

README.DOC

A monthly newsletter of the Orange Coast IBM PC User Group

\$3.00

**General Meeting, October 29, 1988 at 9:00 am
 Science Building Lecture Hall, Orange Coast
 College**

Symantec's Q&A and *GrandView*

**Board of Directors & Officer Elections
 and yet another wonderful raffle**

Review of August General Meeting p. 4

Member Spotlight Focuses on Thurman Wade . p. 5

Library Corner p. 6

Election & SIG GuidesCenter

Special Interest Group Reports p. 11

Technical Corner p. 15

GENERAL INFORMATION

README.DOC is published monthly by the ORANGE COAST IBM PC USER GROUP, P. O. Box 6100-211, Costa Mesa, CA 92628. The group's recorded message phone number is (714) 898-7998.

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Articles may be submitted via modem to the OCIPUG BBS, on paper or on an IBM format diskette (5-1/4" 360k8 format preferred). We will accept them in any of several formats, although we strongly prefer "pure ASCII" files. Other acceptable formats include DCA-RFT, Microsoft Word, Multimate, WordPerfect and Wordstar. Submissions on paper should be double-spaced and typed. All items submitted for publication are subject to editing.

DEADLINE

Articles and advertising must be received by the twentieth (20th) of the month prior to publication.

ADVERTISING

All advertisements must be camera ready and prepaid; rates and deadlines for commercial advertisements are available on request.

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Members are allowed to place an advertisement for personal items in the *README.DOC* newsletter at no cost. There will be a limit to the amount of advertising placed in the newsletter. All submissions will be placed on a first come, first served basis.

Commercial advertisements, from members and others, are also welcome. For information concerning advertising rates and requirements, contact:

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PURPOSE STATEMENT

The purpose of the ORANGE COAST IBM PC USER GROUP is to provide a forum for members to share information and experiences that will help other members obtain maximum benefit and enjoyment from the use of their IBM PC and compatible personal computers.

TRADEMARKS

The mention of the names of various products in this publication without indication of Trademark or Registered Trade Mark status does not imply that these products are not so protected by law.

General Meeting, October 29, 1988 at 9:00 am
Science Building Lecture Hall, Orange Coast College
Symantec's Q&A and GrandView
Board of Directors & Officer Elections
and yet another wonderful raffle

John Goodman

This month's general meeting promises to be exciting as well as important. We will start with our annual election of OCIPUG's officers, have a presentation on Q&A by Symantec, elect the rest of our Board of Directors and then have a presentation on *GrandView*, also by Symantec. The meeting will end with the usual Random Access and raffle.

At last month's meeting the Nominating Committee's recommendations for officers and directors were announced. Nominations were also accepted from the floor. There will be a last chance to nominate officer candidates at the start of this month's meeting (these nominations must be seconded and the nominees must agree to stand for election). Then we will hear briefly from each of the candidates before casting our ballots. Each of the officers will be elected to one year terms.

While the tellers are counting the

ballots, John Norcross, Symantec's Western Regional Sales Manager, will demonstrate his company's very popular program, Q&A. This program combines a "flat file" database with a word processor and what they call the "Intelligent Assistant." The combination allows one to maintain a database, write letters, print out mail merged form letters and labels, all very easily. The Intelligent Assistant helps you formulate queries to the data base much as you might use *HAL* to help you access a Lotus 1-2-3 spreadsheet.

The Editors of PC Magazine loved this program. They said it was not only easy to use, "it was even fun!"

After this presentation we return to the election.

The OCIPUG election has been divided into two parts for a very important reason. Not all the candidates for the officer posts will be elected. We wanted to give the unsuccessful candidates an

opportunity to be elected to one of the Director positions. In order to do this, nominations for Director will be solicited after the results of the Officer election are announced.

After the candidates are introduced we will cast our votes for four people to serve two-year terms as Director.

The next portion of the meeting will be a presentation of *GrandView* by Floyd Taylor, the Symantec Southern California Regional Sales Representative. If you saw last month's presentation by Lotus of their product, *Agenda* then you know something of what a "personal information manager" can do. This month you will get another perspective on the same subject as *GrandView* is a direct competitor for *Agenda*. Written by the authors of *ThinkTank* and *PC-Outline*, *GrandView* is an outliner and much more. Prioritize your tasks. Categorize your phone lists. Organize your co-workers' assignments. Also dices, slices and much more.... (Oops, wrong product, there. Sorry.)

Come and see. You will be impressed, I am sure.

After Mr. Taylor finishes we will hear the results of the second election, then have our usual closing features, Random Access (answers to your questions—be sure to submit them in writing on forms available in the lobby) and our ever-popular raffle. We have had thousands of dollars worth of prizes in recent months. But remember, only paid-up members who are present are eligible to win.

Late News Flash!

Many of you have suffered during the past few months because our BBS has been working on only one line. We have some good news for you.

AST Research has just announced that they will be donating to OCIPUG one of their Premium 286 computers.

Through the generosity of

Toshiba America, Disk Products Division we will be adding to this computer an external ESDI disk drive and, thanks to Western Digital, an ESDI disk controller.

So thanks for your patience and thank you AST, Toshiba and Western Digital. Soon the wait will be over.



Editorials

John Lunsford
Editor

After putting together last month's *README.DOC*, I rashly told some of my friends that next month's issue would be much easier. It is always a great deal of work, but, with three months working at John Goodman's elbow, I thought that October's newsletter would be "no problem."

That really *is* what I thought.

Somewhere out there, the god of newsletter editors listened to all of this foolishness and said, "Boy has this guy got a lot to learn."

This is a *newsletter*. It contains news not "olds". This means that the week before we send it to the printer is always a bit frantic. Even when fate cooperates, there is still a lot of work to be done editing the text and then flowing it all into *Ventura Publisher*.

Home stretch is the weekend when we finish selecting what will appear, placing it and then printing out copies for proofreading.

On Wednesday afternoon (yes, the one just before *that* weekend,) I learned that my home office was about to under go a sudden renovation project. This meant that my computers, their peripherals and literally hundreds of floppy disks had to move into my kitchen by Friday morning. I had the "whole weekend" to deal with shifting the rest of my office contents around.

On Friday evening, the club's laser printer, on which ALL of the newsletter finished copy is printed, quietly displayed error number 68 and died. The assembly of this month's issue was starting to look like one of those nightmares you only tell your shrink about.

It was about 3:00 am Monday morning when I looked up from my monitor and realized that I knew just exactly why I wanted to be the newsletter editor. Sitting next to me (at 3:00 am) was John Goodman.

You remember John, he stopped being the newsletter editor last month. Yet there he sat; just as tired and

This month's issue was starting to look like one of those nightmares you only tell your shrink about.

frustrated as I was, and just as determined that the newsletter would go out on time and maintain the high standards that we have all come to expect of it.

He is the same one who took the dead laser printer to Steve Dela for delivery to a repair station. He is the same man who called around to find a laser printer that we could borrow to finish printing the newsletter. He went out and picked up Richard Villa's printer and took it back and forth twice so we could print copy and Richard could continue to conduct his

business. And, most importantly, he sat right there with me into the small hours of five mornings to make sure I had whatever assistance with *Ventura*, the equipment, or anything else that I needed to get the newsletter out.

He demonstrated to me, once again, what is great about OCIPUG. Whatever problem you are facing, one or more of our club members has the hardware or software or expertise to solve it. Even better, at least one of them will be willing to share that needed hardware/software/expertise with you. That weekend what I needed (what *you* needed me to have) was another laser printer and a lot of help. Richard Villa had the printer and the willingness to share it for all of our benefit. John Goodman gave me the rest.

The opportunity to work closely with John and the others in the club who are the real behind-the-scenes people is what makes this job more than worth it. You don't often hear about what they do. You probably don't know about the hundreds of hours that they put into making the functions of the club happen each month. But John Goodman and those like him who give so willingly of their time and talents are what make OCIPUG membership the remarkably effective and enjoyable experience that it is.

Richard and John, I thank you both, and I suggest that all your fellow club members thank you too.



Steven Dela
Publisher

It's been a while since I had a chance to write to our membership. I would like to use this occasion to thank each of the Editors who have contributed articles during this year to making *README.DOC* one of the best computer newsletter publications in the country. It takes a lot of time to put together each issue, and they deserve high marks.

Thanks go to Rick Halbardier and Arthur Boughey who helped get the new format started. Thanks are in order to John Goodman and now to John Lunsford for picking up and

adding their expertise to help make the newsletter a polished piece of journalism. All have donated many hours of their time to educate our members and project a professional image for our group in the community. It takes people with many different talents to make the organization run smoothly. Some have talents in software, others in hardware, graphics, or organizational skills. Most of all, it takes people who want to give something back to the group. I encourage you to explore and participate in your club.

This issue of *README.DOC* is a little larger than past issues. With the upcoming elections, we want to

continue to offer the candidates an opportunity to make a short statement along with their photographs. We have decided to produce this section as a loose insert to make it easy for you to bring it to the October General Meeting for reference.

We continue to sign up new members for our Business Sponsorship program. I would like to welcome the two newest members: PC Rentals and AST Research Inc. Without their support to our organization, many extra activities could not be undertaken. Welcome to OCIPUG!

PRESIDENT'S MESSAGE

Stan Sabin

What a fantastic group of people!! The September meeting went so well with all of your support. PAUL CURTIS had done such a great job preparing for the meeting that everything went like clockwork and we finished the meeting early, even though there were so many activities involved. Further back in the newsletter you will find a report of all that happened at the meeting, which is written up so well by LINDA LEYDECKKERS, that I won't go into all that happened. But I do want to thank all those who helped PAUL CURTIS set up the stadium, took the pictures, passed out the books, and the people who worked so hard getting up the proper banners and then holding the poles so well. I'm sure we will benefit in many ways from the pictures that were taken.

I also want to thank JOHN SQUIRES from *PRODIGY* for all the help he has given in making it possible for over 500 of our members to become "Founding Members" of *PRODIGY*. He has informed us that we are the single largest group in the Nation to be members! We would also like to thank Microsoft for the free booklets that everyone received at the meeting and Lotus for the great presentation on Release 3.0 of 1-2-3 and also *Agenda* as well as the 3 copies of each that were raffled off. Can you believe that two new members that had joined at that meeting came away winners! They sure got their dues back in a hurry.

This will be my last President's Message to you. At the next General

software product. While we have generally seen only good reviews in most trade magazines, we felt it was time to take on one vendor who had not fared so well. The initial article came from another club, but we wanted to see how the software vendor would respond and what steps were going to be taken to correct the situation. This is one area where being in a large organization can work to your benefit. If you don't like how you're being treated, say so. Read the article on *DISK TECHNICIAN* + software and judge for yourself how effective and appropriate criticism can be.



Meeting, we will be electing a new set of Officers and new Directors. It has been a great two years that I have had the privilege of serving you as President of this fantastic group. When I was first elected, the paid up membership was approximately 300. Today there are over 1,000 currently paid up members and our membership numbers are over 1,250. We have gone from 5 active SIGs to over 18. This has been the result of a lot of work from many very dedicated people. In past messages I have tried to name some of their contributions. There is not enough room in this article to tell you of the many things they have done that I have not already mentioned.

There are some people that are constantly doing many, many things to help you and the other club members that I am sure you are not aware of. They just constantly get the jobs done

OCIPUG's growth is the result of a lot of work from many very dedicated people.

without taking any public credit. Some of us are getting the credit for the clubs accomplishments by getting our names in the *README.DOC* and standing "up front" at the meetings. But others just quietly get the "real work" done without most of the members being aware. I cannot leave this office without publicly thanking these people and trying to make you aware of their unselfish contributions. Of course I want to thank all the Officers, Directors, SIG leaders and gurus for all they have done to make this club great.

A special note of thanks is given to PAUL CURTIS for his terrific organizational abilities in getting so many jobs accomplished. His kind unassuming way of helping everyone, and willingness to "get there early, get everything ready, get the job done, and finish up after others have left" as well as contribute his own equipment many times to help others get their jobs done.

To RICHARD SABIN for continually fixing the club's equipment, checking it in and out, doing his best to keep the BBS running despite the need for better equipment. (Yes, WE DO NEED A GOOD NEW COMPUTER, HARD DRIVES, ETC. to adequately handle the many members on the BBS.) Helping so many members get started with their



Stan H. Sabin
OCIPUG President

modems, being Senior SYSOP of the BBS, and doing so much to help all the members.

To DAVE LORENZINI for accepting so many special responsibilities throughout all the years. He never said "no" when I asked him to take on another assignment. Dave constantly put in 50 to 60 hours every month on club business and is a good Ambassador for all our members.

To STEVE DELA who took on the new expanded newsletter assignment and organized everything so that you have the tremendous product you have today in this newsletter. He truly made it a professional publication of which we all can be proud.

And of course to TOM SUTRO who has signed up almost every member that has joined the club, ran the newsletter by himself for over two years, has handled the arrangements for our meetings at the schools since we started, kept the membership records for over three years and is ALWAYS THERE when you need someone to get a job done.

I can never thank these people enough for what they have done, nor can you! Please remember to thank each one of them the next time you see them.

And thank you for the privilege of serving as your President and representing all of you, from Orange County to Seattle to Boston and Las Vegas. It has been a lot of work, took a lot of time, but has been a great deal of pleasure for me and I hope for you. I'll see you at the SIG's, General Meetings and sitting at the computer. May I wish you all the greatest of happiness!!!



General Meeting Report

LOTUS 1-2-3 & LOTUS AGENDA

Linda F. Leydekkers

Once again we had a capacity crowd for an excellent meeting. President Stan Sabin opened the meeting sporting an official OCIPUG golf shirt. This was the day to wear them for the photo session that was held after the break.

Next, Dave Lorenzini announced the candidate list for next month's upcoming election of club officers. The membership was asked for additional nominations to be added to the ballot. Due to the amount of material to be covered in this meeting, Bonnie Ulanovsky's library announcements were kept brief and there was no shareware product demonstration.

Stan Sabin then introduced our first guest speaker, Mike Stephens. Mike is the Lotus representative for 1-2-3 Release 3; a product many of us have been waiting for. An important point that Mike brought out to Lotus users is the fact that Lotus 1-2-3 Release 3 is 100% compatible with previous versions of 1-2-3 (including macros). Even the menu systems are very nearly the same. A nice touch, but an even nicer one is the graduated update price. The cost to upgrade from earlier

versions is greater than for later versions. This seems reasonable, but I noticed some comments from the audience objecting to what some still consider to be costly upgrade fees regardless of version (please take note, Lotus). They plan to ship in '88 at a suggested retail price of \$495. Upgrades are \$200 retail for Release 1A users, and \$150 retail for Release 2.X users.

Working through the demonstration, the benefits of Release 3 became delightfully apparent. Features such as three dimensional worksheets, linking formulas through disk files as well as in memory, automatic cell formatting, and the ability to have multiple files in memory were just tip of the iceberg. The new graphics capabilities are not as full featured as one of the high powered graphics programs. They are, however, linked with the spreadsheet and they can be printed directly from the 1-2-3 menu. Copy protection has been removed eliminating fixed and floppy disk backup frustrations. This reflects a market reality that most software producers have come to recognize.

Lotus is also developing several other compatible versions of 1-2-3 including 1-2-3G, designed for OS/2 and *Presentation Manager*; 1-2-3 for

Apple Computer's Macintosh family of machines; and 1-2-3M, designed to run on IBM mainframes with the same familiar user interface as 1-2-3 for the PC. Lotus 1-2-3 is certainly making a strong bid to remain the standard of the industry.

The next topic, *Lotus Agenda*, was addressed by Zygmund "Zyg" Furminiak and Julie Lepick Kling of Lotus. *Agenda* is a personal information manager that really lets you personalize the way you organize your time. It provides a new way to deal with all those "things to do today" memos and sticky yellow notes you may have wall papered your office and/or daily planner with. The flexibility of this program was impressive. *Agenda* can be personalized to the user's way of working and communicating with a minimum amount of fuss. Zyg's witty presentation reflected the well deserved pride he had in his product.

Agenda is organized to function "how you think". Apparently the way some of us in the audience think is more bizarre than others, but it was all in fun. *Agenda* allows the user to type information on a free-form "scratchpad". At any point in this operation, that information can be restructured in a multitude of ways. Items can be linked multi-

Have Computer - Will Travel

Dan Likins

Neither rain nor snow nor overcast skies shall stay this courier from his appointed rounds.

After an excellent presentation by Lotus Development, our members adjourned to the "great outdoors" for the OCIPUG group photo. The traditional raffle commenced on schedule thanks to Paul Curtis' loan of a battery powered portable computer.

Member Terry Currier provided us with three copies of *DesqView* which were won by Robert Jones (0880), Miles Chard (0969) and James Chester (0812). From Zenographics, one of last month's presenters, we awarded another copy of *PIXIE*. This time the winner was a new member, Henry Levinson.

This month's presenter, Lotus, offered three upgrades from their old version of *Lotus 123*, Release 2.01, to the new Release 3.0. These were awarded to Bailey Taplin (0242), new member Chester Stickney and James Mitchell (1076).

The most coveted prize, *Agenda* (three copies!), were taken home by Ed Fish (1062), Jim Allen (0736) and Sherman Smith (0626). We'll expect you fellows to be better organized in the future.

OCIPUG raffles are a lot of fun. But remember, in order to win you must have your membership dues paid up, and you have to be at the General Meeting. Our many supporters in the PC industry have also provided prizes for raffles at some of the SIG meetings as well.



dimensionally, the way we think. There are lists of uses for this type of intuitive organizational program. It would be wonderful for keeping a self-sorting notebook, of course, but it could also be used to manage a sales account or project; write a business plan, speech, or article; as a brainstorming tool; for analyzing, organizing...many customized uses. The retail price for *Agenda* is \$395.

For those who get "seat-sore" during our meetings, this one should have been a welcome change. At the break we trotted out to Le Bard Stadium for a club photo session. Once there, we practiced sitting, standing, shifting, sign holding (with changes and adjustments), smiling, and waving at numerous cameras complete with exuberant cameramen down on the field. For cooperating with all of this we were rewarded with a booklet version of Microsoft Press' "Running MS DOS" by Van Wolverton. This is a Special User Group Edition that Microsoft generously provided for us.

Speaking of generous providers, John Squires of Prodigy and their new area representative, Linda Coultrey, were again present to field our questions and provide free copies of *Prodigy*. This is their new interactive personal service program which they are testing through distribution to user group members. Please help fulfill our part of the agreement and get your package up and running so you can tell Prodigy your opinion of their service. They are most anxious to please so don't be shy.

With a little competition from overhead aircraft from time to time, we got the SIG announcements made. If you need updated information, please check with the club BBS or help line. With the help of a lap top computer and a bull horn, Dan Likens and Stan Sabin were able to run the raffle from the bleachers. The Lotus speakers donated several copies of Lotus 1-2-3 Release 3 and Lotus *Agenda* as prizes. No amount of heckling from the crowd could get Zyg to part with his red jacket complete with Lotus logo, however.

My compliments to all who worked so hard to make this meeting a success.



THURMAN WADE

Linda F. Leydekkers

Thurman Wade, one of our founding members, is member number 12. A widower, Thurman usually attends the general meeting accompanied by his son or grandson. His son uses a IBM PS/2, Model 60 on the job at McDonnell Astronautics. His grandson is a computer science major in college and uses an IBM AT. His granddaughter uses her IBM XT to ease her school work as a junior high school student.

Thurman himself is a retired civilian employee of the Long Beach Naval Shipyard who holds that, "every retired person should have two items: golf clubs for outdoors and a computer for indoors." Born in Virginia, Thurman spent time at Pearl Harbor while in the Navy, and then came to settle in California about 1944. His work at the Long Beach Naval Shipyard as a training director brought home to him a very basic need of the men in one of the apprenticeship programs. He discovered (as is well known today) that many young people, even high school graduates, are not able to read. To prepare those with literacy problems to participate in the program, Thurman was asked to teach them to read. Although not a certificated instructor, he took on the challenge and developed a program using slides, kindness, and patience. His students' success rate was phenomenal.

Thurman's desire to help people has led him, even in retirement, to blend his experience and computer skills to develop a remedial reading program for adults using his IBM PS/2 80. With the aid of a Votrax speech synthesizer, he has developed a program in which the user can teach himself. This takes the intimidation out of a sensitive area in many lives. To date there are three programs that help expand vocabulary.

Each was developed to serve a different need of the people he assisted either formally or voluntarily. One program is designed to help students preparing for college to pass the entrance exams. Another college level program enhances current reading ability, and the third, for developing a pre-med vocabulary, is still under development.

Many hours have gone into these projects and Thurman has expressed a desire to market them as applications programs in the future. Even so, he is still very generous in offering assistance to anyone with a sincere desire to learn. With sensitivity Thurman relayed the story of his first student outside the Long Beach Naval Shipyard program. A college dean, who had heard of Thurman's successes in helping adults learn to read, phoned him at home to ask for help. His 28 year old son couldn't read. The son was an employee of a major utility company and, due to a position change, had finally realized that he could no longer ignore his literacy problem. After 20 hours of instruction, he sought Thurman out to tell him that he had bought his first book...and read it.

"How did you like it?" Thurman asked.

"It was great, just great." A grateful young man replied.

This joy is, understandably, what keeps Thurman going. He has many stories of similar experiences that he tells, not to boast of himself, but to acknowledge his students' ability. Last month, he read an article in *PC World* magazine about a volunteer literacy program in the San Francisco area. Thurman contacted the group and is donating his programs (34 floppy disks) along with a Votrax speech synthesizer to help them with their very worthy project.



Library Corner

Bonnie Ulanovsky, Librarian

Two disks stand out among those I've previewed for the October library handout. Although, each author has included sufficient documentation, I'm adding some rather chatty how-to tips for new users who may still be a little at a loss when faced with a new program disk. Perhaps, these comments can help to get you "noodling around" on your own with **FORMAT MASTER** and **HELP!**

FORMAT MASTER, version 1.01, by John Newlin is a disk junky's dream. All you guys who have been hanging on to those backups of backups and old versions of dimly remembered obsolete software can use this program to reformat or just format **FAST!** By fast I mean 35 seconds to format a new disk, and only 4 seconds to reformat.

Another group who would benefit greatly from a program of this sort is professionals who have been backing up onto floppies without compressing their files. Get out those old backup floppies and compress them with an archiver program such as Phil Katz'

PKXARC (now called **PKPAK**) or **ARCA** by Vern Buerg. This will allow you to pack the contents of 2 to 4 or more disks into one. Then you can reformat the original disks for reuse and, in doing so, facilitate storage and cut expenses. **ARCMaster**, another John Newlin brainchild, can be used as a friendly interface to either **PKARC** or **ARCA**. Enough rambling! On to more about **FORMAT MASTER**.

FORMAT MASTER is a menu driven program that you customize to suit your drives, A-Z. When you use the Format Disk option from the Main Menu you will be prompted for disk type and density. John's documentation explains that there is no need for concern about accidentally formatting your hard drive since "it calls only the floppy disk BIOS and never uses the hard disk designator codes (80h and 81h)." That's reassuring!

The menu options cover setting up, using, and registering **FORMAT MASTER**. All you have to do, is copy **FMTMAS .EXE** to your hard disk's DOS sub-directory, or any other sub-directory as long as **SYS .COM** is

somewhere in the **PATH**, or to a floppy that has the correct version of **SYS .COM** on it. Then choose **Initialize Boot Sector** from the menu and follow directions in the on-screen instruction box. Next choose **Set Drive Table** and, again, let the instruction box guide you.

Now you are set to go with the other options, most of which are toggles. If a default entry is **ON** just tap enter if you wish to toggle it **OFF**. Some of your choices are to: **Transfer System** to create a bootable disk, **Add Volume Label** to identify the disk, and **Format a Disk**. **Format a Disk** clicks up a box from which the **Drive** with the disk to be formatted is selected. **Rapid Format** (the 4 second one) works the same way.

If you've lined up a whole bunch of disks to format or reformat, you can toggle on **Cycle Format**, which uses only one drive. But to really fly, select **Double Cycle**. **Double Cycle** formats the disk in one drive while you unload and reload the other. There's plenty of time with new formats for this, but John has added a slight pause for reformat. There just isn't enough time to switch disks in the 4 seconds that it takes the machine to re-initialize the boot, **FAT**, and root directory of a formatted disk. You really have to hustle! After 15 or 20 disks I wasn't sure which stack of disks was the to-do and which was the done stack. But that's OK, I'll adjust! The program also keeps track of the number of disks formatted during a session and the amount of time used while in **FORMAT MASTER**. The results are gratifying!

There is also a shell to **DOS**; a nice touch for those occasions when you want to take one last look at a directory before taking the big plunge. Formatting procedures are all toggles, just cursor to the one you want to change and hit enter.

There are two enhancements I would wish for that aren't there yet. One is the ability to identify visually the type of disk that is being reformatted and the other is an option to verify. Other than that... Congratulations, John, you've taken care of everything.



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OCIPUG SPECIAL

OCIPUG SPECIALS

ACP is pleased to support OCIPUG. We also wish to offer special buys to group members in our retail store. During the months of October and November, present your club badge and purchase any of the following items at these reduced prices.

From Symantec:
Q&A \$219.00
GrandView \$169.00

Quadram 6PAK \$60.00
Quadram Accellerator \$60.00

For your PC XT:
From Quadram
EMS Memory Board \$60.00

For your PC AT:
From AST
Advantage (6 Mhz) \$60.00
AST Rampage (6 Mhz) \$60.00

Mark your calendar. Save these dates for future swaps:
Sundays, November 27th and January 29th.

Since 1976 ... The Nation's TOP Computer Supplier
Grand Avenue on Edinger. Near the I-5 and 55 freeways.

Registration is interesting. John has really automated this one for us. Select **Registration Form** from the menu and a simple screen is presented where one fills in name, address, Credit card preference (Master Card or Visa) account number and expiration date. This information is entered into the order form which has now been filled out with your monitor type, CPU type and whether or not you are using a mouse. The program apparently picks those details from your system! You can call New-Ware, (619) 455-6225, John Newlin's BBS to register on line (\$20.00). It takes a day or two to clear and after that you can call back to download your registered copy. Upgrades are available by calling New-Ware to download the new version.

The second program, *HELP!* version 4.0, was written by an engineer, Bruce A. Taylor, who is employed by a large corporation with many, many computers. It is an excellent program that started out as an assistance for fellow employees who were beginners with DOS commands. It's still that, but now it has 3 expert level options. At the higher levels you get less prompting. *HELP!* is also a DOS shell with several powerful utilities built into it, including a hard disk manager. It can be run in EGA mode for a 43 line display, or in VGA to get a 50 line mode. *HELP!* is not fully memory resident. Instead, the large *RUNHELP .EXE* file remains on disk until it is called by *HELP! .COM* which takes only 2K of RAM. *RUNHELP* is released as soon as another program is run.

HELP!'s initial screen displays two windows. The files window displays the directory of the default drive on the left, the **Key Window** displays file

statistics along with date and time on the right. A menu of 18 commands is displayed at the bottom of the screen similar to the *Microsoft Word* menu system. Very easy! You may execute a command by typing the first letter of its menu option or use the tab key to move forward and shift-tab to move backward to it. Of course, since this a help oriented program, each option is explained on the last line under the display. If you want more help, tap the F1 key. Or you can select (H)elp from the menu and pop-up an alphabetic index to all 39 help files. A topic is selected by moving the cursor and tapping enter. There it is; all you needed to know but didn't know how to ask.

The *OPTION* command calls up a sub-menu so you may configure the program to suit your requirements. The Files Window is toggled by tapping F, W gives you a wide file window with 5 columns, K toggles the Key Window, and S saves the configuration you prefer. C allows a choice of colors if a color monitor is being used.

The more advanced users will appreciate the enhancements to the *ATTRIBUTES*, *PRINT* and *VIEW* commands. Not only does *ATTRIBUTES* do what you would expect, such as toggling the Archive, Read only, System, and Hidden characteristics, but it allows you to change the file date and time as well. *PRINT* provides many options such as dumping a file in *HEX-ASCII-EBCDIC*, selecting a printer port (parallel or com--1 to 4 each), setting margins, setting page length, setting body length, numbering lines, and sending the text formatted or unformatted to the printer. *VIEW* will permit up to 4 files to be read to the screen. It will also *SCAN* the files and *COMPARE* them.

The *RUN* menu option accesses the DOS command line so you won't get hung up inside the program when you need a DOS command that is not implemented by *HELP!*

To me, *HELP!*'s piece de resistance is the *EQUIPMENT* command, found in the *UTILITIES* sub-menu, that will instantly pop up an inventory of your equipment: CPU type (and Co-processor if present), display adapters, number of ports (parallel and serial), and amount of extended and expanded memory present.

For new users, a quick start procedure:

- 1) Make a backup copy and put the original in a safe place.
- 2) Type *HELP!* at the DOS command.
- 3) Set the *CAPS LOCK* on.
- 4) Move the highlight bar with the cursor keys.
- 5) Tag and untag files by tapping the space bar.

There is no manual with *HELP!*, the usual stuff we find in the readme files is all contained within the program. An introduction is contained in a file called *READTHIS*, which is short and interesting. Look at it with the *VIEW* command: cursor to *READTHIS*, tap V for *VIEW* and hit enter, tap the PgDn key to read successive pages. I had a great time just noodling around with *HELP!* You will, too.

The following are some thoughts that I would like to pass on to you regarding the library. The **Library Handout** will be changed considerably for the October general meeting. Play it safe and give me a call to order any disks you want from previous lists. September was the only month for which the handout was almost exactly the same as it had been the previous month and for a very good reason. There was hardly time to look at it at either meeting. Those listed are, none the less, very good programs. Some, but not all, will be on the October list.

An explanation to those of you, to whom our system is new. The number preceding each title on the library list is temporary and relates to the date listed in the header only. Let the centered headings inside the columns guide you to your area of special interest. Regarding phone calls: should you call me and get the answering machine, please tell "Bruno" the disk title, your name, and your phone number just in case. Please, let's not play telephone tag. Call no later than the Wednesday preceding the meeting date. Mornings are best.

See you bright and early, October 29th, in the meantime try noodling with something you already have, just make a backup copy first.

SUPPORT YOUR
SHAREWARE AUTHORS

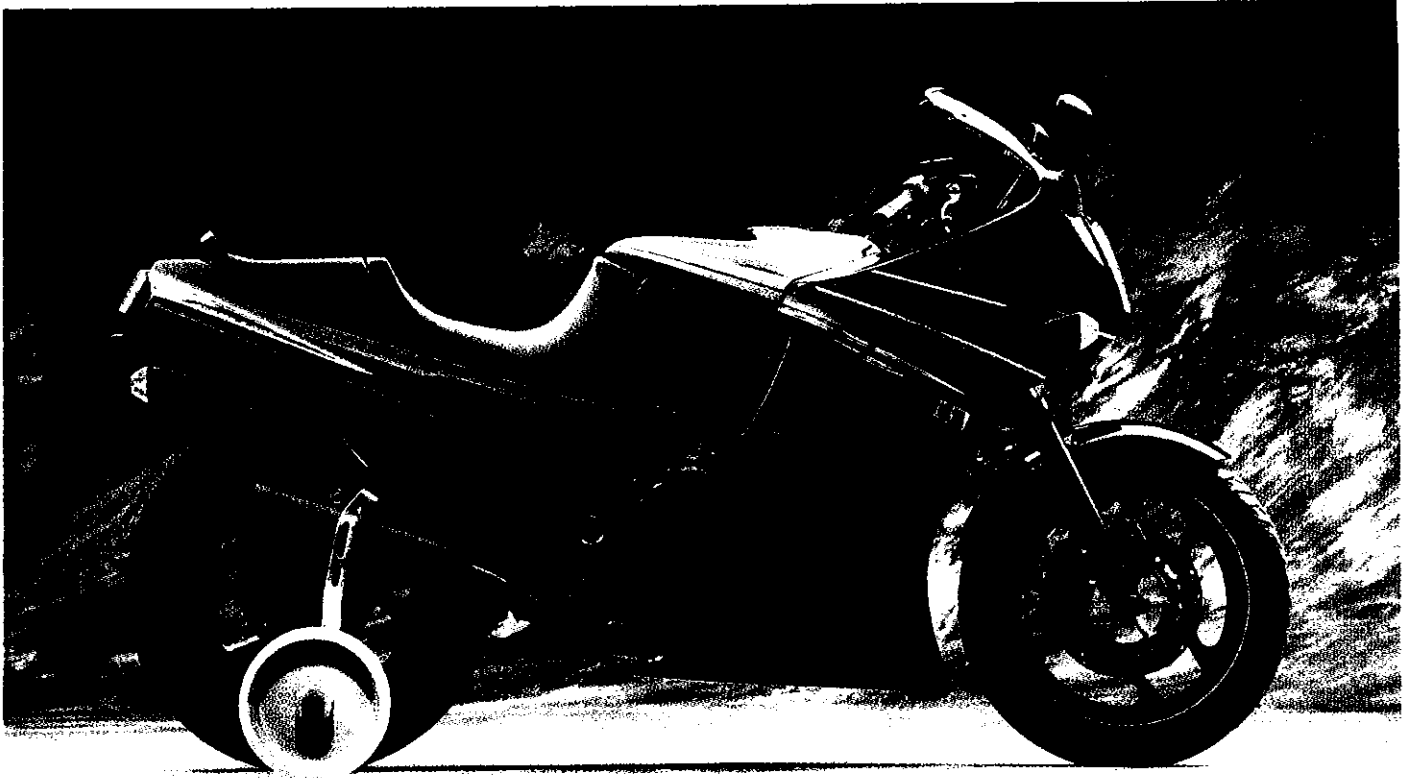


MEMBER CLASSIFIED AD

New Views Accounting Package
By QW Page Current Version in
Scaled Package AR, AP, Inv, GL
List Price \$795 Sale Price \$295

Eagle Database From Emerald
Bay Call for More Info

Contact Tom Suter 213-593-5827



How we made the most powerful integrated software a whole lot easier to use.

Yes. There are ways to take something that's very powerful and make it easier to use.

Actually, with Symphony® 2.0, not only is this latest version of the world's most popular integrated program easier to use, but it's also more powerful than ever. So it can keep up with you as your capabilities grow.

For starters, since there's no copy protection, you can get Symphony up and running with much quicker and easier installation.

Once up and running, bingo, you have instant access to five key business functions: spreadsheet, word processing, database, graphics and communications. So you can prepare budgets, write memos, create inventory lists without having to go through the hassle of changing programs.

But Symphony is really more than five separate programs. Because, unlike other integrated packages, Symphony lets you dynamically integrate functions. For example, when you change spreadsheet data, your graph of that data and your memo containing the same numbers automatically reflect the changes. So you get

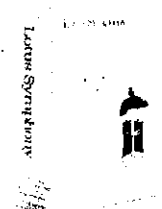
greater efficiency, and you're able to work faster too.

Plus, the Symphony spreadsheet is the fastest and most powerful spreadsheet available in integrated software, based on Lotus® 1-2-3, the industry-standard spreadsheet technology.

We could go on about the many features of Symphony 2.0—how its macros let you automate complex or repetitive tasks and create customized applications. How the word processor now has a spelling checker and text outliner. And how database and communications have been improved.

The bottom line is that Symphony is one high performance package that's made to be opened up.

Current Symphony users: call 1-800-Trade Up and ask for extension 204 to upgrade to Release 2.0.



Symphony 2.0

GENERAL MEETING

Q & A and GrandView

John Norcross, of Symantec Corporation, will present *Q&A*, a database, report generator, & word processor that our membership committee uses to keep track of members and make the newsletter labels.

Floyd Taylor, also of Symantec Corporation, will present *GrandView*, an information manager which has to compete with Lotus' Agenda

ELECTION OF OFFICERS

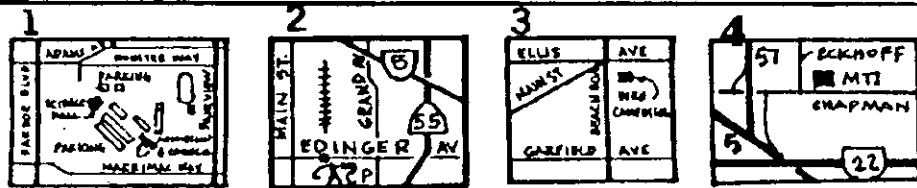
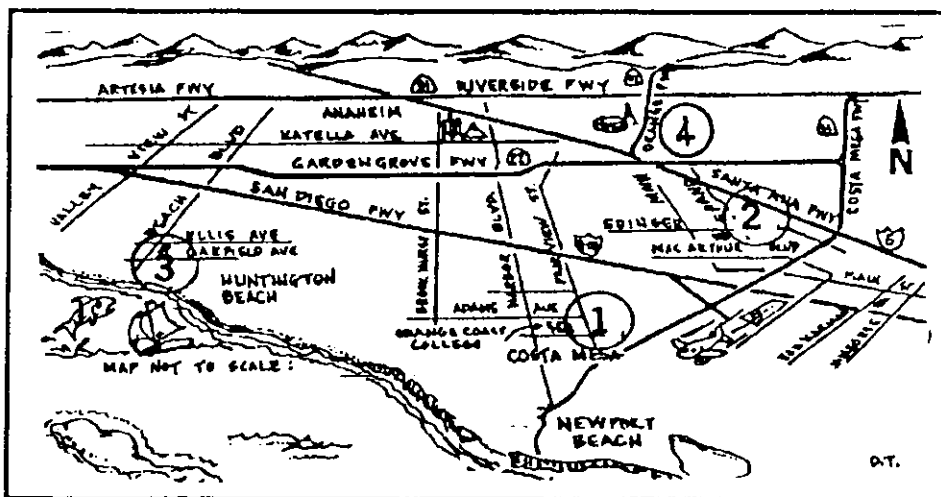
You will get a chance to VOTE for your favorite member for office.

VOTE

**Saturday OCTOBER 29, 1988 at 9:00 am
at OCC Science Hall.**

FOR ANY LATE-BREAKING NEWS:

**Call our 24-hour
Hot-Line Number
(714) 898-7998**



Insert Map #1: Orange Coast College -
General Meeting & WordPerfect SIG: Science Hall (next to Chemistry Bldg).
Modem SIG: Room 106, Admissions and Counseling Center (next to Fine Arts).

LOCATIONS:

#2: Advanced Computer Products (ACP), Val-Com Computer Center, 1310-A East Edinger Avenue, Santa Ana, (between Main & Grand, west of 55 Freeway). Park in front.
#3: WEH Computers, 18682 Beach Boulevard, Suite 150, Huntington Beach (between Ellis and Garfield).
#4: MTI College, 2011 West Chapman, Orange (Just east of 57 Freeway, but accessible from the 5 Freeway only. Use first floor rear entrance).

Other Locations #5. PC Rentals, 7322 Prince Drive, Huntington Beach (Near NE corner Warner & Gothard).
#6. Newport Harbor-Costa Mesa Board of Realtors Boardatorium, 401 North Newport Blvd, Newport Beach.
#7. SIRIUS COMPUTER SERVICE, 14600 Golden West, Suite A-101, Westminster (just north of 405 Freeway on right).
#8. EECO Company, 1601 East Chestnut Ave., Santa Ana.

ACCOUNTING

Coordinator: Ed Halsted (714) 840-7027
 Coordinator: Karen Swanson (714) 846-2059

No information for November meeting available at press time. [If you would like to help plan programs, please call Dave Carroll at (714)775-3130 to volunteer.]

PC Rentals, 7372 Prince Drive, Huntington Beach (Near NE corner Warner & Gothard).

C LANGUAGE

Coordinator: Joel Charbonnet (714) 856-1591

We will be demonstrating 2 windowing systems -- *Window Boss*, & *Marietta Systems' C_WINDOW Tool Kit*. This is a good time to start learning C.

ACP Val-Com Computer Center, 1310-A East Edinger, Santa Ana [Inset Map 2].

CAD/GRAPHICS

Coordinator: Richard Moser (714) 541-6801

Designated Guru: Dave Lorenzini (714) 852-8663

We will be focusing on *AutoCAD* and several interesting accessory packages for the next few months. Joe Lorenzini will demonstrate *AEC Architectural's* new 3-D features, and *ZOOM-IT*, an inexpensive software utility to eliminate time-wasting regens.

MTI College, 2011 West Chapman, Orange. (Just east of 57 Freeway. Use first floor rear entrance). [Inset Map 4].

DATABASE

Coordinator: Bob Schmiedeke (714) 536-1178

Contact Person: Jerry Smith (714) 847-1431

Both beginning and advanced database topics for dBASE III + and a variety of other compatible products will be covered in this group.

ACP Val-Com Computer Center, 1310-A East Edinger, Santa Ana [Inset Map 2].

DESKTOP PUBLISHING

Coordinator: Richard Villa (213) 439-8110

This SIG covers all desktop publishing topics in general during the first part, and specializes in *Ventura Publisher* and other advanced topics in the second part.

Demonstrations are made on actual equipment and software. NOTE: INSTALLATION OF PAGEMAKER FONTS UNDER WINDOWS IS AVAILABLE IN THE WINDOWS SIG.

WEH Computers, 18682 Beach Boulevard, Suite 150, Huntington Beach. [Inset Map 3].

DOS and LANGUAGES

Coordinator: Steven Pierce (714) 631-2120

Designated Guru: John Goodman (714) 895-3195

Come to this group to learn more about how your PC works and how to get it to do what you want. Paul Curtis will discuss the creation of batch files for beginners and how to customize your command prompt with *ANSI.SYS*.

ACP Val-Com Computer Center, 1310 East Edinger, Santa Ana [Inset Map 2].

HARDWARE & ADVANCED HARDWARE

Coordinator: Dan Likins (714) 953-5663

[New Coordinator needed soon. Call Dave Carroll at (714) 775-3130 to volunteer.]

This SIG is one of the most popular, judging by the strong attendance. This month will be a combined meeting due to Thanksgiving. The second half of the meeting will be devoted to Advanced Hardware topics. NOTE NEW DATE THIS MONTH.

ACP Val-Com Computer Center, 1310-A East Edinger, Santa Ana [Inset Map 2].

INVESTORS

Coordinator: Ralph Minarich (714) 494-2209

Contact Person: Gordon Savage (714) 533-3986

This group explores the world of software designed especially to help investors of stocks, bonds, and commodities. We will demonstrate *Knight Ridder* money flow for trading and portfolio management. A representative from *California Bond Fund* will also be on hand.

ACP Val-Com Computer Center, 1310-A East Edinger, Santa Ana [Inset Map 2].

MODEM

Coordinator: Terry Currier (714) 774-2018

Designated Guru: Richard Sabin (714) 968-3539

Reach out and access the whole world of information through telecommunications. No information was received at press time. Come and random access with us.

Orange Coast College, Room 106, Admissions & Counseling Building. [Inset Map 1].

NETWORKING

Coordinator: Jim Mansfield (714) 751-2243
 Coordinator: Andy McGill (714) 731-2951

Come to this SIG and see a new networking system demonstrated each month. We will be meeting at the law offices of Williams & Pieratt to see the latest Novell network using *WordPerfect Office*. A representative from *WordPerfect* will also be present for the demonstration. NOTE NEW LOCATION FOR THIS MONTH ONLY!

Williams & Pieratt, 18141 Beach Blvd., Huntington Beach (714)842-4463 (South of Talbert).

**NEW USER /
NEW MEMBER**

Coordinator: John Lunsford (714) 995-0947

This is the best SIG to attend first. The meetings run on a 3-month cycle and this month is number TWO in the cycle. Computer jargon will be explained and we will also discuss computer peripherals (modems, printers, etc.)

ACP Val-Com Computer Center, 1310-A East Edinger, Santa Ana [Inset Map 2].

P-CAD

Contact Person: Dan Likins (714) 953-5663

[Coordinator needed soon. Call Dave Carroll at (714) 775-3130 if interested.]

P-CAD is an electronic circuit board design graphics program, and this SIG is also a local P-CAD User Group. NOTE NEW LOCATION FOR THIS MONTH.

EECO Company, 1602 East Chestnut Ave., Santa Ana.

REAL ESTATE

Contact Person: Stan Sabin (714) 968-7307

Contact Person: Tom Sutro (714) 850-0474

Jointly sponsored by OCIPUG and several local Boards of Realtors, this is one of our largest SIGs. Check the Hot Line for the topic of the month. (Coffee at 7:30am).

Newport Harbor -- Costa Mesa Board of Realtors Boardatorium, 401 North Newport Blvd., Newport Beach.

SPREADSHEET

Coordinator: John Alesi (714) 770-1130

Designated Guru: Neil Carman (714) 964-1901

This group covers *Lotus 123* and other popular spreadsheet programs, including shareware products, for both beginners and advanced users. This month we will be discussing techniques for printing worksheets to look the way you want them. We will also demonstrate an add-in program called *D.A.V.E.*

ACP Val-Com Computer Center, 1310-A East Edinger, Santa Ana [Inset Map 2].

WINDOWS

Coordinator: Richard Villa (213) 439-8110

[Contact Person needed. Call Dave Carroll at (714) 775-3130 if interested.]

This SIG will cover the techniques of using software running under the *Windows* environment, including *Pagemaker for the PC*, *Write*, *Excel*, *Micrografix Designer*, and many others. NOTE *PAGEMAKER* DESKTOP PUBLISHING ISSUES ARE COVERED UNDER DESKTOP PUBLISHING SIG.

WEH Computers, 18682 Beach Boulevard, Suite 150, Huntington Beach [Inset Map 3].

WORD

Coordinator: Winston Jewson (714) 544-4330

Contact Person: Jim Samuelson (714) 895-2229

This month we will discuss style sheets and fonts for both beginners and advanced users. We have some *WORD* tutorials which will be reviewed and shared. Random access will follow. Bring your *WORD* problems.

SIRIUS COMPUTER SERVICE, 14600 Golden West, Suite A-101, Westminster.

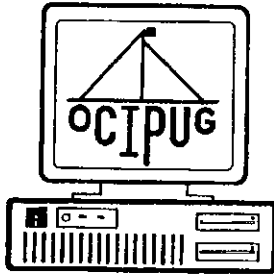
WORDPERFECT

Coordinator: Jim Pieratt (714) 969-4782

Coordinator: Taoward Lee (714) 646-5557

WordPerfect is a popular and powerful word processing program suitable for both beginners and advanced users. This month we will go back to basics and answer your random access questions. NOTE DEMONSTRATION OF *WORDPERFECT OFFICE* AT THE NETWORK SIG THIS MONTH.

OCC Science Hall (after the general meeting). [Inset Map 1].



The Orange Coast IBM PC User Group

SIG GUIDE

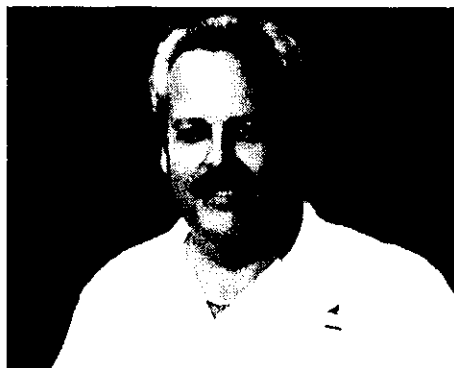
A Calendar of Meetings & Events edited by Dave Lorenzini and Robert Siegenthaler
 For more information on membership, write to OCIPUG at P.O. Box 6100-211, Costa Mesa, CA 92628. Call Voice Line at (714) 898-7998 or BBS at (714)964-2034.

NOVEMBER 1988

SUN	MON	TUE	WED	THU	FRI	SAT
		1 Spreadsheets	2 Desktop Publishing	3 Modem	4	5 New Users
6	7	8 Dbase ----- PCAD	9 DOS	10 CAD & Graphics	11	12
13	14	15 C Language	16 Investor	17 Networking ----- Hardware ----- Adv. Hardware	18	19 9 am OCIPUG General Meeting, OCC Science Hall ----- 12:15 WordPerfect
20	21 Accounting	22 8am Real Estate	23 Windows	24 ThanksGiving	25	26
27	28 MS Word	29	30			

All Special Interest Groups meet from 7 to 10 pm unless otherwise noted.

OCIPUG ELECTION GUIDE



For President

PAUL CURTIS - Member #132

Computer Consultant.

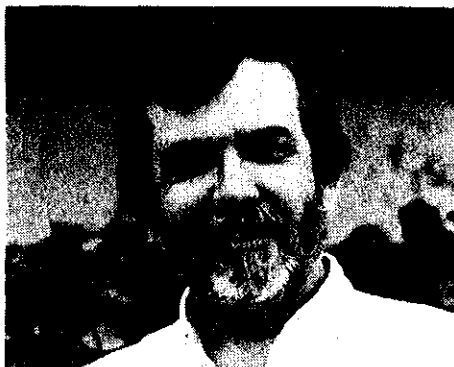
There are two keys to making this organization effective. One is the participation and contribution of its membership. The other is the ability and vision of its leadership.

I would like to see the club continue to move forward. Organization skills and a smooth transition for the new leadership team are among the things I offer.

Superior service, superior quality of product and constant innovation are what have made our club grow. These distinctions arise out of a foundation of participation and contribution. Their measurement may be characterized in the difference between involvement and commitment. Some of you may be tired of hearing me say this, but it is like ham and eggs -- the chicken was involved and the pig was committed.

Our commitment is what sets us apart.

Thank you for the opportunity to be of service; it is sincerely appreciated.



For President

JOHN M. GOODMAN, PH.D. - Member #185

Teacher and Computer Consultant, Owner of GOOD CODE WORKS

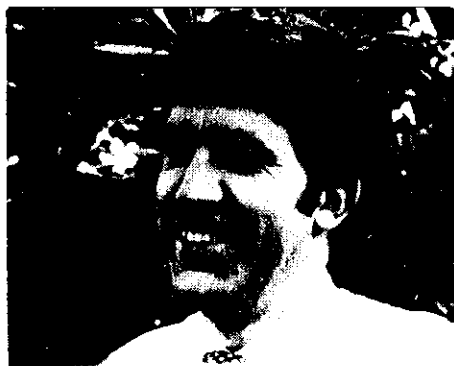
As a consultant I help people find out what computers they need and how to use them. In some cases I also write custom programs. I got an IBM PC in 1982 and have been specializing in that family of computers ever since.

Vote for me and you get a known quantity. I have been your Vice- President for two full years, co-sysop of the club's BBS for over two years and the DOS SIG's guru since its founding. I created the New User/New Member SIG and conducted it for over a year, then found and trained my replacement. I created the new look of our README.DOC newsletter last January.

I have a proven record of getting things done, and done very well.

As your President I will help a great club become even better. I will listen to your wishes and implement them. I am especially interested in seeing us increase our service to the larger community, for as we become more important to them, they will give back to us more respect and support and that translates directly to more services to you, the members.

Elect me President and I will apply my talents and skills to that job, taking our club to its next level of greatness.



For Vice President

TOM SUTRO - Member #2

Real Estate Office Manager.

A founding member and past Vice President (1984) Director (1986, 1987, 1988), Membership Chairman (1985-present), Newsletter Editor (1985-1987), Coordinator to O.C.C., Member of the Long Range Planning Committee. His smiling face has signed up almost 1300 members since inception. Wants to make sure we always have good meeting locations.

I want to see new SIG's formed, to see a club training facility where members get individual assistance, to see the Tim Smith Scholarship fund grow, and to see more members get involved to avoid burn out. I will strive to make the Uer Group even better than it is today.



For Secretary

RICHARD SABIN - Member #4

Paint Supervisor, Steelcase Corporation.

I started the club BBS with my own computer equipment. I have served as BBS Sysop, Modem Guru, Director, Program Committe, Hardware Coordinator, and speaker at 3 general meetings. I'm active in the club because I enjoy sharing without expecting monetary gain.

I endorse PAUL CURTIS, TOM SUTRO, NEIL CARMAN and STEVE RIDDLE.



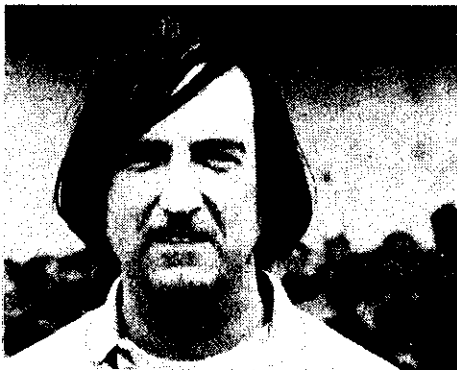
For Treasurer

JERRY DE AINZA - Member #296

Certified Public Accountant.

I have experience and specialize in Not-for-Profit companies. I use computers for tax planning, financial statement forecasting, and general ledger accounting.

Unfortunately, I will not be able to attend the October meeting to ask for your support. If you do vote for me, I will enthusiastically contribute my efforts to OCIPUG in return for the help and knowledge I have received from OCIPUG in the past.



For Treasurer

PAUL B. DEL GIUDICE - Member #186

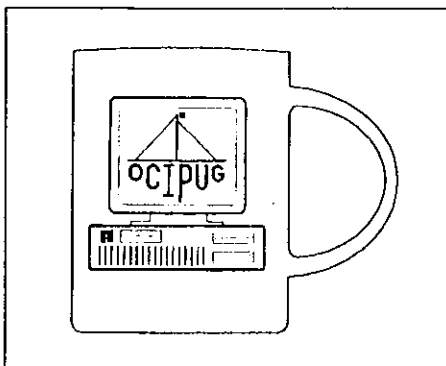
Publisher, CCM Magazine.

I have worked with personal computers for seven years and am familiar with various business software applications programs. I have particular proficiency with Lotus Symphony.

I have many years experience in financial planning in the publishing of both books and magazines. I would like to share this experience with the club and help to keep us growing.

BERT LANGER - Member #1074

No information received at press time.



For Treasurer



For Director

JOHN ALESI - Member #507

Entertainment Agent.

I use my computer in my business to keep track of clients, print contracts, maintain financial records, and general word processing.

I have been a member of OCIPUG since February '87 and have recently become coordinator of the Spreadsheet Sig. I'd like to work toward getting more members involved in the SIGs and to establish better communication between the members and the board.



For Director

NEIL CARMAN - Member #155

Computer and Engineering Consultant.

I am involved with sales, software support, programming and consulting.

I have been an OCIPUG member for 2 1/2 years and have watched the club grow to over 1000 members. I would like to help strengthen our organization and our influence in the areas of software and hardware issues.



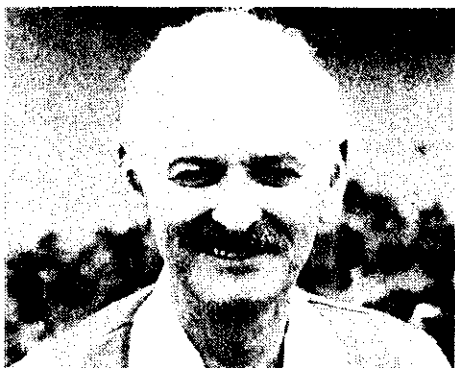
For Director

KEVIN KNOEPP- Member #789

Computer Salesman and Consultant.

I have been working with computers for six years as a programmer. I have been selling computer systems and software for two years.

We have an outstanding organization and I would like to help the club continue to grow.



For Director

GORDON LEWIN - Member #376

Manufacturing Systems Manager.

My job is to use and develop methods to teach my co-workers the use of our IBM mainframe software in the assistance of our manufacturing process.

Having been a member of OCIPUG for over 2 years, I have actively supported our BBS. Recently, I have prepared or edited most of the bulletins you see. Additionally, I have assisted in preparing the monthly newsletter for distribution. I would like to devote more effort to the continued improvement of our organization as a Director.



For Director

SI LIFF - Member #414

CAM Engineer Specialist.

I am currently helping set up the requirements to implement Computer Integrated Manufacturing (CIM) Systems to automate industrial fabrication and assembly processes.

I spend a lot of time on the OCIPUG RBBS. My wife has said that if we get divorced, she will name my PC-XT as the co-respondant, using my modem as a friend of the court.

I have taken advantage of OCIPUG's programs, member support, and facilities. I feel that I have an obligation to help OCIPUG provide similar services to others.



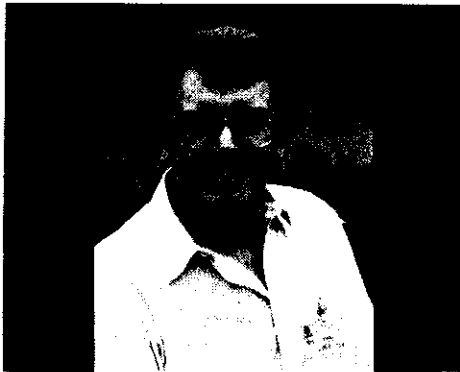
For Director

STEVE RIDDLE - Member #715

Real Estate Agent with Century 21.

I use my computer in my Real Estate business utilizing word processing and data base programs to keep track of client information. As the currently Secretary of OCIPUG, I have kept the minutes of the General and Executive Board meetings.

I feel that my experience as the Secretary of OCIPUG this past year has given me considerable insight of our user group. I want to continue to contribute my time and energy serving as a Director of OCIPUG. We can all benefit by participating in this fine organization.



For Director

JAMES SAMUELSON - Member #834

President of Sirius Computer Service.

I use computers both at home and at the office for a wide variety of applications, including real estate and remote communications.

I have a good feel for how people use computers and what practical uses.



For Director

RICHARD VILLA - Member #150

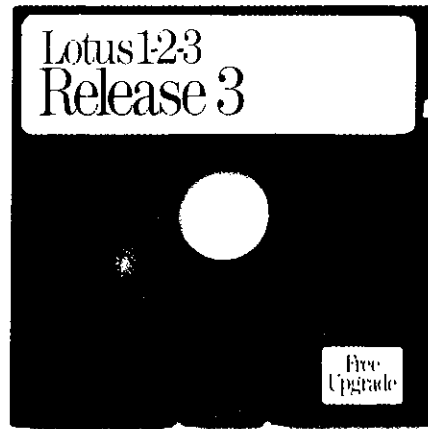
Sales representative for major computer book distributor.

Prior experience includes 8 years in the microcomputer industry and part time as a desktop publishing consultant.

Owned microcomputers for 10 years. Established and coordinates the desktop publishing and Windows SIGs.

As a director, Richard would continue working and implementing the goals the club has established and would use his computer industry experience to further enhance the image of OCIPUG in the community.

Here's an offer only the most analytical minds in America can appreciate.



Buy 1.

Get 1 free.

After exercising your grey matter with a few hundred "what ifs" every day, it's nice to have a no-brainer to deal with. How's this: for every Lotus® 1-2-3® Release 2.01 you buy on or after September 6, 1988, you get a free 1-2-3 Release 3 Upgrade as soon as it's available. (Be sure to save your proof of purchase.)

Easy decision.

After all, 1-2-3 Release 2.01 has recently been rated the top-performing

spreadsheet for an unprecedented fifth straight year by the NSTL. In fact, 1-2-3 is the backbone of business, with over 7 million users who depend on it everyday.

Plus, the upcoming 1-2-3 Release 3¹ will be the most powerful spreadsheet on the market by far, yet it will offer the familiar 1-2-3 interface and be fully compatible with all your present 1-2-3 data, macros and applications.

The new 1-2-3 will offer an exciting

3-dimensional spreadsheet for better organization and consolidation of data. Plus, improved graphics and powerful database enhancements, including the ability to access external databases, like dBase®, from within your spreadsheet.

See your Lotus Authorized Dealer or Lotus sales rep for details.

Lotus 1-2-3

(1) Upgrade offer valid September 6, 1988 through 90 days after the 1-2-3 Release 3 shipment. © 1988 National Software Testing Laboratories, Inc. Software Digest Ratings Report, June, 1988. (3) 1-2-3 system requirements will vary from Release 2.01 to Release 1-2-3 Release 3 runs under DOS and OS 2. Hard disk and 640K required. Lotus certified compatible PC with 50286 processor or better recommended. Lotus and 1-2-3 are registered trademarks of Lotus Development Corp. dBase is a registered trademark of Ashton-Tate Corporation.

Paid Political Advertisement



Paul Curtis

"The challenge for the President is to create an atmosphere where people are happy to participate because their contribution is appreciated and of value to everyone concerned."

Dear Fellow Member,

The most important thing I can bring to the office of President is the ability to listen. I truly want to hear what members have to say. I want to make our club a place where people come to learn and grow. That can happen if the leadership team knows with certainty what their purpose is for being there.

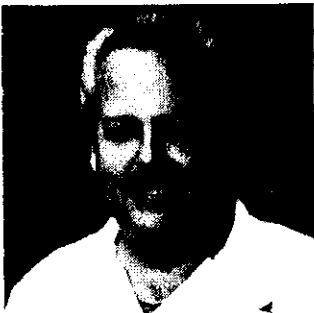
I have developed a strong and well defined vision for the future of the club, and I would like to share with you some other abilities that I am able to bring to the job now. They are:

- ☞ Leadership skills which allow me to choose direction carefully, see every problem as an opportunity, and know how to convert decisions into timely action.
- ☞ Organization skills which allow me to delegate jobs to talented people rather than attempt to "do it all" myself.
- ☞ Arbitration skills which allow for the resolution of unshared differences which may arise from time to time.

Changes that are necessary and beneficial will take place in an orderly fashion. I feel uniquely capable of providing a smooth transition from the existing leadership team to a new one, with a continuity of operation.

I humbly seek the opportunity to continue the atmosphere of participation and contribution into 1989.

Very truly yours,



SIG Reports

Hardware

Ben LeGare

More than 25 people attended the Hardware Special Interest Group meeting held on Thursday, September 22. The SIG's first meeting at the Advanced Computer Products, Valcom Computer Center in Santa Ana was standing room only.

Dan Likins opened the meeting for questions from the audience:

Why won't my copy of PRODIGY work with my IBM monochrome monitor?

This person did not have a graphics card which is necessary for PRODIGY to work.

Should I get a 386SX or the new

Japanese chip set which is said to boost the 8088 to 40Mhz and the 286 to 100Mhz?

After a general discussion of why you might want a 386SX, the conclusion reached was that it is a good buy only if you need multi-tasking. A 20Mhz 286 motherboard product may be more cost effective, if multi-tasking is not a priority. As for the new chip set enhancement from Japan, there was some concern in the group that the technique might cause an early failure of the host microprocessor due to heat buildup caused by the increased speed.

What is FeroRam?

Dan gave a short presentation on how DRAM is constructed. He then explained that FeroRam is similar but constructed of a non-volatile magnetic

material (the memory remains intact when the current is removed) with speeds of 30-35ns. Imagine all of this available at current DRAM prices! He also stated that we could expect 16Mb chips (imagine the entire memory of your AT on one chip!) due to the decreased unit size.

What is ECL? (Emitter Coupled Logic)

This time, Dan gave a presentation of the history of semiconductors. He examined RTL (resistor transistor logic), DTL (diode transistor logic), TTL (transistor transistor logic), CMOS (complimentary metal oxide semiconductor) and finally the subtle differences of Emitter Coupled Logic semiconductors. With each progression of semiconductor technology, an increase in speed has occurred.

How do new SIGs happen?

John Goodman

You may have wondered how our Special Interest Groups get started. Once you have read this piece you may not only have an answer to your curiosity, you may also have a reason to step up and help us out.

Sometimes a new SIG happens because some energetic soul perceives a need for one and is so interested in seeing it happen that he or she volunteers to make it happen. Such a volunteer, once that person lets one of our Board members know of their interest, is usually empowered to be a new SIG contact person. We announce the potential SIG and help those interested get together with the new contact person. We also help them find a meeting time and place and publicize them so other interested persons can find the SIG after it starts having meetings.

If the volunteer was correct and there is substantial interest in that subject, the new SIG will be a success. After the Board has seen that this is so and that the contact person is doing a good job of administering the SIG, they usually will "promote" that person to the position of SIG coordinator.

It is not always like that, though.

Sometimes the one who sees the need merely wants to attend meetings of the new SIG and may not be able to spend the time to make it happen. It might seem that without that person being willing and able to make such a commitment the proposed SIG cannot get started. Not necessarily so.

Two of our members have recently told me of their strong desire to see new SIGs formed. Linda Leydekkers, who has so ably reported on our general meetings in these pages, thinks writers (current and aspiring) who are using computers would benefit from meeting together and sharing their experiences. I think she is right, but the question now is, who will

help us start a Writer's SIG?

Anne Perrah proposed the other new SIG based on remarks she heard from some of our new members. It would be for folks who want to meet and discuss computers, etc., during the daytime. Retired people, homemakers whose children are in school, perhaps even you would like to join the "Day Timers" SIG?

What is needed now is someone for each of these proposed SIGs to say, Oh yes, that is a good idea. I could enjoy such a group and I am willing to make the effort to see that it happens."

If you are one of those people, please give me a call or you can call Linda at (714) 963-8444 or Anne at (714) 995-2054. You could also talk to Dave Carroll, our SIG coordinator, at the next general meeting.

We would love to hear from you.



How can I test DRAM chips?

Everyone had an answer for this one. Most favored replacing one chip at a time in the host device to isolate the defective IC. Many of those present use a Shareware program from the BBS filed as RAMTEST.ARC which can check all types of memory (system, extended and expanded). We also heard about a commercial device costing \$250.00 which can test 1 DRAM chip at a time.

Why doesn't my serial port work when redirected with the DOS MODE command?

Dan explained that the XON/XOFF protocol is not used by DOS. The questioner may need to connect the Data Set Ready and Data Terminal Ready lines to enable the hardware handshaking that DOS recognizes.

How can I determine what wattage power supply I need in my machine.

Dan first discussed how a power supply works and why the switching power transistor is the weakest link. He then explained that the only real way to tell how much capacity you need, is to add up the total wattage of all the components serviced by the supply.

Dan next introduced Loren Hunt and Ben LeGare, the coordinators of the new Advanced Hardware SIG. Loren's idea is that the Advanced Hardware SIG can be a group that builds projects and analyzes components of the computers we are now using. Loren then displayed some projects he had completed. Ben asked the group what advanced topics they would like to discuss. The following list recaps the group's suggestions:

- Internal operations of the chips and board level products used in PC's today.
- How to interface new hardware and software.
- Assembly language access to hardware, ie. how to drive the new video boards.
- What is a BIOS and how can I use it?
- Discussions of various computer architectures.
- Discussions of digital signal processors and neural networks.

Answers to these questions and other topics will be covered in future meetings. Plan to attend one soon.

Investors

Greg Cimmarrusti

Our September meeting at ACP featured a return visit from John Ryan of PC PRO in Huntington Beach who is host of Computerized Investing on 1600 AM Money Radio. The topics of discussion included technical analyses of the Major Market Index, the S & P 500 Index, Gold, and Silver. John discussed his interpretations of the computerized graphs on these indicators that he had brought with him.

We also discussed the use of a keyboard macro program, *Keyworks*, with the cable service, XPRESS, to download stock quotes into a stock database.

October's meeting at ACP will include discussions detailing the uses of Charles Schwab's *Equalizer* program for On-line trading and portfolio management. It will also include a demonstration of Wall Street Micro's updated technical analysis program - *ULTRA II*. Those who attend the October meeting will also see a demonstration of Wall Street Micro's *Commodity and Futures* package.

In November we will have a guest speaker to talk about Bonds and Portfolio Management. There will not be a meeting in December in

observance of last minute Christmas shopping.

Hope to see you all there. New recruits are always welcome, remember the meetings are at ACP on Edinger in Santa Ana.

PC Networks

Jim Mansfield

The PC Networking SIG met on Thursday, September 15th. The topic was Clustered PC Networks. I opened the meeting by handing out brochures and copies of magazine reviews on the three best known clustered PC products:

- PC-Slave/286 from Alloy Computer Products
- PC II Personal Network Station from Advanced Digital Corp
- QuickLink IV from Cubix Corp. (formerly ICM)

A clustered PC system is built from combinations of three basic system building blocks. Usually a 286 or 386 based machine functions as the Network File Server. Several PCs-on-a-board (products of the above companies) are inserted into the File Server system. These PCs function as network workstations. Terminals or PC keyboard/displays are located at




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workstation positions and connected to the PCs-on-a-board via cables of up to several hundred feet.

Operationally, the system performs just like a network consisting of a File Server and several, separated, PC workstations. It has the advantage of not needing special cabling and electronics between the File Server and the Workstations. They are, instead, connected by the File Server's bus. Also, the Workstation PCs share the File Server's cabinet and power. Hence, there can be a savings of a several hundred dollars per workstation.

The biggest disadvantage to clustered PC systems is that most File Server failures completely disable all the workstations.

Steve Schiffman, a regular SIG attendee, brought in the Alloy system he planned, installed, and operates for the Orange County Wine Society. Steve took us through the advantages and disadvantages of the system, explained why it was the right choice for the Wine Society, and described the system's operation. Steve uses the Alloy ATNX Networking Operating system. He considers it an easy system to set up and operate. It will even run with a PC XT as a File Server. A major lack that he pointed out is that ATNX has no Password protection or other security. Hence, it must be used in a friendly, "cooperative" environment like the Wine Society's.

Steve went on to demonstrate many of the network's functions, like Electronic messaging, and talked about some of the considerations in running multi-user software on a network. Our thanks to Steve for sharing both his experience and the Wine Society's system. A special thanks, also, to Tom Mitchell, Western Regional Sales Manager at Alloy for providing brochures on the Alloy system.

The October meeting will be held on the 20th and will focus on WorkGroup Productivity software: Electronic mail, Executive Scheduling, Interactive Phone Messaging, and more.

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to prepare batch files and offered some other helpful hints for the members present.

The October meeting will be held at the Newport Harbor-Costa Mesa Board of Realtors building (as will the November and December meetings). The date will be October 25th at 8 A.M., yes I did say 8 A.M.

See you there!

Spreadsheet

Gordon Savage

The Spreadsheet SIG met on Tuesday September 6 at the Advanced Computer Products (ACP/ValCom) facility. The ten sig members who attended enjoyed a very interesting meeting. We began with a short random access session in which most of the questions pertained to Lotus 1-2-3. Then Neil Carmen gave a demonstration of the capabilities of Borland International's spreadsheet, **QUATTRO**.

QUATTRO is a Lotus 1-2-3 look-a-like in many respects. You can even use 1-2-3 command menus if you wish, although the popup **QUATTRO** menus are easy to learn. **QUATTRO** will perform all of the spreadsheet functions that 1-2-3 will do, but in many ways it is easier to use and has some features that 1-2-3 doesn't. Some of the demonstrated features included:

showing that the program loads faster than 1-2-3,

demonstrating "intelligent" recalculation. This means only recalculating cells that require recalculation because of changes, which results in increased speed,

showing the Transcript add-in which records all keystrokes to disk, so if you loose power or garbage up a worksheet, you can easily recover all the work you did up to the point of disaster,

showing Menubuilder which allows you to create your own custom menus.

One area in which **QUATTRO** far surpasses Lotus 1-2-3 is graphics. You can create, view and print graphs without leaving the program. No need to go through the miserable process of dealing with .PIC files as in 1-2-3. Some other improvements in the graph function are:

Real Estate

Stan Sabin

The Real Estate Special Interest Group met at the Huntington Beach-Fountain Valley Board of Realtors Boardatorium for an interesting meeting which included a demonstration of voice recognition and synthesis software and hardware. This system includes a special adapter card which fits in an expansion slot of a PC along with a microphone, extension speaker, and of course the software. The demonstration included issuing commands to the computer via words spoken into a microphone. The computer answered back in a digitized voice as well as performing various voice commanded functions. We were shown how you could come very close to running a computer without touching a keyboard.

The system holds many advantages, especially for those who might have a physical handicap that would normally make it hard for them to use a computer.

Tom Sutro then gave us a demonstration of script file macros that make it easier to log on to the various Multiple Listing system computers and save time and keystrokes in doing so. Obviously the same type of macros can be used in logging on to many other Bulletin Boards.

During the Random Access portion of the meeting, we discussed **PRODIGY** and some of the things that can be done on that system. Most of the members present had previously signed up for **PRODIGY** so it was mutually informative. Paul Curtis was visiting the meeting and was able to answer the questions I couldn't. He also demonstrated some simple ways

QUATTRO Lotus 1-2-3

Types of graphs	10	6
Number of colors	16	7
Number of on-screen fonts	11	1

The other feature where *QUATTRO* really stands out is in the creation and debugging of Macros. The number of Macros allowed in a 1-2-3 worksheet is limited to 26 (the letters in the alphabet available for macro names) but is unlimited in *QUATTRO*. *QUATTRO'S* debug feature provides a pop-up window which displays three lines of your Macro at a time for review and editing.

QUATTRO can load and save files imported from a number of other programs including Lotus 1-2-3 versions 1.0 and 2.01, Symphony, Paradox, dBase II or III and more.

QUATTRO does have some drawbacks. It requires at least 317K of RAM compared to the 214K required by Lotus 1-2-3. This limits the size of worksheet that can be retained in memory. One improvement that I feel must be made to compete successfully in the world of spreadsheets is that of dynamically linked files. Borland says

they are working on it. Finally, some of the add-in's currently available for Lotus 1-2-3 (such as those put out by Funk Software) would be handy in *QUATTRO* as well. Still, with its added capabilities, *QUATTRO* is a real bargain at about half the price of Lotus 1-2-3.

Next month a demonstration of Microsoft's *EXCEL* is planned. If *EXCEL* is not available, 1-2-3 Macro Menus will be shown. See you at the next meeting.

Microsoft Word

Harold Howarth

The Microsoft Word SIG convened on Sept 26th with Win Jewson leading the meeting. The topics discussed were:

Author Peter Rinearson's *Word Companion Disk*, which provides a more extensive on-line Help facility than Microsoft's.

Various Microsoft materials from the Word SIG Summit.

The (somewhat dubious) value of Microsoft's *Pageview* product (perhaps *Pageview* can be a topic for a future

meeting).

Jim Samuelson made a great presentation on starting and "customizing" Word for your own preferences using the style sheet *NORMAL . STY*. During our break various *Word* features were demonstrated to the SIG members, and an informal random access was held. Paul Curtis talked about a new domain program that will speedup *Word* when running in graphics mode. Win Jewson shared page numbering, formatting and laser printing tips and techniques.

We held a drawing for a copy of Microsoft *Word* 4.0 donated by Microsoft for our SIG and Harold Howarth was the winner.

Thanks Microsoft!

Our October meeting will be on the 24th and our topics will be using Microsoft *Word* macros and an introduction to creating your own .PRD File.



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Technical Corner

Virus Update

John M. Goodman, Ph.D.

The cover story in a recent issue of *Time* magazine was on computer viruses. Readers of *README.DOC* got much the same news earlier this year. Starting with an article I wrote that appeared here in the February and March issues and more recently with Steve Gibson's four-part series we concluded just last month.

With all this talk about the threat of viruses, some of you may be feeling very much frightened. That, I think, is not necessary.

Recently I had occasion to review the subject in some detail. Let me share the essence of what I learned. I shall do so in the traditional manner, by telling you both the bad news and the good news.

The bad news is that computer viruses are real and they do have the ability to do a great deal of damage. Furthermore, no one has any idea of how to provide absolutely fool-proof protection from them. I am talking real vulnerability here for mainframes as well as for our mere personal computers.

The good news is, first of all, computer viruses are rare. You are not likely to encounter them at all. Furthermore, if you are doing the things you ought to be doing anyway to protect your data, and if you are simply aware of the symptoms of a viral attack you most likely will be at

worst inconvenienced if you should inadvertently invite a virus into your system. By the way, a virus can wreak havoc with your programs and data, but it cannot, so far as I know, do any damage to your hardware.

When something bad happens to your computer the most likely cause is a "wetware" failure—that is, a human operator error. The next most likely cause is some bug or error in one of your programs or data files. (Such a bug or error is *not* a virus.) Third most likely would be some hardware failure. An attack by a computer virus is somewhere way down the list of likely causes after these.

Some practical suggestions

To protect yourself against, most of all, yourself (and incidentally against all the other causes of computer failure) you must first and foremost keep good backups.

Don't reuse your backups too often. I keep mine a long time (years). Keep them as long as the material they contain could be of use. Also backup the changes to your files often. This takes very little time and not many diskettes (or much tape if you have tape backup) and is the first line of defense if you have a problem. By not backing up today's work on top of last month's you have the possibility, should your current work show evidence of viral infection, of going back through your backups till you find an uninfected copy.

If you need to recover data from a backup, first make it read-only (put a

write-protect tab on a 5-1/4" diskette, for example). Also, when you get any new software, write-protect it before you even so much as read the disk's directory. (Viral infections have been known to occur in just such a normally benign act.)

If you suspect a viral attack, get help from someone who understands them and is competent to treat the matter. The necessary steps are not very difficult, but if you forget even one you could have the virus re-erupt a few days or weeks later.

That is it.

I specifically suggest that most users should *not* use FLUSHOT, CONDOM, C-4 or any of the other anti-viral programs. The protection they provide is far from total and the possibility that they will cause problems of their own is not insignificant.

You also do *not* have to avoid all shareware or keep from calling bulletin boards. Do exercise the usual precautions before using new software you download (be absolutely sure you are well backed up, use SCAN or CHK4BOMB to test the new program for "funny messages" or questionable instructions, use WPHD to protect your hard disk the first time you run the new program, etc.)

Be calm, but stay alert and you too will survive the computer virus "season" with no more discomfort than you have from the annual flu season.



ZAP

Dan Likins

While "Surge" is short for Surgio, and "spike" is what you might do to the punch, neither of these have anything to do with the electrical phenomena that occurs when a large motor is switched on or off of the power lines or, worse yet, when lightning strikes the power mains.

An electrical surge is a momentary condition where the voltage at the wall plug exceeds its nominal rated value for anywhere from a few milliseconds

to several seconds. While your computer's power supply is supposed to regulate the power it receives and compensate for variations in the source, there are limits to just how much of a variation it can handle and how fast a change can be detected and adjusted for.

As you have probably noticed, by the variation in price from one surge arrester to another, there are differences in the quality of protection offered by these devices. You still "get what you pay for." So let's look at what makes up a surge arrester and how they differ.

When you plug a cord into an electrical outlet three connections are made. The first to connect is the round pin, it's called ground (green), this wire makes a connection to a cold water pipe or some other sort of electrical conductor that is buried in the earth. Next are the two flat blades, they are called hot (Black) and neutral (White), the hot wire is the wire that provides the power, while the neutral is the return path for the power on the hot lead. The neutral wire is also connected to the same place, inside the circuit breaker box, as the ground wire.

Why, you might ask, are there two wires connected to the same place? Wouldn't one do just as well? The ground wire is connected to the metal case of the appliance and also to any exposed metal parts, such as switch levers or knobs. If the neutral wire were used for this protective grounding and, for some reason, the neutral wire were to become disconnected between the appliance and the electrical panel, then the piece of the neutral wire between the appliance and the disruption, would all be connected to the hot lead by way of the path back through the internal circuits of the appliance. This could be a most shocking experience.

A proper surge arrester protects against three different conditions:

The "several-second" variety of surge is clamped to safe limits by a device called a Metal Oxide Varistor (MOV). The MOV appears to be an open circuit to voltages that are less than its "Breakdown" voltage. To voltages greater than that rating the MOV looks like a short circuit. If the surge lasts very long the short caused by the MOV will cause the fuse or circuit breaker to disconnect the power coming from the hot lead. If the surge was not long enough to cause the fuse to blow then, once the surge passes, the MOV again looks like an open circuit and everything continues to operate normally.

The shorter duration surges or "spikes" are dealt with in similar fashion but using components that

respond with greater speed. The inductor appears as a low resistance or short circuit to slowly changing voltages but to fast changing voltages it appears as an open or high resistance path. These characteristics make the inductor ideal as a series element to inhibit spikes. The capacitor has just the opposite characteristic, it looks like a short to quick changes and an open circuit to slow changes. This makes the capacitor an ideal component to place in parallel with the load. When a spike comes down the line the inductor looks like a high resistance making it hard

The power line is not the only way that surges can reach your computer.

for the spike to get through and the capacitor takes care of anything that might get through by providing a low resistance path back to the return wire instead of letting the spike go through the load.

An interesting variation on the inductor is the "Buck/Boost Transformer." This device detects a spike in one wire and causes a spike of the same amplitude in the other wire but of a polarity such that the two spikes cancel each other out. The net result on the load side is that no spike is detected.

The third condition is "High Frequency Noise" or "RFI" which is short for "Radio Frequency

Interference." While RFI could cause your computer to malfunction, it is more likely that your computer is the source of the RFI and is causing other appliances around your house to malfunction, such as your TV, or your neighbors TV. High Frequency Noise is taken care of with capacitors again but these are special capacitors that are made to deal with very high frequencies (they have almost no series inductance).

The power line is not the only way that surges can reach your computer. The telephone lines are metallic conductors that travel long distances through the open air. Phone lines are prime targets for lightning bolts in search of a path to ground. The telephone jack has no ground wire among its several connections so surge arrestors for the phone line either plug into an electrical outlet by themselves (just to pick up the ground wire) or they share the housing of the surge arrester for the power mains.

A good surge protector provides for all these possible conditions while the less expensive variety provides its lower cost by leaving out some of the features of the more expensive ones.

The preceding was an attempt to put on paper a discussion that was held at the Hardware SIG. At the SIG meeting we had a blackboard and as you know "a picture is worth a thousand words." Be sure to attend the Hardware SIG where we have many such discussions (with pictures).



Publisher's Note: The following articles and letters are an example of what a User Group can accomplish. Judge for yourself the facts and responses of the parties involved. -SD

Disk Technician + : Into the Bit Bucket

*A Review By Timothy Breen
Copyright 1988*

*TC/PC Twin Cities PC User Group
Minneapolis/Saint Paul, Minnesota*

Let's establish something here. I don't go around looking for trouble. As a PC trainer and support person, a large part of my job is to communicate, and to do so in a non-judgmental and non-threatening manner. That's why this story is so astounding to me. It's about a software manufacturer who

grossly violates a basic support axiom: "...above all, be courteous."

I first heard about PRIME SOLUTIONS, INC and their product *Disk Technician + (DT+)* in PC-Magazine's "First Looks" section: an area that extols new products that offer cures to old problems. The product claims to be able to resurrect bad tracks on your hard disk and to prevent further deterioration of the media. The reviewer, Mitt Jones, said in part "...Sound too good to be true? I thought so too. But after witnessing a few minor miracles and a major miracle or two, I'm a believer. This \$99 software may be the best investment you could ever make." Strong stuff, huh? Gosh, where's my checkbook!

As many of you know, I'm about to leave for an Around-The-World

working adventure; the last thing I want to have happen is for my hard disk to fail while in Ethiopia (or some other remote location), thus my interest in *DT+*. I ordered it post haste and gleefully began the installation process on my desk-top AT clone.

Oh-oh, it's copy protected! Nobody mentioned that... Oh-oh, look at this manual. I've seen far better work come back from copy shops, and there's no index... Oh well, if it works good.... Gee, this sure is taking a loooong time to check-out my hard disk. Hmmm, the "manual" says it may take 20 or so hours on the first verification, but by my calculations (using their tables) this process will take 2-3 days! And that's just the beginning.

Hmmm, "How to abort process"... Hmmm, call the support line. Crumb,

no toll-free. "Hello, yes, I've got a problem with your product and I need your help... Yes, um-hmm, yes, an AT-Clone. Um-hmm, a Miniscribe 6053 with RLL controller. OH, not RLL certified drive? Miniscribe said it works okay in that configuration... not with your product, huh? DT+ is checking each byte of each sector instead of tracks at a time, eh. Okay, thanks."

So I buy and install another hard disk, an RLL certified Miniscribe 6079 (top of the line--very nice disk.) I attempt to install it once again, and guess what? Same d*** message... it's checking all sectors of all tracks as if the whole hard disk is junk!

In the meantime, a client has heard about the product and insists I install it on his XT. I tell him, to date I have not yet completed an install and advise him to hold off for a week or two. No soap, he wants it now. OKAY. We buy the product locally and I install it. The program runs (for hours and hours and hours) and when complete it aborts the installation and says "Something wrong with the distribution disk--call tech support."

So far I have about 5-6 hours into this product with zip results. Time to go "on-line" to the IBM SOFTWARE FORUM on CompuServe Information Service (CIS) and determine if anybody else is experiencing difficulties. When I log-in these are the comments I find:

"DT has refused to give any explanation about how their product does what it does, just saying "trust me". At the same time, they introduced a disk with so called calibration tracks that turn out to just be a copy protection scheme in disguise while advertising that they are not copy protected. They wipe out manufacturers bad track information which is controversial at best and almost surely wrong on voice coil drives."

"I figure if they lie in their ads, I'm loathe to trust them and I'm reluctant to use a product that does things that many experts think is the wrong thing to do. I'm wondering about what else they do that just isn't known."

"Prime Solutions' ...way of dealing with problems is to pretend they don't exist, and then hang up if you insist that they do exist."

"I can summarize my impression of

the program from the discussions here: I wouldn't let the program in the same room with my PC."

"The *Disk Technician* review turned out not to be a good call. But the reviewer is one of the most conscientious and careful people I know, and is someone whose judgment, skill, and integrity I respect very highly. In this case, DT "did" perform as advertised on the CMI hard disks in the ATs in PC Labs, and that was the basis of the review. It was one of those cases where the bad news turned up with other disks in other machines--and where the vendor was simply not telling the truth about copy-protection. The same reviewer did report later that the program "was" copy protected and that it didn't work with some other drives. This one was wrong--but I hope we manage to get most things close enough to right. I know the magazine gets threatened with lawsuits once a week by vendors unhappy with the reviews they get--and they always back down when they look at the facts..."

"(I) Had a lot of experience with it... Personally, I found it to be junk and the "support" to be arrogant and totally out of touch. We (my store) returned two copies after multiple problems.

"After being told our disks were going bad by DT's tech support and it had nothing to do with their program, we removed Disk Technician and both drives have been running perfectly for 6 months."

Bummer! So I call tech support and ask for help. The technician (Norman) is not helpful. He continues to say it's the hard disk (all three of them?) I say I want my money back, he says, "tell it to the distributor"; they (PRIME SOLUTIONS), don't return money.

I asked, "Are you aware of all the controversy on CompuServe about your product?" About this time "Eric" (Norman's supervisor?) cuts in on the line and says "What's all this about CompuServe?" I begin to explain my problems and what I've read; he asks "Tell me more about CompuServe." I said, "Look, this is my nickel. Would you call me back and I'll gladly discuss this at length." "Click..." he hung up on me! No discussion, no warning, no explanation or support of the product, no suggestions, no words of encouragement, he just flat hung up the phone!

If I were Erik's manager, this guy would be history. No two weeks notice so he could cause more ill-will... he's out the door. But, according to the discussion on CompuServe, this is not an isolated event as several people from across the country have encountered problems with the product and rudeness from the organization.

When oh when, are companies going to learn to treat their customers with respect? You want a good example of how to do it right? *WordPerfect*. They openly air their laundry in public. It makes great policy and a loyal following. PRIME SOLUTIONS, INC. is regrettably on the opposite end of the spectrum.

Disk Technician + version 2.0 revision 4.04 PRIME SOLUTIONS, INC 1940 Garnet Ave San Diego, CA 92109 (619) 274-5000 Price \$129.95

Publishers Note: I sent the above article to PRIME SOLUTIONS and asked for their response. -SD

Disk Technician +

Prime Solutions Responds

Steve Luster, Vice President/Marketing

We got Timothy Breen's review of our company policies the old fashioned way: we earned it. No excuses. Our technical support was rude to Timothy and did hang up on him. Sometimes technically brilliant engineers may not also possess the best people skills.

We reorganized our tech support department last May, as soon as we were financially able to hire and train additional staff. I believe if Timothy (or anyone else) were to call now, they'd find our tech support friendly, empathetic and interminably helpful. If not, please let me know immediately and personally.

InfoWorld, which uses a series of anonymous phone calls over a period of several days to test product technical support, recently said:

"We were pleasantly surprised with the quality of technical support we received. In particular, the two technicians we talked with knew both their product, and hard disk systems intimately."

InfoWorld further noted that "support is unlimited and free of charge, but it is not toll free, (sorry about no toll-free, Timothy, however

many toll-free tech support lines are hopelessly clogged with calls and you can never get through). The technical support staff works without a routing system or receptionists, so the phone is answered by the person who can help you. The company offers bulletin board support through BIX, and a newsletter goes to registered users."

Timothy also stated that we refused to refund his purchase price when he so requested; that he was told to "tell it to the distributor." Here is our policy, quoting InfoWorld: "Damaged media will be replaced, regardless of the cause of damage or date of purchase (yes, even if the dog ate it). There is no money-back guarantee, but the company warrants that its products will function as advertised."

Let me clarify that money-back part: if you bought the product from us and it does not work as advertised, we will cheerfully refund your money. If you bought the product through a dealer or by mail order, have them contact us. We will do our utmost to arrange that they refund your money.

However, the most unfortunate result of Timothy's experience is that because he and our technical support never finished working through his problem, he wasn't able to review *Disk Technician+* on its own merits. That's too bad, because the *Disk Technician* product family has made one of the most important contributions ever made in the PC software arena: providing a totally reliable operating environment for hard disk computer systems.

While PCs have evolved into blindingly fast hi-tech marvels, a lack of any real assurance that "What-Goes-In-Is-What-Comes-Out" has remained the single sticking-point that has kept PCs from being considered as serious business machines. We claim that only *Disk Technician*:

- Stops the loss or corruption of files and programs before and after it happens.
- Stops DOS errors.
- Repairs and recovers data to prevent crashes before and after they happen.
- Stops static electricity and power problems from ruining files and programs.
- Predicts imminent hardware failure before files and programs are lost.

Disk Technician does it all automatically, unattended, without removing files or programs and with absolutely no technical skills required.

Timothy should be pleased to learn that we anticipate having shipped the non-copy protected *Disk Technician Advanced* long before this article reaches press. This newest member of our product family includes one-touch operation that automatically tests and resets interleaving for optimal system speed as well as testing and repairing all partitions in the system; PS/2 compatibility; the ability to run from the hard drive, command line or batch file; advanced system, data and FAT recovery for down systems; four different seek tests with two modes over 25 added features in all. And yes, all of the User's Manuals will have indexes. Many customers pointed out that gaff to us.

We also hope that Timothy can be more objective when he quotes CompuServe. That *Disk Technician* discussion on the IBM SOFTWARE FORUM raged on for weeks and consumed reams of pin-fed computer paper, complete with supporters, the

detractors you selectively quoted, plus our own statements and responses. Very few of the participants knew anything about the then-new *Disk Technician* at all, but naturally all were willing to be experts. Thus, many of the statements you quoted were simply dead wrong guesses, such as "they wipe out manufacturers bad track information," (Never!) or implying that we threatened magazines with lawsuits over reviews.

We have wonderful relationships with the press. We owe all of our early success to the kind of glowing reviews like the one you quoted from PC Magazine. We would never sue anyone for exercising the constitutional right to express their opinion. Besides, your review was our first and I earnestly trust our last real stinker.

Timothy, Spare That Bit Bucket!

By the time this reaches press, you and Prime Solutions should have long since resolved your technical problem. You should also have in your hands a copy of *Disk Technician Advanced*. We hope you examine both it and us thoroughly, and, if you don't author another review, at least join our many



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thousands of happy users.

We're also trying to arrange to come and demonstrate *Disk Technician Advanced* at a TC/PC General Meeting soon. We look forward to the opportunity to answer questions and get input. We're a young company in a wild industry. We've made our fair share of blunders while growing up. Without strong voices like yours, Timothy, we might never learn about them, correct them and keep on trying.

Publishers Note: I then in turn wrote to Steve Luster at Prime Solutions to further clarify several questions that remained unclear. -SD

I recently talked with you concerning the article published in the Twin Cities PC User Group newsletter about your *Disk Technician +* program. Before reprinting any article, we strive to consider the merits of the article and the value it would have to our membership of 1000 readers.

While our discussion centered on some of the technical claims of your firm's program, we feel that some of the customer problems need to be addressed also. Before we consider reprinting the article, we feel that we must give you the opportunity to respond, and listen to your side of the story. Some of the questions that need to be answered for our members are:

1. What is your return policy if your product does not meet the expectations of the user?

2. Is your product copy protected in any form, such as limiting its use to one system, one time only?

3. What systems, hard disk controllers, or hard disks are incompatible with *Disk Technician+*?

We look forward to your response to the above questions and the Twin Cities newsletter article in general. Please forward your response to me by the 24th of August in order to meet our September issue deadline. If you need further clarification, please do not hesitate to contact me directly. Thank you for your assistance. We look forward to your response.

Publishers Note: The following is a response to my letter from Prime Solutions. -SD

Steve Luster, Vice President/Marketing

Dear Steve:

Our response to Timothy Breen's TC/PC review is being modemed to you

under a separate file. I want to respond here to your three specific questions.

1. What is your return policy if your product does not meet the expectations of the user?

Answer: I have answered this in the body of our response to Timothy's review.

2. Is your product copy protected in any form, such as limiting its use to one system, one time only.

Answer: Our first two products, *Disk Technician* and *Disk Technician +*, are copy-protected. Our newest product, *Disk Technician Advanced* (shipping during week of August 21 - 25) is not copy-protected.

But you've asked a more complex question:

Disk Technician (I'll use just the one name to describe our whole family of products for this purpose) was designed to accomplish something no other software product can do: eliminate file corruption and loss.

In order to do this, *Disk Technician* must not only be able to detect, repair (by non-destructive low-level formatting of a single track) or mask-out the single occurrence of a single bit soft error, but must also be able to eliminate random and intermittent errors.

Disk Technician does this by keeping a history database of the error patterns on each of the (up to) two host physical hard drives on the system. *Disk Technician's* AI pattern recognition algorithms use this system-specific data to compare current with past test results in order to both eliminate random and intermittent errors, and to predict imminent hardware failure.

Because of this, *Disk Technician* cannot be moved from machine to machine without resetting the program (i.e. wiping-out the extremely valuable database).

However, customers have always been able to reset the program in cases where a controller or hard drive was changed, or they simply wished to use *Disk Technician* on a different machine. Prior to revision 4.10, they needed to call our tech support and we would give them a code to reset it right over the phone. We did this because we wanted to encourage customers to use *Disk Technician* not merely as a

"fire extinguisher" for catastrophic hard disk problems, but rather as a "smoke detector" to prevent problems.

The necessity of factory involvement was a real hassle for our many international customers. It was also looked upon as "dictatorial design" by some of our press friends. As of revision 4.10, end user program reresetability is a built-in feature. Anyone wishing this convenience can contact our technical support department for upgrade information.

3. What systems, hard disk controllers, or hard disks are incompatible with *Disk Technician+*?

Answer: Surprisingly few for a low-level, hardware specific software product. These include:

- Leading Edge Model M -- a discontinued model which lacks full IBM BIOS compatibility and for which there is no ROM upgrade available from the manufacturer.
- Zenith models 148, 150, 151, 160 and 161 -- not fully IBM BIOS compatible. However, new ROMs are available from the manufacturer to give more complete IBM compatibility. Then not only *Disk Technician*, but many other programs, operate normally.
- Plus Development Hard Card - only the very new ones that do not allow low-level formatting. Drives requiring low-level formatting must be sent to their factory for this service (about \$250). However, the *Disk Technician* product family will still perform all of its functions except repairs, low-level formatting and re-interleaving. And, we work fine on the old ones (see PC Magazine, page 48, 6/23/87)
- Western Digital WD1003-RA2 Feature 001 hard drive controller cannot be taken out of translation mode.
- Hewlett Packard Vectra with hard-sectored hard disk.

I hope the above, plus our response to Timothy Breen's review, will have answered your concerns. To repeat my earlier offer to you, we would be glad to provide your group with a review copy of either *Disk Technician +* or *Disk Technician Advanced* so that they may judge it for themselves. Also, as I previously offered, we're always ready and willing to demonstrate *Disk Technician Advanced* at meetings. Just let me know when.

If you have any other questions I can be helpful with, just call.



<p>We welcome the following new members this month:</p> <p><i>Dave Armstrong</i> <i>Bob Ashby</i> <i>Dale Benson</i> <i>Annette Blais</i></p>	<p><i>Tom Brannon</i> <i>Joe Brasher</i> <i>Bill Brewster</i> <i>Carl Cabaniss</i> <i>John Calhoun</i> <i>Linda Coultry</i> <i>Doug Dehaven</i> <i>Jean Graham</i> <i>Garrel Gregg</i></p>	<p><i>Marsha Gregory</i> <i>Chris Hansen</i> <i>Richard Henley</i> <i>Jim Hilgenberg</i> <i>Bob Huffstetter</i> <i>Richard Hunt</i> <i>Larry Larsen</i> <i>Henry Levinson</i> <i>John Lo</i></p>	<p><i>James Lundy</i> <i>Bill Mancina</i> <i>George Mason</i> <i>Jane Mason</i> <i>Jack Miller</i> <i>Monica Miranda</i> <i>Lou Munoz</i> <i>Duane Osborn</i> <i>David Rickets</i></p>	<p><i>Allan Roberts</i> <i>Patti Ruckert</i> <i>Michael Sagebarth</i> <i>John Sarkaria</i> <i>Walter Sawyer</i> <i>Chester Stickney</i> <i>Tom Toner</i> <i>Jeff Weiner</i> <i>Steve Welch</i></p>	<p><i>David Wells</i></p>
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<p>The following persons' memberships expire this month (October):</p>	<p><i>Jack Appleman</i> <i>Gordon Austin</i> <i>Rita Botwin</i> <i>George Byrd</i> <i>Don Canedy</i> <i>Brian Chwan</i></p>	<p><i>Jackie Davidson</i> <i>Dennis Deck</i> <i>Dona Eley</i> <i>Bob Finer</i> <i>Janice Foster</i> <i>John Gildea</i></p>	<p><i>Josie Jellick</i> <i>Ed Judy</i> <i>Thomas Kean</i> <i>Barry Klein</i> <i>Bill Meadows</i> <i>Patrick Moore</i></p>	<p><i>David Perry</i> <i>Carol Peterson</i> <i>Eileen Plamondon</i> <i>Nancy Reynolds</i> <i>Mike Rilea</i> <i>Ranee Starr</i></p>	<p><i>Janet Tolson</i></p>
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<p>The following persons' memberships expire next month (November):</p> <p><i>Brad Barrett</i></p>	<p><i>Stephen Barsky</i> <i>Jimmie Bowman</i> <i>Joseph Brugman</i> <i>Leon Chiu</i> <i>Marco Clerx</i> <i>Russell Curtiss</i> <i>Eric Drochner</i></p>	<p><i>Bernard Engdahl</i> <i>Dwight Fellman</i> <i>Marlin Gardner</i> <i>Danny Geter</i> <i>Tony Gilbert</i> <i>Daniel Groner</i> <i>Rick Halbardier</i></p>	<p><i>Peter Hodgins</i> <i>Ann Lee</i> <i>Richard Lindsey</i> <i>Tom Mahood</i> <i>Jerry Marcell</i> <i>Ronald Markel</i> <i>Russell Merrifield</i></p>	<p><i>Doug Mize</i> <i>Victor Rilling</i> <i>Mark Roberts</i> <i>Hector Salas</i> <i>Robert Sandstrom</i> <i>John Sealey</i> <i>Gary Shelman</i></p>	<p><i>Alex Syfrett</i> <i>Charles Turner</i></p>
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OCIPUG Financial Report			
<i>Walt Drew, Treasurer</i>			
OCIPUG September, 1988 Changes in Cash:			
		Unrestricted Funds	Tim Smith Fund
Cash balance, August 31, 1988		\$12,377.07	1,290.00
Cash receipts			
Membership dues	2,365.00		
Advertising	415.00		
Interest	0.00		
Contributions, Tim Smith Fund			30.00
Library fees	145.33	2,925.33	
Cash disbursements			
Meeting expenses	150.00		
Printing	986.00		
Equipment repair	140.00		
Postage	250.50		
Supplies	24.00		
Telephone	42.07	1,592.57	
Cash balance, September 30, 1988		13,709.83	1,320.00

The OCIPUG Board of Directors thanks

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for their help in preparing the banners used in the photo session at our September General Meeting.

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** Technical difficulties beyond our control have made it necessary to suspend service on this line temporarily.*

OCIPUG Information & Message Line 898-7998

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Our General Meetings are held on the last Saturday of each month except when there is a conflict with a major holiday (asterisked months in list below).

October 29	November 19 *	December 17 *
January 28	February 25	March 18 *
April 29	May 20 *	June 24
July 29	August 26	September 30

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