articulate Computer, Inc.		0.00	0.00	
Computer Baron		0.00	0.00	
New Wave Computing		6,815.00	39.28	■■■■■■■
Raintree Computer Systems		4,898.72	28.23	■■■■■
TOTAL ACCOUNTS RECEIVABLE		17,351.00	100.00	■■■■■■■■>
Description		1-31-87	1-31-87	0 5 10



## Getting There

In a sense, *NewViews* isn't an accounting package. Rather, it is a free-form environment that provides the tools for building a responsive and up-to-date custom accounting system. But here's the rub: You must specify all the links between different types of accounts and between accounts and reports. A traditional accounting package builds these links into its modular structure. So roll up your sleeves; with *NewViews*, setup isn't just a job—it's a thorny chore with weighty consequences.

*NewViews'* freewheeling, do-it-yourself approach extends even to the simplest part of setup. You must manually create the appropriate subdirectories and then copy the program, help, selected printer driver, and *NewViews* Procedures files onto a hard disk.

Once you've informed *NewViews* of when the fiscal year ends, you must create reports and then enter the account information that feeds into them. You'll undoubtedly need to set up reports for an income statement, a balance sheet, and accounts payable and receivable.

To create these reports, you enter a unique name and description for each one on *NewViews'* opening screen (called the Home document). Then, using *NewViews'* pulldown menus, you expand each report into a full document in the Setup view (see Figure 1).

Tabular in format like all *NewViews* documents, the Setup view holds account names and other identifying information; it controls the most crucial links in a *NewViews* set of books. You begin by typing in a list of related accounts (all your payable vendors, for instance). Here you can use unique names or numbers for identification. There's space for a brief description and a field for the normal balance of the account—debit or credit. If you stop here, no links are made; account activity won't update any summary reports. To make *NewViews* come alive, you use the Setup view's two Total To columns.

*NewViews* distinguishes two types of accounts—posting and total, or control, accounts. Transaction data can be entered only on a posting account, such as rent or payroll. Control accounts, like accounts re-

ceivable and accounts payable, appear on summary reports such as the balance sheet and are fed by the posting accounts.

Filling in the first Total To column with the name of another account links the two in a posting-controlling relationship: Changes in the line item account automatically update the Total To account. The second Total To column is used if you keep separate sets of books for several departments and then consolidate them.

If you leave both Total To columns blank or put a *T* in either Total To field, *NewViews* assumes that this is a control account and will not allow you to post transactions to it. Although you can't change the credit/debit field once you've entered an account in the Setup view, you can change the Total To fields at any time—an option that allows your books to reflect growth and change in your business.

As with any accounting system, the final step in setting up *NewViews* is recording beginning balances and—if you have the data and the time—summary information for the periods prior to automating the system. For this you need to record a distribution—

## Executive Summary

### NewViews

#### Accounting software

An all-in-one accounting package with real-time transaction processing, *NewViews* excels at providing dynamic views of financial data through on-screen and printed reports. Despite this innovation, serious problems limit the program's usefulness: A unique design and odd vocabulary complicate setup, and awkward handling of basic tasks such as invoice and statement printing compromises day-to-day usage. Not for the accounting (or computer) novice, *NewViews* creates a fertile environment for consultants.

Installation and setup	Poor
Transaction processing	Fair
Data protection	Fair
Reporting and analysis	Excellent
Overall value	Fair



*NewViews makes it all too easy to dispense with an alarming number of traditional accounting safeguards.*

essentially, make a journal entry with multiple debit and/or credit amounts. With *NewViews*, you handle distributions with a separate document.

By examining the Total To columns in the Set-up view, you can debug links in your books—or at least see how financial data is rippling through the system. You can also use the <F1> key to get on-line help. But don't look to the manual for assistance. There's no glossary to explain key *NewViews* terms, and setup issues aren't discussed until Chapter 15—and then only briefly.

New accounting concepts and a dense, poorly organized manual make setting up a *NewViews* system no trivial pursuit. Q.W. Page may think its product is intuitive enough for the novice to crack open and use, but it takes a pro with accounting and computer skills to make this custom baby hum.

## Look and Feel

The Home document is the first thing to greet the *NewViews* user. The current date and document title (in this case Home) are listed at the top of the screen. A 1-2-3-like command line gives entrée to Document, Edit, Go, Block, Print, Cursor, and Window pulldown menus. To access commands, you can use a slash (/) key, *WordStar*-like <Ctrl>-key combinations, or <Alt>-key combinations, or you can simply pop open the menus with a mouse.

Like many programs striving to be graphically chic, *NewViews* uses zooming and windows. You zoom from level to level in the *NewViews* hierarchy with /Expand and /Contract commands. And with *NewViews*' double windows, as you post transactions to a document in one window, you can watch the linked total account in another window change accordingly (see Screen 2).

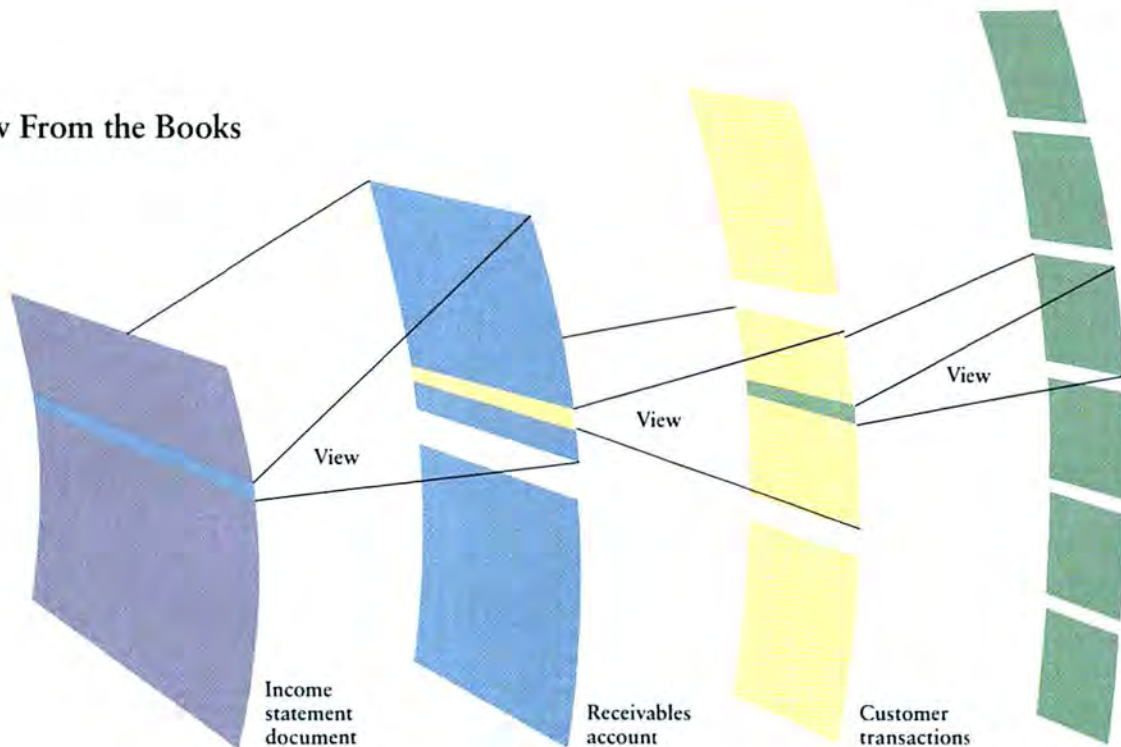
All *NewViews* documents and views can be displayed on screen, sent to a disk file, or printed. You can set columns and margins, request a pause after every page, specify whether you want headers and footers to show up on all pages of a report, and so on. You can even cut and paste pieces of different documents together in one report or print a portion of a document. *NewViews* supports seven common printers, including the HP LaserJet.

Screen 2: As you work in the upper window—the IDS Paper Tiger ledger—your entries update the Paper Tiger control account shown in the lower window.

Ledger: IDS Paper Tiger				28 Feb 87
Date	Ref#	Description	Amount	Balance
04 Feb 87	28704	IDS Paper Tiger	329.00	329.00
09 Feb 87	28709	credit memo	110.00	219.00
14 Feb 87	28714	Big sale	50,000.00	50,219.00
Date	Ref#	Description	Amount	Balance
Setup: Sales				28 Feb 87
SMD - 300MB Disk Drive				2,040.00
1000 VA Power System				0.00
Cube Conversion PM3				1,054.00
IDS Paper Tiger				50,219.00
MEC 8010 Spinwriter				3,590.00
Printer Optimizer				1,126.95
<b>TOTAL BIG STUFF</b>				<b>59,629.95</b>
Description		Beg:00 000 00 End:28 Feb 87		Type: A



## View From the Books



### Day-to-Day Procedures

Given *NewViews*' penchant for integration, its clumsy handling of day-to-day procedures comes as a painful surprise. Instead of using commands or menu options to print checks, statements, or invoices, you must import individual routines for each and then access the procedure via a submenu from the /Go command.

In addition to form-printing routines, *NewViews* curiously relegates to its Procedures file other key management functions, such as purging and closing transactions; sorting reports by account name; deleting, counting, and copying blocks of ledger items; and assigning procedures to function keys. A Jig option opens a blank document for creating custom procedures. By using the <Shift> and <Alt> keys, you can assign to most of *NewViews*' separate procedures a unique function key combination.

This odd partitioning of basic tasks needlessly complicates even simple operations. Suppose you want to send out a set of customer statements. You must first import the Procedures document and expand it to list importable routines. Then you have to page down until you find Prtstmts, highlight the item, and press the <PgDn> key. From there, you move to the Procedures line of the Home document,

#### Use Document views to:

- Design reports in Setup view
- Analyze data in Analysis view
- Record nonfinancial information in Notes view

#### Use Account views to:

- Record transactions in Ledger view
- Review account history in History view
- Record nonfinancial information in Notes view

#### Examine detail of:

- Open items in Open view
- Closed items in Closed view
- Debit items in Debit view
- Credit items in Credit view



Income Statement	Beg: 01 Feb 87 End: 28 Feb 87	Type: A	C	U	Name	3	Total to	Total to T	Report
REVENUES									IS
Sales--big ticket	56,051.95	3	3000	C	Sales			T	IS
Sales--little stuff	1,550.00	3	3100	C	Sales				IS
		3	S						IS
Total sales	57,601.95	3	Sales	C	Netsales			T	IS
		3							IS
Sales returns and allowances	0.00	3	3900	D	Netsales				IS
		3	S						IS
Net sales	57,601.95	3	Netsales	C	Gprofit			T	IS
		3							IS
Cost of sales	38,550.00	3	4000	D	Gprofit				IS
		3	S						IS
Gross profit	19,051.95	3	Gprofit	C	IBIT			T	IS
		3	S						IS
EXPENSES									IS
Salaries and wages	7,500.00	3	6000	D	Exp				IS
Payroll taxes	730.00	3	6100	D	Exp				IS
Rent	2,250.00	3	6200	D	Exp				IS
Repairs and maintenance	175.00	3	6300	D	Exp				IS
Telephone	325.00	3	6400	D	Exp				IS
Insurance	1,000.00	3	6500	D	Exp				IS
Depreciation	450.00	3	6600	D	Exp				IS
Miscellaneous	75.00	3	6900	D	Exp				IS
		3	S						IS
Total expenses	12,505.00	3	Exp	D	IBIT			T	IS
		3	S						IS
Income before income taxes	6,546.95	3	IBIT	C	Net			T	IS
		3	S						IS
Income taxes									IS
Federal	1,950.00	3	9000	D	Tax				IS
State	600.00	3	9500	D	Tax				IS
		3	S						IS
Total income taxes	2,550.00	3	Tax	D	Net			T	IS
		3	S						IS
Net income	3,996.95	3	Net	C	295			T	IS
	=====	3	D						IS

Figure 1: The Setup view for an income statement report shows amounts for the period as well as the normal balance and Total To relationships.

expanding that to the chart of procedures where Prtstmts should be waiting. Expand Prtstmts, open up the Notes view, and specify a path and one of the two forms *NewViews* supplies. Now you must "parse" the form to make sure data fits properly. From now on, using the /Go menu, you can actually print customer statements. Not a simple matter—especially for the computer-shy.

Although *NewViews* allows you to assign function keys to procedures and to import a block of related procedures under one name, such customization is a hassle to undo or change. In *NewViews*, it's more trouble to do a simple thing—like adding sales tax to an invoice—than it is to do a sophisticated thing—like designing a new report.

### Flexibility Versus Accountability

*NewViews* makes it all too easy to dispense with an alarming number of traditional accounting safeguards. Since the program updates related reports and accounts as soon as you record a transaction, you don't gather entries together in batches, run an edit list, make needed corrections, and then finally post the transactions. With *NewViews*, the trial balance is the final balance. Furthermore, you can pre-date or postdate transactions, and edit and delete during the same session without accumulating a record of the details—thereby violating the old rule of "writing in ink" to show *all* activity.

The only auditing function you can't escape is an automatic recorder that notes how many edit, delete, and purge operations have occurred. But the entire audit trail consists only of the number of operations performed—no details about dates, accounts affected, or types of operations. You know that something was done, but without tediously reconstructing the process, you don't know what. Even if you opt for a detailed audit trail, what you get is so badly organized you can barely read it (see Figure 2).

*NewViews* does offer a standard list of security and validation features. You can set three levels of



password protection, designating certain functions (such as audit trail options) and specific reports or fields as off-limits. *NewViews* will also check for existing accounts during data entry and make sure that you're referencing a posting (not a control) account. An error message pops up if you post incorrectly, and the system won't accept the entry.

### Final Considerations

You must pay for a call to Toronto to get it, but Q.W. Page offers free customer support for *NewViews*. Not surprisingly, most customer questions involve system setup and use of procedures. Q.W. Page also reports complaints about slow screen refresh when more than one window is open. The company promises a 25 percent improvement in screen updating with its new version—which is due out by press time.

Page also promises to scale down the bulky manual for the new release. A better service to the customer would be a complete rewrite: The manual is badly organized, contains an incomplete index, and—inexcusable for a program that introduces so many new terms and concepts—lacks a glossary.

*NewViews* is a tough call in terms of value. Setup is complicated and requires advanced accounting and computer skills. Furthermore, since *NewViews* gives you just enough rope to hang yourself, you should plan your audit strategy with extra care. The bottom line: Are the freedom to customize and the analytical dazzle worth the hassle and risk?

The answer? For a small business wanting a bread-and-butter accounting package that will keep track of the books, write checks, bill customers, and be simple and safe enough for anyone to operate—probably not. For a larger company glad to forgo batch processing, or one that relies on departmental accounting—maybe so.

It may well be that an aftermarket of specialized consultants will develop for *NewViews*, similar to that spawned by 1-2-3 and dBASE. For, despite its obvious drawbacks, *NewViews* is unmistakably an innovation in automated accounting. ●

000000000 A D GJ	Jun 30,86	0 SUMMARY CHANGE FY86
0.00		
0000000001 A D GJ	000 00,00	0
0.00		
0000000002 A D GJ	A-VIDO Jun 30,85	0 BEGINNING BALANCES
1,000.00		
0000000003 A C A-VIDO	10 Oct 86 108601	
0.00		
A C A-VIDO	10 Oct 86 108601	invoice # 10861
0.00		
0000000004 A C A-VIDO	10 Oct 86 108601	invoice # 10861
0.00		
A C A-VIDO	10 Oct 86 108601	invoice # 10861
738.00		
A	PRINT OP	2 Printer Optimizers
738.00		
0000000005 A C A-VIDO	10 Oct 86 108601	invoice # 10861
738.00		
A C A-VIDO	10 Oct 86 108601	invoice # 10861
732.28		
A	225	Sales Tax
44.28		
0000000006 A C RAIN GJ	30 Jun 85	0 BEGINNING BALANCES
2,500.00		
A C RAIN GJ	30 Jun 86	0 BEGINNING BALANCES
2,500.00		
0000000007 A C RAIN GJ	30 Jun 86	0 BEGINNING BALANCES
2,500.00		
A C RAIN GJ	22 Jan 87	0 BEGINNING BALANCES
2,500.00		
0000000008 A C RAIN	10 Oct 86 108602	invoice
2,028.84		
A C RAIN	02 Feb 87 28701	invoice
2,028.84		
C	PRINT OP	Printer Optimizer
369.00		
C	CUBE PM3	Cube Conversion PM3
1,545.00		
C	225	Sales Tax
114.84		

Figure 2: Unlike the rest of its reports, *NewViews*' presentation of crucial audit detail is needlessly scrambled.

*Charles E. Rundgren is a CPA and consultant in the Orange County, California, office of Deloitte Haskins & Sells, a Big Eight accounting firm. Marlene Nesary is an Assistant Editor for PC World.*

*NewViews Accounting Software  
Q.W. Page Associates, Inc.  
One St. Clair Ave. W, 8th floor  
Toronto, Ontario  
M4V 2Z5 Canada  
416/923-4567  
List price: \$695 (U.S. dollars)  
Not copy protected  
Requirements: 256K, hard disk,  
DOS 2.00 or later version*



# Letters From Cell A17

Three add-in word processors let monkish 1-2-3 number crunchers write epistles without ever leaving their cells.

Charles Seiter

Even people who spend their days inside 1-2-3 worksheets occasionally step out into the sunlight, if only to write letters and reports with a decent word processor. Thanks to a new breed of text editor that can nestle within the 1-2-3 release 2 environment, they no longer need to leave the bottom line to get the Word.

*4Word*, *InWord*, and *Write-in* are inexpensive add-in word processors that load into memory with 1-2-3, pop up with the press of an <Alt>-function key combination, and offer many of the text-handling features found in stand-

alone word processing programs. Unlike add-ons, which are typically RAM-resident programs that work with any version of 1-2-3, add-ins use special entry points in release 2 or 2.01 (see "Routines for Rent" in this issue). As a result, these add-ins can form "live" links between the numbers in a worksheet and the corresponding data in a report that they have created. When you change the numbers in the worksheet, the numbers in the document change as well.

Add-ins are perfect for 1-2-3 users whose word processing needs fall somewhere between *SmartNotes* and *WordPerfect*. They can't match stand-alone word processors' indexers, spelling checkers, and page-layout features, but are more than adequate for creating and mail merging the memos, letters, and short reports that make up most business writing. And 1-2-3 veterans will find these add-ins easy to learn because they mimic much of 1-2-3's interface.



Turner Hall's *4Word*, the first word processing add-in to come to market, is RAM-thrifty and adept at handling worksheets packed with long text labels. Funk Software's *InWord* is a master of printed output. *Write-in*, developed by Lotus alumni at Blossom Software, leads the pack when it comes to easy installation and use, fealty to 1-2-3's look and feel, and the ability to merge text and charts.

**Common Ground**  
*4Word*, *InWord*, and *Write-in* aren't three peas in a pod, but they do share many traits. The programs aren't copy protected, don't take up much space—1-2-3 plus any of these add-ins fits in 384K or less of RAM—and are integrated into 1-2-3 via a special Add-In Manager provided by Lotus. In practice, the programs feel





much like the familiar RAM-resident text editors they are designed to replace, and you can flip between text and worksheet with a single keystroke.

Manipulating and formatting text are much the same from add-in to add-in (see Table 1). All reform paragraphs automatically and let you center text, set and save tabs, insert headers and footers, and so on. The way they attack such tasks differs, and each program performs at least one text-handling trick its rivals don't. For example, *4Word* displays double-spacing on screen, *InWord* lets you change print pitch within a document, and *Write-in* can restore deleted text.

Entering and editing text will seem cramped if you're used to *WordStar* or *WordPerfect*, but *1-2-3* users will feel right at home. To set a block of text in boldface, for example, you anchor the start of the block, highlight the text using the cursor keys, and select the attribute from the command

line. Because add-ins live within *1-2-3*'s character-based world, don't expect *Microsoft Word*-like on-screen formatting; however, individual colors identify bold, italic, and underlined text.

Cementing hot links between a worksheet and a document is roughly the same process with any of these add-ins. With *InWord*, for example, you open a document, choose the Worksheet Link command, and select Cell or Table, which transports you to the *1-2-3* worksheet. Highlight the desired cell or range and press <Enter>; back in the document, place the cursor where the worksheet data should appear and press <Enter> again. The numbers are automatically inserted, and a live link is formed. If you need to quickly see the forest instead of the trees,

commands in both *InWord* and *Write-in* will mask the data and show only the cell coordinates of the linked worksheet data (see Screen 1). Note that data links go only from worksheet to add-in document, thereby preventing you from accidentally scrambling data in the source worksheet.

These add-ins make merging worksheet data with form letters a seamless affair. You write the letter, retrieve the worksheet holding the names and addresses to be merged, link the variable name and address fields to specific worksheet cells, issue the merge command, and print. *Write-in*'s documentation explains the process so concisely that you can be churning out form letters in a quarter of an hour. Although generating "personalized" documents is a snap, leave mailing labels to another program; these sophisticates print them one across.



## Write-in From the Start

You can tell *Write-in* is a classy product from the moment you begin installation. Instead of copying files manually or enduring a menu-driven interrogation, you can install the program on a hard disk automatically by typing a single line. You specify the target drive, the name of the 1-2-3 driver set (such as 123.SET), and your choice of an <Alt>-function key combination (<F7>, <F8>, or <F9>) to invoke the add-in. If you're stuck with a dual-floppy system, *Write-in* makes the best of a bad situation, creating a "resource" disk by copying the necessary program and help files to a blank disk in drive B:.

To invoke *Write-in*, press your chosen <Alt>-function key combination when 1-2-3 is in Ready mode. *Write-in* initially displays a blank page. At the top is a panel that notes current file name, cursor position, and character and paragraph style; just below is a ruler. At the bottom of the screen lies a status line noting date, time, and insert mode.

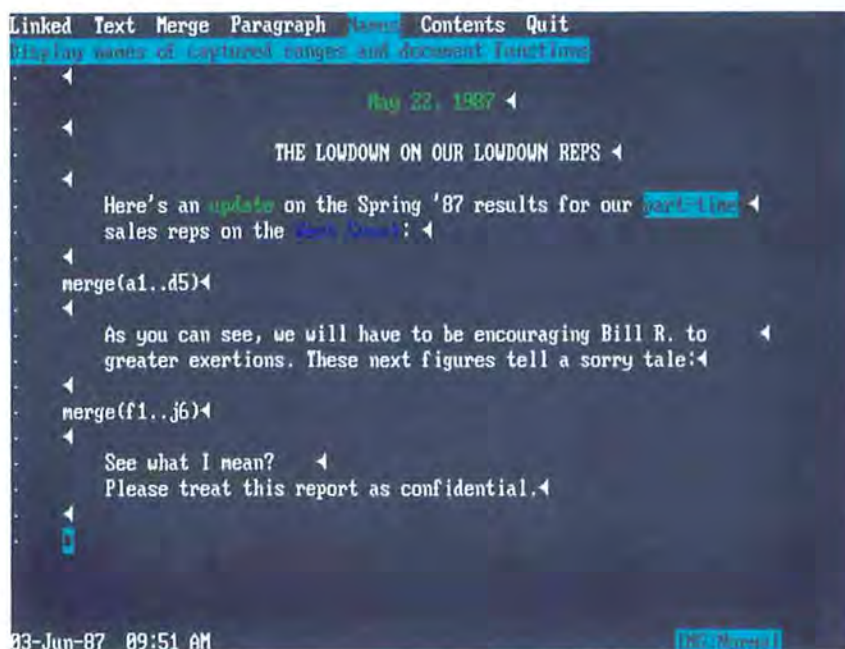
As in 1-2-3, you display *Write-in*'s command line by typing a slash (/) and tap virtually all program functions by either pointing to or typing the first letter of the command. *Write-in* uses a few function keys (<F1> is Help, for example), but you could run the program for days without ever touching them.

Start rattling away at the keyboard, and you'll discover that word wrap and paragraph reform

are automatic. Text is displayed single-spaced but can be printed out single-, double-, or triple-spaced. To insert a page break, position the cursor and select /Insert New Page. To delete text, press <F2> to anchor the cursor; then highlight the region and press <Del>. The excised text is stored in *Write-in*'s Clipboard and can be pasted elsewhere in the same document or in a different one. The Clipboard can hold the last ten deletions, up to 6000 characters.

If you're at home on 1-2-3's ranges, moseying around a *Write-in* document will be old hat. For example, pressing <Home> shoots the cursor to the top left of the document, <End><Home> to the bottom, and so on, as in

Screen 1: If you want to quickly check the links created between a document and a worksheet, *Write-in*'s /Capture Names command will display them without cramming the screen with linked tables, ranges, merge fields, 1-2-3 graphs, and other riffsraff. To see the tables, choose Contents from the same menu.





1-2-3. For more precise navigation, *Write-in*'s search and replace function accepts the ? wild card and can search for as many as three markers. You can cancel any command—and eventually exit

document. Up to 49 macros can be saved in a macro library; the number of libraries is limited only by disk space.

Like *InWord*, *Write-in* stores documents as separate text files

*You display Write-in's command line by typing a slash and tap virtually all program functions by either pointing to or typing the first letter of the command.*

*Write-in* and return to the worksheet—by pressing <Esc>.

Of course, manipulating and shaping text is what it's all about, and *Write-in* is no slouch. If the labels in your old worksheets resemble one-line novels, take heart. *Write-in* can encircle a range of Proustian labels and automatically format them into a single trim paragraph. Better still, by filling out an on-screen form you can develop paragraph style sheets (for tabs, indents, justification, spacing) and assign them to any block of text. Position the cursor anywhere within the paragraph, select /Options Paragraph, highlight the style you want, and select Use. Styles can be saved with a document or in expandable libraries.

Unlike *InWord* and *4Word*, which rely on 1-2-3's macro facility to automate operations, *Write-in* comes with its own macro processor, an automatic learn mode, and 14 ready-to-use macros that select italics, center text, format tables, and so on. A *Write-in* macro can contain as many as 80 keystrokes and be applied to any

and, unlike 1-2-3, loads only what it needs to work on, conserving precious RAM. This design also enables *Write-in* and *InWord* to link a single document to a number of worksheets.

#### Words and Pictures—and Data

In addition to *Write-in*'s other talents, it's the only add-in reviewed here that integrates text and 1-2-3 charts in a document. The program accommodates as many as ten graphs on a single page, arranging them in neat two-across rows.

To combine a graph with a *Write-in* document, position the cursor in the document, select the /Insert Graph command, supply the graph's file name, note the desired dimensions in inches and columns, and indicate where the graph should appear on the page

## Executive Summary

### 4Word

Add-in word processor

The first kid on the block missed the bus. *4Word*'s document preview and printing functions are limited, and text is stored as part of a worksheet, a setup requiring careful navigation. A few well-turned macros can overcome some of the program's text-handling limitations.

Block mark, move, and delete	Excellent
Search and replace	Good
Printer control	Good
File management	Fair
Mail merge	Good
Overall value	Good

### InWord

Add-in word processor

*InWord* is competent at word processing and mail merging, but its greatest strength is printing the documents it creates—it supplies its own optimized drivers so you needn't reinstall the add-in to change printers.

Block mark, move, and delete	Excellent
Search and replace	Good
Printer control	Excellent
File management	Excellent
Mail merge	Good
Overall value	Good



(left or right, centered, or by starting column number). *Write-in* inserts a tag line marker in the document to indicate your choices. If you include multiple graphs, *Write-in* automatically scales them to fit, although if you try to squeeze in too many, *Write-in* may print some on the next page. Bear in mind that the integration isn't complete. Unlike in *Symphony*, graphs must be updated separately because they aren't linked live to the worksheets.

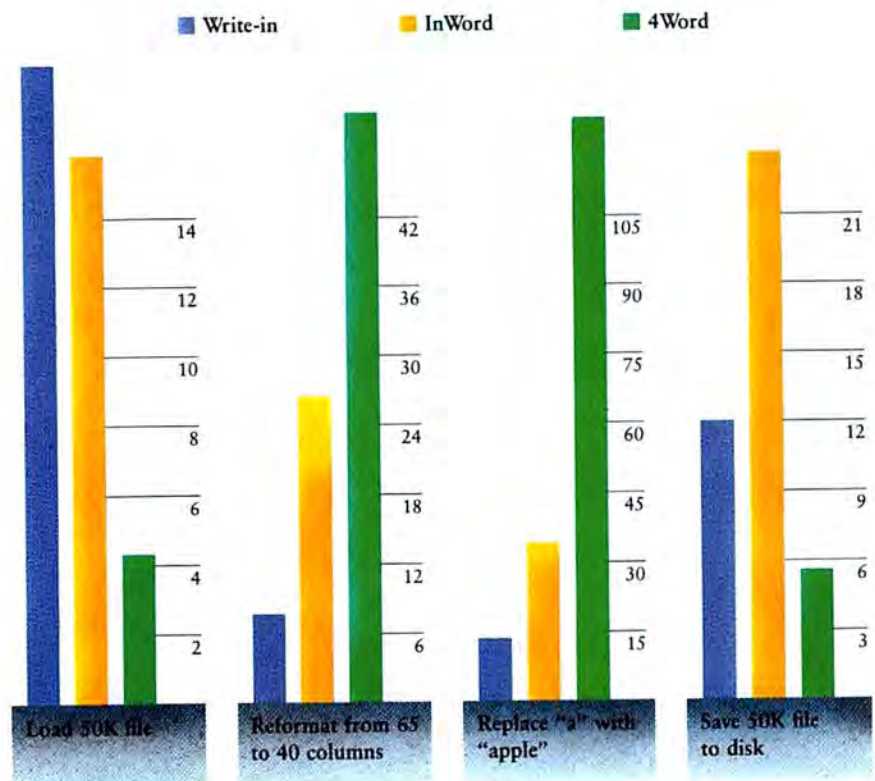
Unfortunately, the only way to see both text and graphs together is to exit *Write-in* and 1-2-3 and invoke the PrintGraph module. To save time, you can get a rough idea of the layout via *Write-in*'s preview function. It displays blank boxes where the graphs will be printed, along with page breaks, headers and footers, etc.

#### **InWord—Prince of Prints**

*InWord* is head and shoulders above the crowd when it comes to printing documents, but as an everyday word processor, it takes a back seat to *Write-in*. Like *Write-in*, *InWord* stores documents in separate files, and it handles text entry and formatting in the same way *Write-in* does. It also uses a similar virtual memory scheme to save RAM. Once *InWord* is invoked, you can create a document buffer as small as 16K; when it fills up, the program dumps the spillover to disk.

As with *Write-in*, *InWord*'s opening screen is essentially a blank page. You enter, delete, set text, and move around the page as

## Words With Wings



**Figure 1: 4Word is relatively young, but age is already creeping up on it. In speed tests, the pioneer add-in lags behind its newer competitors, InWord and Write-in. Tests were run with a 50K file in an 8-MHz IBM AT; times are in seconds.**

you would in a worksheet (see Screen 2). 1-2-3 veterans will be up and running with *InWord* in no time.

Still, the program deviates from the 1-2-3 credo in surprising ways. For example, <F10> summons the program's command line, and text editing functions such as Word Right are assigned to function keys. Although this arrangement may save a keystroke or two, it also forces you to learn another set of function key assignments.

*InWord* doesn't offer a library of style sheets à la *Write-in*, much less its own macro processor. However, you can mold a paragraph or an entire document to your liking using the Format commands, which will store and attach the formats you create.

Of the three add-ins, *InWord* best simulates what a printed document will look like. With the



preview function, formatting symbols are stripped from the document, page breaks are displayed, each line is numbered, and you can scroll through the document one line or screen at a time.

*InWord* really shines at print time—not surprising, given the program’s *Sideways* lineage. Unlike *4Word*, which leaves the entire job to *1-2-3*, or *Write-in*, which relies on *1-2-3*’s printer drivers, *InWord* has optimized drivers for many popular printers and puts some distinctive features at your disposal. For example, if you select a printing pitch your printer doesn’t support, *InWord* automatically substitutes the closest match.














































*InWord* also irons out a particularly nasty wrinkle in the add-in environment. When you change a printer driver with *1-2-3*’s Install utility, you must also reinstall the add-in from scratch. This is a real nuisance for anyone who upgrades to a new printer or runs off report drafts on a dot matrix printer and then turns to the array of internal, cartridge, and downloadable laser printer fonts. *InWord* neatly sidesteps the problem by calling its own drivers from within the program; *1-2-3* is never roused.

#### 4Word, First and Last

Turner Hall’s *4Word* was the first *1-2-3* add-in released, but being first to the dance doesn’t necessarily make you the belle of the ball. *4Word* is a fascinating mix of good ideas and bad choices, a lean entry compared with *Write-in*.

Turner Hall clearly designed *4Word* for those who mainly use *1-2-3* but still need to create notes, short reports, and tables. The program requires only 50K of RAM,

**Table 1: Small but powerful, 4Word, InWord, and Write-in have features normally found in stand-alone word processors.**

	Write-in	InWord	4Word
<b>Formatting and Editing</b>			
Maximum line width (columns)	78	156	240
Tabs			
Decimal tabs			
Saves margins and tabs			
Automatic page breaks			
Automatic text reformat			
Restores deleted text			
Centers text			
Displays page breaks			
Displays headers, footers			
Displays double-spacing			
Keystroke macros			
Hides numbers/display links			
<b>Printing</b>			
Bold, underline, subscripts, and superscripts			
Pitch change within document			
Prints file to disk			
Form letters/merge			
<b>Miscellaneous</b>			
Imports/exports ASCII files			
Subdirectory support			
Deletes files			
Renames files			
Copies files			



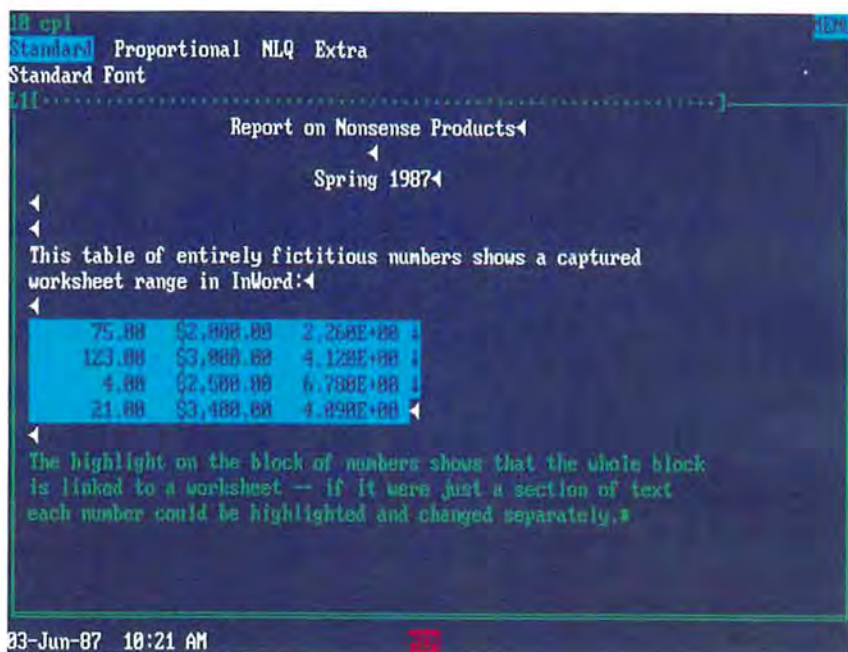
considerably less than either *Write-in* or *InWord*, and it creates and stores documents within 1-2-3 worksheets. Each line of a *4Word* document remains in a 1-2-3 cell as a left-aligned long label. (Not surprisingly, *4Word* can easily format left-aligned labels created

with 1-2-3.) Text is entered in what *4Word* calls its Restrict range, a kind of adjustable window into the worksheet that helps keep text and numbers from clashing. The Restrict range default is a worksheet column starting at A1 but can be reset as you copy tables and cells from the worksheet. With *4Word*, only the

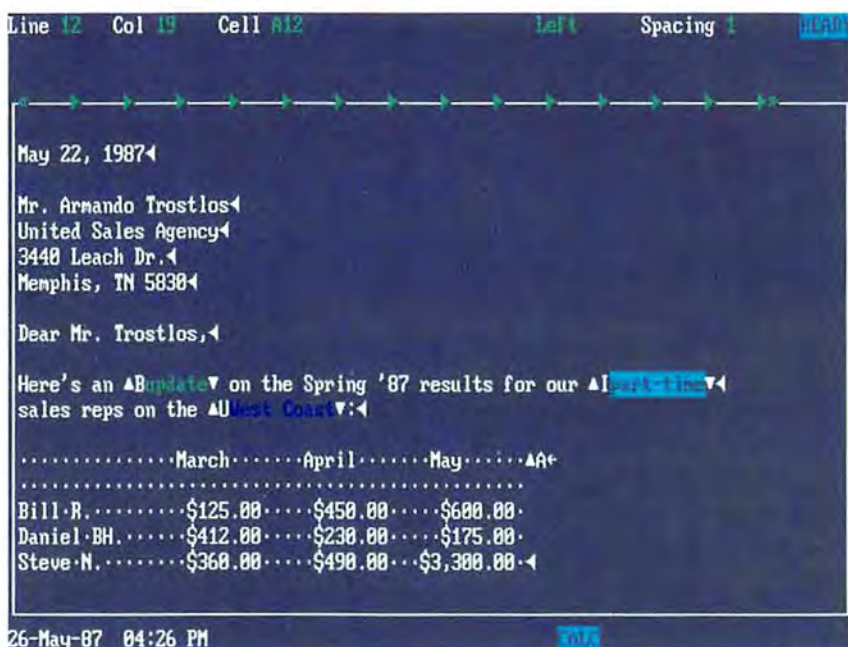
data in that column appears in the text area. To see the original numbers, you must scroll right, into 1-2-3's part of the worksheet.

Because text and worksheet sit side by side, *4Word* users must take care to set the Restrict range before they start writing, since otherwise they will play havoc

Screen 2: The small vertical arrows are *InWord*'s tag for a linked spreadsheet block. When you move the cursor through this area, the whole block is highlighted to warn you against trying to change the numbers. The text area looks much the same as *Write-in*'s.



Screen 3: *4Word*'s document area is carved out of the worksheet itself, and text is entered as left-aligned labels starting in A1. The numbers shown here are linked to figures elsewhere in the worksheet. Unlike the other two programs, *4Word* adds control characters to formatted text.





with formulas and ranges when they insert and delete lines of text.

4Word's coziness with 1-2-3 presents other problems. Instead of the simulated page displayed by Write-in or InWord, a new 4Word document is just a blank section of the worksheet, complete with rows and columns, with the active column indicated by 1-2-3's cursor. To get your bearings when flipping between 4Word and a worksheet, you may have to check 4Word's rather meager ruler line at the top of the screen.

Despite its quirks, 4Word is a member in good standing of the add-in club. It supports word wrap, automatic paragraph reformat, and search and replace, and it lets you navigate the screen and the document with a mix of famil-

iar 1-2-3 commands and specialized function keys. Like InWord, 4Word relies on 1-2-3 for its macros.

4Word also assigns colors to bold, italicized, and underlined text but one-ups its peers by adding formatting codes such as B, I, and U (see Screen 3). Although this clutters the screen, it makes it easy to remember what each color stands for. Note that 4Word won't let you nest formatting commands—you can't have a word in both boldface and italics.

### Parallel Performance, Unparalleled Convenience

These three add-ins tend to move at about the same pace, but they don't usually affect the speed of 1-2-3's operations (see Figure 1). 1-2-3 can slow down when it is set to automatically update numbers in a 4Word document. Fortunately, you can toggle automatic updating off. Because they store documents in separate text files, Write-in and InWord update figures only when they are invoked.

Overall, these programs are as alike and unlike as Dumas's Three Musketeers. They all wear the royal 1-2-3 livery, perform their text-handling duties faithfully, and are ready for wordplay at the drop of an <Alt> key. But Write-in offers easy installation, a macro generator, macro and style libraries, and complete loyalty to the 1-2-3 slash. And in an age

when a report without a graph is like a sword without a pommel, Write-in's ability to merge graphics and text gives it a decisive edge over its fellows. ●

*Charles Seiter is a Northern California writer and consultant on scientific programming and computer languages.*

## Executive Summary

### Write-in

Add-in word processor

Write-in is a complete package for managing 1-2-3-based documents. The best of the add-ins reviewed, Write-in is the easiest to install, has the best formatting, and is the only one that can merge text with graphics.

Block mark, move, and delete	Excellent
Search and replace	Good
Printer control	Good
File management	Excellent
Mail merge	Excellent
Overall value	Excellent

### 4Word

Turner Hall Publishing  
10201 Torre Ave.

Cupertino, CA 95014

408/253-9600

List price: \$99.95

Requirements: 320K, two disk drives, DOS 2.00 or later version

Not copy protected

### InWord

Funk Software

222 Third St.

Cambridge, MA 02142

617/497-6339

List price: \$99.95

Requirements: 384K, two disk drives, DOS 2.00 or later version

Not copy protected

### Write-in

Blossom Software Corp.

One Kendall Sq. #2200

Cambridge, MA 02139

617/577-8879

List price: \$99.95

Requirements: 384K, two disk drives, DOS 2.00 or later version

Not copy protected



# Dimensional Fortitude

If you need to orchestrate order among organizational entities, the multidimensional spreadsheets Boeing Calc and MVP may help you conduct your business more effectively.

Ralph Soucie

For the software vendor whose product catches on in the marketplace, success is often bittersweet. The more popular the program, the more likely users are to stretch it beyond its limits. For years 1-2-3 devotees have been a generally contented lot, but some now relish the chance to push the envelope a bit further.

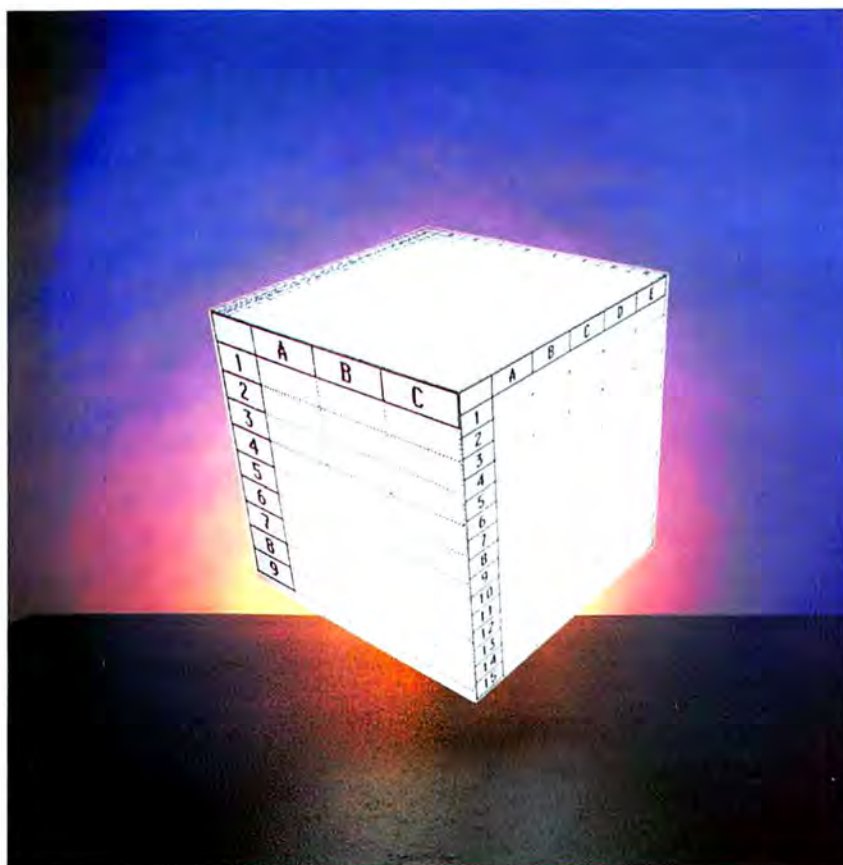
Consolidating 1-2-3 worksheets is at best a dreary process. That common complaint has inspired a

raft of multidimensional alternatives. But the term *three-dimensional spreadsheet* doesn't fully capture the richness of the emerging genre.

Terminology aside, *Boeing Calc* 3.00E from Boeing Computer Services and *MVP Spreadsheet Plus* from Bell Atlantic are powerful, if challenging, products. Each highlights a different approach to multidimensional financial modeling.

*Boeing Calc* is functional but a bit bland. MVP is flashier but more demanding; it's a smart spreadsheet, affording users an unprecedented degree of control over a staggering array of variables.

Both should find a place in the market, but for different kinds of applications. *Boeing Calc* takes off



Charles Kemper



when summarizing historical (particularly accounting) data; *MVP* is a hit at developing budgets and projecting cash requirements. Both unquestionably target the power user elite, but their appeal extends well beyond the Fortune 1000. Small businesses are legitimate candidates, especially if they anticipate rapid growth. CPAs and management consultants are also likely to find spreadsheet sustenance here. But whatever the size of the balance sheet, previous spreadsheet experience is a must (see "Escape From the Second Dimension," *PCW*, November 1985).

### ■ Jet-Propelled Calculations

One of the earliest commercial three-dimensional products, *Boeing Calc* is a bona fide spreadsheet package, adding a third dimension—a page—to the usual rows and columns. Aside from that departure, the program is strikingly similar to *1-2-3*. It reads and writes release 1A and 2 files without modification, and macro-free *1-2-3* templates should operate without a hitch. *Boeing Calc* can also read and write DIF and ASCII

files. Imported .WKS and .WK1 files retain formulas, functions, and column widths. *Boeing Calc* exports its three-dimensional files to *1-2-3* by stacking pages vertically within one file. The Import and Export commands aren't utility programs but separate menu options for both *1-2-3* releases and for *Symphony*.

Data interchange with *1-2-3* is no trivial matter. *Boeing Calc* is often best used in tandem with *1-2-3*. Since *1-2-3* is generally faster than *Boeing Calc*, users may want to do the bulk of their updating in separate *1-2-3* files, turning to *Boeing Calc* for periodic consolidation.

*Boeing Calc*'s menu structure is like that of a certain old friend, from the slash key to single-letter command invocation. Refinements are minor: Insert and Delete have been bumped from the main menu to the Workpad submenu to make room for new commands. The System submenu contains the equivalent of the File List and De-

lete commands, along with an exit to DOS. To invoke macros, you select Environment. You can justify labels with right and left angle brackets. Although you can underline labels on screen, underlining can't be printed. In general, printing in *Boeing Calc* is just as laborious as it is in *1-2-3*.

*Boeing Calc* offers the full range of release 2 operators, including string functions. Boeing has crafted one handy improvement: You can omit the leading @ symbol when entering a function. Data management, however, is negligible: *Boeing Calc* is limited to Data Locate (a spartan version of *1-2-3*'s Data Query) and Data Sort (which apes its *1-2-3* counterpart). Data Fill, Extract, and Table are not available, although you can hasten data transfers with the Data Trade command.

Boeing recently exhibited the good sense to team up with 3-D Graphics, the firm behind *Perspective II*, a three-dimensional graphics package. Marketed as *Boeing Graph*, the program serves as *Boeing Calc*'s show-and-tell.



## Your Workpad or Mine?

*Boeing Calc* models reside on *workpads*. A workpad can extend to 16,000 rows, 16,000 columns, and 16,000 pages. To move the cursor through the pages of the workpad, you use <F4> to toggle into pad mode. <PgUp> and <PgDn> then move you through the pages. Press <F4> again, and you are back in page mode, where <PgUp> and <PgDn> scroll through the current work area as they do in *1-2-3* (see Figure 1). The 3-D form necessitates certain navigation aids, among them cursor Quickstop—a

nifty option under the Environment command that immediately halts scrolling when you release the cursor key.

The program manages the third dimension in a straightforward manner. Each page is numbered, and the page number precedes the column-row cell addressing scheme (see Screen 1). Accordingly, cell C6 of page 3 is labeled 3C6. As in *1-2-3*, cell references can be absolute, relative, or mixed. You can assign nine-character passwords to workpads, or change them with the Password command.

All pages in a *Boeing Calc* workpad need not be identical in design. Dissimilar pages can be

linked by cell references within the same workpad. You could, for example, create a financial statement on the first page of a workpad. It might contain cell references to totals on separate pages for Sales, Cost of Goods Sold, Depreciation, General and Administrative Expenses, Income Taxes, and Other Income and Expenses.

Old hands at *1-2-3* will notice immediately that *Boeing Calc* isn't quite as quick as the Lotus standard. Calling up the main menu sends the program to disk, resulting in a perceptible delay. In addition, executing even simple commands often requires more keystrokes than equivalent operations in *1-2-3*. The program can take advantage of a numeric coprocessor, but the speed gain, as Boeing acknowledges, is negligible.

The program is sluggish despite its intelligent use of memory. Like *1-2-3* release 2, *Boeing Calc* uses the sparse-matrix approach to memory management, which generally reduces a model's RAM requirements. *Boeing Calc* likewise employs virtual memory, enabling files to spill over to disk once you've hurdled the 640K barrier. Theoretically, *Boeing Calc* file size tops out at 32MB. The exigencies of monster file management have produced some time-saving options: a Range Recalculate command that limits recalculation to a specified range, and a similar command that enables you to save selectively (and thereby spin off "what ifs" without overhauling an entire file).

Interestingly, Boeing chose not to support expanded memory, convinced that any benefit would

## No Workpad Is an Island

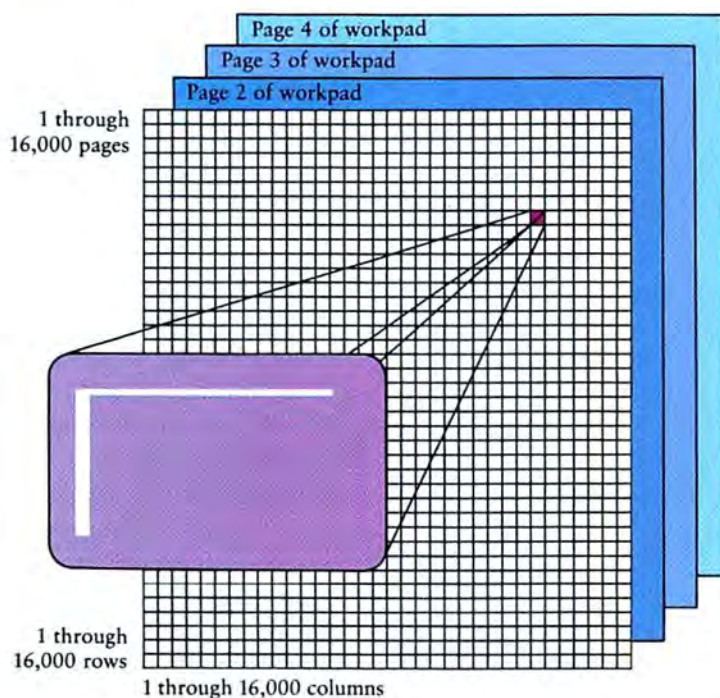


Figure 1: Just as the PC display serves as a small window on an outsize conventional spreadsheet, the *Boeing Calc* display opens a movable window into the workpad—one you can use to peer into the identical range on any of the program's 16,000 pages.



be largely offset by the heavy processing load of memory paging. The program will of course use an expanded memory board as a RAM disk.

### A 1-2-3 Add-On?

Although *Boeing Calc* can serve as a 1-2-3 accessory—albeit a hefty one—there is new turf here for 1-2-3 defectors. In cell or range copy operations, for instance, you can selectively copy such cell information as formulas, values, or formatting.

Why limit the cell information copied? To optimize program response for very large files. When the source and target ranges are formatted identically, copying the format information is superfluous, and copying only formulas means faster execution. The larger the range copied, of course, the greater the gain. Unfortunately, you'll need to expend some of that saved time on extra keystrokes.

A few quirks mar *Boeing Calc*, including a <Tab> key inexplicably disabled in edit mode, limiting you to the right and left cursor keys. The program also lacks an on-screen indicator for <NumLock> status. And the DOS access feature, although functional, is unsightly: Any DOS command exceeding 20 characters is accepted but not displayed.

### Macros on the Fly

*Boeing Calc*'s macro facility operates quite differently from 1-2-3's, although the program retains 1-2-3 macro syntax. *Boeing Calc* stores macros outside workpads in separate ASCII files. Macros can be created with EDLIN or a word processor, but *Boeing Calc*'s learn mode, which records keystrokes, is generally more convenient.

Although storing macros in separate files is advantageous in a work group environment, it tends to make macro usage cumbersome at best. Instead of an <Alt>-key combination, you must execute the macro command (four key-strokes) and enter a file name (two to nine keystrokes). In addition, macros that pause for input require you to hit <F7> after the entry—a feature that can wreck data-entry macros. *Boeing Calc* does include a special macro file that executes on start-up and can be used to tailor the program to specific tasks.

The *Boeing Calc* manual is comprehensive and well designed, although 1-2-3 users may prefer to leave it on the shelf. A volume delineating the differences between the two products would be slim indeed. The program also provides useful, if somewhat sparse, help screens; you can access the help system via its own horizontal command line. *Boeing Calc*'s self-

running tutorial is fine for spreadsheet novices, but 1-2-3 veterans may find it a bit condescending.

Boeing offers a local area network version of *Boeing Calc*—dubbed 3.01M—which is not evaluated here. Security features enable the LAN administrator to limit data access at the cell level on a need-to-know basis. Data files can be exclusive (single-user access), shared (multiple-user access), or checkout (which locks certain users out of a specific range). Security below the file level is in fact range protection, not true record-locking. Version 3.01M runs on IBM Token-Ring, Novell, and NETBIOS-compatible networks.

### A Two-Party Line

The spreadsheet moniker notwithstanding, Bell Atlantic's program departs dramatically from the generic spreadsheet form.

1A1 :

ANGER, DENIAL & GRIEF							
ALLOCATION OF PROFIT SHARING PLAN CONTRIBUTION							
NAME	TOTAL COMP	ELIGIBLE COMP	EXCESS COMP	ALLOCATION-- BASED ON:		TOTAL COMP	TOTAL ALLOCATION
				EXCESS COMP	TOTAL COMP		
ANGER	83,768.98	83,768.98	41,768.98	2,923.83	4,876.76	7,800.59	
BELL	29,250.00	29,250.00	0.00	0.00	1,702.84	1,702.84	
CARLSOM	30,184.00	30,184.00	0.00	0.00	1,757.22	1,757.22	
DENIAL	70,950.00	70,950.00	28,950.00	2,026.51	4,130.40	6,156.99	
ENGLE	21,738.07	21,738.07	0.00	0.00	1,265.52	1,265.52	
GILLIS	23,149.62	23,149.62	0.00	0.00	1,347.70	1,347.70	
GRIEF	72,280.00	72,280.00	38,280.00	2,119.68	4,207.91	6,327.51	
HARRIS	21,966.42	21,966.42	0.00	0.00	1,278.81	1,278.81	
JACKSON	17,814.00	17,814.00	0.00	0.00	1,037.87	1,037.87	
JONES	20,385.49	20,385.49	0.00	0.00	1,106.78	1,106.78	
MILTON	41,437.98	41,437.98	0.00	0.00	2,412.39	2,412.39	
ORR	34,148.00	34,148.00	0.00	0.00	1,987.99	1,987.99	

SCRATCH.PAD Use: BCALC.PRO Cursor: Page [1A1 to 1G37]

Screen 1: In the *Boeing Calc* workpad, the page number serves as the prefix in the address of cell 1A1.



In MVP, the mathematical relationships between data items reside in special model files, while data is stored in separate data files; each carries either a .MOD or a .DAT file extension.

MVP is not the only spreadsheet you'll ever need, and Bell Atlantic isn't promoting it as such. The package isn't crammed with file management or graphics capabilities, and it isn't multiuser. It is, in skilled hands, an ambitious financial management tool. While Bell Atlantic recommends an AT-class machine, the program virtually requires a numeric coprocessor—it is listless without it.

MVP supports neither expanded nor virtual memory. In a PC with 640K, MVP models are limited to about 300K, enough for only 30,000 cells. Fortunately, however,

MVP data and model files are extremely compact; the program wisely discourages the creation of large files, in part by making movement between files so easy. Still, care is necessary to keep models tight and nomenclature consistent—and to prevent users from corrupting each other's data.

Although MVP displays models in a row/column/page format similar to that of *Boeing Calc*, the models are not limited to three dimensions. MVP attacks multidimensional problems with a vengeance; in the process, however, it yields ground to the more intricate financial functions of both *Boeing Calc* and *1-2-3*.

### Basic Cell Geography

The starting point in understanding MVP is its cell referencing scheme. Cell addressing is name- rather than location-oriented. Consider a three-dimen-

sional *Boeing Calc* model with single-word line, column, and page headers. In an MVP model, these headers are collectively termed *element names*.

If each element name is unique within the model, a given cell can be identified by its three intersecting names—one from each dimension. However, Bell Atlantic had to figure a way to keep track of duplicate element names—Total, for instance, which commonly appears in more than one dimension of a model.

MVP permits a character category extension of one, two, or three characters (not to be confused with a file name extension), which is associated with each dimension of the model (see Screen 2). In this example, each element name has a one-letter extension: *w* for worker level, *p* for product line, and so on. Thus, Total.w and Total.p are unique element names. All element names within a dimension share the same extension. Each axis in MVP can hold up to 20 dimensions, so models can grow to staggering complexity.

Because all cell references are name based, it's easy for users to track assumptions—and just as easy for MVP model files to share data. As long as element names are consistent, WEEKLY.DAT can effortlessly import updated sales data from DAILY.DAT. Outside the program, sharing is a stickier matter. MVP's import facility for 1-2-3 is something of a kludge; the program reads release 1A files only, and then just data, not formulas. Importing requires that you tinker with 1-2-3 row labels so they match MVP element names.

Datafile: C:\MVP\force2 Model: FORCE  
global: Annual.m 1990.y through: NorthDiv.o

	Computer.p	Stereo.p	TU.p	Total.p
Mgmt.w				
Headcount.v	89.00	88.00	101.00	278.00
Rate.v	3134.83	3136.36	2831.68	3025.18
Salary.v	279000	276000	286000	841000
Nonmgmt.w				
Headcount.v	302.00	300.00	340.00	942.00
Rate.v	1900.66	1916.67	1852.94	1888.54
Salary.v	574000	575000	630000	1779000
Total.w				
Headcount.v	391.00	388.00	441.00	1220.00
Rate.v	2181.59	2193.30	2077.10	2147.54
Salary.v	853000	851000	916000	2620000

```
Work 1.pag 2.row 1.col (ready) cnls 31 JAN 1987 5 34 pm
Axis Balance Copy Delete Export Find Global Import Jump Lock / UnLock
Model Print / (Alt-P) Read Save Window Zoom (Alt-H)help (Alt-Q)uit to exit
force2:
```

Screen 2: This MVP model occupies four dimensions. The three dimensions visible on this screen are employee class, product line, and the rate/salary computation. The amounts shown are divisional totals. The individual stores within the division (not shown) compose the fourth dimension.



## Most Valuable Model

MVP models begin as script files created with a text editor or word processor. Bell Atlantic recommends *WordPerfect*; *Microsoft Word* also works, although less elegantly. Scripts are simply ASCII files that a program called the MVP Compiler turns into working model files (see Figure 2). The Compiler is available separately; MVP sans Compiler is basically a run-time version of the program.

The process of creating and compiling a script may initially intimidate some 1-2-3 users. The Compiler is finicky about syntax—a semicolon in the wrong place will keep the script from compiling. Nonetheless, adding a dimension to a model is a relatively simple process. The Compiler assists with error-checking routines to help detect and fix bugs.

## Executive Summary

### Boeing Calc

Three-dimensional spreadsheet

*Boeing Calc* is a three-dimensional spreadsheet that enjoys a healthy relationship with 1-2-3 via a familiar interface and a ready acceptance of worksheet data. Although not particularly quick on the draw, *Boeing Calc* is a snap to learn and excels at aggregating historical data. Its selective recalculation and intuitive cell addressing are offset by the absence of graphics and file management facilities.

Capacity	Excellent
Speed/performance	Fair
Data analysis	Excellent
1-2-3 compatibility	Good
Programmability	Good
Overall value	Good

## Rem Force Model

```
{template}
{across}
  Computer.p Stereo.p TV.p Total.p;
{endacross}

{down}
  Mgmt.w Nonmgmt.w Total.w
  Headcount.v Rate.v Salary.v;
{enddown}

{through}
  NorthDiv.o StoreA.o StoreB.o StoreC.o;
{endthrough}

{global}
  Annual.m 1990.y;
{endglobal}
{endtemplate}

{formats}
  {global}
    10.2 scale 1 priority 1;
  {endglobal}

  {across}
  {endacross}

  {down}
    10.0 scale 1 priority 2 Salary.v;
  {enddown}

  {through}
  {endthrough}
{endformats}

{rules}
  Rem    Across Rules
  Total.p = Computer.p + Stereo.p + TV.p except Rate.v;

  Rem    Down Rules
  Total.w = Mgmt.w + Nonmgmt.w except Rate.v;
  Rate.v = Salary.v/Headcount.v;

  Rem    Through Rules
  NorthDiv.o = StoreA.o + StoreB.o + StoreC.o except Rate.v;
{endrules}
```

Figure 2: The Force model script consists of a template section that supplies the model structure and a rules section of algebraic expressions that serve as cell formulas. The 'except Rate.v' phrases are necessary because the rate amounts are average annual salaries and shouldn't be added across product lines and stores.



Although the MVP Compiler evinces impressive power, cell formulas can't be changed on the fly. That restriction would diminish the program's "what if" capability were it not for other program facilities that enable you to override cell formulas temporarily.

MVP's reliance on element names may seem to chain users to an interminable parade of key-strokes, but that is not the case. The naming scheme can actually save time by enabling you to enter data into several cells at once. With one command, you can also change amounts in a cell or a range by a given percentage or amount.

Like its spreadsheet brethren, MVP lets you navigate models via the cursor keys. Commands and data are entered into an input line at the bottom of the initial MVP screen. Cells accept numeric input only, and any alphanumeric input is assumed to be a command. The *prompt block* immediately above the input line is the equivalent of 1-2-3's main menu. Unlike 1-2-3 and *Boeing Calc*, MVP lacks sub-menus, although additional prompts do supplement the main menu.

### Back to the Solution

MVP permits you to enter data into any cell, even one that results from a computation. Although Total.p in Screen 2, for instance, is obviously the sum of the three products, you can enter values directly into any of the Total.p cells without disturbing the formula. (This works because you're

changing only data—model logic is sacrosanct until you revise and recompile the script.)

You can then enter a desired "pattern," or ratio, for the three products, even though the new entries don't add up to the previous Total.p value. You can lock this value for Total.p and have MVP compute the product amounts needed to provide the total according to the pattern you entered. This is called *backsolving*.

Backsolving is a particularly powerful tool for medium-to-large organizations engaged in budgeting. In the real world, limited resources often demand that initial budget proposals be scaled back. Backsolving is the program's way of allocating pro forma reductions among departments, divisions, regions, and product lines.

MVP's Balance command makes backsolving work. Balance puts the entire sequence of cell recalculation under the user's control. Mindful of the unstructured nature of recalculation, Balance includes an elaborate rule-checking procedure to detect internal conflicts. Often, a model must be balanced several times before it comes out right. To make sure it does, MVP includes a Balance Test command.

As you might expect, balancing requires a little patience. Performing routine recalculation (balancing a model "forward," in MVP parlance), MVP was four to five times slower than *Boeing Calc*. Interestingly, converting a 1-2-3 file to *Boeing Calc* doubled the file size, but an MVP data file was just 15 percent larger than its *Boeing Calc* counterpart. With data and model logic combined, the MVP file required less than one-third the disk space of the same *Boeing Calc* model.

MVP's array of sophisticated mathematical functions is lean compared to those offered by 1-2-3 and *Boeing Calc*. Absent are financial functions like @PMT and @PV, depreciation, and trigonometric functions; Bell Atlantic determined that such functions would have added overwhelming complexity to Balance. This trade-off may deter some users, especially those who'd like to add compound-interest computations to their models.

The program's Axis command, which rotates the axes of the spreadsheet cube, can shed new

### Executive Summary

## MVP Spreadsheet Plus

Three-dimensional spreadsheet

A multidimensional management tool especially useful for budgeting, MVP Spreadsheet Plus boasts a novel design that separates model logic from model data. The program features a separate Compiler and a "backsolving" capability to handle bottom-line adjustments. MVP's cell-naming scheme and transcript facility provide a clear audit trail, but the program is encumbered by an unorthodox interface, a fairly steep learning curve, and the omission of certain financial functions.

Capacity	Good
Speed/performance	Fair
Data analysis	Excellent
1-2-3 compatibility	Fair
Programmability	Excellent
Overall value	Good



light on data. Rather than displaying each product in a column and each store on a page, for example, you can assign stores to columns and products to pages. Axis views cannot be saved and do not alter the model as stored in memory—only the way it is displayed or printed.

**Dial M for Miscellaneous**  
MVP offers a macro capability (including a learn mode), but that won't necessarily simplify the program. Macros can be nested, and they support IF... THEN branching logic. They efficiently generate menus and prompts, and, via string matching, check entries for validity. Bell Atlantic is wooing third-party developers with a macro library and specs for building retroactive macros.

The MVP Undo function can roll the action back as many steps as you like. At any time, you can review a transcript file containing a running history of all keystrokes in the current session.

MVP takes an intriguing approach to windowing. Program windows are akin to microscopes, enabling you to monitor certain critical cells. You can specify up to 15 one-cell windows in any model, and all will remain on screen as you scroll through the file. You can name these windows if the names don't conflict with cell labels.

MVP print specifications reside outside the model in a file that can be attached permanently to a model file or called when printing a particular model. You can display and edit specification files

within MVP. Although initial print file setup takes some doing, its ready availability beats the *Boeing Calc* (or Lotus) regimen hands down.

In its first crack at the software market, Bell Atlantic has come up with solid documentation, effectively addressing the fundamentals of this unconventional product. MVP lacks a tutorial, but sample models are helpful and thoroughly explained in the manual. On-line help is satisfactory.

**The Purchase Dimension**  
If you're uncertain about the ultimate value of three-dimensional modeling, *Boeing Calc* is a safe choice. It's a frankly prosaic program, but installing it in your office will keep learning time to an absolute minimum and provide 1-2-3 users with by far the easiest migration path. Moreover, *Boeing Calc*'s receptivity to Lotus worksheet files ensures easy access to data from accounting programs (which often export to .WK1 and .WKS files) and mainframe applications. If pulled into service for consolidations and perhaps networking, *Boeing Calc* should deliver ambitious number-crunching.

MVP packs the potential to develop a loyal following. Sophisticated and feature-rich, it out-classes *Boeing Calc* as a decision support tool. It provides tighter organizational control over model design, which—due to its cell-naming scheme—is virtually self-documenting. MVP's back-solving, true multidimensional quality, name-oriented model design, and ability to mix and match model and data files are all formidable features.

In this case, the price of power is an initially uncomfortable user interface. Although Fortune 1000

users may be equipped to scale the program's learning curve, others should take a hard look at the program. MVP's relationship with 1-2-3 is far from intimate, and the omission of compound-interest financial functions looms as a significant drawback.

In a nutshell, then, *Boeing Calc* is today's product, and MVP tomorrow's. Both programs have a place in the fourth dimension. ●

*Ralph Soucie is a CPA with McCallister & Co., P.C., in Portland, Oregon.*

*Boeing Calc 3.00E*  
Boeing Computer Services  
Software and Education  
Products Group  
P.O. Box 24346, Mail Stop  
7W-02  
Seattle, WA 98124-0346  
800/551-0800  
List price: \$399  
Requirements: 640K, hard disk  
drive, DOS 2.00 or later version  
Not copy protected

*MVP Spreadsheet Plus*  
Bell Atlantic  
13100 Columbia Pike, Rm. D.2.0  
Silver Spring, MD 20904  
301/236-6294  
List price: with Model Compiler  
\$495, Model Compiler alone  
\$195  
Requirements: 640K, hard disk  
drive, word processor, DOS  
2.00 or later version; numeric  
coprocessor recommended  
Not copy protected



# Magical Multiscan Tour

Why buy a new monitor every time you upgrade to a new video controller? With a multiscan monitor, you may never have to go monitor shopping again.

*TJ Byers*

There comes a time when a monochrome monitor just isn't enough. The boss wants you to produce charts, charts, charts—or you need a snazzy graphics adapter and monitor for desktop publishing. If nothing else, soothing colors may make long hours in front of the tube more bearable.

But venturing into the maelstrom of graphics standards takes some pluck and not a little cash. Since the birth of the PC, IBM has introduced three different color

graphics boards (the Color/Graphics Adapter [CGA], the Enhanced Graphics Adapter [EGA], and the Professional Graphics Adapter [PGA]); two new PS/2 controllers (the Multi-Color Graphics Array [MCGA] and the Video Graphics Array [VGA]); a high-resolution Micro Channel adapter; and as many monitors. Unfortunately, every controller has been inextricably tied to new monitors. Moving up meant paying through the nose—twice.

No longer. Multiscan monitors can work with almost any video controller on the market in almost any mode—and accommodate new graphics standards as they arrive.

Whether your eyes rely on a knockoff Hercules Graphics Card (HGC), a Tecmar Graphics Master, or a VGA-driven PS/2, a multiscan may be all the monitor you'll ever need.

**NEC to the Rescue**  
When NEC introduced the multiscan concept two years ago with the MultiSync, it didn't expect to revolutionize the market. The company was simply looking for a piece of the action as the CGA standard gave way to the EGA. NEC rightly figured that a



Patrick McDonnell



display that could work with both boards might make some money.

The company was prescient in its timing. Thousands of users weary of their enslavement to shifting standards found emancipation in the MultiSync. The MultiSync's compatibility with both present and future graphics standards sealed its success.

Like all good ideas, the MultiSync was soon cloned. From the current crop of multiscan monitors, *PC World* culled the most notable contenders for the MultiSync crown. Each of the monitors examined here—the Sony Multiscan, the JVC GD-H3214, the Taxan Super Vision 770, the Magnavox Multimode, the Thomson Ultra Scan, and the Nanao 8060S—adds its own spin to NEC's original notion.

Given the multiscan monitors' similar pricing (\$895 to \$995) and performance, picking the right one can be tricky. Key purchase

criteria—color reproduction, focus, and contrast—are in the eye of the beholder. But before you buy any multiscan, consider the characteristics that could affect its ability to accommodate new standards (such as scan capture range and maximum possible resolution) and embrace current ones (such as compatibility with current video adapters).

#### Scan Elan

A multiscan monitor and a conventional color monitor are essentially identical. Both have the same CRT and use the same electronics to drive the CRT, and both can display text and graphics. But a traditional monitor's scan rate—the speed at which the CRT's electron gun paints an image on the screen—is fixed to coincide with the video controller it is paired with.

A multiscan monitor isn't so fussy; additional circuitry in the unit automatically senses and matches the scan rate of the attached controller. Plug a multiscan monitor into an EGA, for example, and it adjusts its scan rate

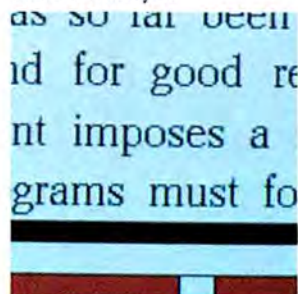
to mimic an Enhanced Color Display. Switch to a VGA controller, and the monitor cranks up its scan rate to reproduce 640-by-480 graphics.

The breadth of scan frequencies a multiscan monitor can encompass is called the capture range. The horizontal capture range, which is expressed in kHz, denotes the speed at which the electron beam sweeps across the face of the CRT. The higher the frequency, the faster the beam travels across the screen, and the better the horizontal resolution. The vertical capture range indicates how many scan lines the monitor is capable of displaying. As a rule, the higher the vertical scan frequency, the more lines per screen, and the greater the vertical resolution.

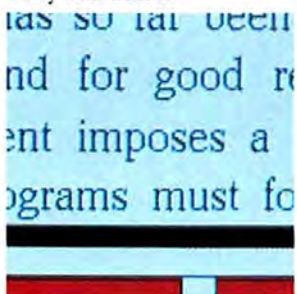
A quick look at Table 1 reveals that the horizontal capture range varies little from monitor to monitor. But the vertical capture range is a different story. The broader the range and the higher the upper



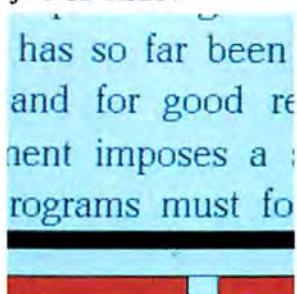
NEC MultiSync



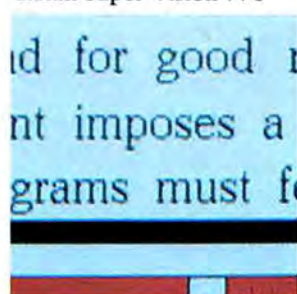
Sony Multiscan



JVC GD-H3214



Taxan Super Vision 770



frequency, the more video controllers a monitor can use. The current champ in this category is the Sony Multiscan; the NEC MultiSync is dead last. All the reviewed monitors can be driven by most contemporary video boards. But remember: As new standards push resolutions higher, multiscan monitors with limited capture ranges may be left out in the cold.

### Executive Summary

## NEC MultiSync

Multiscan monitor

The MultiSync is known for its crisp resolution, vibrant colors, and rugged construction. But colors fade quickly to a muddy hue as the brightness is decreased. The unit does not support MDA or HGC video controllers.

Image resolution	Excellent
Color quality	Excellent
Accessibility of controls	Poor
Support for existing controllers	Good
Overall value	Good

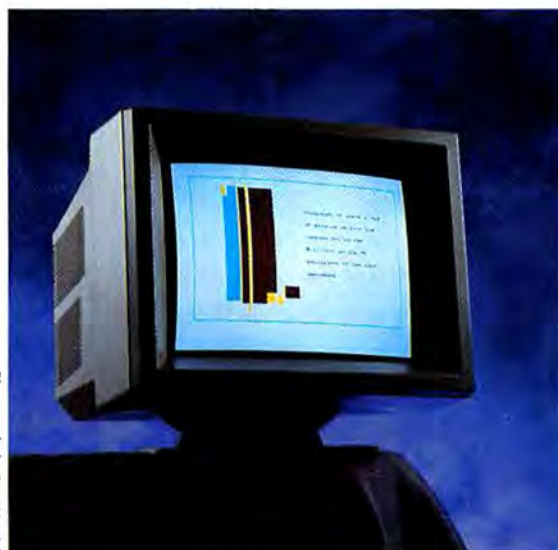
### Manual Transmission

Monitor manufacturers would have you believe that you can connect their multiscan to any video controller and enter graphics heaven. It isn't quite that simple.

Different video controllers (and different modes) arrange pixels in entirely different ways. For example, with an EGA-equipped system connected to a multiscan, if you exit *WordPerfect* (80-by-25 character mode) and then load *Microsoft Windows* (640-by-350 graphics mode), the next image may be too tall, too squat, or simply off center. This problem,

known as overscanning, can be corrected in several ways.

NEC and Nanao offer the simplest but most limited solution: a switch that selects two and four preset screen widths, respectively. For those who want total control, the JVC and Taxan monitors provide a separate set of screwdriver-adjustable horizontal and vertical size and position controls (16 in all) for the MDA (Monochrome Display Adapter), CGA, EGA, and above-EGA modes. Multiscan monitors from Sony, Thomson, and Magnavox offer the most ele-

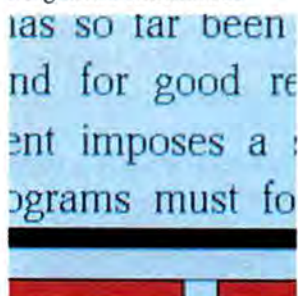


Photographs by Stan Muzilek

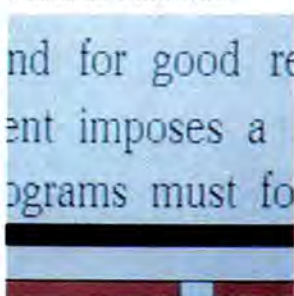
When NEC introduced the multiscan concept two years ago with the MultiSync monitor, it sought to take advantage of evolving video standards.



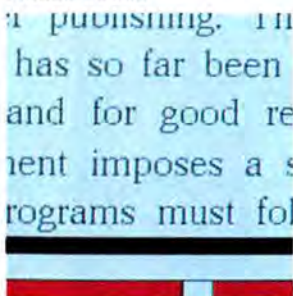
Magnavox Multimode



Thomson Ultra Scan



Nanao 8060S



Magnified portions of each of the six multiscan screens, using the NEC MultiSync—the monitor that popularized the multiscan concept—as a benchmark. Ventura Publisher provided the graphics-mode text for the display.

giant solution: They automatically adjust the screen's dimensions and placement when changing modes.

### Text Case

Although most people buy color monitors to display graphics, more than 90 percent of the work done on PCs involves text. The Sony Multiscan, the JVC GD-H3214, the Magnavox Multimode, and the Thomson Ultra Scan can all mimic the crisp green-on-black output of the IBM Monochrome Display. The Nanao 8060S's text display is adequate, although monochrome options are restricted to amber or white text on a black background.

Unfortunately, the NEC MultiSync and the Taxan Super Vision 770 don't support either the MDA or the HGC, both famous for their sharp text output. NEC claims that the flicker caused by the low scan rate of those two monochrome adapters is unacceptable—although the company admits the MultiSync can be driven by either board using a modified cable connector. You'll find the resulting text quality on a par

with that of the multiscan monitors that support these adapters.

Unique to the MultiSync are rear-mounted switches that activate one of eight colors—red, green, blue, yellow, cyan, magenta, black, or white—for text produced with any graphics adapter. The switches can override an application's default color selection, giving MultiSync users the widest selection of text colors among the monitors reviewed here.

### Beauty Contest

Added value is the name of the game in any clone war, and the multiscan market is no exception. But except in their vertical capture range, the differences between these multiscan monitors are surprisingly minimal. The decision to follow the multiscan route, then, may be easier than deciding which monitor to buy.

*NEC MultiSync.* This is the multiscan monitor by which all others are judged—and for good reason. The ruggedly built MultiSync produces sharply resolved text and graphics and vibrant colors. When the monitor displays green text on a red background, you won't find colors running together or characters tinged with another hue.



Photographs by Sam Mustle



The Sony Multiscan's use of the patented Trinitron cathode-ray tube results in a virtually flat, glare-free, and sharper image than conventional screens.

praised Trinitron CRT. Unlike conventional CRTs, which use tightly packed triads of round red, blue, and green dots, the Trinitron relies on thin rectangular stripes of each color. The result is a high-contrast image that few competing multiscans can match.

The Trinitron projection method nonetheless has its shortcomings. Although graphics resolution is superior, colors are a little less vivid than those produced by other multiscans in this roundup. Worse still, tiny vertical striations appear in single-color images—an effect that's especially pronounced with text.

A full complement of screen-size and screen-placement controls is located at the rear of the monitor beneath a removable cover—but given the alacrity with which the Sony adjusts to different modes, you'll seldom use them.

**JVC GD-H3214.** This sleek multiscan monitor comes in an ergonomically styled cabinet

Ease of use, however, is another matter. When you shift from one mode to another, you must constantly fiddle with the MultiSync's controls to center and size the image. Another complaint: Colors quickly fade to a muddy hue as the brightness is turned down. Controls for brightness, contrast,

and horizontal and vertical size and position are located in a tiny compartment on top of the monitor—tidy, but inconvenient unless you have gorilla-length arms. Perched atop a tilt-and-swivel stand, the monitor is housed in a deep bezel that helps reduce glare.

**Sony Multiscan.** The glare-free, swivel-mounted Multiscan is built around the patented and justly

The JVC GD-H3214's recessed screen gives a sleek appearance to the unit but increases glare.



### Executive Summary

## JVC GD-H3214

Multiscan monitor

This sleek monitor is an ergonomic delight, but its screen is not sufficiently recessed to cut glare. EGA color graphics display is the monitor's forte. The unit produces a sharp white, but images tend to blur.

Image resolution	<i>Excellent</i>
Color quality	<i>Excellent</i>
Accessibility of controls	<i>Good</i>
Support for existing controllers	<i>Good</i>
Overall value	<i>Excellent</i>





The Taxan Super Vision 770 exhibits none of the focus problems of the JVC monitor, although its range of brightness and contrast control is limited.

mounted on a tilt-and-swivel base. The screen is recessed in a very shallow bezel, making glare the number one problem. In EGA color graphics modes the JVC GD-H3214 matches the MultiSync's bold colors and sharp resolution. The monitor can also produce a truer white than the MultiSync if you increase the brightness, but this tactic blurs the images.

Size and position controls at the back of the unit are typically set once. For fine adjustments, a set of brightness, contrast, and horizontal and vertical position controls are within easy reach on the right side of the monitor.

**Taxan Super Vision 770.** The Super Vision is nearly identical to the JVC GD-H3214, and for good reason—it's made by JVC to Taxan's specifications. However, the Taxan monitor is mounted on four plastic legs instead of a swivel.

Overall color quality is on a par with the JVC's, although graphics

resolution is not nearly as impressive. The limited range of the Taxan brightness and contrast controls also does not permit the whiter than white produced by its kissin' cousin. On the other hand, images usually remain focused.

**Magnavox Multimode.** Magnavox, creator of the Quasar TV, enters the multiscan market with a generally unexciting entry. The Multimode's colors are flatter than the others. However, focus is consistent over the entire range of brightness and contrast adjustment, and the monitor excels with the PS/2's VGA controller.

Brightness, contrast, and horizontal position controls are conveniently located at the front of the swivel-based monitor, just beneath the bezel's bottom ledge. But controls for vertical hold, size, and position are rear mounted, and adjusting them requires a screwdriver. Unfortunately, the screen often rolls uncontrollably following a video mode change. Once you stop this rollercoaster, however, the Multimode properly

## Executive Summary

### Taxan Super Vision 770

Multiscan monitor

Made by JVC, the Super Vision 770 has limited brightness and contrast control, but the unit doesn't suffer from the JVC's occasional focus problems. The monitor does not support the MDA, HGC, or VGA video controllers, although VGA support will be added.

Image resolution	Excellent
Color quality	Excellent
Accessibility of controls	Good
Support for existing controllers	Fair
Overall value	Good

### Sony Multiscan

Multiscan monitor

This glare-free multiscan displays clean, high-contrast images. Graphics resolution is superior, but colors seem less vivid than those produced by other reviewed monitors.

Image resolution	Excellent
Color quality	Good
Accessibility of controls	Good
Support for existing controllers	Excellent
Overall value	Excellent



adjusts screen dimensions and placement. Magnavox offers an amplifier and a speaker option for the unit that can be used with a VCR for video presentations.

**Thomson Ultra Scan.** This well-conceived multiscan monitor boasts excellent color rendition and the usual tilt-and-swivel stand. Although its colors are not as bold as those displayed by the MultiSync, they are richer in tone and not as muddy.

Brightness and contrast controls are right up front; screen size and placement controls are hidden in the back. But the Ultra Scan's adeptness at juggling modes makes control placement academic. Adjust them once, and chances are you won't touch them again.

As a bonus, the Ultra Scan can also display standard NTSC (U.S.) or PAL (European) television sig-

**The Thomson Ultra Scan boasts excellent color rendition and can be patched to a standard VCR; you can watch the soaps in the most brilliant color imaginable.**

nals, with dynamite results. By simply patching a VCR to the unit's RCA video jack, you can watch the soaps in the most brilliant colors you've ever seen. Audio outputs are lacking, so you must turn to an external amplifier and speaker to enjoy the experience fully.

**With the Magnavox Multimode display, focus is never a problem, and the screen retains its resolution over the entire range of controls adjustment.**



Photographs by Stan Musilek

## Executive Summary

### Magnavox Multimode

Multiscan monitor

Screen colors may seem flat, but focus and resolution are never a problem, and the unit handles mode changes with ease. This unit offers the best VGA resolution of those tested.

Image resolution	Good
Color quality	Good
Accessibility of controls	Fair
Support for existing controllers	Excellent
Overall value	Good



**Nanao 8060S.** Although most multiscan monitors are cut from similar cloth, not all quality control programs are created equal. Nanao's otherwise competent 14-inch monitor showed considerable color separation at the edges of the screen. The reason? Sloppy calibration of the CRT by one of Nanao's many suppliers. Why Nanao let this CRT pass inspection is a mystery; you might reasonably conclude that the company is not as attentive as other major multiscan vendors.

Color display is acceptable, but images are often slightly out of focus. Still, the range of the unit's contrast and brightness controls is impressive. By manipulating two dials, you can actually change deep orange to pale rose. Another dial displays text in color, amber, or white on black. Switching between color graphics and text modes, however, often requires a contrast and/or brightness adjustment.

The Nanao 8060S is the only monitor with a 14-inch screen; all the others measure 13 inches. The monitor reviewed suffered from color separation, prompting questions about quality control.



**The Best and the Brightest**  
It's hard to go wrong with almost any multiscan monitor reviewed here. But the choice is not just a subjective one. You can fine-tune your purchase decision if you know what video controller you'll be using.

If all you ever expect to use is an EGA-style video board that generates no more than 480 lines (such as the Quadram Pro-Sync and the VEGA Deluxe), the choice is clearly between the NEC Multi-Sync and the JVC GD-H3214, which excel in all of the EGA's graphics modes. If, on the other hand, you want to experiment with exotic video modes as they become available, then the Sony Multiscan is the monitor to choose because of its extended capture range. If the VGA is your cup of tea, the Magnavox Multimode is the appropriate mate (see the sidebar "Making the VGA Connection"). While not top dog in any category, the Thomson Ultra Scan is a capable performer that can fill most any role.

## Executive Summary

### Thomson Ultra Scan

#### Multiscan monitor

This multiscan monitor can cover all the bases. Color rendition is sharp, and clarity is maintained at all brightness levels.

Image resolution	<i>Excellent</i>
Color quality	<i>Excellent</i>
Accessibility of controls	<i>Good</i>
Support for existing controllers	<i>Excellent</i>
Overall value	<i>Excellent</i>

### Nanao 8060S

#### Multiscan monitor.

This 14-inch monitor won't set pulses racing. Color and resolution are merely adequate, and the unit suffers from noticeable color separation at the edges of the screen. The range of contrast and brightness, however, is considerable.

Image resolution	<i>Poor</i>
Color quality	<i>Good</i>
Accessibility of controls	<i>Excellent</i>
Support for existing controllers	<i>Excellent</i>
Overall value	<i>Fair</i>



## Making the VGA Connection

Unlike the tunes of Gershwin, Kern, and Berlin, standards in the PC market are as fleeting as snowflakes on a hot griddle. But IBM's new analog VGA controller doesn't faze most of the reviewed multiscan monitors.

Previous IBM video controllers have relied on digital means to display colors. The digital method, called TTL video interface, assigns a whole number to each available color. As a result, a TTL controller can't dance a "half" step to create a different shade.

With analog controllers like the VGA, colors are represented by a voltage level that is converted by a monitor into a color intensity. For example, to produce a lighter shade of pink, an application need only lower the voltage level of the red driver. Although all the reviewed multiscan monitors can operate in

analog mode, hooking them up to the MCGA or the VGA is difficult because of the PS/2's new 15-pin connector.

The two wallflowers at this dance are the JVC GD-H3214 and the Taxan Super Vision 770; their analog connectors' lack of a vertical sync signal line causes the screen to roll uncontrollably when tied to the VGA. Both companies promise a hardware fix, but the cure won't help the older multiscan units.

The rest of the assembled multiscans can be driven by the VGA courtesy of a modified cable, and with surprising results. The Nanao 8060S, which doesn't compare favorably with its multiscan peers, displays a superior VGA screen. The Sony Multiscan likewise does very well in the VGA's text and graphics modes.

Not surprisingly, the Magnavox Multimode and the Thomson Ultra Scan (which are specifically designed to work with VCRs and other analog devices) are the most

responsive to the powers of the VGA. Images on the NEC MultiSync, on the other hand, tend to disappear behind a soft white veil. You can also expect to keep your fingers anchored to the vertical hold, because jumping from the VGA's 720-by-400 text mode to 640-by-480 graphics mode sends the MultiSync's screen reeling.

In general, the multiscan monitors do a better job with the VGA than do IBM's monitors for the PS/2 line. However, most current multiscans cannot automatically readjust screen height when shifting from the VGA's text mode to graphics mode. But considering the price of IBM's VGA monitors and the advantages of a multiscan monitor, the latter is a far better investment for PS/2 users.

—TJB



Table 1: Although the reviewed multiscan monitors are similar, the bigger the capture range and the higher the vertical frequency, the more video controllers a monitor can work with.

Product	List price	Screen size (inches)	Horizontal capture range (kHz)	Vertical capture range (Hz)	Resolution (pixels)	Inputs			Video modes						
						TTL	Analog	Composite	MDA	HGC	CGA	EGA	PGA	VGA	AT&T
NEC MultiSync	\$899	13	15.5 to 35	56 to 62	800 by 560	■	■			■	■	■	■		
Sony Multiscan	\$945	13	15 to 34	50 to 100	900 by 560	■	■		■	■	■	■	■	■	■
JVC GD-H3214	\$895	13	15 to 34	50 to 90	800 by 600	■	■		■	■	■	■	■	*	
Taxan Super Vision 770	\$995	13	15 to 34	50 to 90	800 by 600	■	■			■	■	■	■	*	
Magnavox Multimode	\$899	13	15 to 34	52 to 78	926 by 580	■	■		■	■	■	■	■	■	■
Thomson Ultra Scan	\$895	13	15.65 to 35	45 to 75	800 by 560	■	■	■	■	■	■	■	■	■	■
Nanao 8060S	\$919	14	15.75 to 35	50 to 80	820 by 620	■	■		■	■	■	■	■	■	■

\* The manufacturer claims that recently released units can be directly connected and driven by the VGA.

At \$900 or more, a multiscan monitor may seem a pricey investment. But for those extra dollars, you can bet that your monitor won't become obsolete the next time the graphics ante is raised. ●

*TJ Byers is a Contributing Editor for PC World and the author of Inside the IBM AT (McGraw-Hill, New York, 1986).*

8060S  
Nanao USA Corp.  
23510 Telo Ave. #5  
Torrance, CA 90505  
213/325-5202  
List price: \$919

GD-H3214  
JVC Information Product  
Company of America

Division JVC Corp.  
Western Regional Sales  
1011 W. Artesia Blvd.  
Compton, CA 90220  
213/537-6020  
List price: \$895

Multimode  
Magnavox  
North American Philips  
Consumer Electronics  
P.O. Box 555  
Jefferson City, TN 37760  
615/475-3801  
List price: \$899

Multiscan  
Sony Corporation of America  
9 W. 57th St.  
New York, NY 10019  
212/371-5800  
List price: \$945

MultiSync  
NEC Home Electronics  
1255 Michael Dr.

Wood Dale, IL 60191  
312/860-9500  
List price: \$899

Super Vision 770  
Taxan USA Corp.  
18005 Cortney Ct.  
City of Industry, CA 91748  
818/810-1291  
List price: \$995

Ultra Scan  
USA Thomson Consumer  
Products Corp.  
5731 W. Slauson Ave. #111  
Culver City, CA 90230  
800/325-0464; 213/568-1002  
List price: \$895



# Cache on Demand?

Does caching software crack the whip on sluggish, disk-intensive applications? Yes—and no.

Evelyn Morrison

Arctic dogsledders know that if “Mush!” doesn’t inspire their huskies to hustle, other persuasions are close at hand. After a long day of sorting data bases or pushing graphics around in a *Ventura* document, you too may feel like barking orders at your PC—or taking sterner measures.

But cracking the whip can be an expensive proposition. Capable turbo boards start at \$600; swifter hard disks cost even more. And neither may remedy your application’s paw-dragging performance. Because if you use data managers,

word processors, desktop publishing programs, and other applications that spend most of their time looking for data or overlay files on disk, the real bottleneck isn’t your system’s microprocessor or hard disk—it’s the disk controller.

One solution is moving everything you need—data, programs, fonts, and so on—to a RAM disk, which turns a block of memory into the swift electronic equivalent of a disk drive. But a RAM disk speeds access only to programs and data specifically copied therein. And like a magnetic disk, a RAM disk holds only so much information; purging it means exiting the current application and laboriously copying and deleting files.

## Promises, Promises

A better solution, or so its proponents claim, is a disk cache, which essentially acts like an intelligent RAM-disk-cum-virtual-memory system. Any frequently requested item—be it a data base file, spelling checker dictionary, or *WordStar* overlay—is automatically pulled off the disk and into a section of memory (the cache), where it can be accessed more quickly. A control program keeps an eye on the process, automatically tracking the disk sectors in the cache, purging unneeded data, and bringing requested information into the fold. In general, the big-





ger the cache, the faster the applications will work, because files don't have to be read piecemeal into the cache.

For years, multimegabyte cache systems have boosted the performance of hard disk drives serving mainframes and local area networks. ITT popularized the notion in the PC realm with its Xtra XP, an 80286-based XT compatible that runs certain applications quadruple-speed when its cache software is active. The inclusion of caching software with IBM's PS/2 line and Compaq's Deskpro 386 has given the technique added allure.

Vendors pushing the new wave of inexpensive PC caching programs reviewed here—*Flash*, *Lightning*, *PolyBoost*, *Quickcache*, *Super PC-Kwik*, and *Vcache*—naturally play up the theoretical benefits of their wares, promoting them as all-purpose accelerators good for almost any application and system. "Why waste time! Accelerate with Vcache," commands Golden Bow Systems. "Most programs that frequently access the disk are made instantly up to 2 to 4 times faster," claims the maker of *Lightning*. But in fact, speed improvements vary wildly by application and system. Caching

utilities won't necessarily save you money, either—the best cache is a big cache, and that means spending at least \$300 for a 1MB expanded memory board.

#### Cache on the Run

*PC World* put the claims for the disk caching programs to several weeks of intensive testing. In the first round, test programs written in Pascal performed thousands of sequential and random disk reads and writes on a 640K dual-floppy PC, an XT, and an AT, with 128K and 300K caches set up in conventional memory. In the next round, a variety of real-world tasks—such as reformatting a *WordStar* document, sorting a *dBASE III Plus* data base, and retrieving and saving a 1-2-3 worksheet—were run with the same system configurations.

The results were mixed, to say the least. In some cases, the caching utilities didn't enhance performance at all. In others, a utility that hastened a program on the AT didn't on the XT. Worse still, some applications were actually slowed by a cache.

This outcome isn't surprising. Most PC applications, 1-2-3 and *Microsoft Word* included, soak up 256K of RAM. Disk-oriented applications such as *R:base System V*, *Ventura Publisher*, and *dBASE III Plus*, which stand to benefit most from disk caching, need as much as 512K. That doesn't leave much elbowroom for a cache.

Taking a cue from traditional caching systems, we also performed a set of benchmarks with a 1MB cache in expanded and then extended memory on a 512K, 8-MHz AT equipped with an Intel AboveBoard. The disk-intensive tests included assembling a 240K report with *Clipper*, reindexing and browsing through a 225K *dBASE III Plus* file, and checking the spelling in a 96K *Word* document.

Although no caching utility took the loving cup, the tests demonstrate that a 1MB cache consistently hikes performance for all tested applications, sometimes by as much as 60 percent (see Figure 1). Performance gains on a dual-floppy PC compatible with a 128K conventional memory cache can be similarly impressive, if unpredictable (see Figure 2).



## The Fully Powered Cache

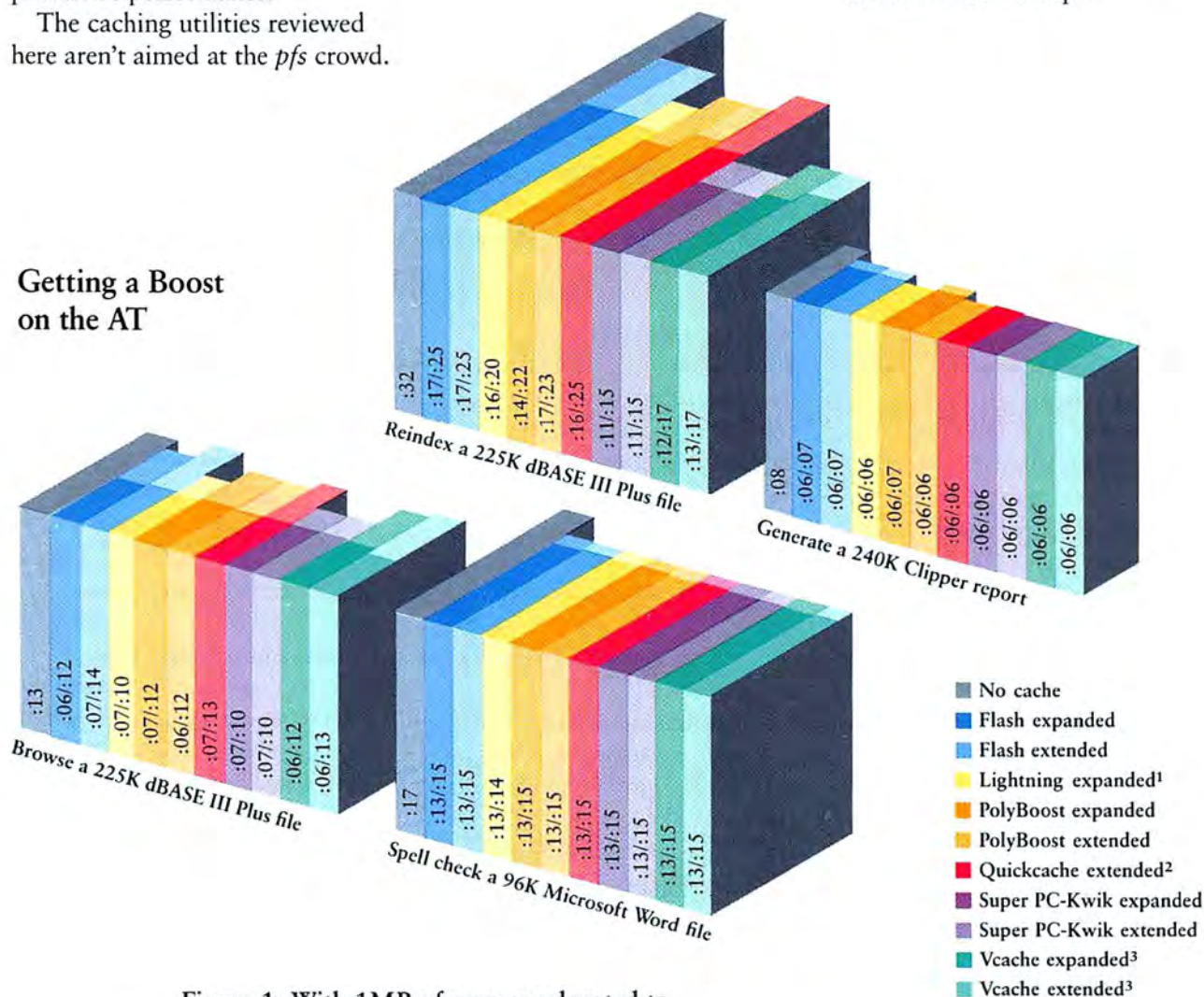
So how do you pick the right caching product? Assuming you have a spare megabyte or so of RAM, choose the caching utility that can be customized for the kinds of applications you use (see Table 1). Also, consider whether the cache program has keyboard- and display-speedup utilities, since they can effectively rev up an application's performance.

The caching utilities reviewed here aren't aimed at the *pfs* crowd.

Although installation is as simple as copying a few files, proper cache management means rolling up your sleeves and getting your hands dirty. A cache is not fully automatic, and you can't change settings on the fly from a handy pop-up menu. Customizing the cache involves delving into the manual to learn what the options

are, then venturing down to the DOS level to issue the necessary commands and parameters. If the utility can be suitably sculpted for your application, however, the minor inconveniences may be worth the trouble. And fortunately, in tests with a smattering of memory-resident programs—*SideKick*, *Turbo Lightning*, and *Keywords*—none of the caching utilities missed a step.

## Getting a Boost on the AT



**Figure 1:** With 1MB of memory devoted to the cache, most caching programs achieved notable improvements. Performance increases were most significant after the first access because the requisite data was already in the cache.

Tests were performed by The Lambda Group on an 8-MHz AT with 512K, a 20MB hard disk, and a 1MB Intel AboveBoard. BUFFERS = 2 except where the manufacturer recommended another setting. When two times are given, the faster is subsequent access and the slower is first access. Times are shown in seconds.

<sup>1</sup>Not available in extended

<sup>2</sup>Not available in expanded

<sup>3</sup>BUFFERS = 15



*Flash*. Software Masters' *Flash* is probably the most malleable caching package of the lot. With its "high-priority" feature, you can permanently store a specific file, program, or set of overlays in the cache, speeding access markedly. If you often use a data manager such as *dBASE III Plus*, you can improve performance with an option that delays writing records to disk during a specified time period. By the same token, you can hotfoot operations by directing *Flash* to scoop up all the data in any track currently being read. *Flash* even includes a function that straps an afterburner to the cursor.

The range of controls is impressive: You can set cache size from 5K to 3MB, cache more than one drive at a time, change the drive being cached, empty a cache, and write-protect selected drives. If you remove the cache, you can instruct *Flash* to note which files it worked with last. Reactivate *Flash*, and it automatically pours the files back into the revived cache.

*Flash*'s detailed, 105-page user manual is head and shoulders above most of the competition's and includes a list of error messages, a glossary, and a lucid quick-reference guide—but no index. Like most of the reviewed caching utilities, *Flash* provides a performance report noting how many requests for disk access the cache handled during the current session.

*Lightning*. This is a solid if uninspired product from Personal Computer Support Group. Cache size is limited to 1.8MB, and the \$49.95 version is copy protected—a restriction that belies any ease of

use the company might claim. The unprotected version is available for \$89.95.

*Lightning* can't take advantage of extended memory, which may understandably irk those using 80286- and 80386-based machines equipped with 1MB (640K conventional, 384K extended) of RAM. Still, *Lightning* is the only reviewed package that works with versions of DOS prior to 2.00. As with *Flash*, you can write-protect drives, turn caching on or off for specific drives, and remove the cache from memory. *Lightning*'s terse documentation focuses on installation, but given the program's limited scope, you can probably get by.

*PolyBoost*. Like *Flash*, *PolyBoost* from Polytron aims to please. The package includes six different caching utilities for all possible combinations of floppy and hard disk drives with conventional, expanded, and extended memory. Based on the benchmarks in Figure 2, the approach apparently works. Unfortunately, you must set up a separate cache for each drive. The company claims this arrangement optimizes performance, but it certainly isn't convenient.

*PolyBoost*'s developers throw in a couple of capable utilities. One speeds screen repainting and suppresses flicker produced by the CGA, in the manner of *Flicker-free*. Another enables you to capture, view, edit, and replay previously issued DOS commands; it also expands the PC's 16-character

## Executive Summary

### Flash

#### Disk caching utility

*Flash* has scads of options: Specific overlays can be kept in a cache, multiple drives can be cached, drives can be write-protected, and more.

Installation and setup	Excellent
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Customization	Excellent
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Documentation	Excellent
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Overall value	Excellent
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### Lightning

#### Disk caching utility

*Lightning* is a solid workaday product and the only utility to support DOS 1.00 and 1.10—but it doesn't work with the AT's extended memory, and documentation is terse.

Installation and setup	Excellent
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Customization	Good
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Documentation	Fair
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Overall value	Good
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### PolyBoost

#### Disk caching utility

*PolyBoost* offers cache programs attuned to likely disk and memory configurations, along with utilities that speed up text display and keyboard operations.

Installation and setup	Excellent
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Customization	Good
---------------	------

Documentation	Excellent
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Overall value	Good
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type-ahead keyboard buffer to 128 characters.

The tin in the silver lining? The only way to remove a *PolyBoost* cache is by restarting or turning off the system. But *PolyBoost*'s indexed user manual is on a par with *Flash*'s, and it takes special pains to show users how to install the cache for various disk and memory configurations.

*Quickcache*. Unlike its peers, *Quickcache* by Micro Systems Developers is a device driver and must be referenced with a `DEVICE =` statement in the system's `CONFIG.SYS` file. Caching a specific drive, changing cache size, and so on, require tinkering with the `DEVICE` statement and then restarting the system to put the new settings into effect. Deactivating and activating the cache

is an even bigger pain, since you must continually delete and re-create the necessary `DEVICE` statement.

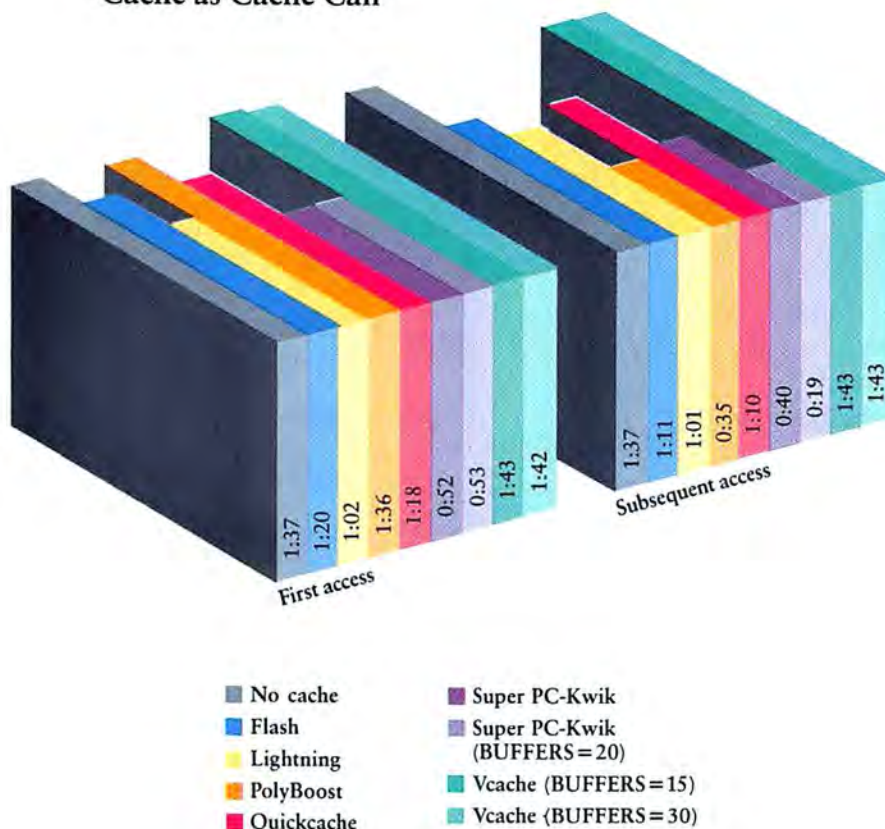
*Quickcache* offers few frills, and the 11-page typewritten user manual omits technical details and application-specific tips. For example, the manual says, "*Quickcache* will automatically use AboveBoard memory if it exists"—but doesn't explain how to set up the cache in expanded memory. In our tests, *Quickcache* worked fine in extended memory but didn't work in expanded memory. Repeated calls to Micro Systems Developers' support line to clarify this point were not returned.

*Super PC-Kwik*. Multisoft claims that in addition to speeding file access, *Super PC-Kwik* significantly accelerates disk writing. This is no idle boast: *Super PC-Kwik* beat all contestants in a *dBASE III Plus* file-reindexing test, a task that requires considerable disk writing. To further speed applications, *Super PC-Kwik* provides a track-read feature. The program also works with the Bernoulli Box, a trait it shares with *Quickcache* and *Vcache*.

Along with excellent coverage of *Super PC-Kwik*'s few options, the user manual describes disk caching theory and includes several pages of tips and tricks.

*Vcache*. What distinguishes Golden Bow Systems' *Vcache* from the disk caching throng is its ability to create caches as big as 8MB. The package comes with separate caching programs for conventional, expanded, and extended memory, and a utility that speeds up screen display.

## Cache as Cache Can



**Figure 2: Using a 128K conventional memory cache on a dual-floppy PC compatible, most caching programs improved *dBASE III Plus*'s browsing speed.**

Tests were performed by The Lambda Group on a 640K 8088 Wyse PC+ operating at 9.5 MHz using a 225K *dBASE III Plus* file with a 28K index file. `BUFFERS=2` except where a program performed better at another setting.



Table 1: With cache programs, versatility is the key.

Feature	Flash 5.0	Lightning 4.5	PolyBoost 1.7	Quickcache 2.1	Super PC-Kwik 1.5	Vcache 2.01
Minimum cache size	5K	20K	5K	1K	32K	64K
Maximum cache size	3MB	1.8MB	2MB	2MB	1MB	8MB
Caches floppy disks	◆	◆	◆	◆	◆	
Caches Bernoulli Box				*	◆	◆
Creates multiple separate caches			◆			◆
Uses expanded memory	◆	◆	◆		◆	◆
Uses extended memory	◆		◆	◆	◆	◆
Caches user-specified drives	◆	◆	◆	◆	◆	
Track read option	◆				◆	
Write-protects selected drives	◆	◆				
User can unload cache from memory at DOS prompt	◆	◆			◆	◆
Provides performance report	◆	◆		◆	◆	◆
Other utilities included:						
keyboard speedup	◆		◆			◆
display speedup			◆			
floppy disk speedup						◆

\* Only in the Bernoulli Box's bootable configuration

*Vcache* won't cache floppy disk drives, although it comes with a utility that accelerates sequential data transfers (such as copying files) from floppy disk to floppy disk. But that isn't the same thing as caching, and in tests on a dual-floppy PC compatible, the utility actually slowed down *dBASE III Plus*'s browse function.

*Vcache*'s 14-page user manual is so cursory that it neglects to mention the floppy disk and screen programs. Make sure you read the *Typeme* file on any *Vcache* disk before using the utility. Note, too, that *Vcache* is also sold as part of the *Mace Utilities*.

## Hard-Won Conclusions

These caching utilities clearly can accelerate disk-intensive applications, but across-the-board performance gains aren't guaranteed. Many variables enter into the equation—the amount of disk activity an application typically performs, the size of the cache, the size of the cached file, and whether the cache resides in conventional, extended, or expanded memory.

But caching utilities do shine under certain circumstances. Floppy-based applications can take wing—if there's enough memory to go around. (Just remember that a 640K XT set up with a 384K cache can't load 1-2-3, much less a worksheet.) Pop in an AboveBoard with a megabyte or more of RAM, and you'll definitely see improvements on any system.

On the basis of general performance and versatility, *Flash*, *Lightning*, *PolyBoost*, and *Super*



## Executive Summary

### Quickcache

Disk caching utility

*Quickcache* works as a device driver, needlessly complicating cache management and customization. The utility doesn't work with expanded memory, and documentation is mum on important details.

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Installation and setup	<i>Fair</i>
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Customization	<i>Poor</i>
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Documentation	<i>Poor</i>
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Overall value	<i>Fair</i>
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### Super PC-Kwik

Disk caching utility

This utility offers fewer customizing options but is generally faster than its rivals, thanks in part to a proprietary disk-writing routine.

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Installation and setup	<i>Excellent</i>
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Customization	<i>Good</i>
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Documentation	<i>Good</i>
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Overall value	<i>Excellent</i>
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### Vcache

Disk caching utility

*Vcache*'s main claim to fame is its ability to cache up to 8MB of data. However, *Vcache* can't cache floppy disk drives.

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Installation and setup	<i>Excellent</i>
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Customization	<i>Good</i>
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Documentation	<i>Fair</i>
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Overall value	<i>Good</i>
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*PC-Kwik* merit consideration. But before you commit yourself to any caching program, test it under normal working conditions. Rent the software, or order it from a company that offers a 30-day money-back guarantee. Call the company whose software you are trying and quiz the technical staff for tips on customizing the utility for the applications you use. If your applications still won't mosh, there are other ways to crack the whip. ●

*Evelyn Morrison is a programmer in New York City who writes frequently about computers.*

*Flash version 5.0*

*Software Masters*

6352 N. Guilford Ave.

Indianapolis, IN 46220

317/253-8088

List price: \$69.95

Requirements: 256K, DOS 2.00  
or later version

Not copy protected

*Lightning version 4.5*

*Personal Computer Support  
Group*

11035 Harry Hines Blvd. #207

Dallas, TX 75229

214/351-0564

List price: copy protected  
\$49.95, not copy protected  
\$89.95

Requirements: 128K, any version  
of DOS

*PolyBoost version 1.7*

*Polytron Corp.*

1815 N.W. 169th Pl. #2110

Beaverton, OR 97006

503/645-1150

List price: \$79.95

Requirements: 256K (320K  
recommended), DOS 2.00 or  
later version

Not copy protected

*Quickcache version 2.1*

*Micro Systems Developers, Inc.*

214 1/2 W. Main St.

St. Charles, IL 60174

312/377-5151

List price: \$49.95

Requirements: 128K, DOS 2.00  
or later version

Not copy protected

*Super PC-Kwik version 1.5*

*Multisoft Corp.*

18220 S.W. Monte Verdi Blvd.

Beaverton, OR 97007

503/642-7108

List price: \$79.95

Requirements: 128K, DOS 2.00  
or later version

Not copy protected

*Vcache version 2.01*

*Golden Bow Systems*

2870 Fifth Ave. #102

San Diego, CA 92103

619/298-9349

List price: \$49.95

Requirements: 256K, DOS 2.00  
or later version

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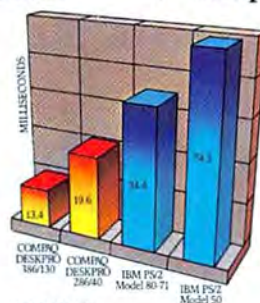
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# Routines for Rent





Looking forward to the oomph promised by OS/2-based software, but tired of the wait? Application program interfaces enable old DOS applications to be souped up with features and power typical of the new software generation.

*Bob Keller*

Microsoft's OS/2 is coming. The IBM Presentation Manager is coming. Big new applications that will take advantage of multitasking and larger memory addressing capability are on the horizon. Clearly, microcomputer software is about to cross a generational boundary.

But the old order isn't fading away. DOS 2.xx and 3.xx applications are alive and well and running on 10 million machines. Microsoft vice president of systems Steve Ballmer reports that his company will continue to support and enhance DOS 3.xx for the foreseeable future.

So application software vendors face an interesting challenge. They must prepare to design the OS/2 programs that will take us into the era of multitasking work-group computing, but they can't ignore the single-tasking, mostly stand-alone world of DOS 3.xx. After all, the future will be financed by today's sales, so vendors need to keep extending, enhancing, and otherwise spiffing up the current product line even as they explore the new frontiers of OS/2.

#### The Trend Toward Softer Software

The maturing DOS 3.xx marketplace is replete with applications in nearly all major categories—and staying competitive isn't easy. Some vendors have tried to keep up by going after specific kinds of users, either with vertical market products or generic offerings jazzed up with job-specific features. For exam-

ple, *WordPerfect 4.2's* line-numbering capability was added primarily for the benefit of the legal community.

Other vendors have discovered an even more effective way to broaden their products' marketing reach while at the same time responding to the increasingly specialized needs of individuals. By adding application program interfaces (APIs) to generic products—spreadsheets, data base managers, and integrated programs—publishers have been able to extend those products' life spans, reach new classes of users, and still achieve a level of power usually found only in narrowly targeted applications. In fact, the addition of APIs to established applications has become one of the major software trends of 1987.

#### The Year of the API

What exactly is an API? Essentially, it's a set of programming links in an off-the-shelf application that enables a commercial or in-house corporate developer to attach add-in programs that supplement the original (for an example, see the sidebar "API: More Power to You"). The API's set of routines defines the way an add-in program ties into the host.

An application's API also provides services to an add-in program in the same way that DOS lends a hand to applications. For example, DOS writes files to disk, captures keyboard input, and displays output, relieving application developers of the need to duplicate that code in their programs. This capability transforms DOS from a simple set of file management utilities into an environment in which all manner of application wildlife can flourish and interact.

Similarly, an API can channel some of an application's basic routines to the add-in. The latter might be a homegrown, special-purpose program designed for use only within a given company; a program tailored by a consultant or value-added reseller (VAR) for a particular class of users; or a general-purpose commercial product.



In all cases, the product with the API becomes a host, or environment, for new applications—something akin to system software. The add-in code actually becomes part of the API-equipped application.

Thus, APIs provide developers with numerous benefits. One advantage is the ability to call routines and functions already resident in the host application, saving both memory overhead and disk storage

*APIs may also prove to be the solution to the increasing number of conflicts among TSR programs over access to memory and keystrokes.*

space. That capability leverages the programmer's resources, freeing him or her from the drudgery of duplicating the application's standard routines and allowing more time to focus on code that will increase the add-in's functionality.

In the same way, the add-in publisher gains a certain amount of sales and marketing leverage by riding the bandwagon of the better-known and usually well-established host application. And the established vendor won't complain if someone wants to add value that will extend the life of its best-seller.

Finally, the customers of both companies benefit because the host application and add-in are closely tied. The user doesn't need to learn new commands or deal with a foreign interface, which reduces training time and the cost of software support.

Although a relatively new phenomenon, APIs are beginning to fall into three major types. Some are retrofitted to long-standing popular applications like Lotus's *1-2-3* or Ashton-Tate's *Framework II*. Some are added to the cores of background utilities like Borland's *SideKick Plus*, generally known as TSR (terminate and stay resident) programs. Others are laid down in the foundations of the new and more powerful generation of 80386-based applications like Migent's 32-bit data base engine, *Emerald Bay*.

### Lotus Leads the Way

The first and best-known example of this new software genre came from Lotus last December. *Lotus Developer Tools* facilitates the creation of add-in programs for *1-2-3* release 2 and *Symphony 1.1*, as well as custom @ functions for *1-2-3*. Originally designed for third-party commercial software houses, VARs, and consultants, *Lotus Developer Tools* also has been taken up by the in-house programming teams of large corporations. The earliest commercial add-ins have primarily been word processors—*4Word* (Turner-Hall Publishing), *Write-in* (Blossom Software), *Plus-Words* (Amazon Systems), and *InWord* (Funk Software) (see "Letters From Cell A17" in this issue).

Lotus offers versions for both C and assembly language, each with separate disks for *1-2-3* and *Symphony*. Included are sample add-in programs, files of useful macros and *equates* (predefined constants that make programs more readable and easier to modify), a library of procedures for linking up with the host environment, and a program *skeleton* that a developer can use to build add-in programs. The skeleton ensures that the developer will follow the format that *1-2-3* or *Symphony* requires.

### A Framework Stretcher From Ashton-Tate

Lotus wasn't alone in the API market for long. Ashton-Tate brought out the *Framework II Developer's Toolkit* in February. The product extends the integrated package's built-in programming language, FRED, by allowing developers to attach their own assembly or C routines.

Ashton-Tate spokesman David McLoughlin reports that this "low-level" programming interface existed in FRED from the beginning but was undocumented. Ashton-Tate's own developers used it to create, among other things, *Framework II*'s routines for importing and exporting files between *Framework II* and other programs. But it wasn't until Ashton-Tate began getting calls from corporate developers trying



to make FRED do things not in the documentation that the company decided to bring its API out of the closet.

The *Framework II Developer's Toolkit* lets users speed up FRED applications, access devices that are not otherwise supported by *Framework II* (bar-code readers, for example), create new file import/export subroutines, and even attach full-blown non-*Framework II* applications. A developer who creates a project management system in C could, with the help of the *Developer's Toolkit*, achieve seamless integration of that system with *Framework II*'s spreadsheet and telecommunications modules.

### Operating Systems for Pop-Ups

APIs may also prove to be the solution to the increasing number of conflicts among TSR programs over access to memory and keystrokes. Many of these programs—mostly desktop accessories—are incompatible with one another. And now that users are loading more and more TSRs into memory, “RAMcram”—bumping up against the current 640K RAM barrier—is becoming a problem. An API can provide a single interface to sort out the conflicts.

Lotus's *Metro* desktop organizer is one of the programs that will let developers write to its API, although the necessary developer tool kit won't be available until sometime in the fourth quarter of 1987. One of *Metro*'s advantages is that it's already centrally managed. Its array of accessories—phone book, notepad, calculator, timer, and appointment calendar, to name just a few—are linked to a TSR *kernel*. This nucleus provides the keyboard, screen, menu, and memory services used by the various accessories. Thus, it lets users pass information between accessories or between accessories and other applications. It's also possible to design macros that perform complex sequences with or without user input and with or without conditional branching (see “Metro Traffic Control,” *PCW*, June 1987).

The kernel in *Metro*'s current version has slots for 46 accessories, but the program itself uses only 12. Lotus's *Express*, a desktop accessory designed to send and receive MCI Mail in background mode, takes up three of those slots, but there is still plenty of room for other programs (see “Shortcut to Data Sharing,” *PCW*, July 1987). The forthcoming *Metro* developer tool kit will include a sample accessory

and a set of C programming functions for creating accessories. “Developers will get everything that Lotus used to build the *Metro* accessories,” promises product marketing manager Chris Noble.

### Borland Follows Suit

Also scheduled for fall release is Borland International's *SideKick Plus*, which will resemble *Metro* in several important respects, although it may include more ambitious developer services. In fact, Borland is billing *SideKick Plus* as an operating system for TSRs. Developers who write their TSRs to the *SideKick Plus* API not only will enjoy freedom from RAMcram but also will obtain access to *SideKick Plus*'s native accessories and a passel of new kernel services.

Those native accessories will be much-expanded versions of the original *SideKick* modules. For example, *SideKick Plus* will feature greatly en-

*The ability to call routines and functions resident in the host application frees the programmer from the drudgery of duplicating the application's standard routines.*

hanced notepad functionality. Full outline capability is being added to the notepads so that comments can be attached to individual items in various accessory data files—the phone book, the appointment scheduler, or perhaps one of the accessories written for the *SideKick Plus* API. The kernel will offer such amenities as virtual memory management (swapping to expanded memory, extended memory, or hard disk), a custom menu system with hot keys for quick context switching, and window management with zoom capability.



## API: More Power to You

How can APIs make a difference? By radically boosting the power of DOS applications. For example, a Toronto-based software firm named Alacritous has used the low-level application programming interface supplied in the *Framework II Developer's Toolkit* to build *Alacrity*, an expert system that may be the world's largest *Framework II* application.

*Alacrity* is a 12MB program that ties into *Framework II*'s API, enabling accountants, consultants, high-tech marketers, planners, financial analysts, credit officers, and others to develop and evaluate strategic business plans. Chairman Alistair Davidson claims that *Alacrity* offers functionality comparable to that of LISP systems running on dedicated artificial intelligence hardware. The program, whose name means *cheerful*

*eagerness*, has "just the sort of qualities you want in a good assistant," says Davidson.

The system was written in *Framework*'s built-in programming language, FRED, augmented by a 3000-rule, forward-chaining expert system written in C. FRED processing loads user input into 11 *Framework II* spreadsheets, whose data is then funneled into the expert system. When necessary, *Alacrity* asks additional questions and then generates a 15-page report. The text of this report is fed back into *Framework II* word processing frames, where it can be further manipulated, read, and printed.

*Alacrity* started out as a 350-rule system entirely within *Framework* that took 15 minutes to run. But by assigning the expert functions to a separate program and bringing the resulting data back through the API, Alacritous has been able to expand

### On the Surface of Emerald Bay

Yet another kind of API-optimized application is exemplified by the data base *engine* being developed for Migent by C. Wayne Ratliff (coauthor of *dBASE II* and its progeny). This product, code-named *Emerald Bay*, will sit on top of the operating system and connect to what Migent is calling *surfaces*. Surfaces present a familiar interface to the user but rely on the engine's routines to accomplish tasks. Such surfaces include *Emerald Bay*'s own data base administration and multiuser services as well as new products from developers, explains Migent CEO Carl Gritzmaker. Migent is soliciting products that will closely resemble many of today's popular applications but take advantage of *Emerald Bay*'s more powerful engine.

Naturally, Migent-developed surfaces—its *Enrich* application generator and its integrated *Ability* and *Ability Plus* programs—will be the first to run atop *Emerald Bay*. Other surfaces forthcoming from Migent include a report writer and a SQL (structured query language) module.

### A Bridge to the Future

API-equipped applications of today are a step toward the OS/2-based programs of tomorrow. Like those to be developed under OS/2, they are bigger, fuller, and more efficient than current DOS applications. While they don't enjoy the time- and memory-



the system's rules to 3000 and cut processing time to 7 minutes.

"The tool kit has enabled us to build much larger, faster, and more complex models," concludes Davidson. —B. K.

#### *Alacrity*

*Alacritous, Inc.*

35 Church St. #301

Toronto, Ontario

M5E 1T3 Canada

416/362-5099

List price: \$3750 (includes

Framework II with FRED)

Requirements: 640K, 20MB hard disk, DOS 2.00 or later version, 8086-based processor, EMS or EEMS memory extension board recommended

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#### *Framework II Developer's Toolkit*

*Ashton-Tate*

20101 Hamilton Ave.

Torrance, CA 90502-1319

213/329-8000

List price: \$149.95

Requirements: 512K (includes 320K for Framework II), two disk drives (hard disk recommended), DOS

2.00 or later version

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#### *Lotus Developer Tools*

*Lotus Development Corp.*

55 Cambridge Pkwy.

Cambridge, MA 02142

800/345-1043, 617/577-8500

List price: \$150

Requirements: 40K, two disk drives, DOS 2.00 or later version, 1-2-3 release 2 or later version or

Symphony 1.0 or later version;

Microsoft 8086/8088 Macro

Assembler 3.0 or later version

recommended

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saving benefits of memory-managed concurrency that OS/2 software will bring, they do gain some leverage by being able to communicate with each other in a tightly integrated fashion, even sharing common routines.

In that sense, the new application-specific APIs—as well as those in the *Windows* and *Desqview* operating environments—will provide developers with a direct bridge to the OS/2 generation. In fact, Borland's Philippe Kahn has predicted that modules written for the *SideKick Plus* API won't have to be changed significantly when the OS/2 version of *SideKick Plus* arrives. Microsoft's Bill Gates has been saying for years that *Windows* will be equally capable. It's only reasonable to assume that Lotus, Ashton-Tate, and other competitors will toe the same mark.

With this technology, even future applications under DOS 3.xx will be more open-ended, with plenty of room to turn into flexible, expandable engines. After all, users don't want to walk away from their considerable investments in products, data files, and training any more than vendors want to walk away from their installed base of users. With any luck, neither group will have to break with the past until both are ready. ●

*Bob Keller is a freelance technology writer in Los Angeles.*



# From Ledger to Spreadsheet



Douglas Fraser

Moving data from an accounting package to a spreadsheet can be a dark, lonely job. With Computer Associates' EasyBusiness Systems, 1-2-3, and a third-party utility called DOS Exports, you can smooth the transition.

*Charles E. Rundgren*



||||| Once you've played with a spreadsheet, there's no going back. Even though you depend on an accounting system's careful layering of financial detail to handle everyday chores, spreadsheet flexibility is too attractive to pass up at planning time. Yet having the best of both worlds isn't easy: Either you re-enter the numbers or you grapple with data transfer.

The most common solution involves a translation utility. Usually, this is purchased separately; functions for customizing reports may sweeten the pot. Typically, such utilities cost about half as much as an individual accounting module and include several translation options: DIF, 1-2-3, dBASE, and ASCII formats are the most common. Peachtree sells a \$199 report and translation utility that retrieves data from the company's popular accounting modules. Dac Software offers *RePort Writer* for \$39.95.

Among accounting packages, Computer Associates' *EasyBusiness Systems* shines as an adaptable, medium-priced package with superior reporting features. However, unlike recent programs such as *NewViews* (see "NewViews Breaks the Rules" in this issue), *EasyBusiness Systems* suffers from a shortage of spreadsheetlike analytical features.

To enhance the usefulness of this stalwart program, you can link the *EasyBusiness Systems* modules and Lotus's 1-2-3 release 1A using a third-party utility called *DOS Exports* from L&L Services.

*DOS Exports* costs \$195 per *EasyBusiness* module or \$495 for use with all five core accounting programs—*General Ledger*, *Accounts Payable*, *Ac-*

*counts Receivable*, *Order Entry*, and *Inventory Control*. With *DOS Exports*, you can choose conversion to a number of data formats, including DIF, SYLK, dBASE II and III, *SuperCalc* 3 and 4, and 1-2-3 release 1A.

*DOS Exports'* file conversion routines output files only in 1-2-3 release 1A (.WKS) format. This shouldn't be a problem, because release 2 will read any release 1A file, convert it, and save it as release 2. However, in the unlikely event that you want to move release 2 (.WK1) files back into an *EasyBusiness Systems* package without first converting them back to .WKS format, L&L Services warns that your system may crash.

Easy to install and completely menu-driven, *DOS Exports* operates within *EasyBusiness*, extracts whatever range of items you specify, and can pull data from item profile or transaction files. Thus, you can move any part of your inventory records from *EasyBusiness* into a 1-2-3 worksheet.

## ■ Process Overview

Suppose you run a company called AWR, Incorporated, which sells a variety of sweets. You want to examine the cookie line—ten items—to see which sell best. Since no *EasyBusiness Inventory Control* package shows percentage of total sales for individual items, you'll have to transfer the raw data into 1-2-3 to get what you want.

Preparing the report entails three main steps. First, you create a 1-2-3 template and an empty "holding tank" worksheet to receive the raw data. Second, you use *DOS Exports* to select, extract, and



	A	B	C	D	E	F	G	H	I	J
			UNITS				\$			
	ITEM #	ITEM DESCRIPTION	CURRENT MONTH	YTD	LAST YEAR	CURRENT MONTH	YTD	LAST YEAR		CURRENT MONTH
7	0064430	Fruit Oat Crunchies	300	3000	12000	750.00	7500.00	30000.00		24.2%
8	0064470	Chocolate Shortbread	80	330	920	800.00	3800.00	9200.00		6.5%
9	0064000	Country Biscuits	100	200	2000	1500.00	3000.00	30000.00		8.1%
10	0064400	Hazelnut Crunchies	80	800	1600	200.00	2000.00	4000.00		6.5%
11	0064340	Fruit Shrewsbury	175	875	2100	245.00	1225.00	2940.00		14.1%
12	0063500	Amaretto Pine Nuts	60	280	68000	255.00	1190.00	2890.00		4.8%
13	0063510	Chocolate Wafers	220	1100	2640	220.00	1100.00	2640.00		17.8%
14	0064330	Sultana Crunch	140	720	1720	196.00	1008.00	2408.00		11.3%
15	0065100	Yorkshire Bran Cake	24	100	240	216.00	900.00	2160.00		1.9%
16	0064510	Almond Wafers	60	260	620	90.00	590.00	930.00		4.8%
24	TOTAL		1,239	7,715	91,840	4,472.00	22,113.00	87,168.00		
30	{GOTO}a7~/fcceICEXPORT~/dsg									

Figure 1: With inventory data in place and percentage of unit and dollar sales calculated, the 1-2-3 template becomes a valuable report.

convert the inventory data. Finally, you copy the exported data from the holding tank worksheet into the template you created and sort the data for presentation.

You'll need to consider the size of your inventory data files and build the template accordingly. Basically, *EasyBusiness Systems' Inventory Control* module recognizes up to 36 fields. Think of the fields as potential columns, but expand the number of columns in the template to allow for the several composite fields in *EasyBusiness* and your 1-2-3 calculations. 1-2-3 rows are essentially the number of inventory items you have, plus a few extra rows for headings and column totals. 1-2-3 permits 255 columns and 2048 rows.

Remember, though, that the more data categories and subtotals you have, the more difficult it is to ensure that everything ends up in the right place in the worksheet. *DOS Exports*, for example, places all records for a particular field in the same worksheet column; it won't separate inventory items by type.

Therefore, if you have more than one category of inventory item, you can either perform an extra sort on the data once it is within the 1-2-3 template, or—more simply—work with one kind of inventory item at a time.

### Lotus 1-2-3 Setup

Before you can export data from your accounting package, you must have an existing worksheet named and waiting in the *EasyBusiness Systems* data file directory. In fact, you should have two worksheets: One is the report template itself; the other is an empty worksheet—necessary because dumping the data directly into the template erases all column headings and cell formulas.

To create the empty worksheet, simply issue the */Worksheet Erase Yes* command and save it in the *EasyBusiness Systems* data file directory with the file name ICEXPORT. This establishes a 1-2-3 worksheet file with the name ICEXPORT.WKS.

Next, create the report template shown in Figure 1. Of course, it has to be large enough to hold all the data you export. It is best to make it somewhat larger than needed so you can export additional data in the future without redesigning the template.

You'll export the data from two individual fields in the inventory master file—item number and item description—and from two composite fields holding transaction history for unit and dollar sales. Since the composite fields hold figures for the current month, the year to date, and the previous year, they will be broken out into separate 1-2-3 columns—for a total of eight data columns.

You must know the length of character fields for your exported items to specify column width for the template. The default column width in a blank worksheet is 9 characters. If you change the default



K	L	M	N	O	P
UNITS %				\$ %	
YTD	LAST YEAR		CURRENT MONTH	YTD	LAST YEAR
33.9%	13.1%		16.8%	33.9%	34.4%
4.9%	1.0%		17.9%	17.2%	10.6%
2.6%	2.2%		33.5%	13.6%	34.4%
10.4%	1.7%		4.5%	9.0%	4.6%
11.3%	2.3%		5.5%	5.5%	3.4%
3.6%	74.0%		5.7%	5.4%	3.3%
14.3%	2.9%		4.9%	5.0%	3.0%
9.3%	1.9%		4.4%	4.6%	2.8%
1.3%	0.3%		4.8%	4.1%	2.5%
3.4%	0.7%		2.0%	1.8%	1.1%

to 12 characters, it will accommodate all field selections in this example except one. Set the default at 12 with */Worksheet Global Column-Width*, type **12**, and press **<Enter>**.

Since the second field in the example is item description and can hold up to 25 characters, set the width of column B to 25. Place the cell pointer in column B, issue */Worksheet Column-Width Set*, type **25**, and press **<Enter>**.

Now you're ready to assign column headings. Note that Figure 1 reflects a finished worksheet that includes the separator columns you'll add after the totaling rows are established. Therefore, some of the column labels may not match Figure 1 until all steps have been carried out.

All the column headings are centered labels, so issue the command */Worksheet Global Label-Prefix Center*. Now perform the following instructions to set up the worksheet's headings quickly. Go to cell D1, type **UNITS**, press **<Enter>**, press **<CursorRight>** three times to go to cell G1, type **^\$**, and press **<Enter>**. Press **<F5>** (the [GOTO] key) and type **C2** **<Enter>** to go to cell C2, type **\-**, and press **<Enter>** to fill the cell with dashes. Issue */Copy* and type **<Enter>**. **<CursorRight>** **<CursorRight>** **<Enter>** (don't forget the period that anchors the cursor, and don't touch the **<Space>** bar).

Now issue */Copy* again, press **<Enter>**, and type **A5.E5** **<Enter>**. Go to the appropriate cells and enter the labels for A4 through E4, E3, and C3 as shown in Figure 1.

Issue */Copy* and type **C2.E5** **<Enter>** **F2** **<Enter>**. Issue */Copy* again and type **C1.H5** **<Enter>** **I1** **<Enter>**. 1-2-3 reproduces the column headings beginning at column I. Now add percent signs to the titles in J1 and M1: Press **<F5>** and type **J1** **<Enter>** to place the pointer on J1; then press **<F2>** followed by **<Space>** **%** and **<Enter>**. Follow the same procedure for M1.

Next, you need to create formulas to total the unit and dollar sales amounts in columns C through H and the percentages in columns I through N. To know where to place the total, you must know how many inventory items you will export. Since you're working with 10 items, you need at least 10 rows between the column headings and the total cell. You should also skip a row for readability; since the last column heading was in row 5, start in row 7. It's a good idea to give yourself room for growth (say, 5 items' worth), so add 5 spare rows. Thus, the total cannot be above row 22 (row 7 plus 10 current inventory items plus room for 5 more).

Press **<F5>** and type **C22** **<Enter>** to place the pointer on cell C22; then type **\-** **<Enter>**. Leaving C23 blank for readability, move the pointer down two rows to cell C24. Type in the formula **@SUM(C7.C21)** and press **<Enter>**. Move the pointer down to cell C25 and place repeating equal signs (to produce a double underline) beneath the total in the cell by typing **\=** and pressing **<Enter>**.

The next step is to copy the repeating dashes, total formula, and repeating equal signs from the cells in column C to those in columns D through N. Place the pointer on cell C22, issue */Copy*, type **<End>** **<CursorDown>** **<CursorDown>**, highlighting cells C22 through C25, and press **<Enter>**. Then type **D22.N22** and press **<Enter>**.

To format the unit totals for current month, YTD, and last year, issue the command */Range Format* and type **,0** **<Enter>** **C24.E24** **<Enter>**. The values will be displayed with commas between thousands and no decimal places. Formatting the three periods' total dollar sales to display commas and two decimal places is quite similar: Issue */Range Format* and type **,2** **<Enter>** **F24.H24** **<Enter>**.

In cell B24, type **TOTAL** and press **<Enter>** to label row 24. Then press **<F5>** and type **I1** **<Enter>** to place the pointer in column I, and issue the command */Worksheet Insert Column* and press **<Enter>**.



to insert a blank column between the exported data and the percentage computation ranges. Issue */File Save* and type **INVENTORY <Enter>** to save your work thus far.

All the values under the headings UNITS % and \$ % need to be displayed as percentages with one decimal place. Issue the command */Range Format Percent* and type **1 <Enter> J7.024 <Enter>**.

The unit percentage of a given inventory item for any period is the ratio of the total number of those items (for example, 300 Fruit Oat Crunchies in the current month) divided by the total number of all inventory items (line 24) sold during the period (in this case, 1239). Likewise, the dollar percentage of a given inventory item for any period is the ratio of the total dollar income of those items divided by the total dollar income of all inventory items sold during the period. Go to cell J7 (**<F5> J7 <Enter>**) and type **+C7/C\$24 <Enter>**. (Ignore the 'ERR'; it appears because there isn't a value in C7 yet.) Copy this formula to the rest of units percent and dollar percent ranges by issuing */Copy* and typing **<Enter> J7.016 <Enter>**. The dollar sign in this simple ratio formula denotes an absolute reference to row 24—1-2-3 does not adjust that row reference when you copy the formula to other rows, as it does for relative references (those not preceded by the dollar sign).

Now you're ready to insert a blank space at column M to separate the unit and dollar percentage computations. Move the pointer right to column M and issue the command */Worksheet Insert Column* followed by **<Enter>**. You now have two blank columns, and your column headings should match those in Figure 1. Finally, you need to set the parameters that will sort the data in order of dollar sales. Issue the command */Data Sort Data-Range* and type **A7.H21 <Enter>** to identify the data range you want to sort. Select *Primary-Key* to set the field on which to sort. It makes sense to sort the data in order of year-to-date sales, so type **G7** and press **<Enter>**. When queried whether to sort in ascending or descending order, type **d <Enter>** to accept the response of descending. Then select *Quit*.

Save the template with */File Save <Enter>* *Replace /Quit Yes*. This completes the design of the 1-2-3 template.

## Doing the DOS Export

*DOS Exports* comes on two or three disks, depending on how many modules you'll export data from. Two hold program files, and the other contains exchange formats for *SuperCalc 4*, *1-2-3*, *dBASE III*, and so on. Running *DOS Exports* on a floppy system may be possible but is not recommended because of all the disk switching it entails.

Change to the root directory and install *DOS Exports* by placing the system disks in the floppy drive and typing **A:INSTALL EU C:**—assuming your hard disk drive is the C: drive. Then do the same with the Exchange Formats disk.

To access *DOS Exports*, first start *EasyBusiness Systems* by typing **START IC C:**. At the Systems Functions menu, select **4** to change the Application Selector, type in **EU**, and press **<Enter>**. Now press **1** to select the first menu option, Proceed to Initialization; you should find yourself at the EasyUpgrades System menu.

*DOS Exports* is completely menu-driven. From each menu, you press **<Esc>** to signal that you are done selecting from the available menu options. Pressing **<Enter>** advances you to the next menu. When you arrive at the EasyUpgrades Master menu, select **4** to call up *Inventory Control*.

The EBS I/C EasyUpgrades menu is next. From here, select *DOS Exports* by typing **2**. The next menu lists the files you can export from the *Inventory Control* module. These include the item master, purchase order, receipts, and shipments files. Press **1** to select the I/C Item Master File. This file contains data for each inventory item.

The I/C Item Master File Field Selection menu lists 36 fields you can export. You will select two fields—Item Number and Item Description—and two composite fields containing a total of six sets of figures—PTD, YTD, LY Units, and PTD, YTD, LY Amt. The default option is Y, meaning yes, export the data. Therefore, you must change the option to N for the 32 data fields you do not want to export.

Unfortunately, *DOS Exports* does not record this change when you exit the program. So you have to go through all 36 data fields each time you export data from the item master file. A system for recording the last sequence would be a welcome addition.

Press **<Esc> <Enter>** to go to the next menu, the I/C Export Menu—Part II. Here you indicate the range of inventory items to export. For this example, type **0063500 <Enter>** and **0065100** to specify the range



of inventory part numbers. (You would press <Enter> twice if you wanted to export the data for all inventory items.) Press <Esc> <Enter> to go to the next menu.

The I/C Export Menu—Part III, provides a default file name: C:ICEXPORT.AWR. Since you're moving the data into an existing, empty 1-2-3 worksheet file, change the file name extension by pressing <CursorRight> until the pointer is under the A in the .AWR extension. Then type **WKS** over the extension and press <Enter> twice.

You'll be prompted for the format code and given space for three characters. Type **123** and press <Enter>. To actually export the data, simply press <Enter> when prompted to 'empty'. A status box at the bottom of the screen flashes the number of records processed and their names. Processing speed for this operation depends on the number of items and how much information you've asked for on each. To exit *DOS Exports*, simply press <Esc> until you've backed out to the *EasyBusiness* logo screen, which you can leave by pressing <Enter>.

### Sort and Report

Go back into 1-2-3, issue */File Directory*, type in the name of the drive and directory where you keep your *EasyBusiness Systems* data files, and press <Enter>. ICEXPORT.WKS now contains the exported data. INVENTORY.WKS contains the report template. Combining these two and sorting the data will produce the desired report.

First, retrieve the template by selecting */File Retrieve Inventory*, and press <Enter>. Place the pointer on cell A7 to indicate the beginning of the actual item list. To bring the data from ICEXPORT to the template, issue */File Combine Copy Entire-File Icxport* and press <Enter>; this tells 1-2-3 to copy the exported file into the template. The data then pours into cells A7 through H16, and the percentage calculations are made.

Finally, sort the data by selecting */Data Sort Go*. The data is now arranged from the inventory item with the greatest dollar amount of year-to-date sales to the item with the lowest amount. Issue **Quit** to exit from the data sort submenu.

Exporting data involves little effort once you design the template. Of course, you can reduce this effort even further by designing a 1-2-3 macro to combine the files and sort the data. For example, in cell B30 type {GOTO}A7 ^fcelICEXPORT ^/dsg <Enter>. Then, in cell A30, type ^\A <Enter> to name the macro. With the pointer on cell A30, issue */Range Name Labels Right* and press <Enter>. Invoke the macro by pressing <Alt>-A. Presto! You combine the files and sort the data with one keystroke.

Now that the template is created, you can reuse it any time you want to examine a group of inventory items for their sales performance. And you've achieved the best of both worlds by accumulating reliable accounting data and analyzing it for a particular purpose—not a bad deal for \$195 and an hour's effort. ●

*Charles E. Rundgren is a CPA and consultant in the Orange County, California, office of Deloitte Haskins & Sells, a Big Eight accounting firm.*

*EasyBusiness Inventory Control and Analysis 4.1A  
Computer Associates Int'l  
Micro Products Division  
2195 Fortune Dr.  
San Jose, CA 95131  
408/942-1727  
List price: \$595  
Requirements: 128K, hard disk recommended*

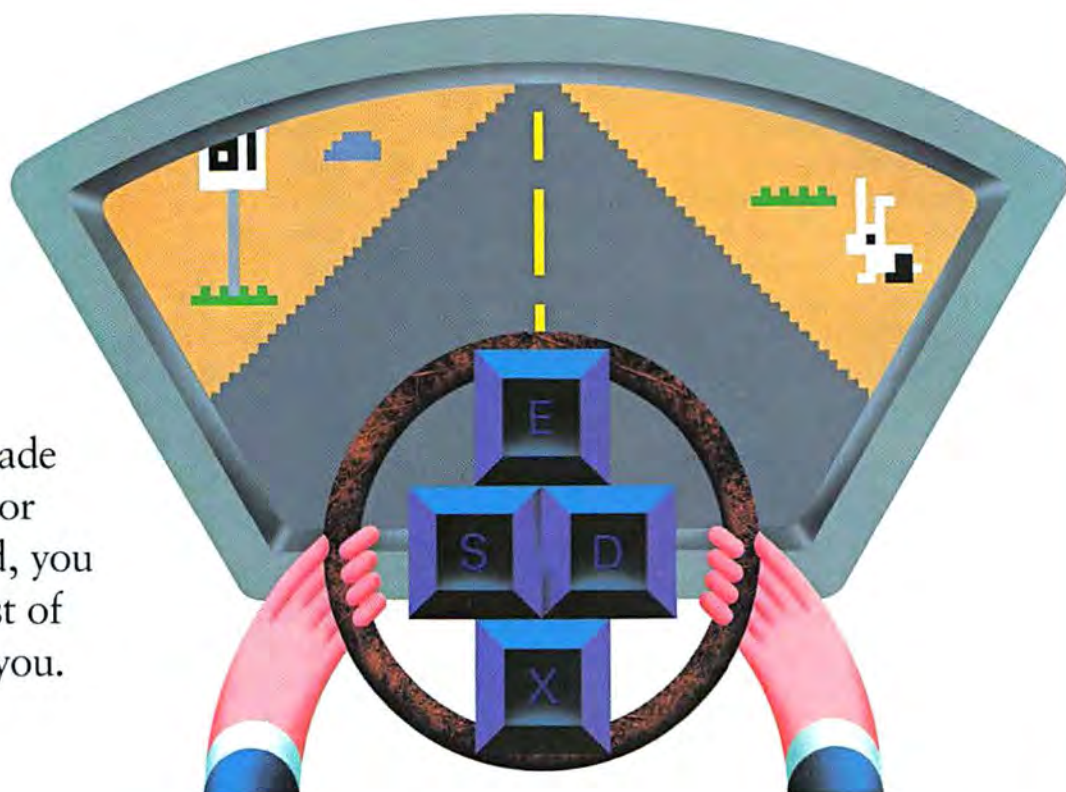
*EasyUpgrades DOS Exports 4.01  
L&L Services, Inc.  
882-D N. Route 73  
P.O. Box 346  
Marlton, NJ 08053  
609/983-4477  
List price: \$195 per module, \$495 for set of five  
Requirements: hard disk recommended*



# Up From WordStar

When you upgrade to WordPerfect or Microsoft Word, you can take the best of WordStar with you.

George Beinhorn



||||| All trades have their time-tested tools, and hammers and chisels the world over look much the same because of centuries of consensus. But the craft of processing words is in its infancy, its tool box filled with instruments we are still struggling to master, much less carry from job to job.

If you honed your skills on WordStar but recently moved—or were pushed—to WordPerfect or Microsoft Word, you may feel lost in an unfamiliar environment.

Take heart. By using a macro program such as *SuperKey*, *ProKey*, *SmartKey*, or *Keywords* to reshape the new word processor, you can import many of the efficient editing conventions you learned in WordStar.

## ■ Circumstances Beyond Our Control Keys

There are plenty of good reasons for moving up in the word processing world. Word and WordPerfect offer document-oriented formatting, windows, built-in macro processors, laser printer support, and more. MicroPro is trying to reclaim the once-faithful

with WordStar 4.0 (see “Teaching WordStar New Tricks,” PCW, May 1987), but for the many users who have moved on, it may be too late.

For all their talents, though, neither WordPerfect nor Word matches WordStar for sheer speed in entering and editing text. MicroPro chose WordStar’s decidedly non-mnemonic <Ctrl>-key commands and famed cursor-control diamond (E, S, D, X) because they were efficient. WordStar’s scheme is so sensible



that a number of highly successful programs have adopted it—among them *Framework*, *Turbo Pascal*, *SideKick*, and *PC-Write*. *WordStar* users can edit text—moving the cursor a word in either direction, deleting a word or a line—without their hands ever leaving the keyboard's home row. By contrast, even small edits in *Word* or *WordPerfect* call for an expedition.

In *WordPerfect* you must move your hand to the cursor keypad; press a cursor key, <Backspace>, or the <PgUp> or <PgDn> key (alone or in combination with <Ctrl>); then find your way back to the keyboard's home row. *Word*'s mouse support makes major document overhaul impressively easy, but for those hundreds of little everyday edits, you're at a disadvantage—unless you do it *WordStar*'s way.

### ■ Retooling the Modern Word Processor

The macros provided here are limited to text editing and cursor movement; they don't change menu selections, for example (see Figure 1). Nor are they a Lazarus-like resurrection of *WordStar* in all

its faded glory. There are no two-character commands like *WordStar*'s <Ctrl>-QR. Moreover, *Word*, *WordPerfect*, and macro processors have their own quirks and limitations, and accommodating them sometimes involves compromise.

Besides, a wholesale key swap can be counterproductive. It's wise to leave unaltered those keys that don't have direct editing duties. In *WordPerfect*, for example, <Ctrl>-J means "carriage return plus line feed," and <Ctrl>-I is a handy duplicate of the <Tab> key.

Although many new *Word* users think the program is heavily mouse-biased, it has more than 120 keyboard commands, not counting menu commands accessed with <Esc>. Even rookies soon realize that the mouse and the keyboard have their own domains: The mouse is best for quickly scrolling through text, highlighting and moving a number of blocks, and opening windows; keyboard commands are much more efficient for sentence, line, and paragraph edits. As it turns out, *Word* uses only a few <Ctrl>-key combinations—a situation that begs for a set of *WordStar*-style <Ctrl>-key macros.

However, you won't find *WordStar*-style cursor keys much help while you navigate *Word*'s command menus, since *Word* uses <Tab>, <Space>, and <Backspace> for menu command selections.

Because *WordPerfect* has its own macro generator, you might be tempted to clone a set of *WordStar*-style editing keys within the main program. But *WordPerfect* can create only named macros (such as *MovBlock*) or macros invoked with an <Alt>-key combination, which requires an awkward stretch of the pinkie. You should really turn to a commercial macro program with the power to do the job right.

### ■ Macro See, Macro Do

There are two ways to create macros. You can invoke a macro processor's record mode, select key assignments, and start typing. Or you can take the approach suggested here: Direct the macro processor to read an ASCII file holding the macros you want to use.



*If you honed your skills on WordStar but recently moved—or were pushed—to WordPerfect or Microsoft Word, you may feel lost in an unfamiliar environment.*

Find the macro listing that corresponds to the word processor and macro generator pair you use (see the sidebars “SuperKey Macros” and “ProKey Macros”). With your word processor, open a document, and type in the listing. If you are a *SmartKey* or *Keyworks* user, enter the *ProKey* listings, then convert them with the utilities supplied with your macro program. Since all the *SuperKey* macros start with ‘<BEGDEF> <Ctrl>’, you can save typing time by creating a *SuperKey* macro that enters this phrase for you.

When you finish entering the listing, save it as an ASCII file. With *WordPerfect*, use the Text In/Out function (<Ctrl>-<F5> 1 file name <Enter>). Within *Word*, press <Esc> Transfer Save, enter a file name at the prompt, press <Tab> and <Space> to select ‘no’ in the ‘formatted:’ field, then press <Enter> to complete the process. To minimize confusion, call the *SuperKey* macros for *WordPerfect* WPERKEYS.MAC and call the macros for *Word* WORDKEYS.MAC. Then save the file to the disk or directory where the macro processor looks for its macro files.

**Figure 1: A garland of WordStar commands for Microsoft Word and WordPerfect. Enter and run the appropriate macro listing, and the following <Ctrl>-key assignments will take effect.**

Ctrl-D	Moves cursor right one character
Ctrl-S	Moves cursor left one character
Ctrl-E	Moves cursor up one line
Ctrl-X	Moves cursor down one line
Ctrl-F	Moves cursor right one word
Ctrl-A	Moves cursor left one word
Ctrl-K	Moves cursor to beginning of line
Ctrl-O	Moves cursor to end of line
Ctrl-T	Deletes word to right of cursor
Ctrl-L	Deletes word to left of cursor (not a WordStar command)
Ctrl-Q	Deletes to end of line
Ctrl-Y	Deletes line
Ctrl-G	Deletes character at cursor
Ctrl-H	Deletes character to left of cursor
Ctrl-C	Scrolls down one screen
Ctrl-R	Scrolls up one screen

## Customizing Caveats

Before you start transforming your word processor, consider its design and its inherent differences from *WordStar*. Because of the way *Word* moves the cursor, for example, the new commands <Ctrl>-F (move right one word) and <Ctrl>-A (move left one word) will politely stop at punctuation marks that *WordStar* ignores; you have to tap the keys more often to keep the cursor moving. And when you assign *Word*’s <F7> <Del> command sequence (delete left word) to the new (non-*WordStar*) <Ctrl>-L macro, remember to use it carefully. <Ctrl>-L deletes both spaces and punctuation marks, which can leave the cursor in the middle of what used to be two words; press <Ctrl>-L again and you’ll zap both words.

Remember, too, the macro that moves the cursor one word at a time also instructs *Word* to highlight each word before moving on. The result is that the cursor bumps along like a caterpillar with a wooden leg—a sensation *WordStar* purists may find hard to get used to.

## Macro Limits

Like most macro programs, *SuperKey* and *ProKey* can’t accommodate *WordStar*’s two-character <Ctrl>-key commands, so you must boil down the pair to a single, easily remembered letter. For example, *WordStar*’s very useful <Ctrl>-QY could become <Ctrl>-Q.

*Keyworks* version 3.0, however, breaks this convention and allows



# SuperKey Macros for Word and WordPerfect

Create the following macros as ASCII files. To make them distinctive, call the *WordPerfect* macro listing WPERKEYS.MAC (see Listing A), and the *Word* macros

WORDKEYS.MAC (see Listing B).

To load the macros automatically whenever you run the word processor, enter one of the following lines in the batch file that loads your word proces-

sor: **KEY WPERKEYS.MAC/ML** or **KEY WORDKEYS.MAC/ML**

Select *SuperKey's* Show Titles screen by typing <Alt>-/ C W to display macros in memory. —G. B.

```
<BEGDEF><CtrlD><TITLE>Cursor rgt 1 char<TITLE><Rgt><ENDDDEF>
<BEGDEF><CtrlS><TITLE>Cursor lft 1 char<TITLE><Lft><ENDDDEF>
<BEGDEF><CtrlE><TITLE>Cursor up 1 ln<TITLE><Up><ENDDDEF>
<BEGDEF><CtrlX><TITLE>Cursor dn 1 ln<TITLE><Dn><ENDDDEF>
<BEGDEF><CtrlF><TITLE>Cursor rgt 1 wd<TITLE><F8><F8><Lft><Rgt><ENDDDEF>
<BEGDEF><CtrlA><TITLE>Cursor lgt 1 wd<TITLE><F7><F7><Lft><Rgt><ENDDDEF>
<BEGDEF><CtrlK><TITLE>Lft end of ln<TITLE><Home><ENDDDEF>
<BEGDEF><CtrlO><TITLE>Rgt end of ln<TITLE><End><ENDDDEF>
<BEGDEF><CtrlT><TITLE>Delete wd rgt<TITLE><F8><Del><ENDDDEF>
<BEGDEF><CtrlL><TITLE>Delete wd lft<TITLE><F7><Del><ENDDDEF>
<BEGDEF><CtrlQ><TITLE>Delete ln rgt<TITLE><F6><End><Del><ENDDDEF>
<BEGDEF><CtrlY><TITLE>Delete ln<TITLE><ShftF9><Del><ENDDDEF>
<BEGDEF><CtrlG><TITLE>Delete char<TITLE><Del><ENDDDEF>
<BEGDEF><CtrlH><TITLE>Delete char lft<TITLE><Lft><Del><ENDDDEF>
<BEGDEF><CtrlC><TITLE>Screen dn<TITLE><PgDn><ENDDDEF>
<BEGDEF><CtrlR><TITLE>Screen up<TITLE><PgUp><ENDDDEF>
```

Listing A: SuperKey macros for WordPerfect (WPERKEYS.MAC)

```
<BEGDEF><CtrlD><TITLE>Cursor rgt 1 char<TITLE><Rgt><ENDDDEF>
<BEGDEF><CtrlS><TITLE>Cursor lft 1 char<TITLE><Lft><ENDDDEF>
<BEGDEF><CtrlE><TITLE>Cursor up 1 ln<TITLE><Up><ENDDDEF>
<BEGDEF><CtrlX><TITLE>Cursor dn 1 ln<TITLE><Dn><ENDDDEF>
<BEGDEF><CtrlF><TITLE>Cursor rgt 1 wd<TITLE><CtrlRgt><ENDDDEF>
<BEGDEF><CtrlA><TITLE>Cursor lft 1 wd<TITLE><CtrlLft><ENDDDEF>
<BEGDEF><CtrlK><TITLE>Lft end of ln<TITLE><Home><Lft><ENDDDEF>
<BEGDEF><CtrlO><TITLE>Rgt end of ln<TITLE><Home><Rgt><ENDDDEF>
<BEGDEF><CtrlT><TITLE>Delete wd rgt<TITLE><CtrlBks><ENDDDEF>
<BEGDEF><CtrlL><TITLE>Delete wd lft<TITLE><CtrlLft><CtrlBks><ENDDDEF>
<BEGDEF><CtrlQ><TITLE>Delete ln rgt<TITLE><CtrlEnd><ENDDDEF>
<BEGDEF><CtrlY><TITLE>Delete ln<TITLE><Home><Lft><CtrlEnd><ENDDDEF>
<BEGDEF><CtrlG><TITLE>Delete char<TITLE><Del><ENDDDEF>
<BEGDEF><CtrlH><TITLE>Delete char lft<TITLE><Lft><Del><ENDDDEF>
<BEGDEF><CtrlC><TITLE>Screen dn<TITLE><Pls><ENDDDEF>
<BEGDEF><CtrlR><TITLE>Screen up<TITLE><Min><ENDDDEF>
```

Listing B: SuperKey macros for Microsoft Word (WORDKEYS.MAC)



## ProKey Macros for Word and WordPerfect

Type these macros with a word processor and save them in an ASCII file called WPERKEYS.PRO for *WordPerfect* or WORDKEYS.PRO for *Word* (see Listing C). To load the macros automatically, enter the following lines in the batch file that loads your word processor:

**PKLOAD < Enter >**  
**PROKEY WPERKEYS.PRO/R**

(or **PKLOAD < Enter >**  
**PROKEY WORDKEYS.PRO/R**)

To list the macros in memory, call up *ProKey's Dictionary* by typing <Alt>-/ L. *ProKey* will display the Dictionary screen at start-up if you change the batch file command line to:

**PROKEY < Enter >**  
**WPERKEYS.PRO/R/[Alt]/[L]**

(or **PROKEY < Enter >**  
**WORDKEYS.PRO/R/[Alt]/[L]**)

To use these macros with *Keywords* or *SmartKey*, type the appropriate *ProKey* listing with your word processing program and save it as an ASCII file (WPERKEYS.PRO or WORDKEYS.PRO).

```
*Cursor right 1 character
<BEGDEF><CtrlD><Rgt><ENDDDEF>
*Cursor left 1 character
<BEGDEF><CtrlS><Lft><ENDDDEF>
*Cursor up 1 line
<BEGDEF><CtrlE><Up><ENDDDEF>
*Cursor down 1 line
<BEGDEF><CtrlX><Dn><ENDDDEF>
*Cursor right 1 word
<BEGDEF><CtrlF><CtrlRgt><ENDDDEF>
*Cursor left 1 word
<BEGDEF><CtrlA><CtrlLft><ENDDDEF>
*Left end of line
<BEGDEF><CtrlK><Home><Lft><ENDDDEF>
*Right end of line
<BEGDEF><CtrlO><Home><Rgt><ENDDDEF>
*Delete word right
<BEGDEF><CtrlT><CtrlBks><ENDDDEF>
*Delete word left
<BEGDEF><CtrlL><CtrlLft><CtrlBks><ENDDDEF>
*Delete line right
<BEGDEF><CtrlQ><CtrlEnd><ENDDDEF>
*Delete line
<BEGDEF><CtrlY><Home><Lft><CtrlEnd><ENDDDEF>
*Delete character
<BEGDEF><CtrlG><Del><ENDDDEF>
*Delete character left
<BEGDEF><CtrlH><Lft><Del><ENDDDEF>
*Screen down
<BEGDEF><CtrlC><K+><ENDDDEF>
*Screen up
<BEGDEF><CtrlR><K-><ENDDDEF>
```

Listing C: ProKey macros for WordPerfect (WPERKEYS.PRO) and Word (WORDKEYS.PRO)

If you use *Keywords*, convert the *ProKey* macro listings with the PK2KW utility supplied on the *Keywords* program disk. PK2KW.COM isn't included with *Keywords Advanced*, but Alpha Software will send it to registered owners on request.

To convert the *ProKey* listing to *SmartKey's*

.DTX format, use the PK2SK utility supplied on the *SmartKey* program disk. You can then auto-load the macro file by adding the following command to the batch file that loads your word processor: **SMARTKEY WPERKEYS.DTX** (or **SMARTKEY WORDKEYS.DTX**)  
 —G. B.



you to create multikey "short-hand" macros that are executed when followed by a delimiter, such as a space, a comma, or the like. Thus you can name a macro QC and direct it to perform WordPerfect's "move to end

lines at the top of the screen. The quickest way to banish these lines is to call up a Word help screen (<Alt>-H); the screen is redrawn and the unwanted visitors depart.

Finally, remember to keep macros in their place. If you switch

**Once customized with macros, Word and WordPerfect are a delight, even to a surly ex-WordStar draftee.**

of file" sequence (<Home> <Home> <CursorDown>). But be careful when naming *Keywords* shorthand macros. Although many of WordStar's two-character commands read like Serbo-Croatian, some, such as KS (for save file and return), are also found in many common English words. It would be irksome to find yourself invoking a file-save every time you typed "works," "trucks," or "books." (You probably never dreamed a letter pair like KX would be a blessing.)

*ProKey* also lets you use multi-character macro names, but not as deftly as *Keywords* does. To play back a graph-printing macro named Prgr, for example, you must press <Alt>-<comma> prgr <Enter> instead of just typing Prgr and a delimiter such as <Space>, as you would in *Keywords*.

Keep in mind that a macro processor may affect screen display. For instance, running *SuperKey* with Word on an EGA-equipped color system may turn the screen reddish and scatter broken red

between word processing programs, make sure you clear the macros out of memory before making the move. (In *SuperKey*, for example, choose Clear from the macro menu.) As noted earlier, give each set of macros a memorable file name so you don't load the wrong set by mistake.

#### **Direct Drive Word Processing**

Once customized with macros, Word and WordPerfect are a delight, even to a surly ex-WordStar draftee. Fast editing with <Ctrl>-key commands gives the kind of feel that programmers call "direct drive," a hands-on sensation that makes software satisfying to use. By putting the macros to work, you win twice: Not only do Word and WordPerfect work more efficiently, but you gain the psychological boost of fitting the new tools to your hand. ●

George Beinhorn is a freelance editor and writer in North San Juan, California.

*Keywords version 3.0*  
Alpha Software Corp.  
30 B St.  
Burlington, MA 01803  
617/229-2924  
List price: \$99  
Requirements: 128K, DOS 2.00  
or later version  
Not copy protected

*ProKey version 4.0*  
RoseSoft  
P.O. Box 45880  
Seattle, WA 98145  
206/282-0454  
List price: \$129.95  
Requirements: 96K, DOS 2.00  
or later version  
Not copy protected

*SmartKey version 5.3*  
Software Research Technologies  
2757 Wilshire Blvd. #211  
Los Angeles, CA 90010  
213/384-5430  
List price: \$59.95  
Requirements: 96K, DOS 2.00  
or later version  
Not copy protected

*SuperKey version 1.16a*  
Borland Int'l  
4585 Scotts Valley Dr.  
Scotts Valley, CA 95066  
408/438-8400  
List price: \$69.95  
Requirements: 128K, DOS 2.00  
or later version  
Not copy protected



# When you're at a loss for words, is your PC a dumb terminal?



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1-801-584-3000

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# The Upgrade Path

*Hands-on advice for upgrading PCs, compatibles, and peripherals*

The XT more or less at Mach 10, slotless memory for the Equity I, a \$195 almost-full-page monitor, and more

Robert Luhn

## Fast-Track XT

After a breathless day of snail racing, running *Windows* on an XT is the most fun (legal or otherwise) a person can have. Of course, if you've got more pressing matters to attend to, you might sell that XT to raise cash for your favorite Central American cause or, better still, trade it in for an 80286-based system.

But for a measly \$549 and a single full-length slot, you can add Microsoft's Mach 10 turbo board to your PC, XT, or Portable PC and glide through the most noxious computing tasks (see Table 1). You gain not only a 9.54/4.77-MHz 8086 microprocessor but also a mouse, a remote-control

speed switch, a socket for a 10-MHz 8087, and *Microsoft Windows*, *Windows Paint*, and *Windows Write*. If you thought *Windows*, *PageMaker*, and other graphics-intensive programs were beyond your XT's reach, this PS/2-in-a-box will make you think again.

The Mach 10 installs like most other turbo boards. You pull out the system's 8088 and 8087 microprocessors, plug a special connector into the 8088's socket, and link the attached cable to the Mach 10 board sitting in a slot. Since Microsoft throws in a chip puller, all you need is a flat-blade

(continues)

## See Windows Run—On the XT

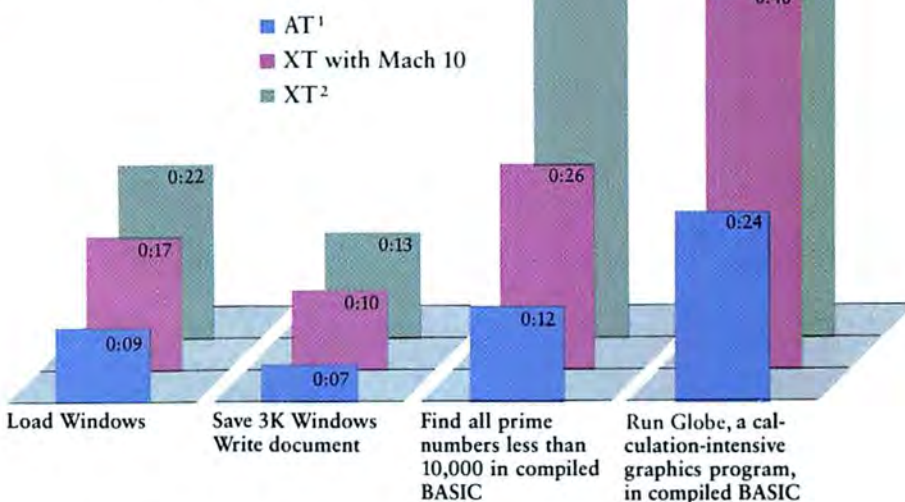


Figure 1: Drum your fingers no more! The Mach 10 can boost the XT's speed by nearly 50 percent. All times in minutes:seconds.

<sup>1</sup> Tests run on a 512K 8-MHz AT

<sup>2</sup> Tests run on a 640K IBM PC XT; Mach 10 run in 9.54-MHz turbo mode



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screwdriver for removing the XT's cover and installing the board.

Ground yourself properly and lay the Mach 10 on top of its anti-static bag. The Mach 10 is configured at the factory, but you will have to adjust jumpers if you want to add a 10-MHz 8087 to the board, initialize a built-in caching scheme, or use a mouse. Since a mouse is part of the deal, locate the A jumper block just a little above and to the left of the

devices have dibs on those interrupts), Microsoft suggests you put the jumper on pair 2. According to the company, the EGA assigned to this pin pair seldom requires the same interrupt the mouse uses.

Removing the XT's 8088 is a dicier proposition. Turn off the system, remove all external cables, and take off the hood. You'll find the 8088 cowering next to the power supply and keyboard connector at the back of the system.

*The Mach 10 is configured at the factory, but you will have to adjust jumpers if you want to add a 10-MHz 8087 to the board or initialize a built-in caching scheme.*

board's gold edge connector. The five pins on the block, labeled 2, 3, 4, 5, and 6 from left to right, allow you to assign an interrupt level to the mouse.

Flip to Appendix B on page 30 in the Mach 10 user manual and run your finger down the table that lists what pairs of pins *not* to cover based on the system configuration. Since the upgrade candidate in this example has a hard disk, a serial board, and an EGA, pins 5, 4, and 2 are off-limits. Slip the jumper off its current pins with your fingers and slide it down pair 3. If your system is so fully equipped that all pins are excluded (in other words, other

Remove any expansion boards that are in the way.

Take the supplied chip puller and hook it around each end of the chip (*not* around the socket base). Rock the chip puller back and forth as you pull up; don't yank too briskly, or a broken 8088 may rocket past your ear. Keep two fingers on top of the chip as you pull and rock. Once the chip is free, put it in the protective foam that held the Mach 10.

If an 8087 is present, repeat this procedure. If the chip is obscured by the XT's stiff power cables, just mash them flush against the side of the power supply. Once the 8087 is removed and stowed away, you must set the XT's system switches to reflect its absence. Locate the DIP switch block just in front of the 8088 and 8087 sockets, and set switch 2 to the on position.

The next item of business is plugging the male end of the Mach 10 cable into the 8088 socket. With the ribbon cable extending to the left, carefully line up the pins in their appointed holes and press down evenly until the connector snaps into place. If the cable is a bit stiff, you can curl it, but don't twist or crease it.

The user manual suggests that at this point you put the Mach 10 board in slot 3 so you can fold the cable out of the way. Unfortunately, this maneuver also requires you to relocate the floppy and hard disk controllers and feed their ribbon cables underneath the Mach 10. An alternate approach: Put the Mach 10 in slot 8 and let the ribbon cable drape across the other expansion boards in the system. Just make sure you don't snag the cable when you replace the XT's cover.

If you take the latter approach, rest the board on top of the slot, flip over the free end of the Mach 10 cable, and attach the beveled connector to the pins at the top of the board near the mounting bracket. Then push the board all the way into the slot. Attach the mouse and remote speed switch to the top and bottom ports, respectively, on the back of the Mach 10; then screw down the board's bracket and reassemble the system.

Installing the necessary mouse driver is a matter of copying a single file. If yours is a nonnetworked machine, you'll copy MOUSE.SYS to the hard disk's

*(continues)*



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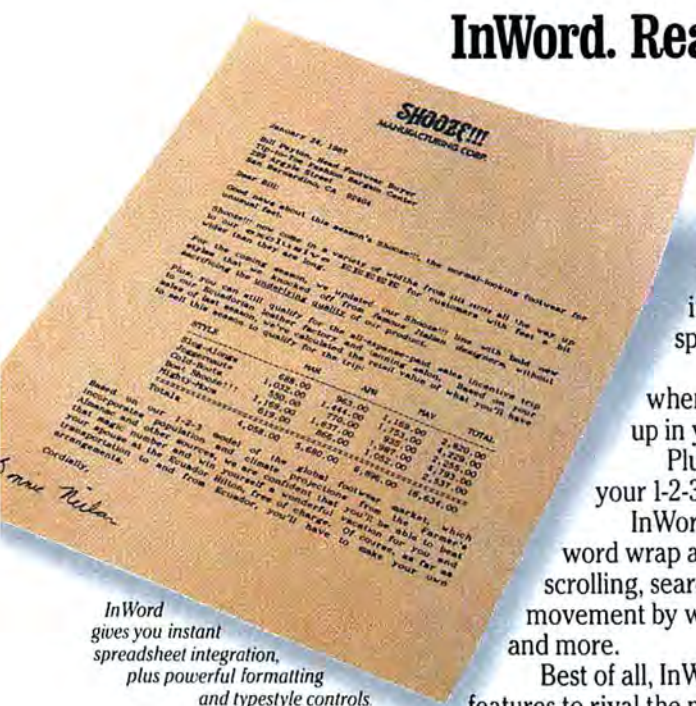
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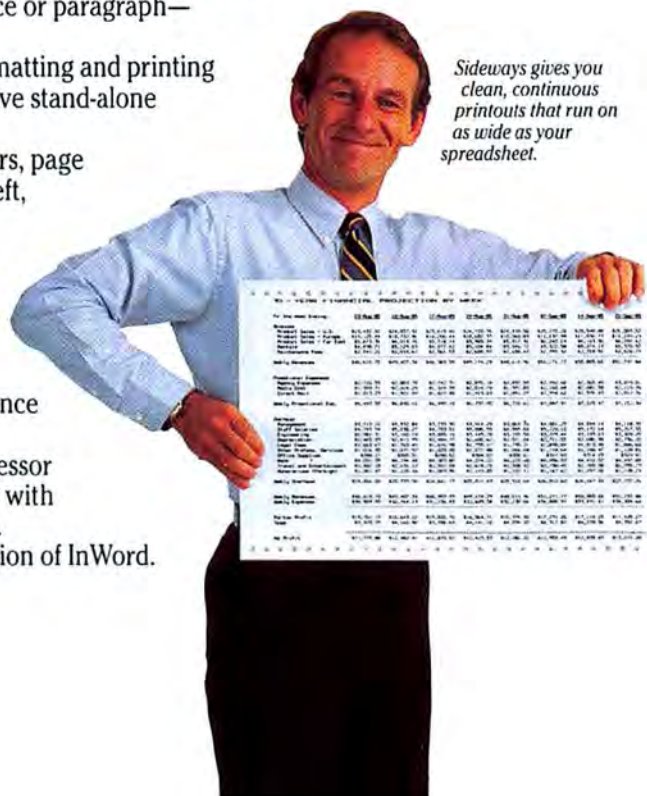
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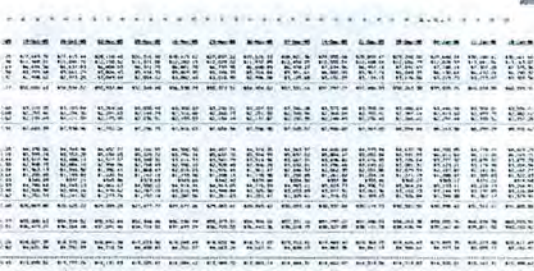
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root directory and add DEVICE=MOUSE.SYS to the system's CONFIG.SYS file. Restart the system, and you're ready to roll.

Keep in mind that the system always starts in normal (4.77-MHz) mode when the remote speed switch is attached. Once the system has plowed through internal diagnostics and loaded DOS, you can change speeds as you wish. However, since few programs have difficulty running at 9.54 MHz, you may want to forgo remote control and leave the speed toggle on the back of the board in the 9.54-MHz position.

*Mach 10  
Microsoft Corp.  
16011 N.E. 36th Way  
Box 97017  
Redmond, WA 98073-9717  
206/882-8080  
List price: \$399; with mouse and  
Windows \$549  
Requirements: PC, XT, or  
Portable PC*



## More Equity

Like the Little Tramp and the Kid, the clever PC and the little knock-about Epson printer seemed joined in permanent friendship. And for the first couple of reels, they were. But after years of capitalist camaraderie, Big Blue and Little Ep

went their separate ways. IBM launched its own mildly popular printer line, while Epson sallied forth with the Equity I, a sturdy little PC work-alike for a then rock-bottom price of \$1200 (give or take a yen). The Equity I came with dual-floppy disk drives, 256K of RAM, and built-in serial and parallel ports, all packed into a trim system unit complete with watt-saving CMOS circuitry.

CMOS machines like the Equity I have decided advantages: They use less power and are cooler, and can thus be smaller. Just remember to be careful about the internal devices you add. The Equity I is equipped with a 53-watt power supply, and Epson cautions users to upgrade their machines with either company-supplied CMOS products or energy-efficient third-party devices with modest power requirements.

However, you can throw such cautions to the wind if you want to boost the Equity I's memory contingent to 512K with an Essential Card from P.C. Computer Brokers. You install the 256K Essential Card by removing the Equity I's hood and slipping the 2-by-2-inch board into a special connector on the motherboard. No muss, no fuss, and you don't take up one of the Equity I's three slots.

Befitting its cut-rate origins, the Essential Card is packed in a Ziploc sandwich bag and accompanied by a single page of exceedingly terse installation instructions. Before you do anything

else, pull out the Equity I operations guide and review the procedures for installing a memory board.

The process is pretty simple. Turn off the system, remove any connected cables, and unplug the unit from the wall socket. (The Equity I's power cable is not detachable.) Swing the unit around so the stern is facing you, and with a small flat-blade screwdriver in hand, remove the three screws securing the plastic backplane cover and pull it off. The metal backplane is now exposed.

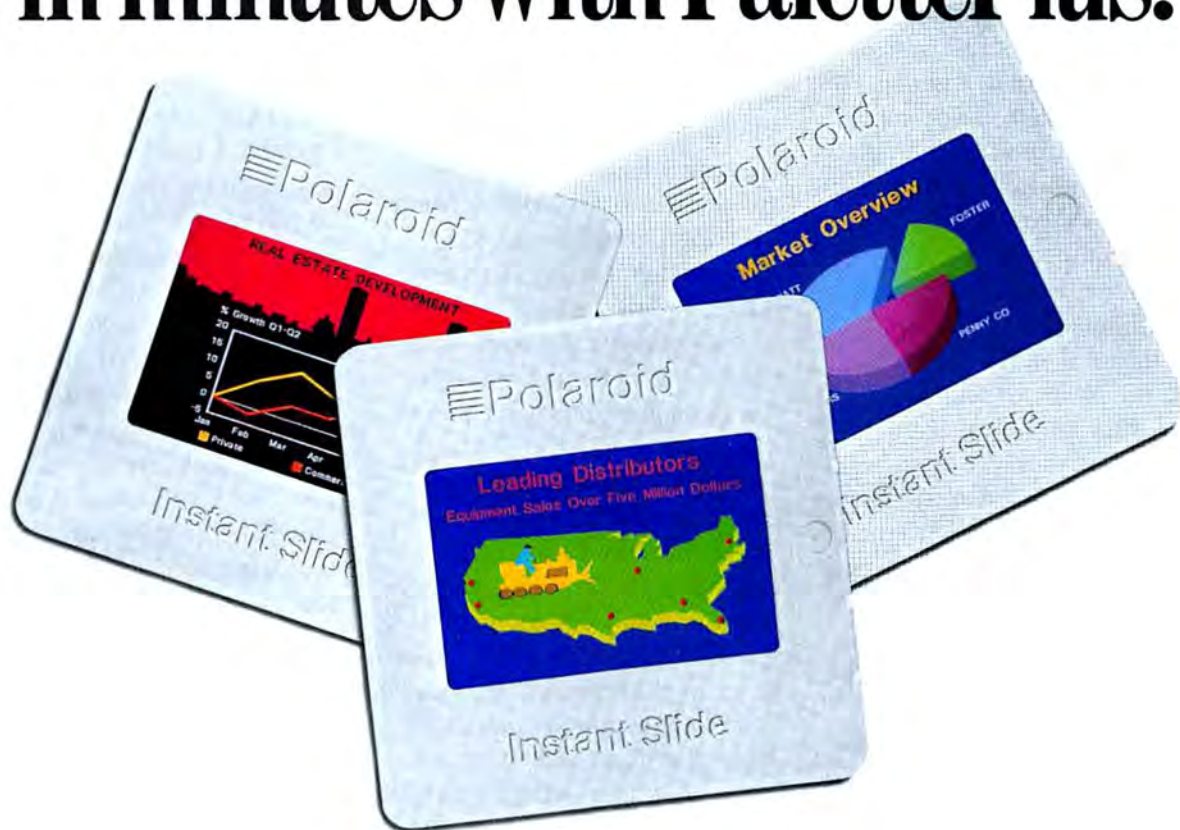
The system's cover is held in place by four side screws—two on the port side hidden under raised plastic panels and two on the starboard, bare to the world. To remove the former, slip the screwdriver head into the slot near the bottom of either panel and twist; a tiny plastic cover will flip off, exposing a screw. Once all four screws are out, lift the cover off. (Start lifting at the backplane, since the cover is slotted into the front of the system unit.)

Ground yourself to discharge any static, and extract the Essential Card from its stylish bag. (Be careful to handle the board only by its nonconducting blue edges.) From the front of the Equity I, lower the Essential Card, with its RAM chips facing to the right, into the beveled female memory connector sitting between the floppy disk drives and the RAM

*(continues)*



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 **Polaroid**



chips on the Equity I's motherboard. Then snap it into place.

Step back after you've popped the Essential Card in, and you'll notice that the board brushes up against a metal brace running through the system. To prevent the board from shorting out, place a sheet of laminated cardboard between the board and the brace. You can cut up a floppy disk sleeve or, better still, buy a swatch of nonconductive "fish paper" from the local electronics store. Don't use plastic or celluloid sheets—they not only pick up deadly static, they also melt.

When you're ready to close up the Equity I, step around to the back of the unit, angle the cover down a bit, and slide it toward the front of the system, making sure the runners catch the inside of the box. Screw the cover into place and reattach the necessary cables. To make the extra 256K of RAM feel at home, open the switch cover at the front of the Equity I and flip switch 4 to the off (down) position. Turn on the system, and when the message '512KB RAM Available' flashes on the screen, you know your job is done.

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Thornton, CO 80233  
303/450-6727  
List price: \$99.95  
Requirements: Equity I

## More Than a Multiscan

Multiscan monitors like the NEC MultiSync and the Sony Multiscan are rightly hailed as jacks-of-all-video-trades (see "Magical Multiscan Tour" in this issue). Plug them into almost any adapter board, and they adroitly slip on a new set of electronic duds, assuming the role of the desired monitor. But none can play the part of a full-page monitor.

However, no technical stone goes unturned for long in the PC world. Take the Kicker from Aristocad. Plug this tiny daughter-board into an EGA-compatible video board driving a NEC MultiSync, Sony Multiscan, or Taxan 770 monitor, and *Ventura Publisher*, *AutoCad*, and *GEM* can call on four user-defined colors and resolutions as high as 800 by 600. Better yet, a Kicker-equipped system can double *Ventura Publisher's* displayed page length (see Screen 1). Not bad for \$195.

Plugging the Kicker into an EGA-compatible board (in this example a Video Seven VEGA Deluxe) is short work. But getting the various drivers straight (for the installed video controller, the application, and the Kicker) can be a nightmare. The documentation isn't much help, although the developers at Aristocad pledge to clarify the steps in upcoming releases.

To climb towards graphics nirvana, turn off your system, remove all external cables, pop the

top, and pluck the video board from its slot. In most cases you simply push the Kicker's pins into the "feature adapter" connector at the top of the video board. However, the clock/calendar circuitry on VEGA Deluxe and Quadram QuadEGA Pro-Sync boards interferes with the Kicker's operations, so you must first reposition a jumper to set the stage.

Lay the VEGA Deluxe on a flat surface and locate the baby blue feature clock jumper block at the top of the board, just to the right of the feature connector. To disable the clock, pull the jumper off pins 2 and 3 and push it down on pins 1 and 2. Make sure the board is configured in what the VEGA Deluxe manual calls the ED (enhanced) mode. Switches 1 through 4 on the VEGA's mounting bracket should be set to off, on, on, off, respectively, and the metal toggle above them should be pushed to the left to specify Enhanced Color Display.

Take the Kicker out of its bag and turn it so the label "Aristocad Inc ©" is right side up. Since the Kicker is being configured to display *Ventura* in high-resolution (800-by-560) black and white, cover the two rightmost pins at the bottom of the Kicker board with the supplied jumper. Although the user manual is unclear on which setting to use, the 16-color setting (as opposed to monochrome and 4-color) is better for high-resolution black-and-white display.

*(continues)*



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Line up the pins on the back of the Kicker board with the VEGA's feature adapter connector and press the little board in. Note that the Kicker will go only about two-thirds of the way into the connector. Return the VEGA Deluxe to its appointed slot and reassemble the system.

Unfortunately, the Kicker manual is also a little fuzzy on how to configure *Ventura* to take advantage of this setup. If *Ventura* is already installed for the EGA/Enhanced Color Display duo, you're set. If not, you must reinstall the program. This is a major pain with versions 1.0 and 1.01, but with the recently released 1.1, you merely slip the *Ventura* applications disk into drive A: and type VPPREP. The program asks 'Are you installing this version for the first time?' Answer no, insert the screen device driver disk, and select C (IBM Enhanced Card/Enhanced Display [640 x 350]) from the menu. Follow the prompts, swap a few more *Ventura* disks in and out of drive A:, and the program is sitting pretty.

Finally, put the supplied Kicker application driver disk in drive A: and enter the appropriate driver name for the installed version of *Ventura*. In sequence, the prompts ask which drive *Ventura* is on, the video driver to select (in this instance, B-16-color Kicker driver version 2.0), and the kind of mouse being used. Once you confirm the choices, the driver will be properly referenced in VP.BAT and copied to the *Ventura* directory.

Now run *Ventura*, and you'll be amazed. Text and graphics are sharply defined, and nearly 60

percent of a page is visible. If you're tired of hide-and-seek formatting and of constantly flipping from full page to reduced view and back, the Kicker will make your life easier and your eyes happier.

*The Kicker*  
Aristocad, Inc.  
333 Cobalt Way #107  
Sunnyvale, CA 94086  
408/245-2138  
List price: \$195

## Upgrade Update

A reader from the far-off environs of Port St. Lucie, Florida, gratefully reports that until he read "Double Your Storage" (*The Upgrade Path*, PCW, May 1987), he wasn't able to format the disks in his internal 3 1/2-inch drive B: for 720K. The magic fix—for DOS 3.00 and 3.10 users—was the undocumented DRIVPARM command, which is slipped into the system's CONFIG.SYS file.

Times and DOS change, though, and many readers with DOS 3.20 and 3.30 discovered that the DRIVPARM=/D:1/F:2 statement actually prevented them from formatting 3 1/2-inch disks beyond 360K. The solution? Remove DRIVPARM from CONFIG.SYS (since DOS 3.20 and 3.30 allow 720K formatting) and replace it with DRIVER.SYS=/D:n/F:2, where *n* is the number

assigned to the 3 1/2-inch drive (C: is 2, D: is 3, and so on). The next time you start the system, the message 'external drive *n* is installed' should appear; to format a disk at 720K, merely type **FORMAT n:.**

## From the Upgrade Bookshelf

Compleat Compaq Portable users should check out *Upgrading Your Compaq Plus or Portable* by R. H. Martin. This 60-page report is a handy compendium of everything you've ever wanted to know (and conceivably forget) about upgrading the Compaq Portable and the Portable Plus. The discussion ranges from adding a new power supply to buying the best hard disk card to ordering hardware and software by mail. The report can be obtained by sending \$17.50 (\$30.00 for those outside the U.S. and Canada) to R. H. Martin, Applied Foresight Inc., P.O. Box 20607, Bloomington, MN 55420.

*Please forward submissions and queries to The Upgrade Path, PC World, 501 Second St., San Francisco, CA 94107 or electronically to MCI Mail PCWORLD/179-3813, CompuServe 74055,412, or The Source STE908. Articles submitted by mail should be accompanied by a self-addressed, stamped envelope and an ASCII file of the item. ●*



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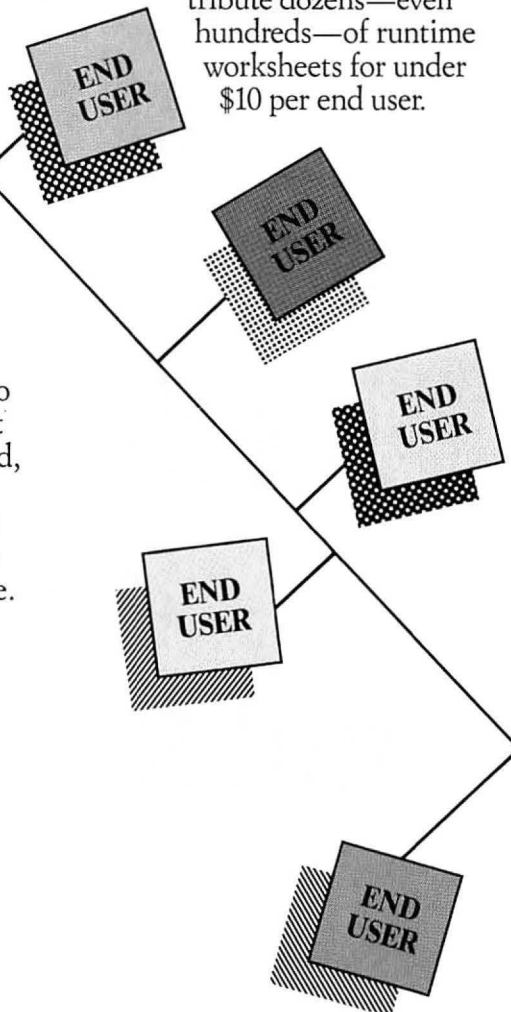
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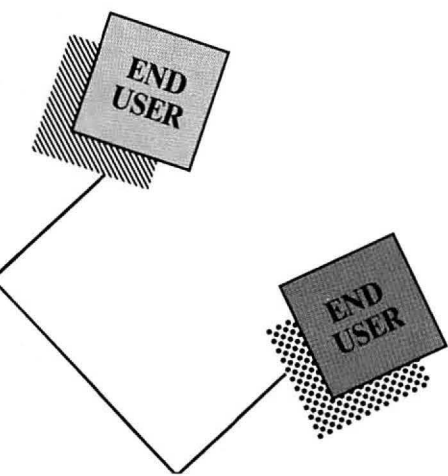
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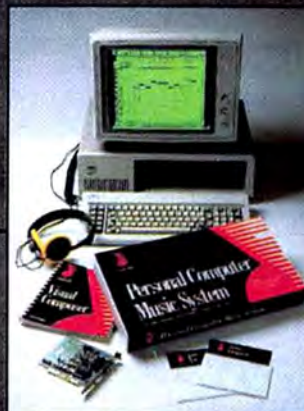
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# Consumer Watch

## Advice and information for the computer consumer

This month: What to look for in a floppy disk drive, the scoop on buying cheap disks, and letters from readers about compatibility, printers, and hardware support

Anita Amirrezvani

### A Driving Concern

Last spring I bought a \$60 boom box—sight unseen—through the mail, confident that the product was worth the modest investment. And it was. Thanks to fierce competition, brand name commodity items like portable tape players, bicycles, and digital watches tend to be well built and competitively priced. The same goes for volume PC products such as floppy disk drives: What you get for the money is fairly consistent across the board.

On the street, a 5¼-inch 360K drive from well-known manufacturers such as Fujitsu, Tandon, Teac, or Toshiba sells for anywhere from \$70 to \$100; 3½-inch 720K drives and 5¼-inch 1.2MB drives run about \$125. With prices so low, it's hard to get stung. Still, whether you're replacing a worn-out disk drive, purchasing drives for a no-name computer, or planning to add a second drive to a system, there are several considerations to keep in mind (see "A Floppy Disk Drive Buyer's Checklist").

*Watch out for tricky pricing.* When purchasing a 360K drive for an AT, you may be quoted a price that's \$10 to \$20 higher than for a PC drive. The difference may be entirely cosmetic; retailers sometimes charge a premium for drives with gray faceplates that are color-coordinated with the AT. "Generally speaking, you're paying \$20 for a merchandising ploy," says Gerald Karl, product marketing manager for storage products at Fujitsu America. Karl warns consumers to check for differences in functionality or installation: "Ask whether the jumpers

on the drive's printed circuit board are set up properly for an AT." And verify that the drive comes with the proper connectors and mounting brackets for the target system.

*Bigger isn't always better.* Forget about buying a 1.2MB drive if you have a PC, XT, or compatible. A 1.2MB drive requires a controller that fits into an 8/16-bit slot—which is found only on 286 and 386 machines. But you can always add a 720K 3½-inch floppy disk drive to cheaply expand a PC or XT's removable storage capacity. Upgrading is a simple job—just make certain the unit comes with mounting brackets that allow the drive to fit snugly in a 5¼-inch slot (see "Double Your Storage," *The Upgrade Path*, PCW, May 1987). Keep in mind that formatting 3½-inch disks at 720K requires DOS 3.20 or a later version. Note, too, that major manufacturers are expected to release 1.44MB 3½-inch drives compatible with the PS/2 line. These drives will also require DOS 3.20, according to Microsoft representative Marty Taucher.

*Resist the urge to upgrade unnecessarily.* Before purchasing the latest technological wonder, step back and consider whether what's new is what's best for your system. Adding a 3½-inch 720K drive will double a PC's floppy storage (from approximately 240 to 480 pages of double-spaced text), but bear in mind that 5¼-inch floppies are the standard medium for software distribution. They're cheaper, too.

(continues)



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## A Floppy Disk Drive Buyer's Checklist

This checklist can help you determine which floppy disk drive supplier offers the best combination of price and service.

- \_\_\_\_\_ Cost
- \_\_\_\_\_ Size (5<sup>1</sup>/<sub>4</sub>- or 3<sup>1</sup>/<sub>2</sub>-inch)
- \_\_\_\_\_ Capacity (360K, 720K, 1.2MB)
- \_\_\_\_yes \_\_\_\_no Half-height drive
- \_\_\_\_yes \_\_\_\_no Drive compatible with system
- \_\_\_\_yes \_\_\_\_no Drive compatible with current DOS version
- \_\_\_\_yes \_\_\_\_no Includes manual
- \_\_\_\_yes \_\_\_\_no Includes mounting kit with cables, connectors, brackets, and faceplates (if needed)
- \_\_\_\_yes \_\_\_\_no Toll-free technical support

### Warranty

- \_\_\_\_\_ Period (months)
- \_\_\_\_yes \_\_\_\_no Parts and labor
- \_\_\_\_yes \_\_\_\_no Shipping costs paid by company
- \_\_\_\_yes \_\_\_\_no Guaranteed turnaround time for repairs
- \_\_\_\_\_ Length of turnaround time
- \_\_\_\_yes \_\_\_\_no Exchange or refund policy

Buying an AT with a 1.2MB floppy drive provides an even bigger storage boost and makes backing up data more convenient. However, a ComputerLand salesperson reports that many AT buyers trade in 1.2MB drives for 360K drives to ensure compatibility with other systems at home and at the office. Disk errors sometimes occur when you format a 360K disk in a 1.2MB drive and then try to read it in a 360K drive, according to Chris Tipton, customer service manager at Maynard Electronics in Casselberry, Florida. New technology is no panacea; it often pays to stick with proven products you're comfortable with.

*Think small.* If you're not queasy about forgoing the 5<sup>1</sup>/<sub>4</sub>-inch standard, note that 3<sup>1</sup>/<sub>2</sub>-inch disks are rugged, slip into a shirt pocket, and are compatible with the PS/2's disk drive—the likely standard of the future. More and more programs are available in this smaller format, and products such as *Lap-Link* make copying programs and data from 5<sup>1</sup>/<sub>4</sub>-inch drives relatively simple. If your system has one drive of each size, you can easily copy information from one to the other.

One drawback, however, is that the cost per byte stored is generally higher with 720K 3<sup>1</sup>/<sub>2</sub>-inch disks than with 360K and 1.2MB

(continues)



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**Table 1: Kilobyte for kilobyte, most 5<sup>1</sup>/<sub>4</sub>-inch disks are cheaper than 3<sup>1</sup>/<sub>2</sub>-inch disks.<sup>1</sup>**

List price per 10 double-sided, double-density									
		5 <sup>1</sup> / <sub>4</sub> -inch, 360K	Cost per kilobyte (in cents)	3 <sup>1</sup> / <sub>2</sub> -inch, 720K	Cost per kilobyte (in cents)	5 <sup>1</sup> / <sub>4</sub> -inch, 1.2MB	Cost per kilobyte (in cents)	Clip	Warranty (minimum)
Polaroid	DataRescue	\$30.00	8.3	\$65.00	9.0	\$60.00	5.0	60%	Covers data and disk; 20-year warranty
	Diskettes <sup>2</sup>	\$30.00	8.3	\$65.00	9.0	\$60.00	5.0	40%	Disk only; 20-year warranty
Verbatim	DataLife	\$25.50	7.1	\$39.30	5.5	\$41.80	3.5	60%	Disk only; purchaser's lifetime
	Bonus	\$12.90	3.6	n/a	n/a	n/a	n/a	40%	Disk only; one year
Xidex	Dysan	\$49.50	13.8	\$69.50	9.7	\$79.50	6.6	75%	Disk only; purchaser's lifetime
	Storage Master	\$ 9.90	2.8	\$44.90	6.2	\$49.50	4.1	60%	Disk only; purchaser's lifetime
	Precision	\$ 8.60	2.4	\$26.80	3.7	\$21.00	1.8	40%	Disk only; purchaser's lifetime
Blackship	premium	\$ 6.90 <sup>3</sup>	1.9	\$13.50	1.9	\$12.90	1.1	65%	Disk only; lifetime of company
	regular	\$ 4.90	1.4	n/a	n/a	n/a	n/a	55%	Disk only; lifetime of company

<sup>1</sup>Mail-order prices are usually 30% to 50% lower, except for Blackship.

<sup>2</sup>This 40-clip disk is discounted more heavily than the DataRescue brand.

<sup>3</sup>67% clip

5<sup>1</sup>/<sub>4</sub>-inch disks (see Table 1). But prices are declining rapidly, thanks to the success of the Macintosh and PC laptops and the emergence of the PS/2 line. "As volume increases, the price of 3<sup>1</sup>/<sub>2</sub>-inch disks will fall to today's levels for 5<sup>1</sup>/<sub>4</sub>-inch media," says James Porter, president of Disk/Trend, a market research firm in Los Altos, California.

*Will the disk fit?* If you want to add a second floppy drive to a system that is already equipped with a floppy and a hard disk drive, make sure there's room. For example, the XT's two drive slots are typically filled with a full-height 360K floppy disk drive and a full-height 10MB hard disk. Adding a second floppy means yanking out the older floppy disk drive and replacing it with two half-heights or resorting to an external floppy drive, which runs

about \$25 more than the internal equivalent and requires cabling to connect to the computer. Generally, new half-height floppy drives are quieter, require less power, and, of course, take up less space than full-height devices.

*Know thy vendor and dealer.*

As always, check the retail or mail-order outlet's reputation with

(continues)



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the local Better Business Bureau or call a user group for recommendations before buying. When you're ready to contact a dealer, ask the following questions to measure the company's concern for its customers: Is installation free? Is toll-free technical support available? Is documentation provided? What are the terms of the warranty? Are repairs performed by the dealer, or must the product be sent back to the factory? In case of problems, can you exchange the product or return it for a refund?

### Floppy Shopping

Unlike drives, floppy disks run the gamut from pricey to downright cheap. Top-grade 5¼-inch, double-sided, double-density (360K) and high-density (1.2MB) disks from Polaroid, Verbatim, Xidex, and others list for about \$25 to \$80 per box of ten, though you can buy them at half price through discount dealers. No-name mail-order disks cost as little as \$5 for a box of 360K disks, or \$13 for a box of 720K or 1.2MB disks. The most important measure of disk endurance is the *clip* rate. A disk drive's read/write head records information on the floppy disk's iron oxide coating using an electronic signal; clip is the percentage of the original signal the disk retains. Cheap disks, such as Xidex's Precision brand,

meet the minimum industry standard of 40 percent. Bruce Shapiro, founder of Blackship Trading, a distributor that sells millions of floppies annually, points out that the much-used phrase "meets or

cleaning the disk and putting it in a new jacket to reconstructing the data," says Larry Muzinich, Polaroid's western regional sales manager. If you send the disk via overnight mail to Polaroid's of-

*Before buying, ask these questions: Is installation free? Is toll-free technical support available? What are the terms of the warranty?*

exceeds all standards" probably means the disks are 40 clip. With repeated use and over time, 40-clip disks will be less reliable than disks with a 60 or 70 clip—which accounts for the difference in price tags.

But clip rates are seldom advertised. Typical—and less important—selling points include how the disk jacket is sealed, the number of revolutions a disk can spin before wearing out, whether each disk is individually tested, whether the entire surface of the disk is checked for errors, and whether the liner inside the disk jacket combats static charges. In recent ads for its DataLife disks, for example, Verbatim claims that "New DataHold Protects When Static Strikes." But according to product manager Jeanne Wun, DataLife disks have always carried an antistatic liner.

Like a high clip level, a good warranty may justify a premium price. When you buy Polaroid DataRescue disks, for example, your data—not just the disk—is covered in case of disaster. "Send us the disk, and we'll do our best to get the data back to you—from

fices in Ohio, the company will return the favor—sending your restored disk back via an express mail service.

How much you should spend on disks depends on the tasks you typically perform. If you use word processing or data base software and often write data to disk, choose a better class of disk, especially if all your data is on floppies. And "if you pack a disk with data, you're more likely to have problems," says Blackship's Bruce Shapiro.

Out of fear of losing important data, many consumers pay too much for magnetic media. To get the most for your money, consider purchasing different disks for different purposes: Polaroid for data you can't afford to lose, a good all-purpose disk—say 60 clip—for everyday work, and perhaps a cheaper product for archiving old data or backing up program disks. No matter what you buy, you can expect approximately 1 disk in every 100 to be imperfect due to the

*(continues)*



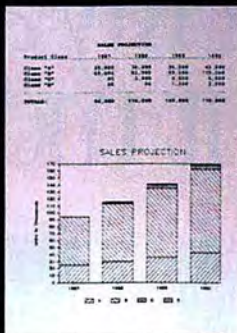
# We arrange friendly mergers every day.

It doesn't take a Wall Street whiz to know what makes a successful merger. Or to need one.

Because if you run reports, spreadsheets, invoices...if you combine text and graphics...you need the kind of merger we deliver. Every day.

Our stock-in-trade is quality text with sharp graphics from 9-, 18- and 24-pin printers that are as friendly to you as they are to your budget. (And, not incidentally, your system.)

Even *INFO WORLD* was impressed enough to write, "Instead of imitating its competition, Brother...designed an unusual, ergonomic printer. The company took the little things into consideration that most manufacturers usually ignore."



Little things, indeed. Our innovative "Touch and Print" puts font and print functions right at your fingertips. "Paper Parking" switches from built-in tractor to the optional sheet feeder, and back... automatically.

While you'll find these features on many of our printers, you'll also find a printer with speeds up to 480 cps and 4-color printing. Another with heaps of typefaces. Still another that fits into a briefcase.

How we do it all is our trade secret. But you can arrange to see the results by calling for the name of the Brother dealer near you.

1-800-284-4357

**Brother  
high performance  
printers.**



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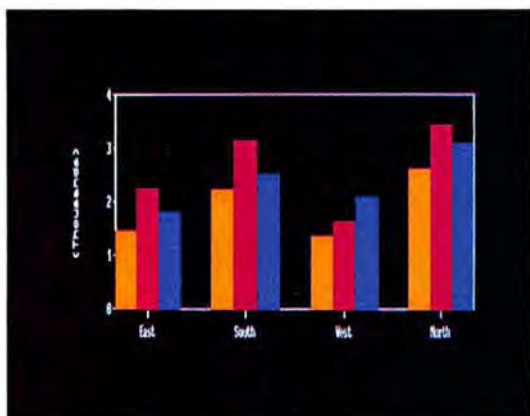
**We're at your side.**

Brother International Corp., Piscataway, NJ 08854  
Brother Industries, Ltd., Nagoya, Japan

# brother®



# To get Lotus 1-2-3 to do all this more quickly and easily, we didn't make it more powerful.



Lotus HAL doesn't change 1-2-3 or the worksheet. It makes things easier. For instance, to graph sales by district from January to March just request "graph Jan to Mar."

F4: (A1) \*HAL

REQUEST:

FIRST QUARTER SALES

	JAN	FEB	MAR	Q1
Detroit	1,444	1,588	2,065	5,097
New Orleans	2,224	2,457	3,195	7,886
Boston	1,345	1,489	1,923	4,748
Chicago	4,123	4,535	5,876	14,534
Denver	1,457	1,594	1,812	4,863
Montreal	1,942	2,134	2,777	6,853
Tulsa	3,842	4,226	5,494	13,562
St. Louis	1,178	1,296	1,685	4,159
Dallas	5,248	5,795	7,533	18,576
Atlanta	2,143	2,357	3,064	7,564
Houston	1,477	1,605	1,826	4,908
San Francisco	1,844	2,020	2,557	6,421
Seattle	1,739	1,913	2,487	6,139

25-Apr-87 09:58 AM

You can spend a lot of time setting up your spreadsheet. Summing up sales figures is a good example. With Lotus HAL, just request "total all rows" and 1-2-3 and Lotus HAL will create the formulas.

A1: (A1) \*HAL

REQUEST:

REP NAME	DIST	QUOTA	SALES	PERCENT	LINE
John, John	West	\$1,200	\$1,150	95%	Supplies
Miller, Louis	West	\$14,500	\$15,000	103%	Packaging
Miller, Louis B.	West	\$3,500	\$4,000	114%	Supplies

25-Apr-87 09:40 AM

Say you want to extract just the information you want from a database. For example, you want to determine your top sales reps. Simply request "who has sales ≥ 8000."

A1: (A1) \*HAL

REQUEST:

The formula relations in A1..E10 are:

	January	February	March	Quarter
Detroit	1,444	1,588	2,065	5,097
New Orleans	2,224	2,457	3,195	7,886
Boston	1,345	1,489	1,923	4,748
Los Angeles	4,123	4,535	5,876	14,534
Seattle	1,739	1,913	2,487	6,139
Unit Average	2,177	2,395	3,113	7,685

The formula relations in A2..E10 are:

February = January + 1.1  
 March = February + 1.3  
 Quarter = SUM(January thru March)  
 Unit Average = AVG(Detroit thru Seattle)

25-Apr-87 09:41 AM

You may find yourself in the position of figuring out how a spreadsheet was built. Well, with Lotus HAL, you simply request "list the relations in the sheet." And away you go.

A1: (A1) \*HAL

REQUEST:

REP NAME	DIST	QUOTA	SALES	PERCENT	LINE
Lopez, Anna M.	East	\$5,550	\$1,010	18%	Food Serv.
Mann, Anna M.	East	\$8,000	\$8,500	106%	Hospital
Casper, Darlyn	East	\$7,800	\$7,500	97%	Hospital
Peters, Paul M.	North	\$12,000	\$7,000	58%	Packaging
Thompson, Albert	North	\$10,000	\$9,750	98%	Hospital
Tagler, Spencer	North	\$3,500	\$1,200	34%	Packaging
Alley, Patrick	North	\$5,000	\$1,500	30%	Food Serv.
Smith, Kim L.	North	\$4,500	\$5,000	111%	Hospital
Murphy, Karen	South	\$12,000	\$6,000	50%	Packaging
Deane, John	South	\$15,000	\$14,500	97%	Packaging
Dequist, Terry	South	\$6,000	\$6,250	104%	Food Serv.
Paulley, Lisa L.	South	\$9,000	\$7,500	83%	Supplies
Johnson, Bart	South	\$21,000	\$21,500	102%	Packaging
Johnson, Diane	West	\$7,500	\$7,500	100%	Supplies
Almaly, Brian	West	\$7,500	\$7,500	100%	Food Serv.
Murray, Karl E.	West	\$7,500	\$4,000	53%	Food Serv.
Galli, Joseph	West	\$4,500	\$3,000	67%	Food Serv.
Pokaki, Irene	West	\$8,000	\$7,500	94%	Supplies

25-Apr-87 09:24 AM

Do you find it hard to sort things by district or sales or any other criteria? Just request "sort by dist."

B1: \*a macro to increase the forecast and total it

REQUEST:

	January	February	March	Quarter
Detroit	5977	\$2,254	\$4,509	\$7,741
Tampa	3723	\$1,746	\$3,493	\$5,962
Dayton	3857	\$2,015	\$4,030	\$5,982
Chicago	5589	\$1,478	\$2,955	\$5,022
	5787	\$1,073	\$3,747	\$6,407

Macro description:

1. Increase the forecast and total it  
 2. Increase Jan by 10%  
 3. total all rows  
 4. copy all cells  
 5. then polish up the model and do a graph  
 6. enter quarter in f1  
 7. insert row  
 8. underline row 1  
 9. graph Jan to Mar

25-Apr-87 10:00 AM

To create macros, well, you may not believe this. What you see here isn't a description of what's happening—it's the actual macro. See, we told you you wouldn't believe this.



# We made you more powerful.



How? With Lotus HAL™—a Companion product for 1-2-3\* that helps you take shortcuts, undo mistakes, link spreadsheets, use your own words for commands and basically get more out of 1-2-3 than ever.

So much more, that Computerworld has named Lotus HAL "Product of the Year."

The screens on the left will give you an idea of how easy it is to get more out of 1-2-3. And these are only a few of the enhancements and new features Lotus HAL brings to 1-2-3.

Lotus HAL gives you the ability to perform 1-2-3 tasks using simple English phrases—called, logically enough, "requests." This has advantages for all kinds of 1-2-3 users: the newer users will find that difficult tasks are now simplified; the more experienced users will find that many time-consuming tasks can now be performed in a fraction of the time.

In addition to this powerful capability, Lotus HAL also allows you to test assumptions, correct mistakes and simply change your mind with ease. Because through a special capability called "undo," Lotus HAL lets you reverse your last command—even retrieving a file before saving your work.

Besides all this, Lotus HAL gives 1-2-3 a number of other useful and powerful new features—like spreadsheet auditing and the ability to link cells or ranges between worksheets.

One obvious benefit of all this is that you save time. This is what led Business Software to say, "... (Lotus) HAL gives users the ability to move through 1-2-3 at least twice as fast."

And what does that savings in time mean to a business person? It means you're more powerful, more productive, more effective than ever before.

Make yourself more powerful, and buy yourself Lotus HAL. You'll find it at your Authorized Lotus Dealer, for just \$150.\* Or, you can call us directly at 1-800-345-1043 and ask for Product PS-1377, or ask for PS-1385 to receive more information about Lotus HAL. See? Everything with Lotus HAL begins with a simple request.

## Lotus HAL

Requirements: Lotus HAL is a memory resident program that requires 1-2-3 Release 1A, Release 2, or Release 2.01 for personal computers from IBM, \*\* COMPAQ and AT&T, plus 1-2-3 certified compatibles; two disk drives; DOS 2.0 to 3.1; 512K RAM. Please refer to your 1-2-3 package or 1-2-3 documentation for appropriate hardware configurations and DOS requirements or consult your dealer. \*\* Lotus HAL does not operate with 1-2-3 for IBM PCjr., or IBM PC Convertible or Release 1A for the IBM 3270 PC. When you purchase Lotus HAL directly from Lotus, take your first 30 days to try it. If after 30 days, Lotus HAL does not perform as described and you've purchased it directly from Lotus, we'll gladly give you a full refund. © 1987 Lotus Development Corporation. Lotus and 1-2-3 are registered trademarks of Lotus Development Corporation. Lotus HAL is a trademark of Lotus Development Corporation. Lotus HAL is distinguished from HAL, which is a trademark of Qantel for its Hotel And Leisure software.\*Suggested Retail Price (Plus Sales Tax)





vagaries of manufacturing. If the percentage is higher, send the disks back and demand a refund.

## Shop Talk

### Down and Out in Anacortes

In August 1986 I bought a Tandy 3000 computer for CAD work. I've suffered months of frustration, traveled several hundred miles to Tandy computer centers, and spent hundreds of dollars in consultant's fees trying to get the machine to work with *AutoYacht* [a yacht design package] and my Houston Instrument plotter. Manufacturers should not be allowed to say their machines are PC AT compatible unless they really are.

E. S. Brewer  
Anacortes, Washington

**Tandy responds:** When Future Computing, a market research firm, tested the Tandy 3000, the company gave it its highest compatibility rating. Tandy's own tests of several popular computer-aided design packages—*AutoCAD*, *VersaCAD*, and *MGI/CAD*—show that they work as expected on the 3000. However, there are numerous ill-behaved software packages on the market today. Whenever a software developer violates standard DOS programming rules, there is a possibility that the software will not run on even the most compatible computers. While we regret the problems Mr.

Brewer has experienced, they certainly aren't common among the hundreds of thousands of Radio Shack customers.

Ed Juge  
Director, Market Planning

*Editor's note: E. S. Brewer has managed to make the software and hardware work together. But his experiences serve as a warning: Don't buy a system before testing your applications on it—especially if they're finicky.*

### You're On

In response to a magazine ad offering free membership, I joined The Source. The only mention of any fee occurred in the footnote: "On-line rates as low as 10 cents/minute. \$10 monthly minimum applies." A more detailed description of the monthly charges arrived with my membership

Source and to not activate my password. Since then, I have learned that my ID and password were activated, and I was charged the minimum rate for three months. If I had been explicitly informed at the outset about the monthly minimum and automatic password activation, I never would have joined.

Alan Jeffery Roth  
Reedsport, Oregon

**The Source responds:** By activating his account, we were able to give Mr. Roth an ID and password over the phone. The same process establishes a customer's billing record; that's why the \$10 monthly minimum went into effect.

The terms we used to describe the monthly minimum are generally interpreted to mean that a minimum applies regardless of usage. However, since the proce-

*Don't buy a system before testing your applications on it—especially if they're finicky.*

verification form, which stated that "minimum charges will be applied to your account, regardless of usage, beginning the month after your ID and password are activated by STC [Source Telecomputing Corporation]."

I was surprised to learn that the charges applied even if I didn't go on line during a given month. I resolved to forget about using The

dures were not clear to Mr. Roth, we are reimbursing him for all charges—\$30 for three months' minimum fees and \$12.95 for the user manual.

Nancy Beckman  
Manager, Corporate  
Communications

(continues)



# BEDFORD STILL CAN'T MAKE COFFEE

But when it comes to accounting software for small business, we're ideal.

The entire program is contained in one file on one disk. Even the payroll formulas for 50 states are built in, (with no need for user maintained tables).

Bedford comes with two manuals. The User's Guide explains program operation in simple terms; the Accounting Manual serves as a layman's introduction to accounting.

Bedford even includes records of a sample company for ease of use, and learning the program.

As for making coffee...we're still working on it! But for now, some office procedures will still have to be done without the ease and efficiency of Bedford software.



" One of Bedford's biggest assets is its speed "  
 " we rate documentation as excellent "  
 " ...an excellent rating for ease of use "  
 " Installing...will take just a few minutes "  
 " ... a near perfect match for many small companies "

*InfoWorld, April 6, 1987*

\$ **249**  
 Complete

Call today!  
 (206) 883-0074

## General Ledger

- financial statements are as current as last entry
- produces full audit trails
- entire fiscal year available for reports (any start or finish date)
- largest balance 20,000,000.
- closes books automatically at year end.

## Payables/Receivables

- uses open invoice method
- automatically updates, inventory records and general ledger
- user can define aging periods
- prints invoices, statements and checks

## Payroll

- both automatic and manual mode
- calculates all federal and state taxes
- uses built-in payroll formulas - no user maintained tables

- five income fields - two are user definable
- handles vacation pay and advances
- six extra deduction fields - three are user definable
- automatically maintains withholdings payable accounts
- automatically retains QTD and YTD employee information
- accumulates 940,941 and state taxes information
- accumulates W-2 data for each employee

## Inventory

- handles state and local taxes
- posts from receivables and payables
- up to 999 items
- average weighted cost method
- handles adjustments and transfers
- prints invoices
- automatically flags reorder points

## Jobcost

- distribute any revenue or expense to up to 999 projects or profit centers
- paycheck distribution includes the company's portion of FICA, SUTA and Disability Insurance
- produces summary and detail reports for any project or dept.

## Program capacity

- Ledger accounts . . . 500
- Journal entries . . . No Limit\*
- Vendors . . . . . 999
- Transactions . . . No Limit\*\*
- Customers . . . . . 999
- Transactions . . . No Limit\*\*
- Employees . . . . . 999
- Inventory Items . . . 999
- Projects . . . . . 999
- Limited by available disk capacity
- Limited by available RAM capacity

## System Requirements

Hardware: Requires a minimum of 256K RAM with two disk drives. Program will support up to 640K RAM and a hard drive. Not copy protected. Computer types: IBM PC and most compatibles using MS-DOS 2.0 or later.

## Standard Features

- all modules are fully integrated
- all reports can be displayed or printed
- most reports can be exported to Lotus®, ASCII or DIF files.

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The accounting software for small business.



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# How to replace your full 20MB hard disk.

1. Buy new 40 MB hard disk.
2. Buy 58 floppy disks.
3. Format 58 floppy disks.
4. Download files to 58 floppy disks.
5. Buy 58 more floppy disks and back up originals.
6. Store in a safe place until Step 13.  
(If your PC has a tape backup system, substitute Steps 2A-5A. If not, go to Step 7.)
- 2A. Buy a blank data cartridge.
- 3A. Insert the cartridge in your PC's tape drive.
- 4A. Download files from hard disk into tape drive.
- 5A. Store data cartridge in safe place until Step 16A.
7. Dismantle and remove old hard disk.
8. Carefully note position of cables, mounting brackets, and setting of jumper pins.
9. Write down for safekeeping.
10. Install new hard disk.
11. Cross-check new hard disk manual for correct cable connections and jumper pin settings.
12. Run DOS debug program to do a low-level format.
13. Run DOS partitioning program.
14. Run DOS format program.
15. Load files from 58 floppy disks into new hard disk.
16. Store 58 used floppy disks in safe place until next memory upgrade.
- 16A. Download files from tape drive into new hard disk.
17. Store data cartridge in safe place until next memory upgrade.
18. Congratulate yourself on successfully filling up half of your new 40 MB drive with your old files.
19. Put ad in classifieds for old hard disk in perfect condition.



# How to upgrade it.

1. Buy a 40 MB Hardcard™. (Call (800) 826-8022 for nearest dealer.)
2. Slip it into a single 1" slot in your PC.
3. Run convenient installation program.
4. Congratulate yourself for adding 40 MB of new storage. And winding up with a total of 60 MB.

## Plus™ Hardcard™



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### A Matter of Form

I bought version 1.0 of BLOC Development's *FormTool* in 1985 and was very happy with it. Although the program didn't have a driver specifically for the IBM Proprinter, I was able to make the two work together.

### Moving Up or Down?

When my company purchased the first version of *Harvard Total Project Manager*, it worked fine on our IBM Color Jetprinter. Before upgrading to version 2 of the program, we called Software Publishing and were assured it would

*Editor's note: According to Mr. Rankin, version 1.1 of Harvard Total Project Manager supported the IBM Color Jetprinter; version 2 does not. "That's a decision we made after taking a look at printer market share," says Rankin. Mr. Duemeland's options? Either return to using version 1.1 (and send back version 2 for a refund) or buy a new printer.*

*'Thanks to the efforts of AT&T, our PC 6300 has been brought up to standard and is performing without fault.'*

When version 2.0 was announced, I decided to upgrade. Although the program had many new features, it still didn't support the Proprinter, and I couldn't make it work with the printer as I had with version 1.0. I wrote to BLOC Development three times asking for help but received no answer. I can't understand why the company wouldn't respond to a registered user.

Mark L. Newell  
Portland, Oregon

### BLOC Development responds:

We have been unable to verify the receipt of any correspondence from Mr. Newell. Fortunately, our latest release of *FormTool* (version 2.01) now supports the Proprinter. We have sent a copy to Mr. Newell to address his printing needs.

Tim McGuinness  
Technical Manager

work with our present configuration. It didn't. Although we've called and written letters to the company, we haven't received any help.

George Duemeland  
Bismarck, North Dakota

### Software Publishing responds:

Due to space constraints, our advertising does not list supported printers, but we do provide a full list of the printers we support in all *Harvard Total Project Manager* brochures, fact sheets, trial disks, and upgrade information. In none of these items do we list the IBM Color Jetprinter as a supported printer for version 2.

Our product support staff tried several times to reach Mr. Duemeland but was unable to contact him. The poor experience Mr. Duemeland describes is not typical of our interaction with customers.

Bertram Rankin  
Product Manager

### PC Plaudits

*Editor's note: In June, Consumer Watch included a letter from Stephen O. Davis, who had purchased an AT&T PC 6300 from Discount Micro Sales—now out of business—and subsequently discovered that the manufacturer's warranty was invalid because the PC was not a standard-issue AT&T machine. But AT&T has come through admirably. Writes Davis: "Thanks to the efforts of Mr. James Olson, AT&T's chairman of the board, and Mr. Jim Barham, area sales manager, the PC has been brought up to AT&T standards and is performing without fault."*

*Got a gripe? Want to set the record straight? Write Consumer Watch, PC World, 501 Second St., San Francisco, CA 94107, or use MCI Mail PCWORLD/179-3813, CompuServe 74055,412, or The Source STE908. Include your name, city, state, and daytime telephone number with all correspondence. Letters may be edited for length and style. Due to volume, we cannot acknowledge every letter. ●*



# Ever want to blow up your computer screen?



## Now you can with Data Display™



Your training and group presentations will

never be the same. Simply place Data Display on any transmissive overhead projector, connect it to your computer's video port and turn it on.

Data Display projects crisp, larger than life, computer-generated images that allow for real-time manipulation of data—even in ordinary room lighting. And our true aspect ratio maintains the exact proportions as your monitor, so your pie chart doesn't turn into an egg chart.

**We get along with everyone.** Because Data Display has built-in RGB and composite video ports (no adapter required!), it gets along

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**The competition is heating up.** Heat from overhead projectors can cause "dark spots" on other projection panels and ruin display image. But cool-running Data Display uses a highly efficient fan and air flow system to guarantee consistent screen quality.

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Our state-of-the-art "chip on glass" technology actually bonds electrical circuitry to the Supertwist LCD panel for strength and reliability . . . replacing fragile, outdated printed circuit boards. That's why we give a full one year warranty and not the 90 day warranty you'll find elsewhere.

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For its features, Data Display is the best value available. And when you purchase before September 1, 1987, you will receive a free carrying case valued at \$69.95.

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# The difference is compatibility.

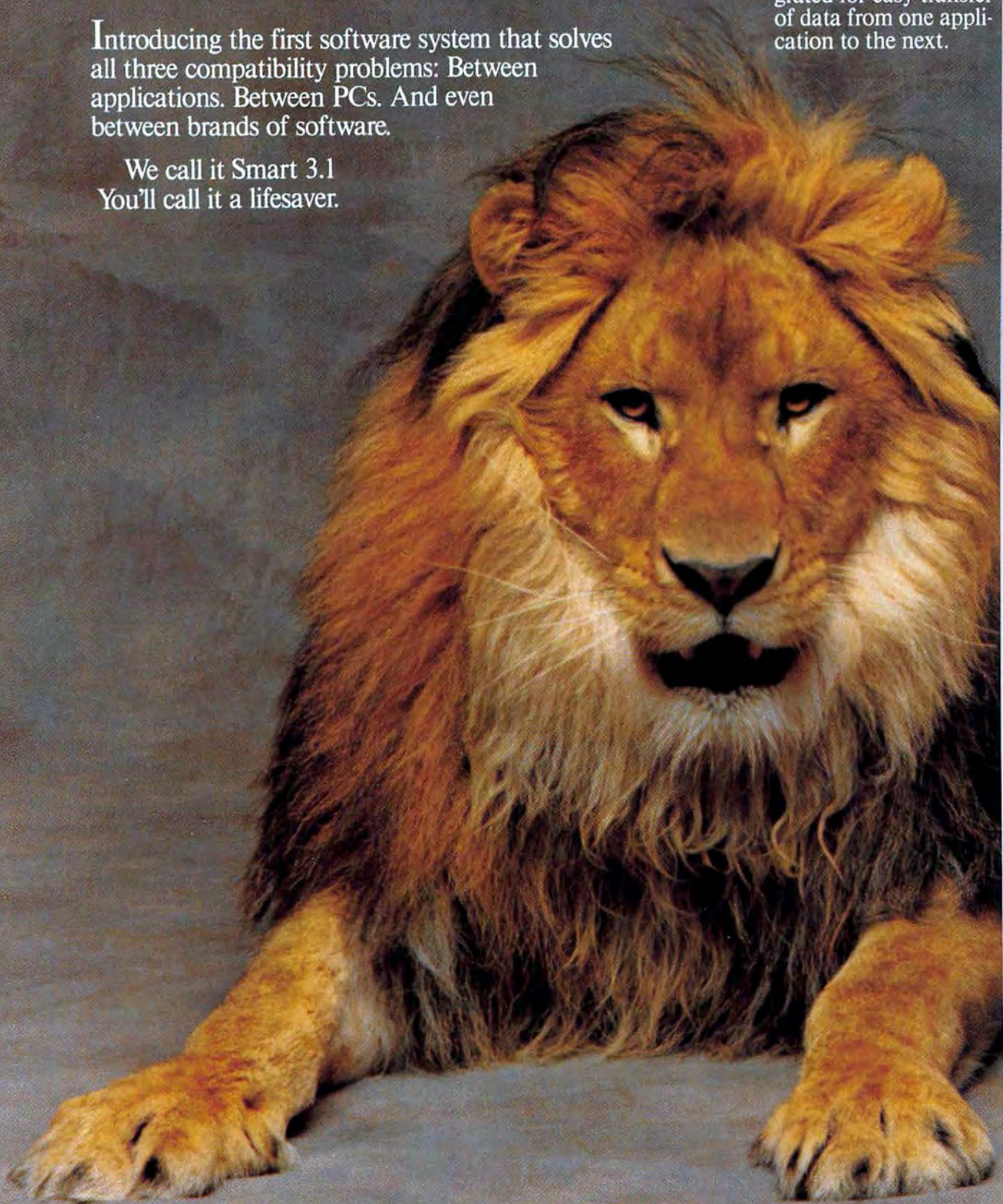
Introducing the first software system that solves all three compatibility problems: Between applications. Between PCs. And even between brands of software.

We call it Smart 3.1  
You'll call it a lifesaver.

## Between Applications

Smart includes the full range of productivity applications your office needs: Word processing, data base management, spreadsheet analysis, business graphics, and communications.

All perfectly integrated for easy transfer of data from one application to the next.





And only Smart lets you create custom programs that actually jump between applications. So, for instance, a single keystroke can transform a worksheet into a 3-D pie chart, paste the chart into a document, and send the document via modem to the home office.

### Remember

Smart's "REMEMBER" command lets non-programmers create custom programs.

### Send Te

Smart's "SEND" command makes it easy to move data between applications.

### Waiting for record lock update

Smart automatically protects your data in multiuser environments.

### Between Workstations

Even if your PC isn't on a local area network (LAN) now, there's a good chance it will be soon.

And with Smart, you'll be ready.

Every Smart application includes a fully automatic File or Record-Locking scheme for shared data. So right out of the box, Smart can be used either on a single user PC or on a LAN workstation.

There are even versions of Smart for multiuser UNIX® systems.

Which, according to Information Week, makes Smart "the first to provide DOS-UNIX-LAN connectivity without sacrificing power and features."

### Between software brands

Old software can be replaced, but old data can't. So you'll be pleased to learn that Smart is fully compatible with files already created with programs like Lotus 1-2-3 and dBase III Plus.

Smart also reads and writes ASCII, SYLK, DIF, and DCA.

Oh by the way, there's something else Smart is perfectly compatible with: You. Fact is, nearly every top computing magazine has praised Smart for its ease of use, on-line help, extensive tutorials, and clearly written manuals.

But why not see for yourself?

Just return the attached card, or call toll-free (800) 331-1763 (in Kansas, Alaska or Canada call (913) 492-3800) and we'll rush you a free Smart demo disk and information kit.



**SmartWare®**  
from Innovative Software





# HOW TO FINISH FASTER, LEAVE WORK EARLIER, AND GET MORE TIME TO DRIVE.

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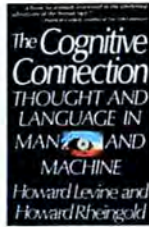


## Sourcebooks

### *Further explorations into personal computer technology*

How languages shape the computer's future, troubleshooting and maintaining today's hardware, protecting against data vendettas, and a reader's digest of popular program manuals

Michael Harper  
and Marlene Nesary



## The Language Machine

*The Cognitive Connection:  
Thought and Language in Man  
and Machine*  
Howard Levine and Howard  
Rheingold  
Prentice Hall Press, New York,  
1987  
276 pages  
\$19.95 hardcover

Computers are machines that follow instructions. And following instructions is a linguistic—rather than a physical—capability. So if you want to know which way the computer revolution is headed, pay attention to what's happening in the research of language—both natural and artificial.

That's what Howard Levine and Howard Rheingold have done in their fascinating new book, *The Cognitive Connection*. They mount an informed and sophisticated investigation of the relationship between natural languages and formal symbol systems and then show how the ornate cathedrals of actual programs are built from simple binary gates. They also abstract some general principles for computer languages, covering such topics as algorithms, data structures, and programming style.

Rheingold and Levine contrast the early, unfriendly, "industrial strength" languages such as FOR-

TRAN and COBOL with the latter, more accessible (but academic) BASIC. They discuss the evolution of LISP and Logo, the first artificial languages designed to handle symbolic data (such as names and objects rather than numbers), and they show how the modularity of Pascal helped programmers become more efficient.

But improved efficiency is only the tip of an iceberg with titanic implications for the software industry. Rheingold and Levine suggest that programmers as we know them will become obsolete, because newer languages—like Prolog, with its capacity for both inductive and deductive operations, and the Smalltalk environment, with its focus on data objects—capitalize on linguistic-intensive artificial intelligence (AI) technologies.

End users, the authors predict, will create their own programs by responding to prompts for information about relationships among "data objects" and about desired results. Driven by expert system interfaces, new programming engines will take user input, make all inferences, ask for more information as necessary, and supply the code.

You may dispute the authors' claim that AI will drive software development and believe instead the industry wag who charged that "if it works, it can't be AI." But if the authors' optimism is justified, then computers will soon emulate some of the reasoning powers human beings bring to

*(continues)*



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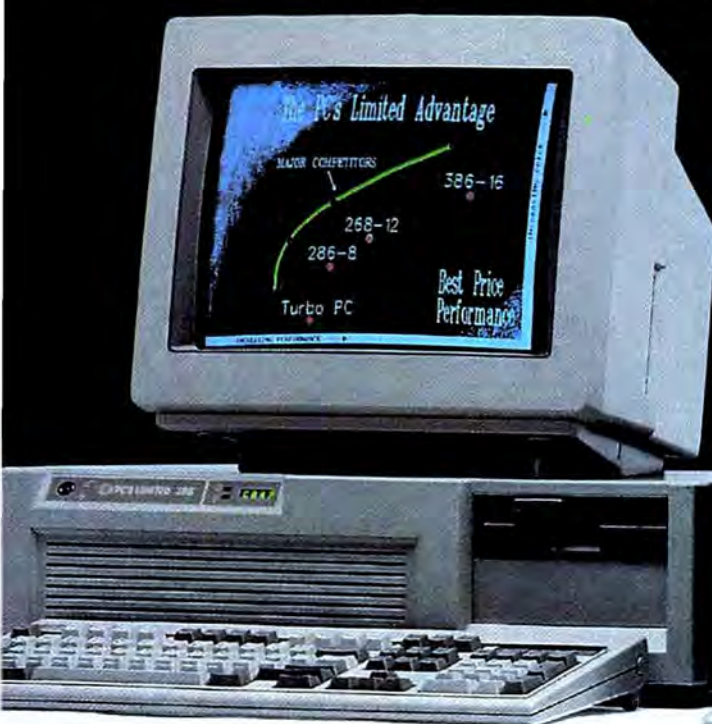
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language processing. Just how far this evolution will go is a matter for debate, but Rheingold and Levine present a tightly argued, well-documented case that can't be easily dismissed. It's not light reading, but this exciting crash course in the theoretical and practical limits of "computability" is well worth the effort.



## Doctor Hardware

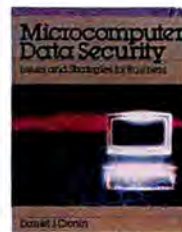
*The Brady Guide to  
Microcomputer Troubleshooting  
and Maintenance*  
Henry F. Beechhold  
Brady/Prentice Hall Press, New  
York, 1987  
324 pages  
\$17.95 softcover

It's all very well to argue that the true computer is software, not hardware—except when your PC rolls over and plays dead. In such extremities, Henry Beechhold's book will be more to the point than any speculations about the shape of software to come. It may not solve all your problems, but you will come away with a clearer picture of available remedies.

Like all good advisers, Beechhold focuses on preventive measures. Much of his book is devoted to maintenance routines that reduce the chances of system failure. When disaster does strike, the simple diagnostic routines he includes can help a nontechnical reader locate and solve problems caused by loose cabling, defective disks or clocks, jammed paper, and so on. You can hone your troubleshooting skills even further by reading the chapters on how computers and peripherals work at the level of electrons and instructions sets.

Full of useful tips (for instance, don't expect integrated circuit pins to survive much banging around), Beechhold's *Guide* is clear and well organized—there's even a pullout troubleshooting roadmap at the back. The book also accommodates tinkerers with varying ambitions: One chapter explains how to read and use the schematic diagrams in a hardware manual; another covers the use of a logic probe and the rudiments of soldering.

Even if your system goes on purring contentedly, the chapter "Making Changes," in which Beechhold discusses choosing and installing upgrades such as expansion boards or a new power supply, may come in handy. A chapter devoted to technical references, a glossary of abbreviations and technical terms, suggestions for further reading, and a good index enhance the *Guide's* usefulness. For those times when your system is acting up and you can't reach your resident technical wizard, reach for Beechhold instead—you'll find help.



## Short-Circuiting Computer Crime

*Microcomputer Data Security:  
Issues and Strategies for  
Business*  
Daniel J. Cronin  
Brady/Prentice Hall Press, New  
York, 1986  
281 pages  
\$18.95 softcover

Daniel J. Cronin is concerned with disaster. In fact, 4 of the 13 chapters in *Microcomputer Data Security: Issues and Strategies for Business* are devoted to precautions against theft, fire, flood, and crashes caused by power-line gremlins or the beasts that lurk in a poorly designed workstation environment.

But the heart of the book concerns computer disasters of another sort: deliberate, unauthorized access to (and interference with) software. Dispelling the myth of the budding young Einsteins as portrayed in news stories and movies such as *War Games*, Cronin insists that the typical computer criminal is a disgruntled employee bent on vengeance.

No matter how mundane the motives and players, however, the effects of computer crime are dramatic—so dramatic that many

(continues)





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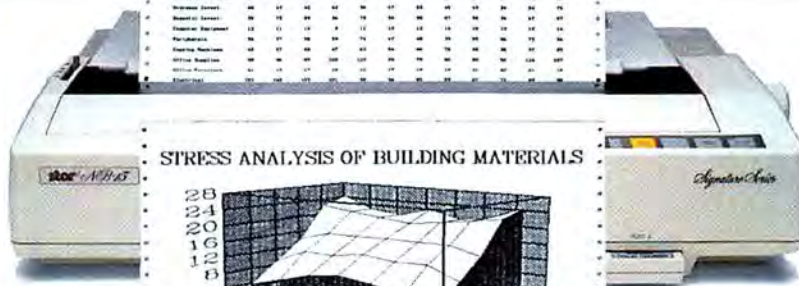
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PARIS THREE ENTERPRISES  
Paris Budget: Projections Based on Full Quarter (Percent/Amount)

	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Total Sales	1000	1050	1100	1150	1200	1250	1300	1350	1400	1450	1500	1550
Net Sales	100	105	110	115	120	125	130	135	140	145	150	155
Cost of Sales	100	105	110	115	120	125	130	135	140	145	150	155
Gross Profit	900	945	990	1035	1080	1125	1170	1215	1260	1305	1350	1395
Operating Expenses	70	75	80	85	90	95	100	105	110	115	120	125
Operating Income	830	870	910	950	990	1030	1070	1110	1150	1190	1230	1270
Interest Expense	50	55	60	65	70	75	80	85	90	95	100	105
Income Before Taxes	780	815	850	885	920	955	990	1025	1060	1095	1130	1165
Income Taxes	150	155	160	165	170	175	180	185	190	195	200	205
Net Income	630	660	690	720	750	780	810	840	870	900	930	960
Dividend Payout	100	105	110	115	120	125	130	135	140	145	150	155
Retained Earnings	530	555	580	605	630	655	680	705	730	755	780	805

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victims (especially large corporations) prefer to keep their vulnerability secret. In one study Cronin cites of 200 anonymous firms, about 60 admitted to having been stung, incurring losses as high as \$15 million per strike.

What can you do to prevent PC sabotage? If someone wants to trash a machine, it's easy enough to pour a cup of coffee into the vents on a hard disk drive. But if your main concern is controlling access to sensitive information, then Cronin has plenty of helpful suggestions. His strategies include using the DOS directory and sub-directory structure for "hiding" important files and employing sophisticated encryption schemes.

Cronin explains the theory of encryption clearly and thoroughly and provides evaluations of hardware and software products that protect and encrypt data.

A specialist in microcomputer security, Cronin is quick to point out the weaknesses as well as the strengths of various products. He reviews the encryption capabilities of several software packages (*Security*, *Privacy Plus*, and *Super-Key*) that are inexpensive enough to consider even if the only data you want to protect is the phone numbers in your little black book. Cheapest of all is an encryption program written in Turbo Pascal—it's free, because Cronin gives the listing in an appendix to his candid, comprehensive, and immensely practical book.



## Documentation Digest

### *Quick Start Guide for 12 Top PC Programs*

John Rafferty and Sandra Jerome  
En Route Books, 6408 W.

College Dr., Phoenix, AZ 85033,  
1986

217 pages

\$19.95 softcover (available by  
mail for additional \$4)

In the beginning software documentation didn't exist; or else programmers wrote it, so it might as well have not existed. While it's true that many software manuals are better written and organized than they used to be, it's still a reasonable bet that over the years, shoddy "helpware" has caused more gnashing of teeth than have recalcitrant disk drives, shimmying video displays, or uncommunicative motherboards.

The *Quick Start Guide for 12 Top PC Programs* is a good partial remedy for this situation. Chosen on the basis of sales figures, the 12 programs covered are 1-2-3, *SuperCalc*, *Multiplan*, *pfs:plan*, *WordStar*, *WordPerfect*, *Microsoft Word*, *MultiMate*, *pfs:write*, *dBASE III*, *pfs:file*, and *Flight Simulator*. There's also a brief (ten-page) section on MS-DOS. For each program the authors present succinct, well-organized instructions for start-up and use of key features.

Unlike the questionable tutorials that so many manuals feature,

these guides give you just what you need to do real, useful work in a very short time. After all, you didn't buy a spreadsheet to spend hours working painfully through the inventory of a mythical Mr. Jones's equally mythical nuts-and-bolts company. There are no hints or alternatives for the power user, however, and the *Guide* doesn't tell you how to handle crises like *WordStar* slapping you with a 'disk full' message in the middle of a crucial save. But Rafferty and Jerome will get you in and out of a program with a minimum of bother, and you'll have something to show for it.

Anyone who uses several programs regularly and doesn't want to carry a suitcase full of manuals on the road will find this a handy primer; so will the person familiar with basic computer operations who wants a clear overview of the main features of one of these programs. And if you're still shopping around for software, the *Guide* will give you a feel for the ease, power, and user-friendliness of several popular choices. —M. H.

## Books in Brief

One of the most opaque of programs, Cosmo's *Revelation* is nonetheless an acknowledged data base powerhouse with special relevance for text-intensive chores. If you want to see the outlines more clearly, pick up Hal Chapel and Richard Clark's *Revelation Revealed*. Two consultants whose

(continues)



## A collage of business-related items. At the top, a computer keyboard is visible. Below it, a document titled 'InstaPlan' is prominently displayed. The document has the subtitle 'A simple business planning and financial forecasting system that works for everyone'. Other items in the collage include a calculator, a red pen, a black coffee cup, and a pair of glasses. The overall theme is business planning and productivity.

With it, you can compare progress and current activity against the plan. See time and budget changes for every step. Track shifts in cash flow and man-hours compared to plan.

Esther Dyson  
Release 1.0  
March 24, 1987

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*"...InstaPlan...is a sexy, very interactive, very different approach to project management!"*

Stewart Alsop  
PC Letter

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The collage features several overlapping documents:

- Calendar:** A small calendar snippet showing February 1987 (16, 23) and March 2, 9, 16.
- Taco Sauce Rollout Schedule:** A document with a header "Taco Sauce Rollout" and a table showing dates and locations:
 

Date	Location
Feb 16	Market Tes
Mar 2	Establi
- Line Graph:** A graph with a vertical axis labeled from 5,000 to 15,000 in increments of 5,000. The horizontal axis is unlabeled. The graph shows a jagged line that generally trends upwards from left to right.
- InstaPlan Form:** A form for InstaPlan Corporation, 655 Redwood Highway, Suite 311, Mill Valley, CA 94941. It includes a large "\$99" price tag, a "Rollout" section, and a "Planned" section. The form contains checkboxes for sending the InstaPlan, tracking option, shipping and handling, and more information. It also includes fields for Card #, Expires, Signature, Name, Company, Address, Phone, City, State, and Zip.



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business is development and training with *Revelation*, they provide a lucid conceptual overview in the first 60 pages, then move on to 250 pages describing program functions. Included are chapters on maximizing the benefits of R/LIST; using cross-references, text editors, and symbolic fields; employing R/BASIC programming techniques; and networking with *Revelation*. A separate section on commands, and appendices covering such topics as the data dictionary, the program debugger, and error messages complete the picture. Spend the \$39.95 that *Revelation Revealed* costs, and you

won't find yourself muttering (along with Bob Dylan), "Nothing is revealed." Paradigm Publishing, San Francisco, CA, 1986; 604 pages, softcover.

■■■■■  
*Managing Your Money With Managing Your Money* isn't the tautology it sounds. It is, rather, the dream documentation that users of MECA's popular financial management package have always clamored for. Written by Jim Bartimo, a power user who is also a seasoned journalist, the book covers versions 2.0 and 3.0 of the software, includes a look at *Managing the Market* (MECA's software link with Dow Jones News/Retrieval), and takes a stab at the

new tax laws. Bartimo organizes chapters according to *Managing Your Money*'s main menu options and finishes the book with four case studies: a single person on a budget, a two-income couple, a self-employed consultant, and a serious investor. Multiply your financial acumen with *Managing Your Money*<sup>2</sup>—it's well worth the \$16.95 price tag. Microsoft Press, Redmond, WA, 1987; 314 pages, softcover.

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 If Jeff Walden's review of *Q&A*, "Snappy Answers," in July's *PC World* piqued your interest in Symantec's fine file manager, have

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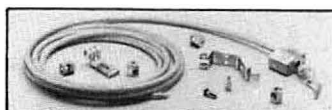
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a look at his book, *Getting the Most from Q&A*. Just published, it covers basic program operations including forms creation; search, sort, and indexing techniques; report generation; and all of Q&A's extensive word processing functions. Sections on advanced techniques discuss the expanded macro features of version 2.0, Q&A's surprisingly powerful command language, and the fascinating Intelligent Assistant. At \$16.95, it's an excellent adjunct to the program and can help you milk the most from your system. Osborne/McGraw-Hill, Berkeley, CA, 1987; 402 pages, softcover.

■■■■■

As many a frustrated user will tell you, *Microsoft Word* is a stimulus overload. Chock-full of features and fitted with long command sequences whose shortcuts are far from apparent, it can make you yearn for the simple <Ctrl>-key combinations of the early *Word-Star*. Now Nancy Andrews, a training and documentation consultant as well as a computer book author, offers help. Her new book, *Command Performance: Microsoft Word* provides an alphabetized listing of each *Word* version 3.1 command and feature. Each entry includes a description of the command and step-by-step directions for using it, at least one

practical example, additional tips or cautions, and, usually, cross-references to related entries. A pullout chart of *Word*'s menu structure alone is almost worth the \$19.95 admission. Microsoft Press, Redmond, WA, 1987; 309 pages, softcover. —M. N.

*Michael Harper teaches English at Scripps College in Claremont, California. Marlene Nesary is an Assistant Editor for PC World.* ●



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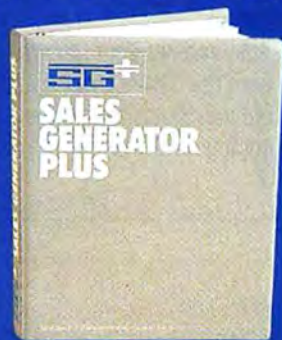
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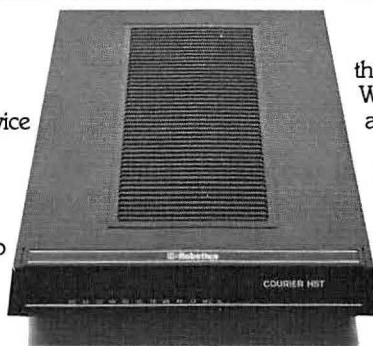
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- ☐ **P-BASIC** (#381) -- A BASICA interpreter work-alike for clones, etc.
- ☐ (2) **CTUTOR** (#577, 578) -- A comprehensive programming course for learning how to program in C. Includes sample programs.
- ☐ (2) **PASCAL TUTOR** (#579, 580) -- Introductory course to the Pascal programming language. Good for Generic and Turbo Pascal.
- ☐ **POLYMATH** (#606) -- Similar to FORTH the Polymath language will allow you to build a powerful programming dictionary.
- ☐ **BLACKBEARD** (#611) -- A programmers editor that makes those lines of code start to jump. Great for highly structured languages.

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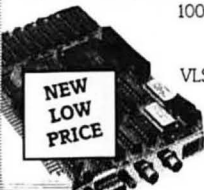
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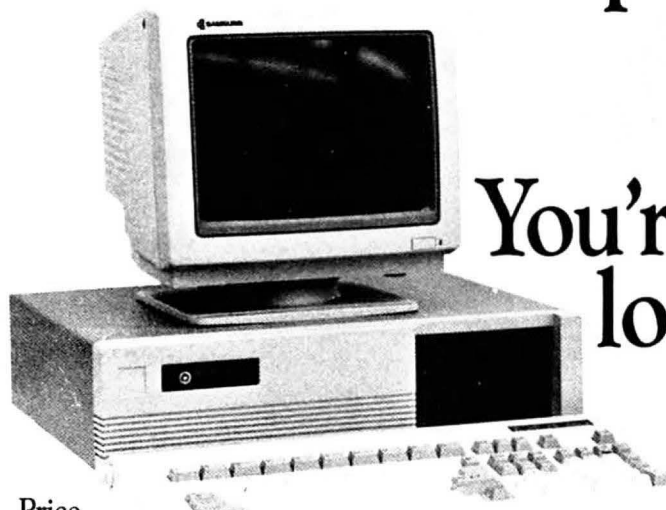
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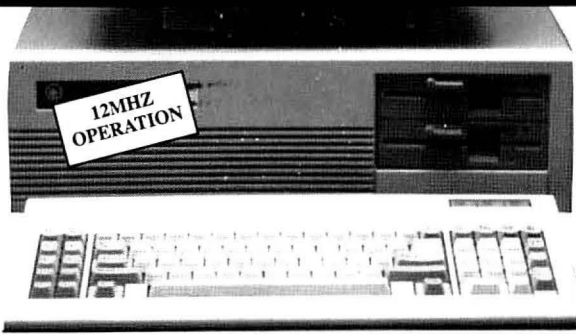
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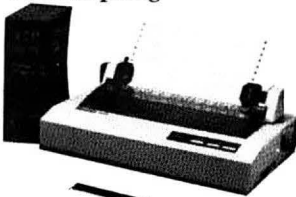
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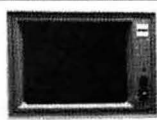


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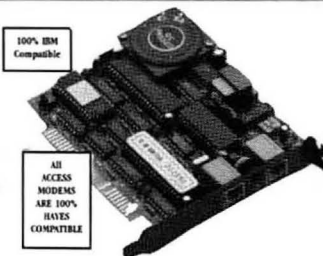
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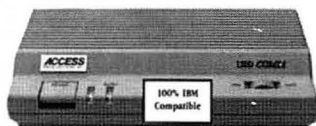
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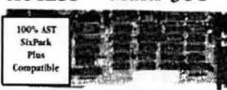
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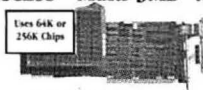
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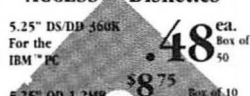
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Karl Koessel

## *Verdi or Puccini and Not The 101 Strings*

*Q. Someone told me that there is a PC utility that uses "pattern recognition" to search and retrieve text from any file or group of files on a hard disk. The program identifies exact matches as well as similar patterns. It sounds like a great idea because I often use a word processor to manually search file after file. Do you know if such a program exists?*

Tom Madigan  
Brooklyn, Massachusetts

*A. Dragnet* from Access Softek will sift through all your files (or a designated subset) looking for a given word, phrase, or pattern. (A pattern is formed from keywords and the operators AND, OR, NAND, NOR, or NOT.) You tell *Dragnet* to extract the lines, sentences, or paragraphs that contain the word(s) or search pattern, and it places them into a new file. Each extract is prefixed by numbers indicating the page and line where it begins. You can even save your keywords and search patterns for later use.

Although *Dragnet* will run as a stand-alone program, it supports Microsoft's multitasking *Windows* environment, which gives it the ability to run in the background while you work with other *Windows* applications or conduct another *Dragnet* search. Note also that *Dragnet* requires a graphics adapter and that a 6-MHz or faster PC, XT, AT, or compatible is recommended.

## *Speed Typing, Dvorak Style*

*Q. I've searched everywhere for a program that will rededicate my Qwerty keyboard to Dvorak and remain RAM resident until I restart my Wyse PC+. Does such*

*an animal exist, or am I doomed to type slowly for the rest of my life?*

George P. Valentine  
Pittsfield, Vermont

*A. The keyboard macro utilities ProKey, SmartKey, and SuperKey all come with ready-made Dvorak layouts. You can also create a Dvorak layout with macro utilities, such as Keyworks, that don't come with their own. If you don't feel the need for a full-blown macro processor, the 2.2K PCKey, available from Freelance Communications, will rededicate your keyboard. And Acutype from Acu-Business Systems, a 1.5K memory-resident utility, enables you to toggle between Qwerty and Dvorak layouts and includes adhesive key tabs. The company also offers a combination disk and book tutorial.*

The hardware route is an alternative for users whose systems have the standard keyboard connector port (unfortunately, the Wyse PC+'s keyboard uses an RJ-11 telephone-style connector). MaxiSwitch has a Dvorak keyboard that is switch-selectable for compatibility with the PC, XT, AT, and compatibles. KT Services (a wholly owned subsidiary of Key Tronic Corporation) offers the Dvorak Conversion Kit, which includes properly angled key tops, a key puller, and an EPROM chip that plugs into the company's Qwerty keyboards, transforming them to Dvorak.

For more information about what's up in the Dvorak world, write or call Dvorak Int'l, P.O. Box 128, Brandon, Vermont 05733; 802/247-6020. This group has become the de facto Dvorak

(continues)



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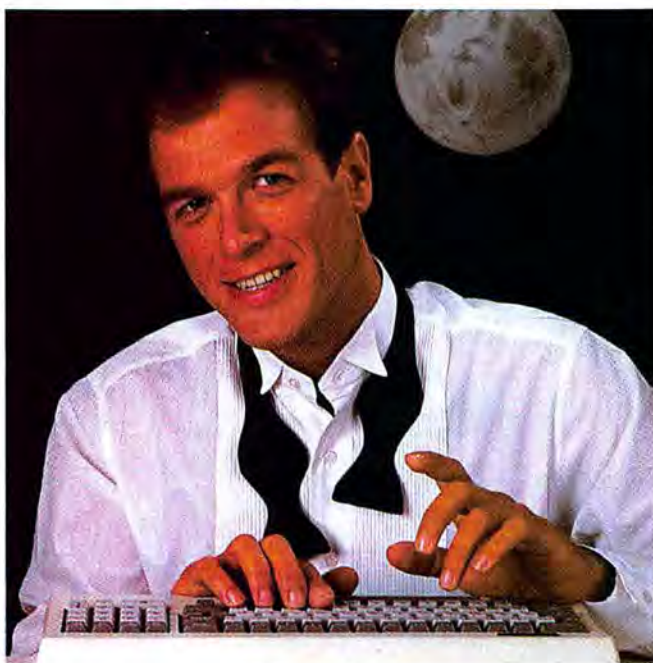
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lobby, consulting with corporations and computer and keyboard manufacturers, as well as publishing *Dvorak News*, a quarterly newsletter.

You might also take a look at *Dvorak Developments*, another quarterly newsletter, and the book *The Dvorak Keyboard*, by R. C. Cassingham, both of which are published by Freelance Communications.

### **Controlling 3½-Inch Floppy Drives**

*Q. What are the requirements for replacing an IBM XT's full-height 5¼-inch floppy disk drive with a half-height 5¼-inch floppy drive and a 3½-inch floppy drive? Do I need a separate controller for the 3½-inch drive, is there a controller that can operate both types, or can I use the existing controller?*

*Laurence R. Poché*

*Belle Chasse, Louisiana*

*A.* You can use the XT's existing controller for both types of drives (see "Double Your Storage" in *The Upgrade Path*, PCW, May 1987). However, your current version of DOS may not support the drive's 720K capability, yielding only 360K per floppy disk. Although "Double Your Storage" explains a few techniques to obtain 720K disks, the simplest way is to upgrade to DOS version 3.20 or later.

### **A Syncing Suspicion**

*Q. I need help writing a BASIC or C program to transfer files from one PC to another using the BSC [binary synchronous communications or bisync] protocol and IBM's asynchronous [serial] port. I want the program to transfer data, text, and compiled program files. I am not using a modem to connect the PCs.*

*Steven M. Carr*

*St. Augustine, Florida*

ent, or only those files that have been created or changed on, after, or before a specified date. You can look at text files on the screen and delete or rename them.

If you want to know the specifics of the two communications adapters, the *IBM Personal Computer Technical Reference, Options and Adapters, Volume 2* provides minimal information about the BSC Adapter's Intel 8251A Universal Synchronous/

*Lap-Link is easy to use and can send files, directories, or the contents of entire disks at speeds of up to 115,200 bits per second.*

*A.* I'm confused. The IBM serial port supports only asynchronous communications; BSC is supported by the IBM BSC Adapter, another beast entirely.

If you actually want to transfer files between PCs, why reinvent the wheel? *Lap-Link* from Traveling Software includes both a 5¼-inch disk and a 3½-inch disk and a null modem serial cable with 9- and 25-pin female D-shaped connectors at both ends. The program is easy to use and can send files, directories, or the contents of entire disks at speeds of up to 115,200 bits per second. It checks each block of data sent, retransmitting errant blocks automatically. Although designed for transmitting files between a desktop computer and a laptop computer, *Lap-Link* can send files between two desktops or two laptops.

*Lap-Link* is more than a simple file transfer utility. You can tell it to send only files that are differ-

Asynchronous Receiver/Transmitter (USART), Intel 8255A-5 Programmable Peripheral Interface (PPI), and Intel 8253-5 Programmable Interval Timer, as well as the Asynchronous Communications Adapter's National Semiconductor 8250 Asynchronous Communications Element (or functional equivalent).

### **PageMaker Paradox**

*Q. While reading the June 1987 issue of PC World, I noticed that information about the recommended system configuration for PageMaker varies.*

*On page 201, the review "Publishing Meets Its PageMaker" states that "Only Joe Isuzu would claim that PageMaker runs on an XT... The duo [of Windows plus PageMaker] requires at least an*

*(continues)*



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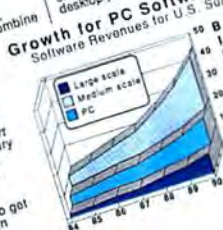
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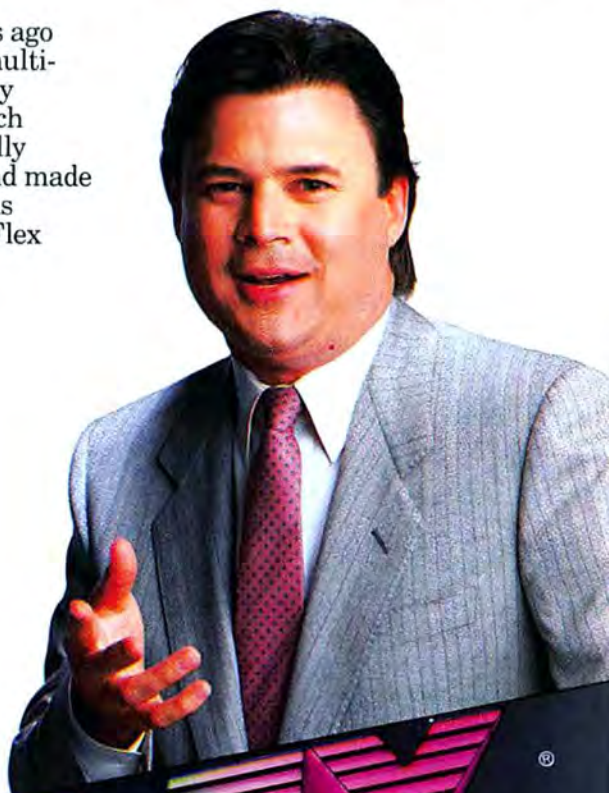
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80286-based hard disk computer." I assume that such a statement means that the same applies to XT compatibles. At the end of the article, on page 207, the published requirement of an "IBM AT or compatible 80286-machine" further intimates that I cannot run PageMaker on my Sperry PC/HT.

At the time the review was written, 7.16-MHz XT compatibles such as your 8088-2-based Sperry PC/HT (now the Unisys PC/HT) were not very common; the preferred processor and hard disk access speeds were generally available only from AT-class machines. Trying to run PageMaker under

first SET command. For example, the command `PROMPT $N$G` yields a simple `A>` prompt, and the command `PROMPT $P$G` displays the default drive and path, followed by the greater-than symbol (for example, `C:\DOS>`).

DOS 3.00 users find that `SCREEN.BAT` does not work at all. Because that version has some serious bugs, `SCREEN.BAT` cannot be modified to work with it. However, there is a way to set the screen's colors without `SCREEN.BAT` (although 3.00 users should upgrade their DOS), and I'll describe how in a moment.

Regardless of the DOS version, yellow characters and backgrounds appear brown on IBM monitors and their true compatibles. (Older 8-color monitors do display yellow.) Monitors with 16 colors, however, display yellow characters when brown characters are "highlighted." In fact, all the other character colors can be highlighted to produce light blue, light red, light green, and so on. (Light black is gray, and light white is bright white.) Backgrounds cannot be highlighted with `ANSI.SYS` commands.

The ability to highlight character colors was left out of `SCREEN.BAT`, so let's put it in. Insert the following lines after the command 'echo Changing colors...':

```
prompt $e[0m
if not %1! = ==bright! goto continue
prompt $e[1m
shift
:continue
```

(continues)

## The enormous demands placed on a system running Microsoft Windows and PageMaker necessitate a fast processor and a fast hard disk.

However, the requirements for PageMaker at the end of The Help Screen on page 342 seem to indicate that an AT or 80286 machine is not necessary. Would you please clarify the requirements for PageMaker?

Walter Derlukiewicz

Williamstown, New Jersey

A. We're sorry about the contradictory information. The requirements published in the review are technically incorrect; an 80286-based computer is *not* required to run PageMaker. But the enormous demands placed on a system running Microsoft Windows and PageMaker necessitate a fast processor (at least a 6-MHz 80286 or a 7-MHz 8088/8086) and a fast hard disk (40ms minimum average access time).

Windows with an old-style XT or compatible is like moving all of your household possessions from New Jersey to California in a compact car. It would take several trips, and larger furniture, such as couches and beds, would have to be disassembled for shipping. The same move could be accomplished more easily using a moving van (a fast XT compatible) and far more swiftly using air transportation (a fast AT).

### Screen Help

I have received several letters from readers having trouble with `SCREEN.BAT` from June's *Help Screen*. Let's examine the various problems and their solutions.

Users of DOS 2.00 and 2.10 find that without a `PROMPT` command previously in effect, `SCREEN.BAT` does set colors but produces the prompt 'prompt%'. The solution is to insert a `PROMPT` command just after the



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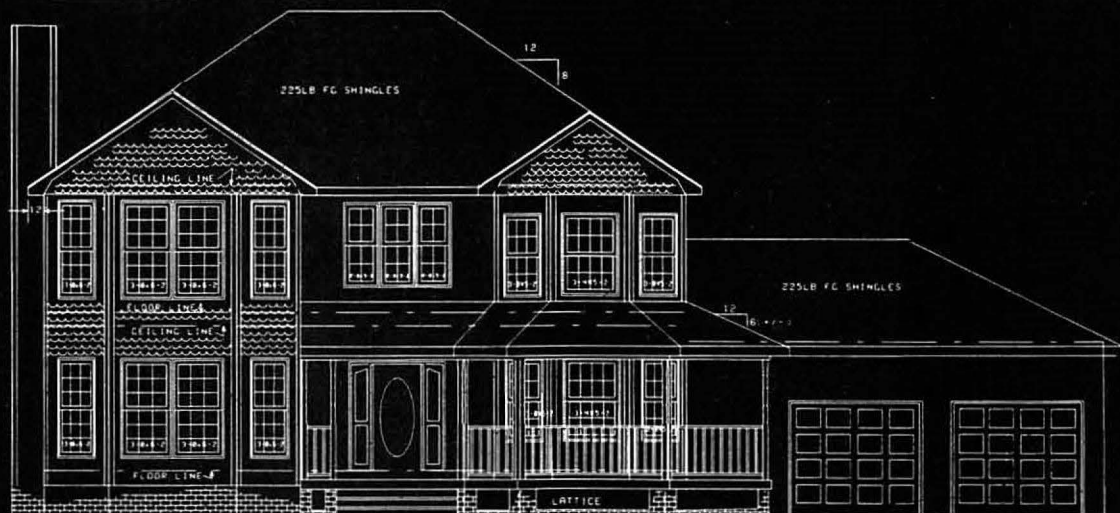
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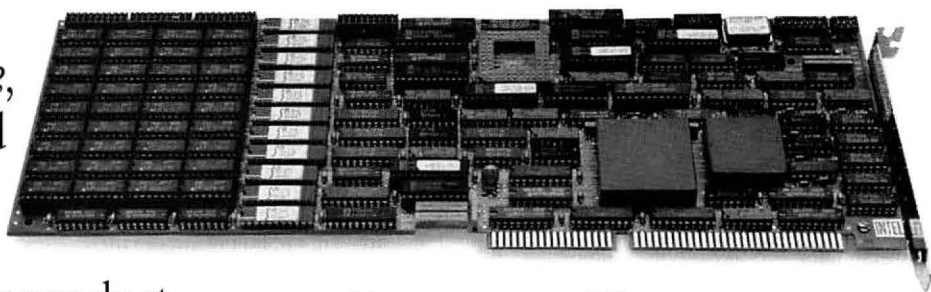
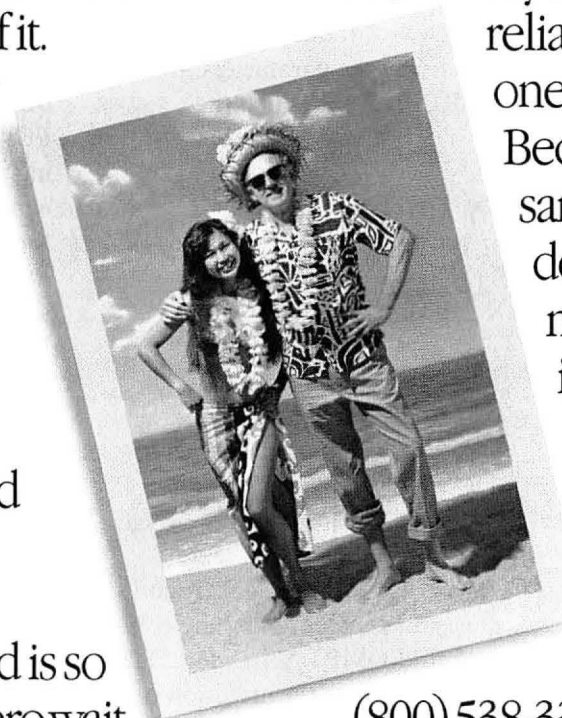
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Now, to brighten your choice of character color, use the syntax `SCREEN BRIGHT foreground-color background-color`. If you don't want the text color brightened, use `SCREEN.BAT` as de-

'temp', holds the prompt command that is in effect when `SCREEN.BAT` is invoked. Then the DOS variables 'fgc' and 'bgc' are set by the parameters given to `SCREEN.BAT`. When the

## DEFKEYS Redefined

Senior Master Sergeant David "Mike" Blevins wrote to let me know that line 230 of `DEFKEY.BAS` (from "Thirty More Function Keys," *The Help Screen*, PCW, April 1987) lacks the shading meant to highlight the difference between that listing and the former `DEFKEY.BAS` of \*,\*, PCW, February 1986. The omission won't affect readers entering `DEFKEY.BAS` for the first time, but those modifying the original will find that the program does not function properly without the change to line 230.

*You can put the appropriate PROMPT command in your AUTOEXEC.BAT file instead of a SCREEN.BAT command.*

scribed in June's issue; that is, don't type 'BRIGHT'.

Most people want to have a specific combination of text and background colors set automatically when they turn on their PCs. Some have tried putting the command `SCREEN BLACK CYAN` into their `AUTOEXEC.BAT` files. If they didn't put it at the end, though, they learned that when one batch file calls another, the first does not resume when the second is done. Although this can be remedied by prefixing the `SCREEN` command with `\COMMAND.COM /C`, to do so in an `AUTOEXEC.BAT` file needlessly lengthens start-up time. Instead, take the straightforward approach: Put only the proper `ANSI.SYS` commands for the desired colors into a `PROMPT` command in `AUTOEXEC.BAT`.

Execute `SCREEN.BAT` with various color choices until you find the combination you like. Now take a close look at `SCREEN.BAT`. This batch file relies on DOS variables. The first,

`PROMPT` command below the last 'if %2 = ...' is executed, DOS replaces '%fgc%' and '%bgc%' with the values of 'fgc' and 'bgc'. Thus, black text (fgc=0) on a cyan background (bgc=6) is achieved by the command `PROMPT $e[30;46m`. (The '\$e' summons the attention of `ANSI.SYS`.) Since you know which text and background colors you want, you can put the appropriate `PROMPT` command in your `AUTOEXEC.BAT` file instead of a `SCREEN.BAT` command. (Because `ANSI.SYS` commands do not take effect unless they are echoed to the screen, an `ECHO ON` command must be executed if the `ANSI.SYS PROMPT` command was issued while echo was off.)

Note that another `PROMPT` command reinstalls the original prompt. Since you're setting up the `AUTOEXEC.BAT` file, the prompt you want can be set with the same `PROMPT` command that sets your desired screen colors. For example, `PROMPT $e[30;46m$P$G` sets black text on a cyan background with a prompt that displays the default drive and path, followed by the greater-than symbol.

*Do you have any questions concerning the IBM PC or compatibles? Send them to The Help Screen, PC World, 501 Second St., San Francisco, CA 94107, or electronically to MCI Mail PC-WORLD/179-3813, CompuServe 74055,412, or The Source STE908. ●*

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or later version

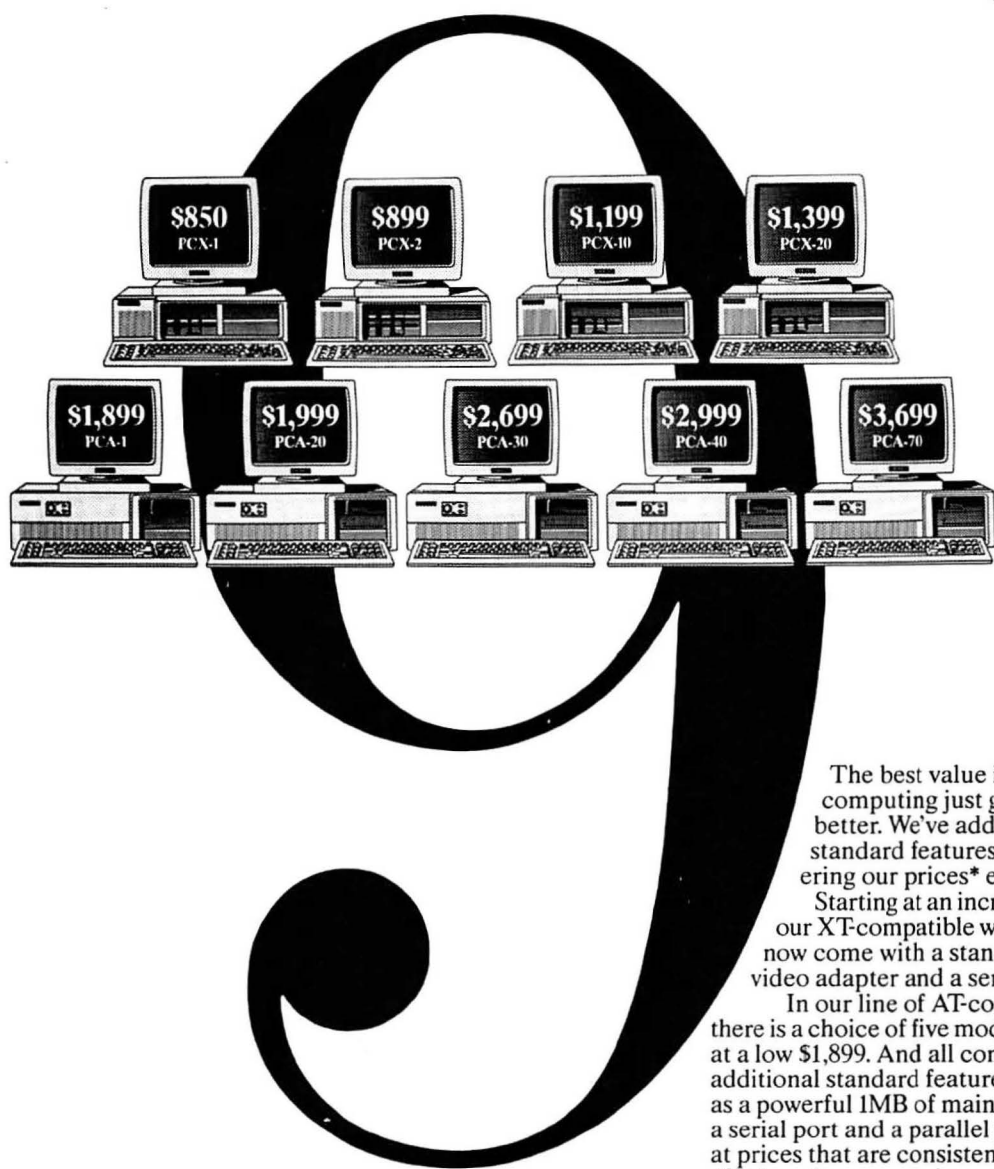
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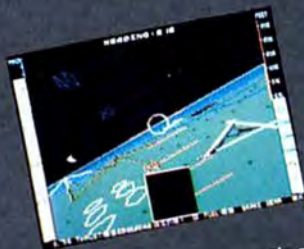
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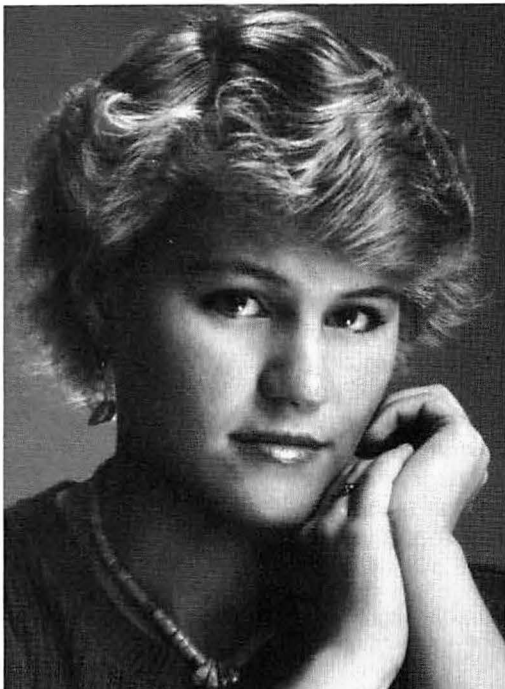
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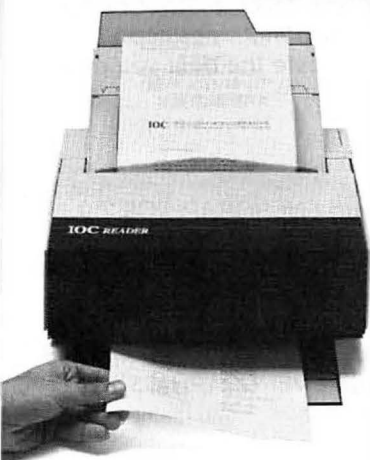
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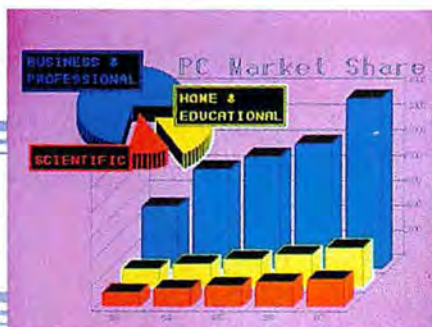
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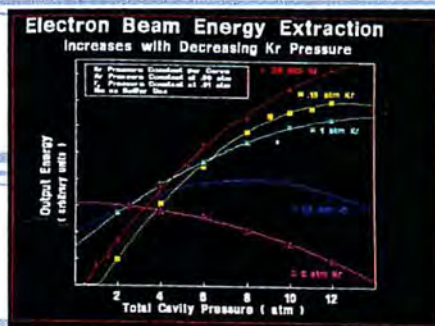
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*Edited by Mike Cushman*

#### WordPerfect Does Directories

You can quickly print directory listings, complete with page breaks, from within *WordPerfect*. To do so, use the program's List Files key, <F5>, to display the desired directory listing on the screen. Then press the Print key, <Shift>-<F7>.

The entire directory listing will be sent to the printer regardless of length. If the directory listing is longer than the default page length, *WordPerfect* will automatically insert page breaks where necessary.

*Joyce Long  
Columbia, South Carolina*

#### A (Word)Perfect dBASE Editor

I use *WordPerfect*'s advanced editing features whenever possible. I also use a separate ASCII text editor to edit program source files such as .PRG command files in *dBASE III Plus*.

After struggling with the ASCII text editor to extensively edit very large command files, I decided that *WordPerfect* would be a far superior text editor, since it provides features such as search and replace, block commands, a spelling checker, directory listings, and the document summary feature found in version 4.2.

Enthusiastically, I tackled the *dBASE* reference manual for instructions on setting up *WordPerfect* as *dBASE*'s default text editor, which is called by typing Modify Command filename at *dBASE*'s dot prompt. The instructions say to put TEDIT = WP.EXE in the *dBASE* configuration file, CONFIG.DB [see reference manual, pages U1-19 through U1-21].

One small problem arises with this setup. Modify Command is capable of calling *WordPerfect* as the editor, but documents are

saved with *WordPerfect*'s formatting codes intact. A *dBASE* command file cannot interpret these codes, and the program crashes. *WordPerfect* can retrieve and save ASCII text files but requires a number of keystrokes to do so. Further, Modify Command cannot perform such saves and retrieves.

Determined to circumvent this barrier, I devised a solution that lets me use *WordPerfect* without all the text-in and text-out keystrokes.

The solution is to ignore Modify Command and instead assign a *dBASE* function key to call *WordPerfect*, along with a *WordPerfect* macro that executes automatically when the word processor begins.

First, set up a function key (I use <F9>) by adding the line F9 = "!WP/M-START;" to CONFIG.DB (START is the name of my *WordPerfect* macro; any function key and macro name can be used).

Next, copy WP.EXE and SYS.FIL to the *dBASE* subdirectory. With WP/S, set *WordPerfect*'s default values to normal text editor values, such as left margin = 0, right margin = 150, top margin = 0, and page length = 108 lines (the maximum length that *WordPerfect* allows). To save disk space, do not copy the spelling checker into the *dBASE* directory. Instead, use WP/S to configure the copy of *WordPerfect* in the *dBASE* directory to find the spelling checker in the *WordPerfect* directory. Although it's possible to keep just one copy of *WordPerfect* on the hard disk and use a macro to change the default word processing values to the text editor values, I prefer having two

*(continues)*



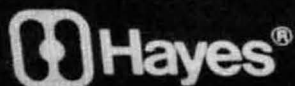
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copies, one in the *WordPerfect* directory that I use for everyday documents and one in the *dBASE* directory, each with its appropriate default settings.

Last, set up two *WordPerfect* macros. I use START and <Alt>-S. START contains the text-in keystrokes, <Ctrl>-<F5> 2, which invoke the prompt that asks for the name of the ASCII file to be edited; <Alt>-S contains <Ctrl>-<F5> 1, the text-out command, which invokes the prompt requesting the name of the file to be saved in ASCII format.

Michael J. Piar  
Columbus, Ohio

*Editor's note: The WordPerfect Library also includes a program editor, which saves and retrieves ASCII files with the normal <F7> key. The program editor incorporates most of WordPerfect's text editing features but not the spelling checker. It may be used as the dBASE default editor by placing TEDIT=PE.EXE in CONFIG-.DB. You must also put PE.EXE and its related files in the dBASE subdirectory or reference the Library's subdirectory in the system's PATH.*

### Plural PC Personalities

I have often wished for a quick and easy way to change the "personality" of my PC. For instance, general purpose office chores are best performed with several memory-resident utilities, such as *SuperKey* and *FANSI-Console*, in

```
COPY c:\dos\autoexec.utl c:\autoexec.bat
COPY c:\dos\config.utl c:\config.sys
WARMBOOT

COPY c:\dos\autoexec.win c:\autoexec.bat
COPY c:\dos\config.win c:\config.sys
WARMBOOT
```

**Listings 1 and 2: UTILITY.BAT and WINDOWS.BAT illustrate simple batch files that restart the PC with AUTOEXEC.BAT and CONFIG.SYS files tailored to support a specific environment.**

place and rarin' to go. But programming and debugging program code require a different set of device drivers and utilities. When the boss sits down and types WIN (to start *Microsoft Windows*), the building shakes if the full 640K is not available.

There are some excellent TSR managers, such as *Referee*, on the market, but a set of batch files will manage both CONFIG.SYS device drivers and memory-resident utilities quite handily.

The trick is to create a batch file for each personality (environment). These batch files will copy appropriately configured CONFIG.xxx and AUTOEXEC.xxx files over the existing CONFIG.SYS and AUTOEXEC.BAT and then restart the PC. For example, Listings 1 and 2 show two batch files. The only difference between the two is the file name extensions of the AUTOEXEC and CONFIG files that are copied when the respective batch file is executed. However, the .UTL files are configured to support a utility environment (with memory-resident programs) and the .WIN files to support a *Microsoft Windows*

environment (no memory-resident programs, maximum memory).

The batch file finally issues the command WARMBOOT, which restarts the PC with specific paths, default directory, default keyboard macros, and so forth set for the particular environment. [The directions for creating WARMBOOT can be found in "Pick a Partition" in last month's *Help Screen*.]

Jeff Slama  
Joplin, Missouri

### Get Real, Integer Validation

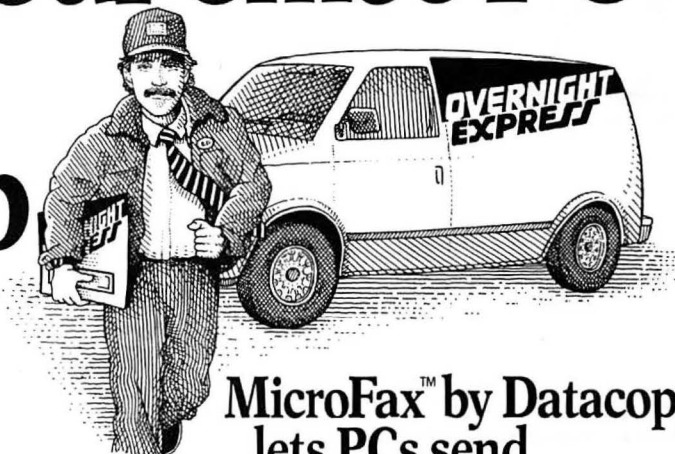
I developed two *Turbo Pascal* procedures, *GetInt* and *GetReal*, that ensure a valid user response to prompts for numeric entries. The sample program REALINT.PAS [Listing 3] illustrates the two procedures.

Variables in each procedure include X and Y, the screen locations for positioning the prompt; Low and Hi, the minimum and maximum limits for the input; Prompt, the inquiry prompt; and

(continues)



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```

program RealInt; {Illustrates GetInt and GetReal procedures}

type Str45 = String[45];

var I:integer;
    R:real;

procedure GetInt(X,Y,Low,Hi:integer;Prompt:Str45;var I:integer);

var OK:boolean;
    Ans:String[63]; {integers in -32768 thru 32767, only 6 chars needed}
    Check:integer;

begin
    repeat
        begin
            GoToxy(X,Y);clrEOL;write(Legend);read(Ans);
            Val(Ans,I,Check); OK:=(Check = 0) AND (I <=Hi) AND (I >=Low);
            if not OK then
                begin
                    GoToxy(X,Y);clrEOL;write('** ERROR ** Press Any Key');
                    repeat until KeyPressed;
                end;
            end;
        until OK;writeln;
    end; {GetInt}

procedure GetReal(X,Y:integer;Low,Hi:real;Prompt:Str45;var R:real);

var OK:boolean;
    Ans:String[15];
    Check:integer;

begin
    repeat
        begin
            GoToxy(X,Y);clrEOL;write(Prompt);read(Ans);
            Val(Ans,R,Check); OK:=(Check = 0) AND (R <=Hi) AND (R >=Low);
            if not OK then
                begin
                    GoToxy(X,Y);clrEOL;write('** ERROR ** Press Any Key');
                    repeat until KeyPressed;
                end;
            end;
        until OK;writeln;
    end;

{***** Sample Program *****}
BEGIN
    ClrScr;
    GetInt(3,4,0,50,'Enter an integer between 0 and 50: ',I);
    GetReal(3,6,-100.0,100.0,'Enter a number between -100.0 and +100.0: ',R);
    writeln;writeln('The first number was:',I:3);
    writeln;writeln('The second number was:',R:6:1);
END.

```

Listing 3: REALINT.PAS demonstrates GetInt and GetReal, two Turbo Pascal procedures that validate numeric input.

R or I, specifying whether the desired value is a real number or an integer. The procedures return the integer or the real value to the program.

If the user inputs an invalid entry—a number outside the acceptable range or one that contains improper characters—the screen

displays an error message. The user must press a key to reset the prompt and enter a valid number before the program will continue.

Michael G. Weiss

Dallas, Texas

(continues)



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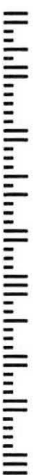
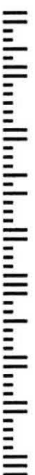
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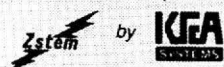
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```

5000 SUB DRAWIT(ULROW, ULCOL, URROW, URCOL) STATIC
5010 'CORRECT FOR CALL ERRORS TO KEEP SUBPROG FROM CAUSING RUNTIME ERRORS
5020 IF LRROW<ULROW THEN SWAP LRROW,ULROW
5030 IF ULROW<1 THEN ULROW=1
5040 IF ULROW>24 THEN ULROW=24
5050 IF LRROW<1 THEN LRROW=1
5060 IF LRROW>24 THEN LRROW=24
5070 IF LRCOL<ULCOL THEN SWAP LRCOL,ULCOL
5080 IF ULCOL<1 THEN ULCOL=1
5090 IF ULCOL>79 THEN ULCOL=79
5100 IF LRCOL<1 THEN LRCOL=1
5110 IF LRCOL>79 THEN LRCOL=79
5120 IF ULROW=LRROW OR ULCOL=LRCOL THEN GOTO 5250
5130 LOCATE ULROW,ULCOL:PRINT CHR$(201);
5140 FOR I%=ULCOL+1 TO LRCOL:PRINT CHR$(205);:NEXT
5150 LOCATE ULROW,LRCOL:PRINT CHR$(187);
5160 FOR I%=ULROW+1 TO LRROW:LOCATE I%,LRCOL:PRINT CHR$(186);:NEXT
5170 LOCATE LRROW,LRCOL:PRINT CHR$(183);
5180 FOR I%=LRCOL-1 TO ULCOL+1 STEP -1
5190 LOCATE LRROW,I%:PRINT CHR$(205);:NEXT
5200 LOCATE LRROW,ULCOL:PRINT CHR$(200);
5210 FOR I%=LRROW-1 TO ULROW+1 STEP -1
5220 LOCATE I%,ULCOL:PRINT CHR$(186);:NEXT
5230 GOTO 5410
5240 '----- DO THIS IF ROWS OR COLS ARE EQUAL -----
5250 IF ULROW=LRROW AND ULCOL<LRCOL THEN GOTO 5370
5260 IF ULROW<LRROW AND ULCOL=LRCOL THEN GOTO 5310
5270 LOCATE ULROW,ULCOL
5280 PRINT CHR$(206);: '--- DRAW CROSS FOR INTERSECTION OF 2 LINES ---
5290 GOTO 5410
5300 '----- DRAW VERTICAL LINE -----
5310 LOCATE ULROW,ULCOL:PRINT CHR$(203);
5320 FOR I%=ULROW+1 TO LRROW
5330 LOCATE I%,ULCOL:PRINT CHR$(186);:NEXT
5340 LOCATE LRROW,LRCOL:PRINT CHR$(202);
5350 GOTO 5410
5360 '----- DRAW HORIZONTAL LINE -----
5370 LOCATE ULROW,ULCOL:PRINT CHR$(204);
5380 FOR I%=ULCOL+1 TO LRCOL-1
5390 LOCATE ULROW,I%:PRINT CHR$(205);:NEXT
5400 PRINT CHR$(185);
5410 END SUB

```

**Listing 4: DRAWIT.BAS is a QuickBASIC subprogram that draws lines and boxes on the screen. With minor modification, it can be used as an interpreted BASIC subroutine.**

**Your BASIC Line Generator**

Routines that draw lines and boxes on the screen can save a lot of time, coding, and hassle in any language. The routine DRAW-IT.BAS [Listing 4] is a tool for generating double lines in interpreted and compiled BASIC. It was originally written as a Quick-BASIC subprogram and is an important part of my user library.

The short program DRAW-DEMO.BAS [Listing 5] demonstrates how DRAWIT creates boxes, draws horizontal and vertical lines, and even "touches up"

areas where two lines intersect.

The user specifies the starting and ending locations, and DRAWIT creates the appropriate lines or boxes.

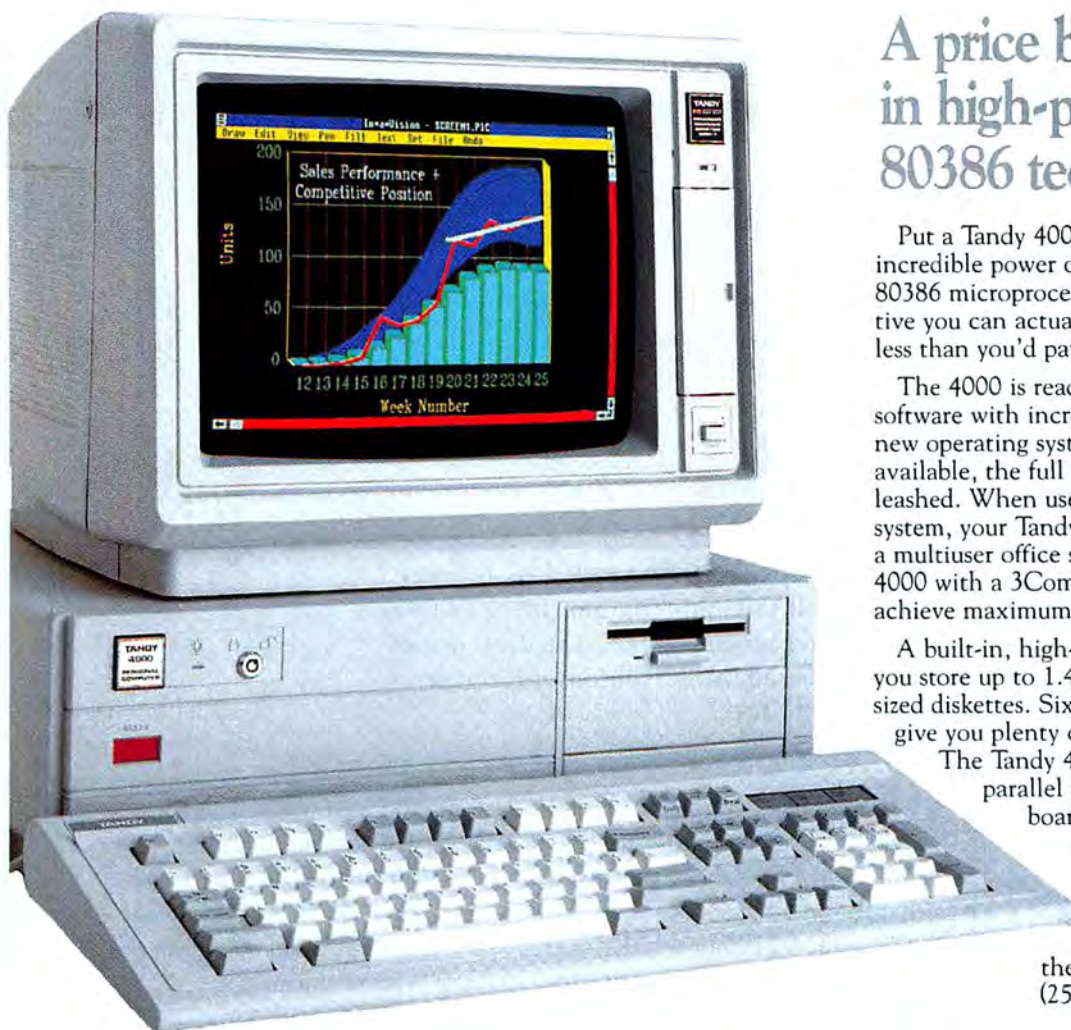
DRAWIT requires four variables—the row and column coordinates for two screen points. If the two points are in the same row or column, DRAWIT draws a horizontal or vertical line between them, putting the correct

*(continues)*



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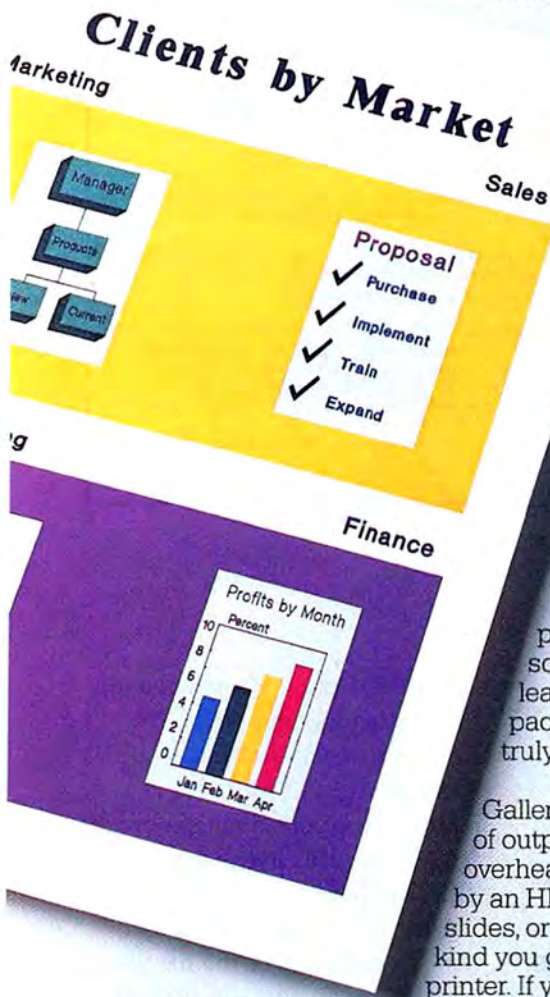
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```
10 CLS: KEY OFF: DEF FNHS(X$)=RIGHTS("O")+HEX$(ASC(X$),2)
20 DEF FNNOH(S$,H)=INSTR("0123456789ABCDEFabcdef",MID$(S$,H,1))=0
30 DEF FNHEX(X$)=VAL("&H"+X$): DELIMS="&h": DZ=LEN(DELIMS): NULS=""
40 READ BFS: OPEN BFS AS #1 LEN=1: FIELD #1,1 AS BX$: FZ#LOF(1): EK=0
50 PRINT BFS;" has";FZ#;"total bytes.": GOSUB 130: WHILE NOT EOF
60 FHS=NULS: FOR I=1 TO LEN(SHS)/2: GET#1,A#I: FHS=FHS+FNHS(BX$): NEXT I
70 IF SHS<>FHS THEN EK=EK+1: GOSUB 290: GOSUB 130: WEND
80 IF EK<0 THEN PRINT EK;"Errors - File Not Updated.": END
90 RESTORE: READ BFS: GOSUB 130: WHILE NOT EOF
100 FOR I=1 TO LEN(CH$)/2 STEP 2: LSET BX$=CHRS(FNHEX(MID$(CH$,I,2)))
110 PUT#1,A#I: NEXT I
120 PRINT A#;SHS;" ----> ";CH$:GOSUB 130: WEND: PRINT "Update Complete.": END
130 READ AS: IF INSTR(AS,DELIMS+DELIMS)=1 THEN GOSUB 190 ELSE A#VAL(AS)
140 IF A#<0 THEN REOF=-1: RETURN ELSE REOF=0: READ SAS,CFS
150 T#FIX(A#): IF T#<A# THEN A#=T#+512+(A#-T#)*1000
160 IF A#>FZ# THEN PRINT A#;" is beyond file size.": END
170 TS=SAS: GOSUB 200: SHS=TS: TS=CFS: GOSUB 200: CHS=TS
180 IF LEN(SHS)=LEN(CHS) THEN RETURN ELSE PRINT SAS;" ";CFS;" badlength": END
190 TS=AS: GOSUB 200: A#=FNHEX(TS)-256: RETURN
200 TRS=NULS: TXS=NULS: P=INSTR(TS,DELIMS): IF P=0 THEN P=1
210 IF P=1 AND MID$(TS,1+DZ,DZ)=DELIMS THEN AH=-1 ELSE AH=0
220 TS=MID$(TS,P*ABS(NOT AH)+(1+2*DZ)*ABS(AH)): FOR I=1 TO LEN(TS)
230 IF AH THEN GOSUB 280: GOTO 270
240 IF MID$(TS,I,DZ)<>DELIMS THEN TRS=TRS+FNHS(MID$(TS,I,1)): GOTO 270
250 I=I+DZ: IF FNNOH(TS,I) OR FNNOH(TS,I+1) THEN PRINT TS;" Bad hex": END
260 TRS=TRS+MID$(TS,I,2): I=I+1
270 NEXT: FOR I=1 TO P-1: TXS=TXS+FNHS(MID$(TS,I,1)):NEXT: TS=TXS+TRS: RETURN
280 IF FNNOH(TS,I) THEN PRINT TS;"BadHx":END ELSE TRS=TRS+MID$(TS,I,1):RETURN
290 PRINT SHS;" SearchItem at";A#;PRINT FHS;" FileItem doesn't match": RETURN

1000 DATA "A:TQB.EXE": ' Change QuickBASIC's default file extension to QUB.
1010 DATA 164770, ".bas", ".qub" : 'begin addr, old=.bas, change=.qub
1020 DATA 321.404, ".bas", ".qub" : 'Decimal pt splits sector & offset
1030 DATA 12264, "B8hBAA&h53", "Q&hBAUB": 'Q&hBAUB: 'Q&h prefix for each hex digit pair
1040 DATA 174914, "8h&h424153", "QUB" : '8h&h means all that follows is hex
1050 DATA 179114, ".BAS", ".QUB" : ' ".QUB" : '
1060 DATA -99 : ' PATCHBIN.BAS Patch binary file at byte addresses
```

Listing 6: PATCHBIN.BAS automates patching files. It is easier to use than DEBUG and will not modify incorrect versions of a file.

leaving it loaded. From the Run menu, select *Compile...*, set the Output Options for Obj (BRUN.LIB), and proceed with the compilation. Then quit QuickBASIC and type **BUILD LIB DRAWIT.OBJ, DRAWIT.EXE** to create the DRAWIT library. You can now run the demo by entering **QB DRAWDEMO /L DRAWIT.EXE**.

Stephen R. Berg  
Kailua, Hawaii

### Patch 'Em Up Easily

Using DEBUG to alter .COM or .EXE files can be an imposing and uncertain task for many users. To make patching easier for those unfamiliar with DEBUG, I created the BASIC program PATCH-

BIN.BAS [Listing 6], which automates patching files. PATCHBIN.BAS works similarly to X-MAKER2 [\*.\*'s program-making program]; that is, only the DATA lines are changed to patch different files.

For safety's sake, you should create a duplicate of the file you wish to modify and give it a different name before running PATCHBIN. The first DATA statement should contain the name of that duplicate file. Each succeeding DATA statement contains the byte address (relative to the start of the file) where a change begins, and a list of the expected current values and corresponding changes.

(continues)





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The last DATA statement contains a negative number, which means there are no more changes. The DATA statements also serve as documentation for a program's patch history.

PATCHBIN produces an updated disk file and displays messages showing the relative byte address in decimal and the original and new contents in hexadecimal. Any input error terminates the program and invokes an appropriate error message.

PATCHBIN verifies the current contents of all bytes to be changed before it updates the file. This cross-check guards against problems with partial updates, version differences, and keying errors. PATCHBIN cannot verify that the replacement data is correct; the user must ensure that those values have been correctly keyed into the DATA statements.

Hex notation can be eliminated because the values can be in decimal form. The byte address can also be in sector and offset form if you specify the offset as a 3-digit "fractional" value of the integer sector portion [see line 1020]. You can delineate hex-formatted contents by prefacing each hex digit pair with &h. Placing &h&h before a group of characters signifies that all subsequent characters are hex digit pairs. The &h&h convention is likewise permitted for the byte address, enabling DEBUG's offsets to be used easily.

To demonstrate the simplicity of the DATA statements, Listing 6 shows PATCHBIN with DATA statements for patching QuickBASIC so that the compiler uses a file name extension of .QUB in-

```
1000 DATA "A:TCOMMAND.COM"      : 'My patch library for command.com ver.3.10
1010 DATA &h&h263b,"&h19","&h2a" : 'CLS w/ANSI.SYS EGA *.* July 1986
1020 DATA &h&h1967,"&h01","&h00" : 'ECHO OFF default *.* July 1986
1030 DATA 18000, "Bad command or filename", "Bad DOS command/Disk name"
1040 DATA -99 : 'Stored as COMMCOM.PAT
```

**Listing 7: COMMCOM.PAT contains the DATA lines that PATCHBIN.BAS needs to perform two July 1986 \*.\* patches to COMMAND.COM.**

```
1000 DATA "A:ANSI43.SYS" : 'EGA patch *.* July 1986
1010 DATA &h&h29d, "&h&h7408", "&h&h9090"
1020 DATA &h&h2a1, "&h&h7404", "&h&h9090"
1030 DATA &h&h27c, "&h19", "&h2b"
1040 DATA &h&h283, "&h18", "&h2a"
1050 DATA &h&h50c, "&h19", "&h2b"
1060 DATA &h&h58f, "&h19", "&h2b"
1070 DATA -99 : 'Stored as ANSI.PAT
```

**Listing 8: ANSI.PAT contains the DATA lines that PATCHBIN.BAS needs to perform a July 1986 \*.\* patch to ANSI.SYS.**

stead of .BAS. The DATA statements in Listings 7 and 8 perform patches previously presented in PC World's July 1986 \*.\* column.

*Roger L. Anderson  
Lake Villa, Illinois*

### Commas Come to BANNER.BAS

Even with Bob Thompson's correction ["BANNER.BAS Bug Corrected," \*.\* , PCW, May 1987] to the BANNER program ["Banner Performance," \*.\* , PCW, January 1987], the program does not accept commas, and that frustrates me.

The problem, I've determined, is the INPUT command in line 210. Changing it to LINE INPUT allows commas and still prints quick banners of up to 255 characters.

*Rex W. Walker  
Speedway, Indiana*

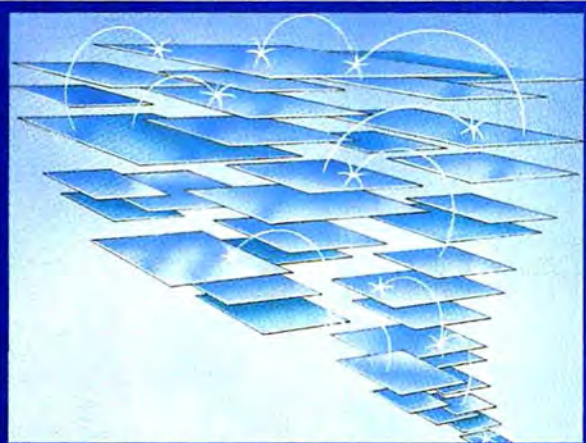
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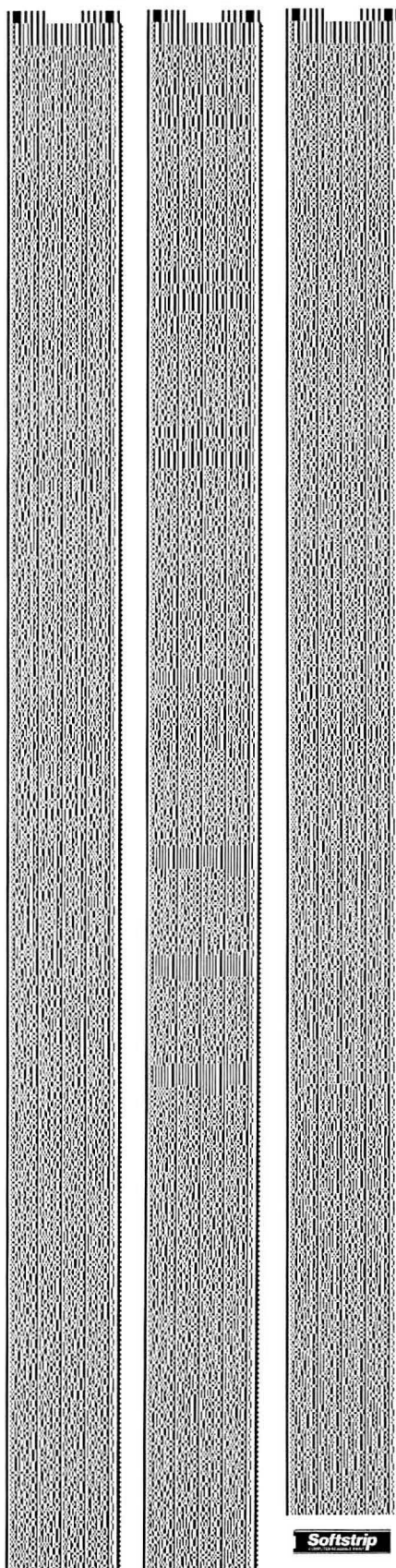
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Webster Spell Checker	33
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Word Perfect (Ver. 4.2)	195
Word Perfect Executive	103
Word Perfect Library	54
Wordstar 3.31	162
Wordstar Pro Pack 4.0	233
Wordstar 2000 Plus 2.0	209

### ACCESSORIES

Copy II Option Board	\$ 75
Masterpiece	84
Masterpiece Plus	97
Microsoft Mach 10 w/windows & Mice	335
MousePad by MouseTrac	9
Summasketch 12x12 Tablet	350

### COMMUNICATIONS

CompuServe Starter Kit	\$ 19
Crosstalk XVI	88
Microsoft Access	137
Minor II	33
Remote	86
Smartcom II	79

### ACCOUNTING

BPI - GL A/R, A/P, Payroll	\$159 ea.
Computer Associates - GL A/R, A/P	379
DAC Easy Accounting	38
DAC Easy Payroll	28
One Write Plus	140
One Write A/P, A/R, Payroll	125
Open Systems - GL A/R, A/P, Payroll 3.0	409 ea.
Timeslips	55

### MONEY MANAGEMENT

Tobias Managing Your Money	Call
Dollars & Sense Forecast	\$ 92

### GRAPHICS/MICE

Chartmaster	Call
Diagram Master	Call
Energygraphics 2.0	\$259
Generic CAD w/ Dot Plot	75
Harvard Graphics	Call
IMSI Mouse w/ Dr. Halo II	259
In-A-Vision	56
Logmouse	85
Logmouse w/paint	Call
Map Master	103
Microsoft Buss Mouse	163
Microsoft Chart	115
Microsoft Serial Mouse	31
News Room	65
News Room Professional	99
PC Buss Plus Mouse (New Ver.)	89
PC Mouse (New Ver.)	29
Printmaster	32
Print Shop	Call
Signmaster	38
Turbo Graphix Tool Box	163
Windows Draw! w/clip art	

### LANGUAGES

Basic Compiler (Microsoft)	\$219
C Compiler (Microsoft)	249
Cobol Compiler (Microsoft)	385
Fortran Compiler (Microsoft)	245
Lattice C Compiler	236
Macro Assembler (Microsoft)	83
Run C Interpreter	55
Ryan McFarlan Fortran	339
Ryan McFarlan Cobol	539
Pascal Compiler (Microsoft)	165
Quick Basic 3.0	55
Turbo Jumbo Pack (New Ver.)	159
Turbo Pascal w/8087 & BCD	55
Turbo Database Tool Box	38
Turbo Prolog	54

### DESKTOP PUBLISHING

Harvard Professional Publisher	\$329
Newmaster	48
Pagemaker	479
PFS: First Publisher	45
Ventura Publishing	475

### UTILITIES

1 DIR Plus	\$ 46
Carousal 2.0	29
Copy II PC	19
Copywrite	40
Cubit	25
Disk Optimizer 2.0	29
Double DOS 4.0	25
DS Back-Up Plus	25
Fastback	80
Homebase 2.5	40
Microsoft Windows	55
Norton Commander	36
Norton Utilities 4.0	48
Note It Plus	Call
PC Tools	19
Printworks	36
Prokey 4.0	69
Sideways (Unprotected)	45
Sideways 3.1	37
Smart Notes	40
SQZ	45
Superkey	Call
Take Two	79
Unlock A, or B Plus	32
Unlock D Plus	43
XTree	27

### TRAINING

Flight Simulator	\$ 27
Lets C	38
Masterstep	23
Mind Probe	25
MS Learning DOS	27
PC Logo	69
Turbo Tutor	23
Typing Instructor	27
Typing Tutor III	27

### INTEGRATIVE SOFTWARE

Ability	\$ 55
Enable 2.0	Call
Framework II	395
PFS: First Choice	82
Smart Software System 3.1	409
Symphony	449

### DATA BASE MANAGEMENT

Clipper	\$ 375
Cornerstone	53
dBase III Plus	379
dBase III Lan	589
Extended Report Writer	Call
Eureka	55
FoxBase Plus	245
Genifer	188
Knowledgebase II Promo Pack	319
Nutshell	75
Paradox 2.0	Call
PFS: Professional File	112
Q & A	199
Quickcode Plus	138
QuickReport	138
Revelation	449
Revelation Bump Disk	249
RBase Cloud	Call
RBase 5000 System V	Call
Reflex	79
VP Expert	47
VP Info	47

### SPREADSHEETS

Cambridge Analyst	\$ 59
4 Word	55
HAL	104
Lotus 1-2-3 Ver. 2.01	Call
Lotus Report Writer	67
Multiplan	108
Spreadsheet Auditor 3.0	82
Supercalc 4	Call
Twin Classic	35
VP Planner	47

### PROJECT MANAGEMENT

Harvard Total Project Manager	\$ 282
Microsoft Project	218
Super Project Plus	Call
Timeline 2.0	235

### DISKETTES

Maxell M2S (Qty. 100)	\$ 82.50
Sony MD-2 (Qty. 100)	80
Sony 3 1/2 S.S.D.D. (Qty. 100)	107.50

## HARDWARE

### PRINTERS

Alps	
All models	Call
Brother Printers	Call
Citizen Printers	Call
120D	159
Other models	Call
Dialble	
D-25	469
635	759
US Robotics	
Diconica	
150	299
Epson Printers	Call
Hewlett-Packard	
Laser Jet Series II	1829
NEC	
P-6, P-7, P-9 Series	Call
3510, 3550	729
8810, 8850	1045
Okidata Printers	Call
Panasonic Printers	Call
10901	155
Star Micronics	Call
Toshiba	
321 S1	669
341E	1045
351 Model II	

### MODEMS

Hayes	
300	129
1200	285
1200B	249
2400B	389
Prometheus	
1200B	125
Other Models	Call
US Robotics	
Password 1200	149
Courier 2400	335
Microlink 2400	335

### COMPUTERS

NEC	
Multispeed	Call
Panasonic	
Business Partner	\$ 719
Sr. Partner	969
Exec. Partner Dual Drive	1429
Toshiba	
T-1100 Superwest	Call
T-3100	Call
Wysa	
286	1729

### BOARDS

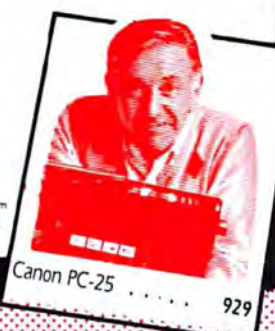
AST	
Six Pack Plus	\$ 139
Other Models	Call
ATI	
EGA Wonder	245
Hercules	
Color Card	145
Graphics Card Plus	165
Graphics Card	175
Intel	
Above Board	210
PS/PC	239
Orchid	
EGA	565
Turbo EGA	449
Jet 386 Accelerator/AT	829
Tiny Turbo 286	399
Paradise	
5 Pack	99
Autoswitch 350	205
Autoswitch 480	279
Tecmar	
Graphics Master	409
Other Models	Call
Captain (No Memory)	109
Video-7	
Vega Deluxe	285

### DISK DRIVES

Bermoli Box	
10 Meg	\$ 865
20 Meg	1199
40 Meg	1729
Segate 20 MG w/WD Controller	339

### MONITORS

Amdel Monitors	Call
NEC	
Multisync	\$ 549
Multisync Plus	Call
Other Models	Call
Princeton Graphics Monitors	Call



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"The Breakthru 286 performed flawlessly with every application we handed it, including copy-protected programs and nine memory-resident utilities at once."

Stephen Manes, PC Magazine

"...the Breakthru 286 was the card of choice."  
PC BusinessSoftwareview (Rated #1)

"...Breakthru 286 is a good value and a quality product backed by effective support."

Dan A. Griffin  
The Newsletter of the AutoCAD User's Group

"The PCSG Breakthru 286 achieved the best performance results of the caching boards tested."

Ted Mirecki, PC Tech Journal (Rated #1)

"The 12-MHz Breakthru 286-12 speedup board is the fastest of those tested, but not the most expensive. On a dollar per-horsepower basis, it could be called the cheapest boost available for an XT."

Mark Welch, InfoWorld (Rated #1)

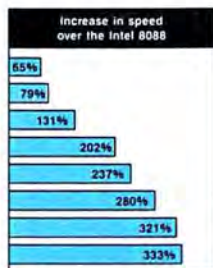
# Think You Need an AT?

Make Your IBM PC Faster Than an AT in Just 5 Minutes!

## Accelerator Cards: Speed and Value

Speed figures are consolidated results from 10 tests of CPU performance (See Accelerator Boards Special Report, December 1, 1986)

<input type="checkbox"/> Microspeed Fast 88	\$149
<input type="checkbox"/> Microsoft Mach 10	\$395
<input type="checkbox"/> Univation Dream Board	\$512
<input type="checkbox"/> Orchid Turbo EGA	\$945
<input type="checkbox"/> ST&D Standard 286	\$995
<input type="checkbox"/> Classic Speedpack	\$995
<input type="checkbox"/> Orchid PC-Turbo 286e	\$1,195
<input type="checkbox"/> Breakthru 286-12	\$595



REPRINTED FROM INFO WORLD, APRIL 27, 1987

Breakthru 286-8MHz-\$395  
Breakthru 286-12MHz-\$595

LIGHTNING™—FREE with Breakthru  
speedup hardware—\$89.95 purchased separately

We are excited about our three speedup products. You probably know about our Lightning disk access speedup software that was awarded PC Magazine's Best of 1986 award (see box). After the smashing success of Lightning, in late '86, we

But, no speedup board cuts disk access time in half

## LIGHTNING™

software can - \$89.95 or FREE w/Breakthru

"Lightning is almost mandatory...." -  
Steve Manes, PC Magazine  
Best of 86 review

Loads with the DOS - always ready as a background program to accelerate disk access. You do nothing - everything is automatic. Programs that frequently access the disk (hard or floppy) are made instantly up to 2 to 4 times faster. Uses a principle greatly enhanced from mainframe technology called caching. Fully exploits Above Board memory.

LIGHTNING is the standard against which all our competition measures itself because we achieve universal compatibility with other software. Data is never lost. Order LIGHTNING separately or get it free with your Breakthru 286 board.

guaranteed the Breakthru 286 board to be literally the most advanced, fastest, most feature-rich board available. The runaway success it has enjoyed truly proved that assertion. Now we go ourselves one better with the Breakthru 286-12. This new board has the clock speed cranked up from 8 to 12 MHz for speeds up to 10.2 times faster than an IBM PC. It is 50% faster than an 8MHz IBM AT, and up to a whopping 1,000% faster than a regular PC.

### HERE'S WHY THESE TWO BOARDS ARE SO SPECIAL.

First, they install so easily. A half-slot card means you don't even have to give up a full slot. What's more, unlike competing

products it works in the Compaq Portable and most clones. Easy diagrams show how you just place the card in an open slot, remove the original processor and connect a single cable. There is no software required. From that moment you are running faster than an AT.

Second, they are advanced. The BREAKTHRU 286 replaces the CPU of the PC or XT with an 80286 microprocessor that is faster than the one found in the AT. Has a 80287 math coprocessor slot for numeric intensive applications. A 16K cache memory provides zero-wait-access to the most recently used code and data. Speed switching software allows you to drop back to a lower speed on the fly for timing sensitive applications.

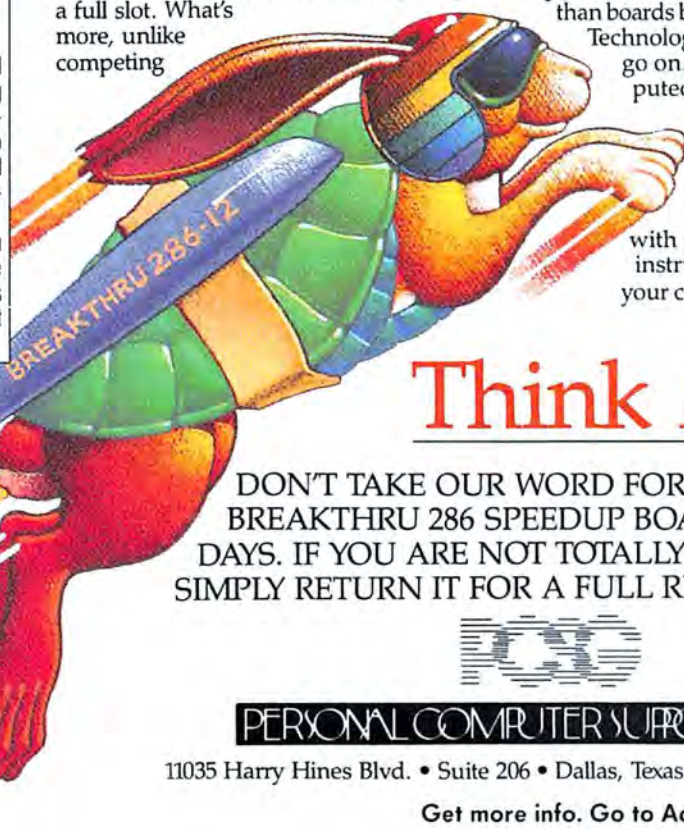
Third, you have full compatibility. All existing system RAM, hardware, and peripheral cards can be used without software modification. Our boards operate with LAN and mainframe communication products and conform to the Expanded Memory Specification (EMS). Software compatibility is virtually universal.

Faster and smarter than an AT - PCSG guarantees it.

Fourth, these are the best. There are several other boards on the speedup market. We at PCSG have compared them all, but there simply is no comparison. Many cards offer only a marginal speedup in spite of their claims and others are just poorly engineered.

We are really excited about these products. PCSG makes the unabashed statement that the BREAKTHRU 286 card represents more advanced technology than boards by Orchid, Quadram, PC.

Technologies, Phoenix...we could go on. Breakthru 286 is undisputedly the turbo board with the biggest bang for the buck. And we include FREE the \$89.95 acclaimed Lightning software. Call today with your credit card or COD instructions and we will ship your card the very next day.



## Think Again.

DON'T TAKE OUR WORD FOR IT. USE EITHER BREAKTHRU 286 SPEEDUP BOARD FOR 60 DAYS. IF YOU ARE NOT TOTALLY SATISFIED SIMPLY RETURN IT FOR A FULL REFUND.



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Kevin Strehlo

Software for the new age of work-group computing is improving communication and getting things done.

# Telephone Power Line

At first, Nancy Welborne used her PC for little more than the writing that she did as a marketing consultant. Then she took a sales training course from Fernando Flores that revolutionized her business and her use of computers.

The course focused heavily on the role of communication in group productivity. The principles that Flores expounded seemed straightforward enough—guidelines that Welborne had always followed intuitively. Now, however, she saw them explicitly laid out as an organizational framework, giving her a way to redefine her clients' on-the-job interactions and improve their efficiency.

Welborne didn't notice at first, but gradually the focus of her business shifted. Six months after taking the course she was spending less time on marketing consultation and more time helping firms smooth communication among the members.

The first such firm was a restaurant run by three people who could never agree. Welborne

quickly freed them from the too-many-chefs syndrome. Soon thereafter, she helped a \$10 million company with a real problem: disagreements between the two top executives. "They were almost to the stage of fisticuffs," she recalls.

Welborne's approach followed the central theme of Flores' seminar: Good communication requires more care in listening than in speaking. Faulty interpretation can so muddy the waters that nothing gets done. She convinced her clients of the need to clarify requests, to make them concrete rather than vague and emotional. "It boils down to this: Were you really listening to them, and were they listening to you?"

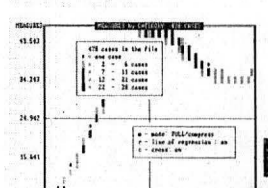
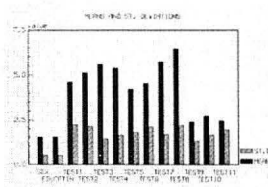
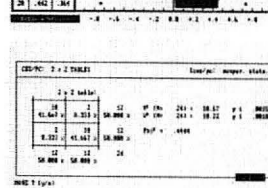
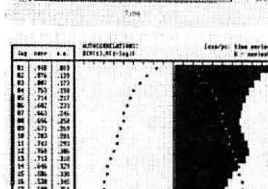
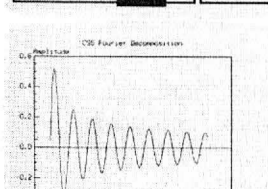
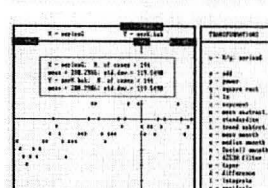
In the meantime, Flores himself had put together a company called Action Technology in Emeryville, California, to capture his management theory in software. The result of that effort is *The Coordinator*, a program that makes

(continues)



[illegible]

Age	Gender	P-factor	P-factor	P-factor	P-factor
1	0.15	1.00	1.00	1.00	1.00
6.1	.003	2.057652	2.057652		
6.2	.003	2.057652	2.057652		
6.3	.003	2.057652	2.057652		
7.1	.003	2.057652	2.057652		
7.2	.003	2.057652	2.057652		
7.3	.003	2.057652	2.057652		
8.1	.003	2.057652	2.057652		
8.2	.003	2.057652	2.057652		
8.3	.003	2.057652	2.057652		
9.1	.003	2.057652	2.057652		
9.2	.003	2.057652	2.057652		
9.3	.003	2.057652	2.057652		
10.1	.003	2.057652	2.057652		
10.2	.003	2.057652	2.057652		
10.3	.003	2.057652	2.057652		
11.1	.003	2.057652	2.057652		
11.2	.003	2.057652	2.057652		
11.3	.003	2.057652	2.057652		
12.1	.003	2.057652	2.057652		
12.2	.003	2.057652	2.057652		
12.3	.003	2.057652	2.057652		
13.1	.003	2.057652	2.057652		
13.2	.003	2.057652	2.057652		
13.3	.003	2.057652	2.057652		
14.1	.003	2.057652	2.057652		
14.2	.003	2.057652	2.057652		
14.3	.003	2.057652	2.057652		
15.1	.003	2.057652	2.057652		
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15.3	.003	2.057652	2.057652		
16.1	.003	2.057652	2.057652		
16.2	.003	2.057652	2.057652		
16.3	.003	2.057652	2.057652		
17.1	.003	2.057652	2.057652		
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17.3	.003	2.057652	2.057652		
18.1	.003	2.057652	2.057652		
18.2	.003	2.057652	2.057652		
18.3	.003	2.057652	2.057652		
19.1	.003	2.057652	2.057652		
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19.3	.003	2.057652	2.057652		
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20.2	.003	2.057652	2.057652		
20.3	.003	2.057652	2.057652		
21.1	.003	2.057652	2.057652		
21.2	.003	2.057652	2.057652		
21.3	.003	2.057652	2.057652		
22.1	.003	2.057652	2.057652		
22.2	.003	2.057652	2.057652		
22.3	.003	2.057652	2.057652		
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24.3	.003	2.057652	2.057652		
25.1	.003	2.057652	2.057652		
25.2	.003	2.057652	2.057652		
25.3	.003	2.057652	2.057652		
26.1	.003	2.057652	2.057652		
26.2	.003	2.057652	2.057652		
26.3	.003	2.057652	2.057652		
27.1	.003	2.057652	2.057652		
27.2	.003	2.057652	2.057652		
27.3	.003	2.057652	2.057652		
28.1	.003	2.057652	2.057652		
28.2	.003	2.057652	2.057652		
28.3	.003	2.057652	2.057652		
29.1	.003	2.057652	2.057652		
29.2	.003	2.057652	2.057652		
29.3	.003</				

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Standard for Performance ST

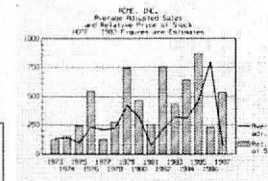
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TABLE:		CONSTANTINIAN (cont'd)															
	YEAR	14	15	16	17	18	19	20	21	22	23	24					
MOSE	1982	4	3	3	3	3	3	3	3	3	3	3					
DATE	1982	4	3	3	3	3	3	3	3	3	3	3					

# SOFTWARE

6	24	0	0	0	1											
7	24	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
10	21	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
18	21	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
21	25	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
22	25	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
23	25	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
24	25	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

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Time	Canonical Root 1	Canonical Root 2	Canonical Root 3
0	1.0	5.0	1.0
2	1.0	5.0	1.0
4	6.0	6.0	4.0
6	5.0	5.0	3.0
8	6.0	4.0	2.0
10	5.0	3.0	1.0

**CORRELATIONS BETWEEN TWO CELLS**

(Example: total number of  
independent variables)      values for CELL 1      values for CELL 2

Y SALES  
+ JCLPZ  
2

[illegible][illegible][illegible]

MEANS AND ST. DEVIATIONS

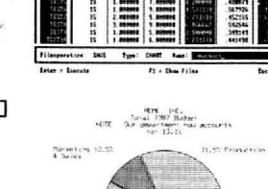
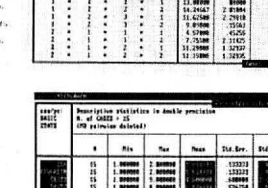
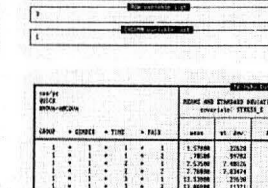
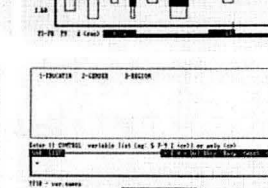
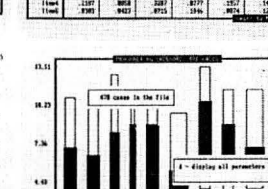
Variable	Mean (Black Bar)	Standard Deviation (White Bar)
SEX	~50	~10
EDUCATION	~55	~15
TEST1	~65	~20
TEST2	~70	~25
TEST3	~75	~30
TEST4	~80	~35
TEST5	~85	~40
TEST6	~90	~45
TEST7	~95	~50
TEST8	~100	~55
TEST9	~105	~60
TEST10	~110	~65
TEST11	~115	~70

# COMPLETE STATISTICAL SYSTEM WITH DATA BASE MANAGEMENT AND GRAPHICS

- CSS is currently the fastest statistical software available for IBM and compatible computers.
- CSS is the first statistical package to offer an advanced user interface that meets 1987 software quality standards.
- The CSS optimized user interface with super-fast hierarchical menus features elements of artificial intelligence; even complex analyses require only a few keystrokes (batch processing is also supported).
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- Technical note: The CSS user interface and all I/O were written in Assembler and bypass DOS; graphics and data management were written in Assembler and C; the computational algorithms were written in Assembler and optimized Fortran.

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listening easier by providing a structured environment in which people clarify both what they ask of others and what others ask of them. The software also combines electronic mail and project management to produce a system best called "management by memo."

*The Coordinator* assumes that tasks get done because people communicate their commitments to completing them. A project is viewed as a conversation—an exchange of electronic memos in which commitments for action are made or possibilities discussed. Business problems arise when responsibilities are not made clear, so *The Coordinator* prompts workers to explicitly label memos that request or accept commitments.

The program not only spells out requests but also elicits appropriate responses: promises, counteroffers, or nonacceptances. If a request is accepted, an action item is automatically placed on the calendars of both parties. Alert dates and reporting dates are optional. Reminders pop up when appropriate.

Calendars and commitments can be searched by conversations, subconversations, participants, keywords, dates, or combinations of those factors. If someone joins a project or suddenly needs to know what has been going on, a single command can bring up the entire conversation. Naturally, people can be copied on conversations as they proceed.

But *The Coordinator's* Conversation Manager does more than simply build a calendar; in project management fashion, it tracks the network of commitments made within a work group. Often, the chain of dependencies is many layers deep. If one commitment is

the 25 traffic centers, 4 warehouses, 4 zone offices, and 30 salespeople who eventually were linked over ordinary phone lines.

Then commitment tracking began. At first, some employees feared that *The Coordinator* would document their failures to

*Some employees feared that The Coordinator would document their failures to meet commitments.*

not fulfilled on time, the whole network is recalculated accordingly, and those affected by the slippage are notified.

Welborne implemented *The Coordinator* at one small company, with dramatic results. Then, at a party, she met the vice president in charge of Frito Lay company logistics. The vice president was responsible for 1500 people nationwide, all of whom faced serious problems reaching one another.

"I told him that I could have everyone at Frito Lay working together in a far different way than they were and that I could save him a lot of money," Welborne recalls. "He was intrigued by the outrageousness of my claim."

She started at the top of Frito Lay with headquarter executives and moved down the chain of command, using a room full of PCs and phone lines in Action Technology's San Francisco offices as the communications hub. The system paid for itself in no time by eliminating phone tag and cutting communications costs among

meet commitments. But the chance to interface with executives soon outweighed those fears. Field employees no longer felt isolated. Once their PCs were linked, addressing a memo to any of their fellow workers was no more complex than typing out the person's code name.

Says Welborne, "One man who was stuck out in a little shack of an office in the middle of a potato field told me, 'You just don't know how this has saved my life.'"

Another participant who was being transferred worried that he would be left out while a computer was being requisitioned for him at the new site. He felt that he could no more function without *The Coordinator* than he could without a phone, so he broke with strict operating procedures and smuggled his old computer along.

*(continues on page 366)*



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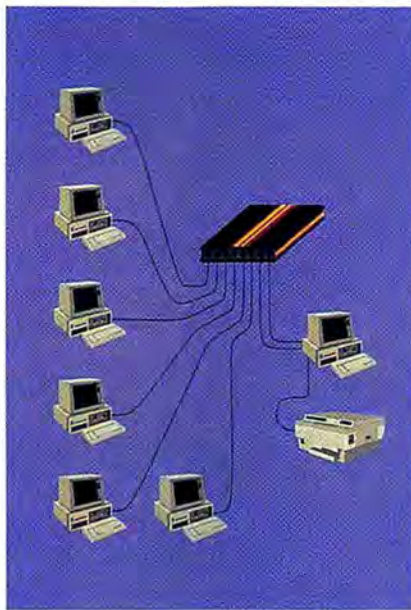
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"Once they start to use it, some of them become absolutely fanatical," observes Welborne.

Welborne's own enthusiasm about *The Coordinator* is surpassed only by her enthusiasm for the theoretician behind it. She regularly attends retreats sponsored by Flores in San Francisco, concluding, "I believe that there's no end to what that man can teach me."

**A**t 29, Fernando Flores was finance minister in Salvador Allende's government in Chile. When Allende was overthrown, Flores became a political prisoner. But his imprisonment soon became an international cause célèbre, leading to a campaign by Amnesty International that eventually won his release.

Emigrating to this country, Flores pursued his academic interest in phenomenology and the twentieth-century German philosopher Martin Heidegger. The University of California at Berkeley awarded him a Ph.D. for his theoretical work, which was partially founded on Heidegger's musings on language.

Flores built his theory on what he called a "speech move"—a combination of an assertion (it is true), a directive (do it!), a commissive (yes, I'll do it), an expressive (apology or praise), or a declarative (I need information). He began to teach speech-move management theory in and around Marin County, just north of San Francisco.

In the early 1980s, Flores recognized a kindred soul in Werner Erhard. The charismatic leader of the EST movement also had read Heidegger. In fact, Erhard's UNIX office system became the first test site for *The Coordinator*. Erhard liked what he saw so much that he invested in Action Technology and remains a silent partner today. Maybe it's the Erhard connection that has prompted occasional criticism of *The Coordinator*—one electronic-mail competitor calls it "fascist software." Maybe commitment tracking just sounds too much like George Orwell's *1984*, where a computerized Big Brother never sleeps.

Still, it's difficult to argue against the need to make people accountable for the promises that they make.

**F**or many, though, the argument is irrelevant. David Lareau, who left a high-level position at Zaimosky Company in Baltimore, Maryland, to market *The Coordinator* after seeing what it accomplished, discounts the importance of its philosophical roots. Lareau allows that Flores' seminars taught him quite a bit about the craft of observing, but the classes were somewhat nebulous for his taste.

"Unfortunately, many of the people there are Fernando Flores followers," he observes. "It's a group-guru atmosphere."

Lareau is grateful to the Flores seminars, though, for introducing him to *The Coordinator*. Zaimosky, his former company, was looking for a way to share the expertise of the executive staff with

those in charge of marketing. New managers coming up through the sales ranks lacked the experience to manage the department's complex operations. Yet people with operational backgrounds couldn't have generated the energy needed to keep sales pumped up.

Meanwhile, Zaimosky's top executives found themselves further and further removed from the real action by what Lareau likes to call "administrivia." They spent too much time redoing projects that fell through the cracks—reacting instead of looking forward—and they were becoming increasingly frustrated.

"We had great ideas," says Lareau, "companies that we wanted to buy, new markets that we wanted to attack, but nobody had the time. Every day was spent in crisis management."

At first, only the top executives used *The Coordinator*. Then others joined when they discovered how people on the system dispensed with administrivia. Each system user could handle 60 conversations in 45 minutes and eliminate many time-wasting status meetings. Work-group members kept up to date with copies of conversations containing explicit commitment memos that needed action.

"You're warned when commitments aren't being met, and by the time a situation reaches crisis

(continues)





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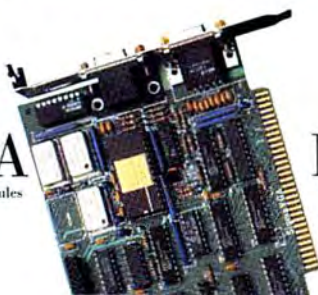
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Kevin Strehlo

level, you already know all about it," Lareau says. "You've watched it develop and given it some thought. Thus, even decisions made in haste aren't hastily made."

When *The Coordinator* was first proposed, two members of Zaimosky's executive committee thought it the most harebrained scheme they had ever heard of. Outvoted, they boycotted the system. A month or two later, one of them began to realize that his peers on *The Coordinator* weren't always being surprised by the people who reported to them.

"Finally, this guy came into my office, shut the door, and asked me what I was doing Saturday morning," recalls Lareau. "He wanted me to come to work to show him how to use the system."

The other holdout still doesn't use *The Coordinator*—directly. "But his secretary uses it and speaks as him," Lareau says, chuckling. "She says that she saves two to two-and-a-half hours a day with the system, and things just don't fall through the cracks anymore."

**T**he *Coordinator* exemplifies a broader trend away from the use of personal computers only as stand-alone tools for the individual. They're fast becoming links in a larger chain of users.

This shift from individual productivity to teamwork was inevitable. It's due in part to general corporate dissatisfaction with the rate of individual productivity improvement achieved with the PC

(at least productivity measured in terms of accomplishing more—rather than better—work).

Even the disappearance of the Little Tramp from IBM's advertising signals this trend. The Tramp, IBM's Everyman, worked alone to overcome his daily business problems. Now he's been replaced in IBM's carefully packaged portraits of work-group computing by the team from "M.A.S.H."

This may not be the year of the network, but it's definitely the year of the work group. Consider that "M.A.S.H." episodes frequently detailed the triumphs and failures of a dedicated band of individuals struggling against often overwhelming odds to accomplish their goals. Likewise, today's work groups must band together to overcome the increasingly complex and demanding work environment.

They too often find themselves overwhelmed by administrivia or at odds with the larger corporate bureaucracies to which they belong. The hope, though, is that tools like *The Coordinator* will give us all the edge that we need to prevail. ●

*Kevin Strehlo hunts for PC tales from an office on the outskirts of Silicon Valley.*



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# Maybe it's not what you're saying that's so dull.

Horizon Airlines  
Page 2 of 3

## FIRST HALF RESULTS

For the first four months of the year sales fell below budget by 38% caused by delays in adding new routes to the system. However, in May and June sales exceeded budget by 12% as the new routes came on line and non-business travel expanded. With the new routes on-line, sales should continue to exceed budget by 10% through the end of the year. First half sales do represent a 12% gain over the same period a year ago. The budget numbers were set a little high for the first half in anticipation of adding all the new routes by February.

## NEW DIRECTIONS

While we maintain a commitment to upgrade and expand our passenger service, Horizon is also progressing with new business ventures. The on-line reservation system (RS) has experienced significant volume increases and will be aggressively promoted for the next two years to small and medium size agencies.

Air freight (AF) services are now offered on 80% of Horizon's routes. Volume is building slowly and will benefit from aggressive business advertising in the second half of the year. Also, in the third quarter several large customers should add significant volume as the direct sales force signs up corporate accounts.

Finally, a new direct sales force will begin selling a variety of products and services (AS) to agencies of all sizes. The market research conducted at the end of last year suggested that these offerings will be very much in demand. Horizon will use the introduction of the products and services to emphasize Horizon's commitment to meeting the needs of affiliated agencies.

## MOST PROFITABLE ROUTES

In the first half the 50 most profitable routes originated from nine cities located in every region of the country. In the west, the cities with highly profitable routes included Portland, OR, San Francisco and Los Angeles. In the midwest, Milwaukee, Chicago and Dallas were the origins of the profitable routes, while in the east, the cities were Atlanta, Boston and New York.

It is important to note that in the first half of the year, we added cities in the east and west to our list of most profitable organization cities. This is a significant accomplishment and was one of the major strategic objectives for the year. It suggests that attempts to stabilize prices in some of those competitive markets are succeeding.

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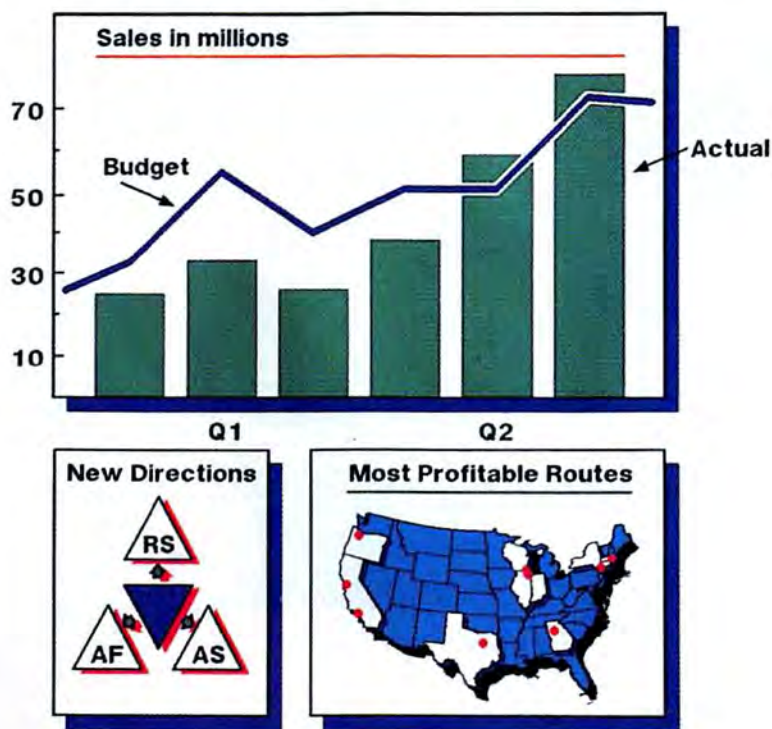
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### October

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# Stop Writing In Circles.

TO: Anyone who wants to improve his or her writing.  
FROM: Ken Dickson, author, writer, and editor. I get both of these ABSOLUTELY FREE.

I'm a skeptic. So when Reference Software told me Grammatik II could make my writing better (not just easier or faster, but "better") I grimaced. I thought, yeah sure, if it was real good it might help business people write better letters and memos. But I write ads. So if a software program can make my writing better, it's fantastic. And I'm not.

Well, two months and a whole bunch of humble pie later I'm here to tell you about Grammatik II, The Writing Analyst. Believe me, it's like an editorial assistant in a box. Grammatik can not check all your spelling or diagram a sentence, but Reference Software guarantees (and I can personally verify) that it will make your writing clearer and more concise the very first time you use it.

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*Ken Dickson*

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Mfg/Model	Pin/Type	Speed (cps)	Print Quality	Buffer (KB)	Column Width	Interface
OKIDATA M192 Plus M193 Plus 2410	9 Dot Matrix	200/40 175/87.5 350	Draft/ NLO	8 4	80 136 136	Centronics or RS-232C or IBM Version
HEWLETT PACKARD Laser Jet Series II	Laser	8 pgs/min	LQ	512	Letter & Legal Size Paper	Parallel & RS-232C/422
EPSON Fx-86e Fx-286e	9/Dot Matrix	240/ 48	Draft/ NLO	8	80 136	Standard Parallel with "Dual Identity" Dip Switch
LQ-800 LQ-1000	24/Dot Matrix	180/ 60	Draft/ LQ	7K/ 1K	80 136	Parallel (Centronics Compatible) or Optional Serial (RS-232C)
NEC P660 P760	24/Dot Matrix	216/ 65	Draft/ LQ	8	80 136	Parallel (Serial Models are available)
DICONIX 150-P	12 Thermal Ink Jets	150/50	Draft/ LQ	1	7 1/2" Print Line	Centronics (Optional RS-232C)
TOSHIBA P321SL P341SL P351	24/Dot Matrix	216/ 72 300/100	Draft/ LQ	32 4	80 136	Parallel/Serial Standard Centronics Parallel w/RS-232C Serial

OKIDATA  
M-193 Plus



The desktop user's choice due to the Microlines' sleek, spacesaving profile. Okidata has combined speed, paper handling, and compatibility with the latest in technology, making these printers among the finest in their class. Proprinter & 5152 graphics printer compatibility with IBM versions. Complete with semi-automatic sheet feed (friction and tractor).

M-193 Plus List Price \$649 Our Price \$495  
M-192 Plus (not shown) List Price \$449 Our Price \$345

OKIDATA  
2410



When you need versatility, this one's for you!! This printer has 3 speeds for 3 applications — like having 3 printers in one!! It can produce up to 350 cps, handle 4-part carbons, print full graphics; even variable paper widths are a breeze for this professional printer. A factory configured IBM compatible model available with Centronics & RS232C. Friction and tractor feeds for smooth sailing.

2410 Plus List Price \$2395 Our Price \$1759

HEWLETT  
PACKARD  
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The industry standard!! This second generation of Laser Jet printers from HP is compatible with the original Laser Jet and Laser Jet Plus printers, but it is 36% lighter, more reliable, does more, and costs less!! This whisper-quiet printer now comes with 6 internal fonts, so you can customize the printing environment. Contains input and output trays as well as friction feed.

Laser Jet List Price \$2595 Our Price \$1949

Never a surcharge for American Express, Visa or Mastercard. Credit cards are not charged until after your order has been shipped. No sales tax on orders shipped outside NY State. Please add 2% for insurance, and handling (\$3.00 minimum). Defective merchandise can be returned for repair or exchange (please call for R.A. no.) All prices and products subject to change without notice.

\*If, within 30 days, your printer fails, either upon arrival, or during the normal course of use, we'll replace it immediately. We will not fix or repair your printer—we'll replace it.



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FX-286e (not shown) List Price \$699 Our Price \$479

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**EPSON  
LQ-1000**



**TOSHIBA  
P351**



From Epson, the price performance leader, comes another advanced, high-tech answer to your business printing. Capable of outstanding graphics, the new 24 pin line gives you a higher resolution for sharper letters. Choose between Extended Epson Graphics, IBM Graphics, or Diablo 630 codes with Identity Modules. Paper is friction fed. Use the 1000 if your needs include spreadsheet and financial report printing.

LQ-1000 List Price \$999 Our Price \$679  
LQ-800 (not shown) List Price \$699 Our Price \$479

Another 3-in-one printer, we feel this has the highest quality "Letter Quality" dot matrix printing available; it even prints on 6-part forms!! Accepts type font cartridges and down-loadable type font disks. Emulates IBM Graphics Printer and the Qume Sprint 11. Complete with auto paper loading and friction feed.

P351 List Price \$1399 Our Price \$999

**NEC  
P760**



**TOSHIBA  
P321SL**



With 24 resident fonts, this is a typesetting dream!! High resolution, plus 4 paper handling options puts this printer a step above the rest. Epson LQ series software compatible; color kit upgrade and added memory available. Uses a standard friction feed. The P760 adds multi-column word processing and full-size spreadsheet capability.

P760 List Price \$995 Our Price \$659  
P660 (not shown) List Price \$699 Our Price \$479

One of the easiest printers to use, due to a new front panel which lets you choose type fonts, pitch, emulation, quiet mode, lines per inch, page length, and more, all at a touch of a button. Fanfold by-pass eliminates the need to unload the continuous form paper when using single sheets. Standard emulations include IBM Proprinter and Toshiba/Qume. Paper is fed through tractor feed for continuous forms; also features auto loading, single sheet guide, and friction feed.

P321SL List Price \$749 Our Price \$559  
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Don R. Allison

# Another Angle: Who Pays for Piracy?

**T**he trouble with software piracy is that it seems like just another victimless crime. But I see ample evidence that we're all piracy's victims—and we're losing more than just money.

Pirating software is an easy habit to fall into. Who hasn't saved a couple of bucks by using a backup copy of a friend's new program? That practice seems harmless enough. So what if it costs some faceless software company a few dollars.

Unfortunately, the dollars lost through piracy total too much for publishers to tolerate—\$1 billion annually, by the Software Publishers Association's reckoning.

Let's assume that the figure is grossly exaggerated and that companies really lose only \$500 million a year. Further, let's assume that they pass along only \$250 million of those losses to us, their 10 million PC-owning customers. The bottom line: We pay the freight for the freeloaders.

Then there's the annoyance of copy protection and the serial-number checking by a software

company's phone support staff. Trying to use software that you've paid for has become as hard as trying to cash a check at the grocery store.

I spend a lot of time on bulletin boards and at user gatherings, and I'm constantly surprised by new forms of software theft. The latest ploy is the fraudulent solicitation of beta test copies of software and hardware. I've been a beta tester for five years, so this one really hits home. People are accepted into beta testing programs, receive hundreds of dollars in products, and then fail to fulfill their part of the bargain—reporting on the product's performance.

I have seen groups set up fake companies with fake letterhead to rip off \$5000 to \$10,000 worth of software evaluation copies and then disappear into the woodwork. I know of college campuses where pirated copies are sold for a small fee along with manuals reproduced at local print shops. I have seen beta piracy at the professorial level too.

What I'm most concerned about, though, is that piracy reduces the chance for all of us to enjoy really clean, full-featured

software. Software design is an imperfect science. Beta reports are a significant part of a company's R&D efforts; they help a company determine features, function, price, documentation, and ease of use. Every package in the hands of a beta pirate means one less package received by a legitimate tester, that much less guidance for the company, and that much more room for mistakes.

It's clear by now that software companies can't control piracy. It's up to each of us to resist its temptation and refuse to cooperate with others who are pirating. Otherwise, we're going to wake up one day to find ourselves on the wrong end of the cutlass.

*Don R. Allison, CSP, is a beta tester and a programmer/analyst.*

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That's why Master Piece and Master Piece Plus are equipped with our unique two-stage surge suppression circuit, containing a high-speed silicon semiconductor for the quick reaction necessary and heavy-duty metal oxide varistors for the brute force required to keep even the largest surges from penetrating into your system.

That's why the plus in Master Piece Plus is additional modem surge suppression circuitry to protect your modem from surges, spikes and noise on the telephone line.

And that's why the circuitry in both models can handle anything an electrical storm or your local power company can offer — up to 6,000 volts with a 3,000 amp follow-on current. (That's the kind of superior performance that passes not only UL\* testing, but Categories A and B of the strict IEEE† specification 587-1980 as well.)

Now, this may look to you like we're taking more than the necessary precautions. And actually, we are. But after all, isn't that what you expect from a serious surge suppressor?

Master Piece (\$149.95) and Master Piece Plus (\$159.95). For more info, or a dealer near you, call (800) 535-4242. In NY (212) 475-5200.

Meets IEEE 587-1980 Category A	✓
Meets IEEE 587-1980 Category B	✓
UL Listed	✓

*The right surge suppressor passes all the tests.*



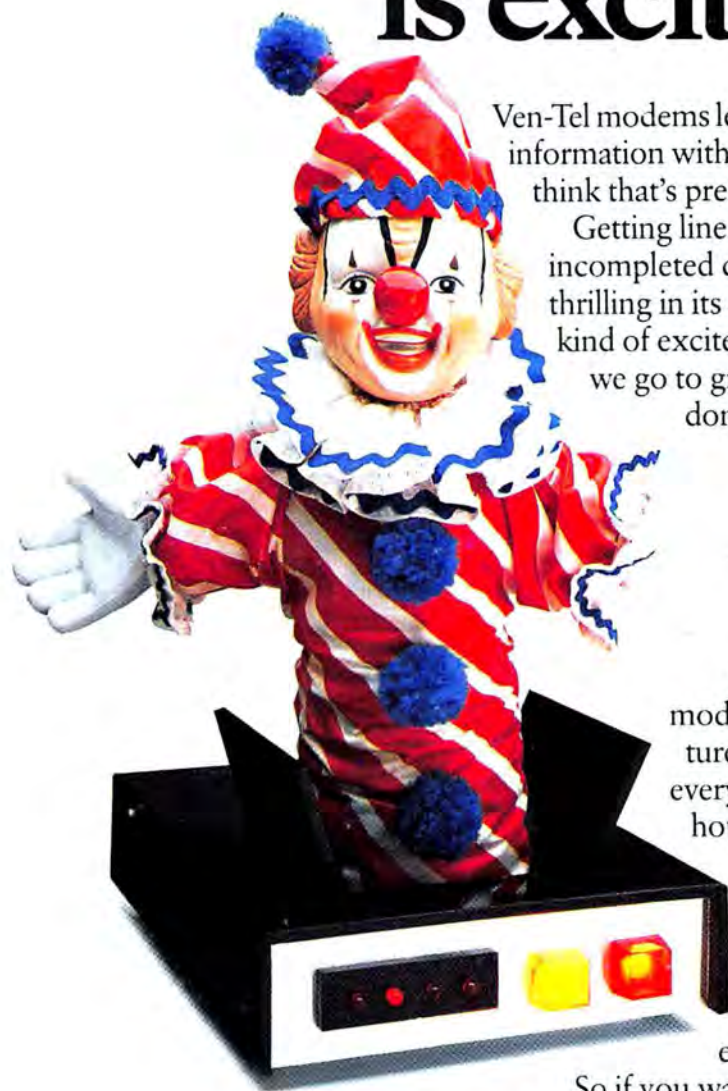
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\*Underwriters Laboratories Inc. †The Institute of Electrical and Electronics Engineers. © 1987 Kensington Microware Ltd.

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# The last thing you want from your modem is excitement.



Ven-Tel modems let you use your phone to exchange information with PCs anywhere in the world. We think that's pretty exciting.

Getting line hits, dropped connections and incompleting calls from your modem can be thrilling in its own way, too. But that's not the kind of excitement you need in business. And we go to great lengths to make sure you don't get it.

At Ven-Tel we've been making more reliable modems since 1974.

Ven-Tel modems put less stress on your PC because they have fewer components—70 vs. the 300 or so in other modems. And while other manufacturers may settle for random testing, every Ven-Tel modem must pass a 72 hour "burn-in" period—plus extensive testing on real phone lines.

As good as Ven-Tel modems are, we still back every one with a free *five-year* warranty.

No other major manufacturer even comes close.

So if you want a modem that won't add the wrong kind of excitement to your workday, you want Ven-Tel.

**Ven-Tel**  
Modems

Our free 24-page booklet, "How To Select The Correct Modem," contains specific information about our full line of modems. To request your copy, call 800-538-5121. In California, call 408-727-5721.

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