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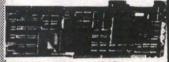
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From the Editor



hen I first tried telecommunicating with CompuServe, I had a buzz for days. It felt like the same combination of liberation, eye opening and personal empowerment that came when I first got my drivers license. Telecommunications with a computer opens up a vast world of information that becomes easily accessible to mere mortals. No longer do you have to ask the librarian, the teacher or other guardian of information where things are or how long you can borrow them forthe library is always open. All you need is a modem, a computer, some telecommunications software (I use Red Ryder and Telix) and a charge card and you are on your way.

Logging on to an information service like the American CompuServe, all-Canadian Suzyor local Mind Link!, opens the door to a wealth of databases and information services. They have the latest shareware to

download and areas for dialogue on every topic under the sun. If you log on at the right time, you can sometimes "talk" with presidents of software companies, program developers, science fiction writers, famous personalities and lots of other just plain knowledgeable folk. If you miss the action, you can always view the transcripts of what other people said, after the fact. Any questions you have can usually be answered by some helpful online Samaritan.

Then there are the databases of information to tap into. Many magazines and journals now keep back issue text available to call up and review. (The Computer Paper is available on Suzy) Many services allow you to do keyword searchs of topics. My wife recently went back to working out at the local pool. She used to swim competitively and wanted to know what speed was considered good for masters level swimming. I went online with CompuServe and searched a magazine database and came up with a number of articles of interest on swimming, close but no cigar. I then went into another area that contained back issues of American newspapers. Bingo, I started to get scores and speeds that she wanted. While it may seem trivial, if you substitute something that you are really interested in and want to know about at 10 o'clock at night, you start to see the power of the online world.

Thanks to all the contributors this month. If you are new to telecommunications, you may want to check out the course put on by Gord Harris (see the article Where's The Good Stuff?") In a stroke of genius, he came up with the idea that rather than just talking about telecommunications, he would do a show-and-tell session for new users. In his course, he does live demos of GEnie, Suzy, and CompuServe. A good place to start

Last but not least are all the free Bulletin Board Systems (BBS's) maintained by those noble souls—volunteer Sysops (System Operators). We have a list of some of the BBS's in the Lower Mainland. We encourage you to sample some of them. They cover almost every interest under the sun and best of all most are free. One caveat, however; always dial the number first yourself without your modem, preferably at a reasonable hour—there is nothing worse than getting the high-pitched whine of a modem in your ear at 3 a.m. We make every effort to ensure the accuracy of the list at press time. The reality of many of these boards is that there is a high turnover. The telephone number lapses and is reassigned to a new telephone subscriber who unwittingly inherits a defunct BBS telephone number. Be kind to your neighbors.

As you can probably tell, I am enthusiastic about the possibilities of telecommunications. There is a wealth of information, people to communicate with, programs and games out there for the asking. The costs, if you use a little discretion, can be relatively minor (past your initial investment in a computer) and it is great fun. My advice: get wired.

Enjoy the issue.

Kirtan Singh Khalsa — Editor/Publisher

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JUNE 1991	486 Computers, CD-ROMS Upgrading Your Computer	May 13	May 15	May 31
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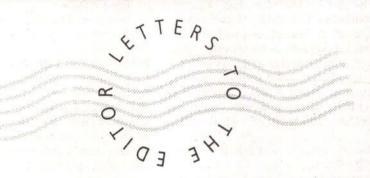
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Who Was That Masked Man?

I'm sorry...but the "masked man" on the cover of the March issu, doesn't portray a man crying. In fact, some observers, including myself, feel that the facial features of the person suggest that it's a "heroine"...yes, a woman. So much for not trying to convey an image of stereotyping women, because in this case, you failed to convince everyone. Good start though...the victim looked male.

Anthon Pang Group via Mind Link!

I met him; he sure looked like a guy to me.-Ed.

I would like to see in the future of The Computer Paper several things. First of all, comparisons of the local clones made would be very helpful. I would also like to see a review of different types of monitors. And lastly, I would like to see The Computer Paper made longer

Thanks for your time, M. Feder via Mind Link!

Check out this month's PC Magazine, it has reviews of VGA monitors. We are working on making it longer. This is the biggest single issue yet.

Canada's Future: On-the-line

Your readers may be interested to know that The Citizens' Forum on Canada's Future (aka The Spicer Commission), is now available for public participation via the MIND LINKI BBS. To the best of my knowledge, this is the first time a Royal Commission has held "hearings" on this medium (although I'd be pleased to hear about other ex-

I'd like to thank Frank Reiter at MIND LINK! for his assistance and The Computer Paper for advice. Also, I'd like other BBS Sysops to include the Citizens' Forum on their boards. For info, call 685-7661.

Sincerely, Mark O'Neill Citizens' Forum on Canada's Future. (March 9-

Roland Responds

With respect to your March 91 edition article on How to Buy a Laser Printer: Disk Based Clones, our product "Ravenscript" has sold extremely well into the entry level desktop publishing arena where people cannot afford or do not wish to use the much more expensive "true" postscript print-

ing devices. We have received many compliments on how easy Ravenscript is to install and use, and as our version of Ultrascript is a very recent one, we have also received many compliments on the output speed. We would much prefer that instead of implying that the product is a "hassle," as so strongly stated by your writer, you properly evaluate our product. We would be very pleased to provide products for a true evaluation.

The Raven LP1110 features the HP LaserJet II, IBM ProPrinter II, Epson FX86e/800, Diablo 630, and Raven 9101/9104 emulations whereas our true Adobe Postscript printer offers Adobe PostScript, HP LaserJet II and Diablo 630 only, not those outlined in your article.

I also noticed that you will be re-viewing Notebook and 486 computers in your upcoming issues. I would like to have our products reviewed in these issues if possible. Can you please provide me with a contact that will be performing the evaluation.

Sincerely, Alan Gillies
National Training Coordinator, Roland DG Canada Inc.

Graeme Bennett Responds: In the March '91 issue, I incorrectly attributed some features of the Raven LP-1110 and Panasonic KX-4450i laser printers to the LP1170-PS and KX-4455 models instead. The LP-1110 and KX-4450i feature HP LaserJet II, IBM ProPrinter II, Epson FX86e/800, Diablo 630 and Raven 9101/9104 emulations. The higher-cost LP1170-PS and KX-4455 PostScript models offer Adobe PostScript, HP LaserJet II and Diablo 630 only, not those mentioned in the article.

Regarding RavenScript/UltraScript: Iam very familiar with UltraScript; in fact, I have written a series of tutorial articles called "Using UltraScript" and "Advanced UltraScript, available in the file section of the Gadgets Roundtable on GEnie. Like you, I am impressed by its speed, however the fact that it does not directly support Adobe Type 1 fonts severely limits its viability for many users, especially since Type 1 fonts contain "hints" that enable better rendering at 300 dpi. And while Type 1 fonts can be converted to Type 3 fonts (which it can handle), they lose these hints, and it's a hassle. Until UltraScript accepts Type 1 fonts, I'd recommend Freedom of the Press for budget-conscious PC or Mac users who want a software PostScript interpreter that includes Type 1 font support.

SuperCalc 5 Clone?

In your review of SuperCalc 5, George Slade and Steve McIlwain ask thje question: "Why would anyone want to copy Would you like to recycle your toner cartridges but had a bad experience in the past?

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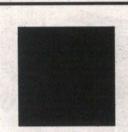
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the Lotus user interface?" This is a classic example of being blinded by the so-called "market leader" and therefore ignorant about older and/or better products that are not as well-known.

The fact is, SuperCalc has been on the market FOUR YEARS when Lotus 1-2-3 appeared. SuperCalc 1 was customwritten for \$25,000 to be bundled with the Osborne 1; the design-goal was to be like, but better than, VisiCalc. Later, Lotus also copied VisiCalc's slash-key interface, adding some features SuperCalc already had. So who copied who?

Having bought and fallen in love eith GeoWorks, I'm sure I'll switch to a GUI spreadsheet one day. Until then I'll keep using SuperCalc 4 (not even 5!) because it all fits on a 720K floppy and runs fine in my old 8086 laptop. Sometimes, you don't need everything - just enough.

Alan T. Chattaway Vancouver

DTPs Happy

On behalf of the Desk Top Publishers User Group, I would like to take this opportunity to thank you for the free listing in the User Group Column of your paper. We get a lot of calls from desperate DTPers who have seen the ad.

The March issue featuring Desk Top Publishing was of particular interest to our members. The unbiased opinions on Hardware and Software always make your magazine a valuable source of information.

Many thanks again! Karole Doner

Director, The D.T.P. Group, North Vancouver

Educational Facility

I have been a casual reader of your publication for about two years now and have enjoyed many of the articles in The Computer Paper. Thank you for the wellwritten, easy-to-read and informative articles and evaluations which I find whenever I pick up The Computer Paper.

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Again, thank you for publishing an informative, readable computer magazine. Keep up the good work.

Norman J. Elgaard Fort St. John

The Computer Paper welcomes readers' comments. Letters may be edited for clarity and brevity.



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A first look What's N

CalComp Introduces New Color Printers

RICHMOND, B.C., MARCH 14 (TCP)—CalComp has introduced the ColorMaster Plus thermal transfer printer. With a resolution of 300 dots per inch (dpi), ColorMaster Plus produces laser-quality graphics in full color on letter (A-size) or tabloid (B-size) paper or transparency film.



The printer combines a non-impact imaging head with a thermally sensitive ink ribbon, which is housed in a cartridge for clean and quick installation and removal. Three colors cyan, magenta, yellow-and black are transferred to the paper or film in separate passes. (A black ribbon is also included for single-pass monochrome printing.)

By using combinations of pixel colors and patterns, thousands of colors can be created. ColorMaster Plus provides a variety of color fill options as well, including solid areas, dot patterns and crosshatching. PANTONE certified

Inexpensive Slim-line PCs Introduced by Commodore

AGINCOURT, ONT., MARCH 14 (TCP)—Commodore Business Machines has announced the introduction of a new series of Slim-line style personal computers.

The three new models share a modern and attractive design and measure less than four inches (10.2cm) in height.

The SL286-16 is an entry-level model based on the 80286 16MHz processor and the SL386SX-16 and SL386-20 are higher-performance models using the 80386SX processor, one with a 16MHz clock speed and the other running at 20MHz.

Common features on the three systems include 1MB of on-board RAM (expandable to 5MB), five expansion slots (three 16 bit and two 8 bit), one parallel and two serial ports, Super VGA video output, a 150-watt power supply, MS-DOS 4.01 and GW BASIC. Microsoft Windows 3.0 is bundled with both of the SX machines (they can also operate with Unix or OS/2). A variety of hard and floppy disk options are available, as are customized math co-processors.

"The Slim-line series is a response to the market demand for smaller, more elegant-looking machines," commented Tom Shepherd, Commodore's Director of Marketing. "We've priced the new models quite aggressively and are anticipating strong sales in the self-employed and small business sectors. We also expect to do well in the educational mar-ketswhere we've traditionally been quite

In a separate press release, Commodore Business Machines has signed a \$3.4 million agreement with Revenue Canada-Taxation to provide complete 386SX-based systems to be used in installations across Canada. The systems will be custom configured and include tape backups, disk drives, networking cards and software.

Contact: Tom Shepherd, Commodore, 416-499-4292.

Q: Who shrunk their 386³³?

Answer: Q.

The new Q386³³ Slim is now in Canada!

Experience the full power of a 38633 Cache machine in a space-saving Slim case! Q by Javell now adds the 38633 to its Slim series. With up to 8 MB of cached RAM and super fast ATI extended VGA integrated on the motherboard, the Q38633 Slim offers unparalleled value — a superbly designed machine. All of O's Slims come with incredibly fast internal super VGA and five open expansion slots, ensuring ample room for future expansion — a feature made possible by the design of its manufacturers, the Motherboard Factory. And as with all of Q's computers, you get a two-year

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color allows the user to match the screen for professional results. Both A- and Bsize output versions are available in each of four different configurations: ColorMaster Plus PS is 100% Adobe PostScript PhoenixPage, through an AppleTalk, RS-232, SCSI or Centronics parallel interface. PANTONE certified color makes ColorMaster Plus well suited for graphic design and illustration purposes as well as desktop publishing. ColorMaster Plus VRC models feature vector-to-raster conversion for DOS business presentation and CAD applications, plus Windows

For creating overhead transparencies and similar tasks, ColorMaster VRC is compatible with Harvard Graphics and other popular software packages through

a CalComp-supplied direct driver. The ColorMaster Plus RGB version offers the capability to capture images from the host video screen, and ColorMaster Plus R raster-controller models lets PC users print from Windows applications such as Corel DRAW.

Contact: Brian McKenna, CalComp, 604-270-6276.



Where do we get one of those great vacuum cleaners?

New Drive Cleaning Tool

VANCOUVER, B.C., MARCH 14 (TCP)—NEO Marketing has introduced HEADMAX, a disk cleaning and diagnostic system for IBM and compatible computers it says is totally user-friendly and intelligent.

The outside of the disk contains the diagnostic program, the middle of the disk is an accurate calibration pattern and the inner surface has been treated with a specially formulated cleaning media that the company claims cannot damage the delicate heads on your drive and doesn't require the use of solvents.

During a cleaning request, the head signal is monitored using the special calibration track. The heads are then automatically placed over the specially formulated cleaning area on the actual HEADMAX disk and a cleaning cycle is initiated. The heads are gently rubbed in and out on the cleaning area using a clean part for every session. This avoids further spread of contamination.

After the cleaning cycle, the head quality is again automatically measured.

HEADMAX will perform repeated cleaning cycles until there is no further improvement in the results. The cleaning cycle then stops automatically.

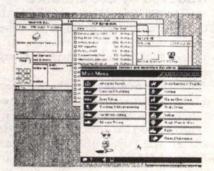
For the advanced user, HEADMAX incorporates full diagnostics and exercising. The exerciser is a professional tool that can be used to fault-find on intermittent drives. The diagnostic section is again for the serious user and has been designed to assist the service engineer repair the drive or simply state what is wrong. Contact: NEO Marketing 604-254-9212.

Burnaby Company Named NeXT Computer Dealer

VANCOUVER, B.C., MARCH 14 (TCP)-Advantage Computers of Burnaby has signed an agreement with NeXT Computer, Inc., of Redwood City, Calif. to add the innovative line of NeXT computers to its roster of computer productivity solutions for business, industry and education. The company had previously been an Apple-only dealer.

Barry Cotter, president of Advantage Computers, says the addition of the NeXT product line is indicative of his company's long-term commitment to providing innovative and cost-effective computer products and technical support to British Columbia users.

"The NeXT computer is well past the stage of being a novelty," Cotter said. "We see hardware and software vendors rushing to develop products for this platform. To users this means a computing and development environment which has matured quickly since its in-troduction in 1989." Contact: Advantage Computers, 604-685-6227.



West Coast Programmers Stack Up The Awards

VANCOUVER, B.C., MARCH 14 (TCP)-Looks like the guys at Motion Works have done it again. They were recently awarded both Best International Entry and Best Interface Design in the MacWorld Super Stacks competition. The awards are for their Outdoor and Vacation Adventure Guide done for the B.C. Ministry of Tourism. According to Motion Works, Tourism BC was very happy with their 15% direct-mail response achieved with this little promo piece. Seems B.C. is the number three destination for American tourists and the 10,000 Mac owners in the U.S. to whom they mailed this stack just loved it. Theywondered, as did we, why there was no mention of skiing in the stack. According to Motion Works, it will be in the next version.

Receiving an honorable mention in the Best Multimedia Entry was Vancouver's own Wondertree Education Society. Congratulations to Brent Cameron and the children at Wondertree.

Finally, Octavo Productions got an honorable mention for Best Commercial Entry for its TypeChart 1.0b. This neat little utility is a stand-alone program created with SuperCard that allows you to quickly identify FOND number conflicts and print a complete type book of your existing fonts-a real musthave for desktop publishers.

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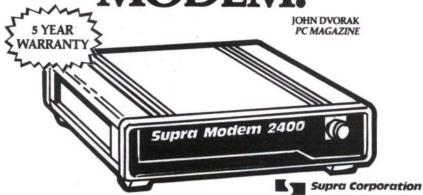
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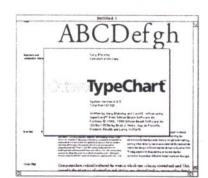


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TypeChart includes an extensive online help facility and a comprehensive manual. Contacts: Lloyd Bernhardt, Motion Works, 604-732-0289; Brent Cameron, WonderTree, 604-681-7335; Gary Blakeley, Octavo Productions, 604-987-5270.

Multitech Named as 4-Dimension LAN Distributor

EDMONTON, ALBERTA, FEB 27 (TCP)—Multitech Electronics has been selected as the official Canadian distributor for 4-Dimension LAN and connectivity products, the company announced today.

As distributors for the line, Multitech will stock all items in its Western Canadian warehouse in Edmonton.

The 4-Dimension product line includes Arcnet and Ethernet cards, LAN workstations and a complete range of LAN accessories.

Contact: Ronald Schulz, Multitech Electronics Ltd., 403-451-5390.



An Apple for the Teacher

KELOWNA, B.C.—Apple juice mak-ers Sun-Rype Products has donated six Apple Macintosh Classic computers to schools that specialize in serving the needs of the disabled and those with special educational requirements.

Each of the six systems includes an Apple Macintosh Classic Computer, two educational software programs designed to improve visual and auditory skills, and a MacRecorder Sound System.

The school chosen in Vancouver, the Deaf Children's Society of B.C, helps deaf children and their families by enhancing communication between family members. The interaction allows for ap-



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propriate language and socialization experiences and the development of learning and social skills. The Society aims for hearing-impaired children to become fully functioning members of society with the same developmental opportunities as those given to children with normal hearing.

Other schools in Alberta. Saskatchewan and Manitoba include the Association for the Hearing Handicapped in Edmonton; the Auditory Verbal Integrated Program in Calgary; the Saskatoon Children's Centre at

Saskatchewan's University Hospital; the Wascana Rehabilitation Centre School in Regina; and the Society for Manitobans with Disabilities in Winnipeg. Contact: Lawrence Bates, Sun-Rype Products, 604-860-7973.

Excel and Word Trade-Up Offer

MISSISSAUGUA, ONT., FEB 22 (TCP)—Microsoft Canada has announced a special limited-time promotion that allows users of older characterbased PC spreadsheet or word processing programs to trade up to Excel 3.0 for

Windows and Word for Windows for \$149 each. Available through participating dealers as well as a direct-mail program, the upgrade offer targets users of competing products, although earlier-generation Microsoft customers may also take advantage of the offer. Contact: Jonathan Sachs or Tim Stewart, Microsoft Canada, 416-568-0434.

Price of PC Publishing **Plummets**

NORTH YORK, ONT., FEB 25 (TCP)—In a flurry of announcements, Ventura Software has dramatically decreased the price of all PC versions of its popular publishing program, and announced twelve new international dictionaries and an upgrade of Ventura Publisher, Macintosh Edition.

The company also announced a continuation of its rebate program and

a new user-group pricing program.

Effective immediately, the company has dropped the price of all PC-based (Windows 3.0, OS/2 and GEM) versions of Ventura Publisher Gold Series to C\$395 from C\$1,095.

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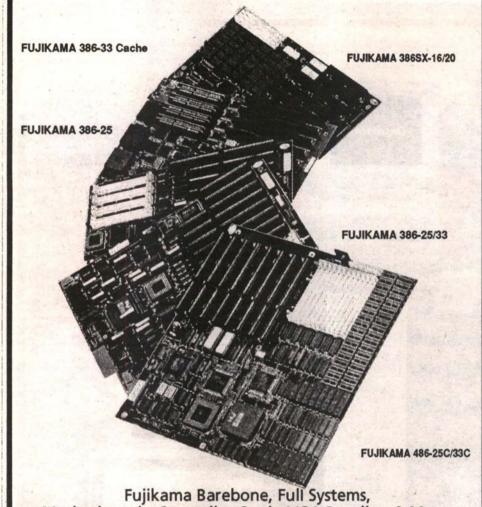
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Additionally, a \$75 rebate program for purchasers of all Ventura products is in effect until April 15, 1991. Qualified user groups may purchase Ventura products for \$75.

The company is also providing a new printer driver for the HP LaserJet III at no charge to registered users of Ventura Publisher, DOS/GEM Edition.

The free upgrade of Ventura Publisher, Macintosh Edition to Version 3.01 includes enhanced printing speed, improved text and graphics output quality, international dictionary support and WordBridge, a utility that allows the importation and conversion of MS Word 4.0 (Macintosh) style sheets.

The twelve new international dictionaries are packaged as three collections: 1) British English, French, German, Dutch; 2) Spanish, Portuguese [both Brazil and Portugal versions], Italian; and 3) Norwegian, Finnish, Danish, Swedish, at US\$99 each. Contact: Ventura Software, 800-822-8221 or 416-483-5228.

Conference on Technology

VANCOUVER, B.C., MAR 15 (TCP)—Putting computer technology and video presentations to work for workers and their organizations will be the focus of a conference to be held in Vancouver on April 26-28, 1991.

The Labourtech '91 conference will offer an opportunity to find out how technology is currently being utilized by unions and to explore potential uses. Workshops will provide hands-on experience in making videos, using computers for electronic communications and utilizing information in databases.

Some workshop topics: "Electronic networks and international labour solidarity"; "Electronic networks for internal union communications"; "Using the media to get out the message"; "Video for social change: picturing a better fu-ture for workers"; and "The ethics of technology use." The registration fee for the conference is \$75. Contact: Labourtech '91, 604-737-9508.

CA Slashes Price of SuperCalc5 by 70%

VANCOUVER, B.C., FEB 25 (TCP)— Citing client concerns over rising spreadsheet and hardware upgrade costs, Computer Associates (CA) announced today that effective immediately the company has slashed the suggested retail price of SuperCalc5 from \$599 to \$179 — a 70 percent drop. CA also announced plans to release an upgrade to the program "in the spring." Contact: John Schoutsen, Computer Associates Canada, 604-733-2343.

Program calculates GST Credits

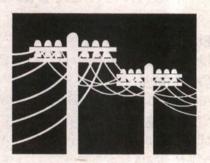
VANCOUVER, B.C., FEB 6 (TCP)— Zarcom Software Corporation has developed GST back!, a program that allows a user to keep track of input tax credits without having to fully understand the complicated GST laws.

GST back! automatically calculates the amount of GST you have paid on your purchases when you enter them into the computer. GST back! calculates GST line by line so even complicated invoices/receipts can be handled.

In the instances where IOO% GST cannot be claimed back, an "applicable business percentage" is entered into the computer and GST back! calculates the portion of the GST that you can claim as input tax credit.

GST backl is written by a team of professional accountants and programmers who have closely studied the new GST laws. Its user manual outlines all of the information you need to understand how GST back! calculates your input tax credit and how to use GST back! to provide a clear audit trail for auditors.

GST back! runs on IBM and compatible PCs with at least 64OK of RAM. Although GST back! can be used as a "stand-alone" system, it can be integrated with Sr. ACCOUNTANT's Business Accounting System and ACCPAC Plus. GST backl is available at an introductory price of \$79.96. Contact: Brian Dodd, Zarcom Software Corporation, 604-420-1502.



UPI Newswire Online With Mind Link!

United Press International (UPI) news stories are now available to anyone with a computer and modem through MIND LINK! BBS. Hundreds of stories are available daily-scan through them all or only those of interest to you.

Here's a sampling of what's offered: NEWSBYTES: the daily computer industry news magazine that provides news far before InfoWorld or PC Week, BIZ: business and financial stories, economic indicators, corporate news, stock market reports, government information, commodities, Canadian news briefs, crimes and court news, political news, and more.

A law section features civil and trial litigations, major crime news, drug-related crime, legal profession, investigation of crimes, while news areas carry a dailyalmanac plus stories on stage, drama and fine arts, books and publishing, consumer news and reviews, demos worldwide, news about Europe, fashion and leisure, movie reviews, news about religion, trends, surveys and weather.

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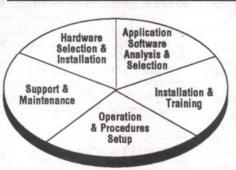
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As well, each week MIND LINKI will feature one group for both regular and trial members to read at no additional charge. Anyone who would like access to the feature group can call Heidi Hutchinson at (604) 576-6172 and ask for a complimentary trial membership.

He Shoots — He Scores!

Hello, hockey fans! J.B. Marketing has chosen a hockey theme, Western Breakaway, for their April road show.in the West. Over 20 manufacturers will show their newest products to computer resellers. Among the players facing off are A.O.C., Bitstream, BoldPoint, Bondwell, Cardinal, Computer Associates, Intuit, Logitech, Olivetti, Pacific Data, Proxima, Quarterdeck, Reference, Richmond Software, SoundBlaster, TVM and WordPerfect.

Homeice for the "game" in Vancouver is the Pan Pacific Hotel, 300-999 Canada Place, on Mon., April 22. In Edmonton, it's at the Edmonton Convention Centre, 9797 Jasper Ave., on Wed., April 24. And in Calgary, at the Westward Inn, 119-12th Ave. S.W., Fri., April 26. All games run from 4 p.m. to 9 p.m.

J.B. promises free refreshments, hourly prize draws, gifts for pre-registration, plus a chance for to see the latest in computer technology at this mini trade

This event is for computer resellers only, (including consultants). If you're a reseller and didn't get your ticket, call J.B. Marketing at 1-800-267-0000. And sharpen those skates....

Desktop Publishing Service Bureaus Update

Last month we had a table listing the Lower Mainland Service bureaus for Desktop Publishing. We missed a few.

Design One Graphics Group is a full service design studio offering design layout, illustration, production, typesetting and advertising. In conjuction with these services, they offer a wide variety of Macintosh-based electronic imaging services. They offer high resolution output generated by a Compugraphic 9400. Contact: Design One Graphics Group Inc., Suite 15 -20205 Fraser Highway, Langley, B.C., 530-2518.

Linotext has recently acquired a second Lintronic (L330) and is moving to a new expanded location at 552 Beatty St., as of April 1st. The company offers Monday through Saturday operation, Lino output up to 3386 dpi, disk translations, laserprints, font sales, modem transfer of files and supports both Mac and PC formats. Linotext can be reached at 689-8973.

Power Players Show

If you are feeling a little left out from J.B. Marketing's "dealer only" show, there is hope. Doppler Computer Centre has come up with an innovative twist to the traditional Computer Show. David Chalk, President of Doppler Computer Centres, has announced a year long series of computer shows named "Power Players". The goal of the ongoing "show" will be to bring some of the top players in the computer industry to meet with end-

users in the market place. Manufacturers and developers will spend on day with their products on display at Doppler Computer Centre sharing their wares and supplying information. The first day long event will feature Microsoft Canada on Monday April 8th.

Doppler Computer Centre is offering this program as a free information service to the public. The shows will run from 11:30 am to 6:00 pm with prizes and software to be awarded to attendees.

April dates include:

Microsoft April 8, Computer Associates April 10, Xerox (Ventura) April 12, Software Publishing (Harvard) April 17, WordPerfect April 18, Dac Accounting April 20, Ashton-Tate April 22, Quarter Deck April 23, NEC Laptops April 24, MicroGraphics April 26, Okidata Printers April 30. For more information contact: Doppler Computer Centre, (604)

For The (Payroll) Record

Last month we surveyed payroll packages for the PC. As might be expected, we discovered we left out a few.

Impact Payroll is an easy-to-use, real-time on-line system which is designed for full departmental accounting and reporting. The payroll was designed to be powerful yet easy to use. Impact Payroll integrates with the Impact General Ledger and Cash Ledger modules. Impact is available from Syspro (Canada) Inc., Suite 202-4190 Lougheed Highway, Burnaby, BC, V5C 3Y5, (604) 298-8200.

Profitek Payroll is a very reasonably priced, basic, easy-to-use product. Wages and benefits can be distributed to general ledger departments. Each employee can have up to 10 earning and benefits and 6 non-statutory deducation types. G/Linterface with Profitek-GL or Journal Entry to be transcribed into other accounting systems. This product is good for a small business because of its ease of set up and use and the simplicity of error correction. Infospec Systems Inc., 7569 6th St. Burnaby, BC V3N 3M4, (604) 522-1122. Q.W Page Associates Inc., is the develule. Contact: Q.W. Page Associates Inc., One St. Clair Ave. W., Toronto, ON, M4V 2Z5, (416) 923-4567.

For Windows 3.0 users, there is a new payroll package published by KIS Information Systems called Payroll for Windows. It takes full advantage of the Windows consistence of the Windows consistence of the Windows of

oper of the award-winning visual accounting program NewViews. NewViews, which was

introduced back in 1985 to rave reviews for its

innovative visual approach to accounting, offers an integrated Canadian Payroll mod-

tent user interface with powerful, easy-to-use features. KIS Information Systems Inc., 3732 W. Broadway, Vancouver, B.C., V6R 2C1, (604) 222-2252.

Unix users will appreciate Image Software's suite of fully integrated, multiuser accounting software modules designed for online transaction processing in medium to large businesses. Image Payroll is a fully featured, user configurable payroll supporting both union and non union employees. Image Software Ltd., 203-123 East 15th Street, North Vancouver, BC, V7L 2P7, (604) 984-

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NewsBytes

APPLE

Apple Introduces New Printers

CUPERTINO, CALIFORNIA, MAR 11 (NB)-Apple Computer has introduced two printers, the Apple StyleWriter—an ink-jet printer—and the Apple Personal LaserWriter LS, \$1,299, a low-cost replacement to the Laserwriter SC, a stand-alone laser printer that is not designed to be hooked up to a network.

The StyleWriter, with a suggested retail price of \$599, represents Apple's entry into the thermal ink-jet printer arena; it produces documents of 360 dots-per-inch (dpi) in best quality mode and 180 dpi in draft mode. The StyleWriter is speed rated at 1/2 page per minute (ppm) in best mode and 1 ppm in draft mode. It weighs 5 lbs. and uses a 64-nozzle ink-jet cartridge which, according to Apple, has a life span of approximately 500 pages of text or 200 pages if there is a high concentration of graphics. Replacement cartridges have a suggested retail price of \$29.99. A 50page cut-sheet feeder is included with the system.

The Apple Personal LaserWriter LS has a suggested list price of \$1,299 and takes the place of the LaserWriter SC in the stable of Apple printer models. It is a 300 dpi printer with a speed of 4 ppm and comes standard with a 50-sheet paper feeder (a 250 sheet tray is optional at \$195 and requires dealer installation.). The LaserWriter LS contains a compression system which, Apple states, allows the 512K RAM of its system to function as though it were a 2MB system.

Both printers require Apple system software 6.07 and utilize TrueType outline font technology. A TrueType compatibility disk is provided with each printer and its use provides both onscreen and printer display of the various size fonts.

In conjunction with the introduction of the new printers, Apple announced the reduction of prices on existing printers. The Personal Laser Writer NT price is reduced from \$3,299 to \$2,599, a 21% reduction; the Laser IINT is decreased from \$4,499 to \$3,999, an 11% reduction; and the high-end IINTX is reduced 16% from \$5,999 to \$4,999.

Apple spokesperson Kate Paisley told Newsbytes, "We think that the new printers provide a wonderful complement to our low-cost computers. We think that they will be an important part of the Macintosh experience and will allow us to make even more inroads into the marketplace.

Contact: Kate Paisley, Apple Computer, 408-974-5453.

Apple Cuts Prices On Older Macs

CUPERTINO, CALIFORNIA, MAR 11 (NB)—In its latest bid for market share, Apple Computer has cut the prices on all its older Macintosh models. Prices on the IIfx, IIci and SE/30 were cut as much as 31 percent.

Untouched were prices for the recentlyannounced Macintosh Classic, the LC and the IIsi. However, the base configuration for the IIsi was boosted to include 3 megabytes of random access memory (RAM) instead of 2 megabytes.

Also announced was the belated shipment of the Macintosh IIci Cache Card. The card, listing for \$399, includes 32 kilobytes of high-speed static RAM and can significantly speed performance of the IIci. The card had been delayed repeatedly by technical and compatibility woes

Randy Battat, Apple vice president of worldwide product marketing, said the cuts were part of the company's new strategy of cutting prices to capture market share. Until late last year's introduction of the low-priced Classic, Apple had been pursuing high-powered and high-margin sales.

The Mac IIfx, the largest and most powerful member of the Macintosh family, had its price cut by about 20 percent depending on configuration. The top

price, formerly \$10,969, is now \$8,669. The Macintosh IIci received a cut of about 10 percent but had its base configuration boosted from 4 megabytes of RAM to 5 megabytes. The price of the modular SE/30 with 4 megabytes of memory and an 80-megabyte hard disk was reduced 31 percent to \$3,869only \$500 more than the same model with 1 megabyte of memory and a 40megabyte disk. Contact: John Cook, Apple, 408-974-

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- 512K VGA Graphics Card
- 101 Key Enhanced Keyboard
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Apple Wins Round in Look-and-Feel Suit

SAN FRANCISCO, CALIFORNIA, MAR 7 (NB)—A federal judge has cleared the way for a trial on Apple's copyright infringement case against Microsoft and Hewlett-Packard, ruling that the Macintosh interface is an original piece of work.

U.S. District Judge Vaughn Walker denied motions from Microsoft and Hewlett-Packard that said Apple's case against them should be dismissed because the Macintosh interface wasn't really Apple's to protect. Walker also ruled that parts of the interface-overlapping windows and icon-were not licensed to Microsoft or Hewlett-Packard.

At issue in the three-year-old case is whether Microsoft's Windows 2.03 and Hewlett-Packard's New Wave implementation of it infringed on Apple's copyright of its Macintosh interface. Microsoft had secretly licensed the Mac interface from Apple for Windows 1.0, but Apple claims that Windows 2.03 is a different product that required a separate license. No suit has been filed over Windows 3.0.

Microsoft and H-P, in turn, had claimed that the Macintosh interface wasn't really Apple's because it was derived from the products the Xerox Star and Smalltalk, both of which were developed at Xerox's Palo Alto Research Center. That claim was rejected by Walker, who found that the Macintosh

interface was original work which could be protected by copyright.

A spokeswoman for H-P said the company was "pleased" by Walker's ruling, "which has further narrowed the issues which already were quite narrow after the last round of motions" last summer. "We will go forward to show the limited scope of Apple's copyrights and that HP does not infringe on them."

Ironically, Xerox last year tried in vain to protect the Star's interface in much the same way Apple is trying to protect the Mac interface. One of the reasons Xerox was turned away was because it had waited too long to file its

Judge Walker did not resolve the question of whether Microsoft and HP infringed on Apple's copyright. His ruling only answered whether Apple owned something which could be infringed

The parties will meet soon to set a schedule for trial.

Contacts: Christopher Escher, Apple 408-974-2202; Marlene Somsak, HP, 415-

Startup Claims Mac Software Compatibility

SAN DIEGO, CALIFORNIA, MAR 14 (NB)-A California startup says it is shipping software that will let users run Macintosh software on any computer running the SPARC microprocessor.

RDI Computer Corp., a privately held company in San Diego, is shipping Com-

panion, which Marketing Manager Steve McAllister told Newsbytes "bridges the gap between the Mac OS and the Sun OS." McAllister said Companion will allow its users to insert Macintosh disks into their computers and run the applications unchanged at about twice the speed of a Mac SE. Companion, he said, will run on any SPARC-based computer.

Such a capability has been a Holy Grail almost from the day the Macintosh was announced. Several vendors have created Macintosh clones-and more are trying-but have come up against the necessity to clone the jealously guarded Macintosh ROM (read-only memory) chip. RDI claims to emulate the ROM in software.

Companion can also run DOS-based software at about the speed of an 80286based machine.

McAllister says RDI has heard from several people in Apple, but not from its legal department. He said he didn't expect to. "They can just point, aim and shoot at anyone who's trying to get on their turf," McAllister said. But he pointed out that Apple also owns the software house Claris, and "this opens up a whole new market for their soft-

RDI also announced shipment of its SPARC-based laptop computer. Weighing in at about 13 pounds including batteries, the BriteLite is "the world's only battery-powered workstation," McAllister said. About 18 inches wide and 10 inches deep, the machine is

based on Sun Microsystem's IPC board, which is about the size of a pizza box. "You couldn't really put it in a briefcase," McAllister said.

Batteries for the BriteLite can last from two hours under full load to six or seven under a light load, McAllister said.

Contact: Steve McAllister, RDI, 619-558-6985.

Aldus FreeHand 3.0 Ships

SEATTLE, WASHINGTON, MAR 7 (NB)—Aldus is now shipping Free Hand 3.0, the latest version of its design and illustration program for the Macintosh. The program costs \$595.

New features include movable onscreen palettes that list the line and fill colors, graphic styles, and layers that artists and designers use when creating an illustration. Performance is also said to have been improved. The program now has "flicker-free" drawing, and it moves up to five times faster and offers more precision than before.

FreeHand also offers a built-in color separator to produce output for full process-color separations for all parts of an illustration, including imported 32bit color TIFF images. Users can choose industry-standard Pantone Colors for process and spot colors and tinting. They can also create a library of custom colors so they don't have to re-create existing color schemes.

Contact: Jill Miller, Aldus, 206-628-

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I NEWSBYTES

Fax Modem Adds Answering Machine

WILMINGTON, NORTH CARO-LINA, MAR 12 (NB)-When the DoveFax+ ships later this month, it will include more than the conventional fax and modem capability. It will have an integrated answering machine, too.

The existing DoveFax, shipping since June 1990, is a 9600-baud send/receive fax modem included with a 2400-band Hayes-compatible data modem. The new model, company officials say, will also include the ability to send and receive voice messages.

Suggested retail price on the unit is \$549. DoveFax owners will be able to upgrade for a retail price of \$249, or \$149 direct from Dove.

Contact: Rick Greene or Brigette Wilds, Dove, 919-763-7918.

Canadian Income Tax Package

MARKHAM, ONTARIO, MAR 11 (NB)-LDL, a Macintosh-oriented startup, has introduced MacTax, a new personal income tax package designed to run on the Macintosh. LDL will market MacTax across Canada through Apple dealers, user groups, and direct mail for its developer, RSI, of Mississauga, Ontario.

According to LDL, MacTax uses the full Macintosh interface and is approved by Revenue Canada, which will accept its printouts for tax filing. Lois Densmore, president of LDL, told Newsbytes the software is aimed primarily at the home market but also has the features smallbusiness users need, such as the ability to produce income statements.

MacTax is a stand-alone product, requiring no other system application to perform. LDL said it will compete with models for the Microsoft Excel spreadsheet software, which cost from C\$100 to C\$800, and some public-domain software that is not approved by Revenue

MacTax will retail for C\$49.95 and has just begun shipping. RSI offers full telephone technical support.

Contact: Lois Densmore, LDL, 416-

ATARI

Cebit: Atari Unveils The ST Pad Notebook System

HANNOVER, GERMANY, MAR 15 (NB) — In what has become an annual tradition of Cebit pronouncements, Atari has unveiled a glut of new and innovative

ST products and relaunched a couple more. Up for relaunch was the ST successor, the Atari TT, while a new ST-compatible notebook system and a prototype 'ST Pad' screen-based portable were shown off for the first time.

The new notebook is a fully ST-compatible laptop which comes with 4MB of RAM, uses a standard Motorola 68000 processor running at 8 MHz and includes a built-in 20MB hard disk. It does not, however, include an internal floppy disk, and software must be transferred onto it by cable or through the use of an external 3.5-inch floppy disk drive. A mouse, however, is not needed as the ST Notebook comes complete with a 'joypad' pointing device.

The ST Pad is based on the same technology, but is not yet a commercial product. The idea is that you take the basic guts of the notebook system, throw away the keyboard and add a touchsensitive screen and a 'pen' touch-screen controller. You control the system entirely with the pen and can use it to draw directly on the screen in a 'paint' application or (eventually) print or handwrite text for direct handwriting recognition.

Finally, Atari once again said that it would start shipping a Unix system this year. It is the third year in a row that we have heard this promise at Cebit. The company said this time that it will offer Unix System V Release 4.0 on a variant of the Atari TT series.

Contact: The Atari Press Office, 071-388-9871.

COMMODORE

Commodore Launches Unix Machine

WEST CHESTER, PENNSYLVANIA, MAR 7 (NB)-Commodore International recently launched the Amiga 3000UX, which runs Unix as well as the company's own AmigaDOS operating system. Commodore said the 3000UX is suited to individual and work-group applications, and is compliant with such networking standards as Ethernet, NFS, and TCP/IP.

Commodore's Amiga 3000UX comes with AT&T Unix System V Release 4 installed on the hard drive, said Jesse Bornfreund, Commodore's product marketing manager for Unix in West Chester, Pennsylvania. It is also equipped with the X Window System and the Open Look graphical user interface. The system can also run Commodore's own AmigaDOS operating

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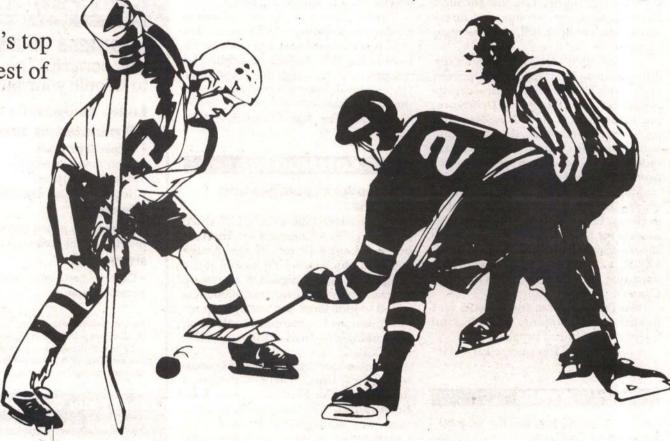
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Bornfreund told Newsbytes.

Bornfreund said Commodore is aiming the machine at the low end of the Unix workstation market, competing to some extent with NeXT and with Apple's Unix entry, A/UX. "We really don't see ourselves as being competitive with Sun," he added.

Suggested retail prices for the Amiga 3000UX are US\$5,499 with a 100-megabyte hard disk drive installed and US\$6,999 with a 200-megabyte drive.

Contact: Jesse Bornfreund, Commodore, 215-431-9100.

CANADIAN NEWS

Logitech Expands Stake In Gravis

VANCOUVER, BRITISH COLUM-BIA, MAR 12 (NB)—Advanced Gravis Computer Technology has announced it will sell four million of its common shares to Logitech International S.A., of Switzerland, for C\$1 million. The deal will make Logitech the company's largestshareholder, with 44 percent of Gravis

Advanced Gravis said proceeds from the private placement will be used to supplement working capital, boost marketing efforts, and launch new prod-

Under a financing deal the two companies signed last November, Logitech also has the option to convert a debenture and exercise warrants that would give it about 64 percent of Gravis shares. As part of the current deal, Logitech has asked for the right to appoint one third of available positions on the Gravis board of directors for as long as it continues to hold at least 30 percent of Gravis stock.

Logitech is a major manufacturer of mice, graphics scanners, and associated software. Gravis manufactures joysticks and other input devices, and the Hardpac line of portable hard disk drives.

The transaction is subject to approval by Gravis shareholders and the Toronto and Vancouver stock exchanges.

Contact: Grant Russell, Advanced Gravis, 604-434-7274.

Adobe Intros New Font Scaling Technology MOUNTAIN VIEW, CALIFORNIA,

MAR 6 (NB)—A new type-scaling technology designed to give users greater control over the appearance of text has been announced by Adobe Systems, originators of the PostScript page description language. 'Multiple master' typefaces will allow users to infinitely vary a typeface's appearance. Currently, computer typefaces are sold and used in a pre-set collection of fonts.

Multiple master typefaces will let users adjust four characteristics of a typeface the way they can now scale just its size: weight (boldness or lightness), width (condensation or expansion), scale (size), and style (including elements such as serifing or italicizing).

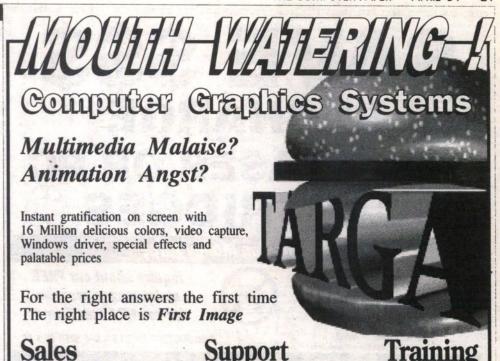
The multiple master extensions to Adobe's Type 1 format would effectively make those fonts as malleable on the fly as they are by using third-party font-editing programs. The first multiple master faces will be available later this year for both Macintoshes and Windowsbased systems. The first typefaces will be original designs from Adobe. Prices were not announced.

Contact: David Downing, Adobe, 415-

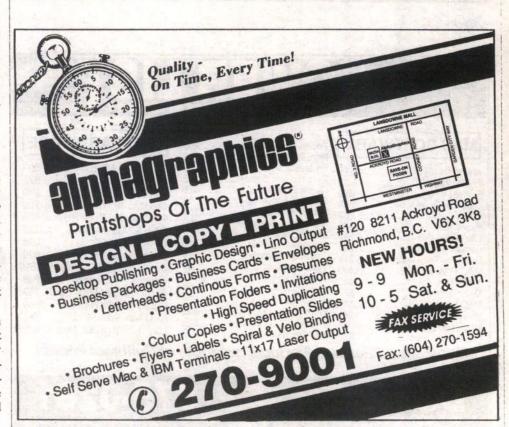
Bitstream To Extend Typeface Library

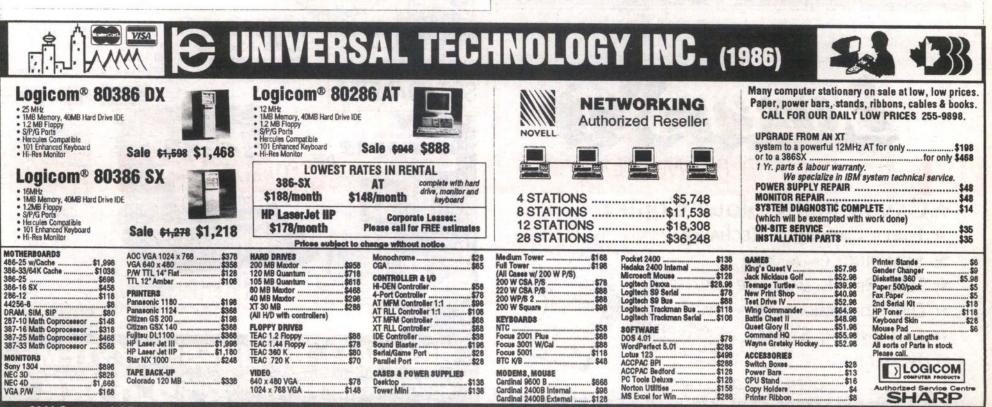
CAMBRIDGE, MASSACHUSETTS, MAR 13 (NB)—Bitstream plans to make all of its more than 1,000 typefaces available in its Type One PostScript and TrueType formats on IBM-compatible and Apple Macintosh computers. The move signals a belief that TrueType, a PostScript competitor backed by Apple and Microsoft, will play a significant

Today, Bitstream offers more than 1,000 typefaces in Type One PostScript format on the Macintosh, and just over 200 in assorted formats on IBM-compatible PCs. The company plans to gradually make all 1,000 faces available on the PC, spokeswoman Louise Domenitz told



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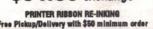
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Phone Net Connector (10) 259	MAC HARDWARE
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NEWSBYTES

Newsbytes, and after that will introduce new faces for both platforms.

Bitstream also plans to introduce TrueType versions of all its fonts for both platforms. Apple will support TrueType with System 7, the new release of the Apple Mac's operating system due this summer, and Microsoft plans to incorporate it in the next release of its Windows software.

Domenitz said that while the PostScript market is made up mainly of large customers who buy multiple fonts, the TrueType market will include a larger number of smaller customers. The Macintosh and Windows support for TrueType will mean a lot of potential users. "It's going to be touching an extremely broad market," she said, "but users will not be buying a lot of fonts

Bitstream also announced Version 1.5 of FaceLift for WordPerfect, its enhanced font software for WordPerfect 5.1 and 5.0 on the DOS operating system. The new version adds support for popular dot-matrix and ink-jet printers, and will come with three symbol typefaces in addition to the existing 13 faces. The new version is to ship this spring at a list price of US\$99. Current users can upgrade for US\$24.95.

Contact: Louise Domenitz, Bitstream, 617-497-6222.

Hewlett-Packard Announces RISC-Based Laser Printer

PALO ALTO, CALIFORNIA, MAR 4 (NB)—A 17-page-per-minute laser printer driven by a reduced instruction

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set computer (RISC) chip has been introduced by Hewlett-Packard. The Laser et IIISi lists for \$5,495 and is available immediately.

The printer includes four scalable fonts and features a resolution of 300 dots per inch. It uses the same Resolution Enhancement technology used in the rest of the LaserJet III product line.

At the heart of the printer is the Advanced Micro Devices Am 29000 RISC processor, which HP says allows the printer to format type and include graphics without degrading the printer's speed. Existing laser printers slow down when confronted with graphics.

Included with the printer are dual 500-sheet input trays. Toner cartridges are good for 8000 pages and list for \$169.

Options include a two-sided printing mechanism (\$695), a 100-envelope (\$495), dealer-installed PostScript (\$895 plus required memory expansion), and interfaces for Token Ring and Ethernet networks. The printer comes with 1 megabyte of memory, and can be expanded to up to 5 megabytes.

A factory-installed PostScript version of the printer will be available this summer for \$6595. The envelope feeder will also be available this summer, HP said.

Contact: Bill Hornung, HP, 619-592-4676; Dean Whitehair, AMD, 512-462-4840.

GENERAL

Roundup: Stories Carried By Other Media This Month

WASHINGTON, D.C., MAR 1 (NB)-Roundup is a brief look at some computer stories carried in other publications received here this past month.

The March 12 PC Magazine carries a look at 42 leading portable computers.

Data Based Advisor for March carries inventor Wayne Ratliff's own story of how dBASE was born and what its relationship was to the primitive JPLDIS data base system. It turns out that Mr. Ratliff had never run JPLDIS until after writing most of the original dBASE (then called Vulcan); all he did was read the documentation and use some of the same command names to make transi-

tion easier for users at the Jet Propulsion Laboratory

The Wall Street Journal ran the following item on Tuesday, Feb. 26:

Bellcore has found a way to speed up a computer's internal clocks by using a mode-locked semiconductor laser as the clock; this may allow a 10-fold increase in computer speed in about five years.

On Wednesday, Feb. 27, the Journal carried these articles:

Houston, Texas-based Compaq Computer is trying to organize an industry coalition to establish a workstation standard, perhaps using Mips Computer Systems' R4000 chip.

Sony has created Sony Electronic Publishing to link its electronic hardware and software operations.

Microsoft announced that 21 computer makers, among them Japan's Fujitsu, Hitachi, NEC, and Toshiba, may build pen-based computers using an adaptation of Windows, in direct competition with Foster City, Calif.-based Go's Penpoint operating system.

The Journal for Thursday, Feb. 28, reported that this summer Beyond, of Cambridge, Mass., will market BeyondMail, a \$250 program that sorts e-mail on arrival.

Also on Thursday, the Journal carried an item about the growing use of personal computer-based neural network software, such as that from Pittsburgh, PA.-based NeuralWare and Promised Land Technologies of New Haven, Conn., to solve problems for-merly the province of expert systems and/or statistical analysis.

March's Personal Workstation explores Dynamic Data Exchange for Windows and OS/2 multitasking.

The first edition of ComputerCraft, April 1991, contains a look at hardware hacking for PC users, and includes ROM BIOS upgrades and a tutorial on how to build a parallel port I/O interface. This magazine, formerly named Modern Electronics, will focus on PC experimentation, upgrades, and embedded microprocessor systems.

The current Seybold Report on Desktop Publishing newsletter carries an extensive look at Microsoft's plans for Windows, OS/2, and New Technol-

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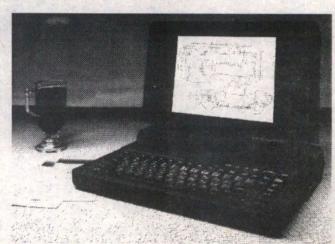


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Now there's a notebook computer that makes all others seem like scratch pads.

Introducing Altima NSX, the notebook that combines 80386SX technology, VGA display, built-in 2400 baud modem with FAX capability, 2MB RAM expandable to 8MB, 20MB hard drive/ 1.44MB floppy and a hard disk drive ... all neatly wrapped in an extremely lightweight package.



Westcoast Computers - "The Specialists" Altima NSX 1637 Lonsdale, North Vancouver, B.C. V7M 2J5 986-7680

NEWSBYTES

ogy operating systems.

On Monday, March 4, the Journal covered the RISC chip production problems of Motorola, headquartered in Schaumburg, Illinois.

Also reported was Westborough, Mass.-based Data General's expected March 13 showing of a Unix computer to serve a 500-user network.

The WSJ carried the following four items on Tuesday, March 5:

Toshiba may be the first computer manufacturer to bring out portable computers with built-in cellular modems,

COMTE

but others are expected to follow suit by fall.

Palo Alto, Calif.-based Hewlett-Packard expects to accelerate its workstation business later this month when it introduces three computers, priced between \$12,000 and \$45,000, which reportedly are almost twice as fast as comparably-priced workstations from Sun Microsystems and International Business Machines.

Adobe Systems, Mountain View, Calif., planned a same-day unveiling of its software technology, "Multiple Master,"

which may boost the appeal of electronic publishing when it becomes commer-cially available this autumn.

March 8's WSJ takes a look at Windows versus OS/2.

Seybold's Report on Publishing Systems for March 11 carries an extensive evaluation on the P.Ink newspaper publishing system from Time Inc. and takes a look at Howtek's Colorscan graphics

The March 1991 Communications of the ACM contains several discussions relating to the ownership of information

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and legal cases against hackers, especially The United States vs Craig Neidorf.

Computerworld dated March 11 says that the recent San Jose, California Windows and OS/2 show was very much a virtual no-show for OS/2 applications and OS/2 developers.

March 11's Federal Computer Week carries a story about the Environmental Protection Agency awarding more than \$1 billion in computer procurement contracts for the next 12-month period, not even counting \$90 million for the agency's first two supercomputers.

The Wall Street Journal reported on Tuesday that Vittorio Cassoni, managing director of Ivrea, Italy-based Ing. C. Olivetti, still asserts the company is close to recovery, citing this week's introduction of a minicomputer line, last year's revenue growth, overall cost control, and the end of job cuts which eliminated 18 percent of the workforce since 1988.

The Journal also ran these articles on March 12:

International Business Machines (IBM), Armonk, New York, was expected to announce faster workstation models and cut prices.

Wal-Mart Stores has awarded NCR a large contract, perhaps worth more than \$20 million, to install NCR's new Model 3445 computer in some 800 Wal-Mart

IBM-Japan, hoping to make its personal computer operating system a major standard in Japan, reportedly will share key system details with Japanese firms; the move could raise its share of Japan's PC market, so far dominated by NEC, to 50 percent by 1993, and some 100 U.S. software firms are now writing IBM-compatible programs for the expected market.

According to the Wall Street Journal for Wednesday, February 27, Bill Gates, Microsoft's CÉO and chairman, stated on Tuesday that a Federal Trade Commission's investigation doesn't involve systems and applications; Microsoft insists the FTC is focusing its attention only on Windows

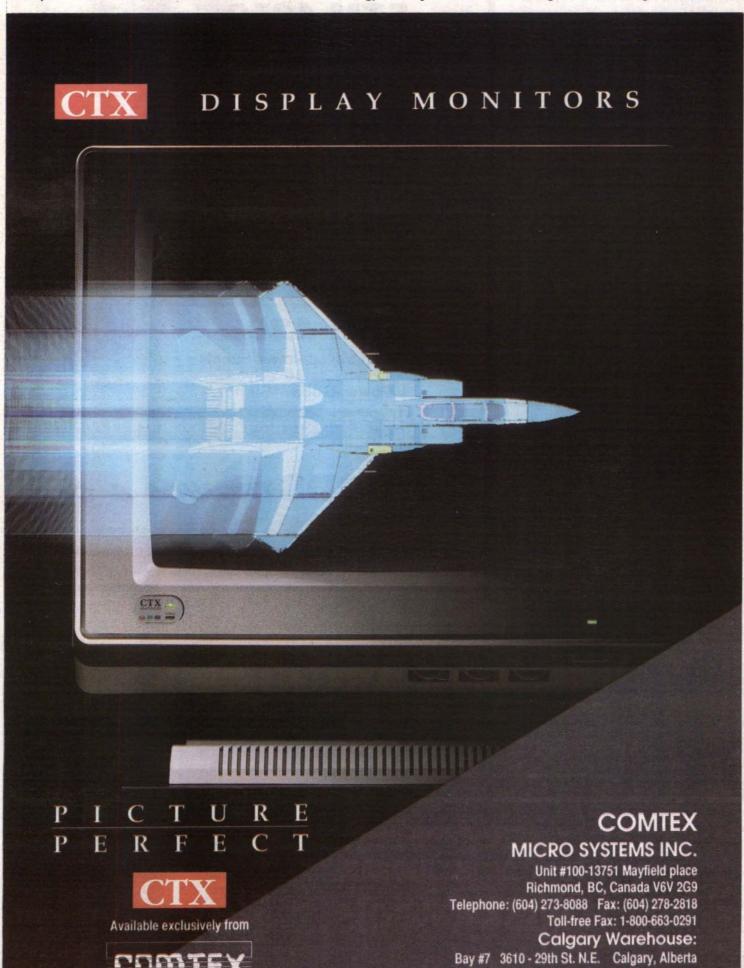
March 13's WSJ also reported that, as a result of American Telephone & Telegraph's bid for NCR, AT&T has told several hundred of its Computer Systems personnel that they must relocate in-company within two months or be terminated; some will get two months' severance pay on departure, and AT&T offers others cash bonuses, either for staying until the merger with NCR is complete or for agreeing in writing not to sue after being terminated.

IBM WORLD

Microsoft Under Investigation By The FTC

REDMOND, WASHINGTON, MAR 13 (NB)—Microsoft has announced that it is complying with requests for information made by the Federal Trade Commission (FTC) as part of a non-public investigation, apparently concerning Microsoft's plans for MS-Windows.

Microsoft has released a statement saying it first received notification of the investigation in June of 1990. The investigation apparently arises from the press release and statements issued by Microsoft during the 1989 Fall Comdex concerning its future plans for Windows.



The FTC, which investigates anti-trust and restraint of trade cases, is apparently interested in whether Microsoft was intentionally restricting the functionality and features of future versions of Windows.

At the time, Microsoft had been going to considerable lengths to reassure software developers who had gotten wind of the upcoming release of Windows 3 that there was still a future for OS/2, and had stated that OS/2 would remain aimed at the network server and upscale workstation market. Presumably, the FTC read that as a conspiracy to restrict the powers of Windows. At the time, however, the announcement was not greeted with any surprise, since Windows is still based on DOS, and DOS cannot offer the same kind of multi-user throughput as OS/2.

The announcement follows almost immediately the launching of a \$4 million national advertising campaign by Microsoft to extol the features and bencfits of Windows 3, using as examples its own Windows applications: the Excel spreadsheet, the Word word processor, the PowerPoint presentation graphics package, and Microsoft Project Manager.

Microsoft has sold about 2.5 million copies of Windows 3 since it was released last May, and reportedly hopes to 'penetrate' about 30 percent of the new machines sold this year.

Contact: Marty Taucher, Microsoft, 206-882-8080.

21 Companies to put Pen to Windows

SEATTLE, WASHINGTON, MAR 6 (NB)-Microsoft has announced that 21 computer vendors have stated their intentions to build pen-based computers that will support the Microsoft Pen Windows operating system, which will operate on the basis of stylus input and handwriting recognition.

Pen Windows so far exists only in a limited beta test version. The software developer's kit is expected to be available by the third quarter of the year.

The apparent widespread acceptance of Pen Windows comes despite the fact that analysts say it is not the optimal way to achieve pen input, since Windows is so CPU intensive that it is practical only on the fastest PCs.

The manufacturers that have endorsed Pen Windows-and presumably plan to bring out pen-based notebook computers in the future-include CalComp, Canon, GRiD, Fujitsu, Hitachi, Kyocera, Mitsubishi, Momenta, NEC, NCR, Oki, Samsung, Sanyo, Scenario, Seiko, Sharp, Summagraphics, Telegroup, The Eden Group, Toshiba, and Wang Labs.

Contact: Marty Taucher, 206-882-

Microsoft Ships Six Millionth Mouse

REDMOND, WASHINGTON, MARCH 6 (NB)-Microsoft has announced the sale of its six millionth mouse-with two million having been shipped since the introduction of Windows 3 last May. Sales during the eight months following the introduction of Windows 3 were double the sales of the previous eight months, noted Steve

Ballmer, senior vice president.

Windows itself will work without a mouse, but most Windows-based applications effectively require one.

The sales figures indicate that about half the buyers of Windows 3 elected to get a Microsoft mouse to go with it. Windows will work with other brands of mice and pointing devices, although not always as smoothly. The two-button Microsoft mouse is currently the only hardware that Microsoft sells.

Contact: Marty Taucher, Microsoft, 206-882-8080.



Microsoft Ballpoint Mouse is Official

SYDNEY, AUSTRALIA, MAR 11 (NB)—The BallPoint portable mouse is official, says Microsoft. While it will initially be bundled with Compaq (and in some markets, Toshiba) laptops, from May 1 it will be available over the counter.

The Microsoft BallPoint Mouse is a mouse replacement for portable computers. It is essentially a trackball which clips onto the side of the laptop PC to



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perform all mouse functions. It has userconfigurable buttons so users can use it in the most comfortable manner — either left- or right-handed.

The 400 dpi (dots per inch) pointer is designed to be fully compatible with the current desk mouse. It comes in a small case, has a tangle-free cord and can even be operated in the hand. The BallPoint consists of a carrier which clamps to the keyboard, and a removable trackball system. It's removable so that users can walk around with the unit as in presenting a PC slide show. Despite

this, Microsoft says most users will angle the carrier to suit, choose which two of the four buttons they will use, and use their PC just like a desktop. When used in the hand, the unit sits in the palm and the thumb positions the ball.

A new driver, version 8, has been written for this and the traditional mouse.

Microsoft won't be selling the BallPoint separately until later this year, and in most world markets Compaq will have exclusive bundling rights for the first month or so. The BallPoint Mouse will list for US\$175.

Borland Intros Windows Products

SAN JOSE, CALIFORNIA, MAR 11 (NB) — Borland International has introduced three Windows-based software products at the Windows & OS/2 Conference in San Jose last week.

ObjectVision is a program development tool for the development of Windows applications. Borland C++ for Windows allows developers to write Windows applications in C and C++. The Paradox Database Engine 2.0 allows programmers to build multiuser access to Paradox tables into Windows products.

ObjectVision enables non-technical staff to create customized Windows 3.0 applications without programming, by allowing users to visually manipulate forms and graphical decision trees, linking them to corporate data with a 'drawing' process.

Borland C++ for Windows is a complete C and C++ programming environment for developing DOS and Windows

applications.

The Paradox Database Engine 2.0 enables system developers to integrate sophisticated database sub-systems into C, C++, Pascal and Windows 3.0 applications. The package allows programmers to develop applications that create, read and write Paradox database tables in both single- and multi-user environments. Version 2.0 is scheduled to ship later this month.

Additionally, Borland will have special showings of Turbo Pascal for Windows. The package includes all the tools necessary to build Windows programs, without the need for the Microsoft Windows Software Development Kit.

Contact: Sandra Hawker, Borland International, 408-439-1659.

New Multiuser Operating System From DRI

MONTEREY, CALIFORNIA, FEB 28 (NB)—Digital Research, the company that created CP/M and created the MS-DOS compatible DR DOS operating system, has introduced its latest multiuser operating system.

DR Multiuser DOS is a replacement for the company's Concurrent DOS 386, and adds technology introduced in DR DOS 5.0. The multitasking operating system runs on 80386- and 80486-based computers, and can support up to 64 users. The company is positioning its operating system as a low-cost alternative to Unix which allows users to retain their DOS applications.

The new operating system will be available in March at a retail price of \$695.

Contacts: Roberta Atkinson, DRI, 408-646-6016; Jamie O'Donnell, Hi-tech Public Relations, 415-864-5600.

NETWORKS

Microsoft Buys Into LAN E-Mail Market

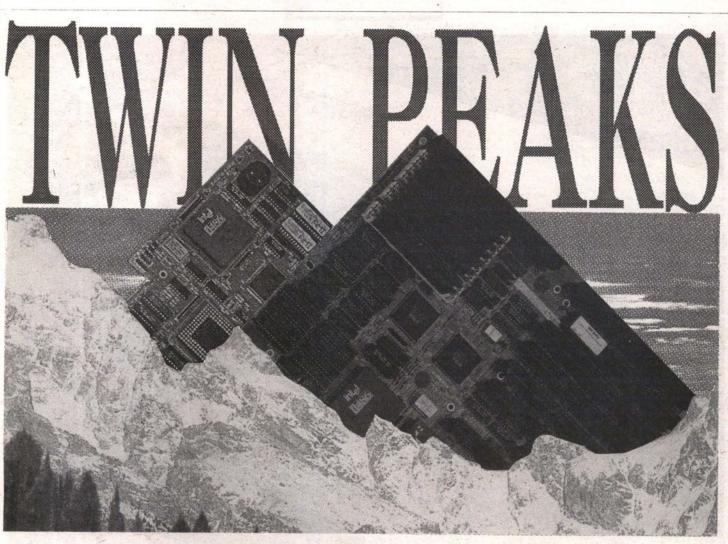
REDMOND, WASHINGTON, MAR 7 (NB)—Microsoft is planning to come out with an electronic mail package—apparently Windows-based—for DOS local area networks based on The Network Courier, following Microsoft's recent acquisition of that package's producer, Consumers Software Inc. of Vancouver, B.C.

Terms of the acquisition, announced 3/6, were not disclosed, but the deal is expected to be completed by the end of March.

Microsoft is expected to soon announce Microsoft Mail for PC Networks based on Network Courier. Microsoft and CSI had been working for nearly a year on networking electronic mail software.

Microsoft plans to open a new product center in Vancouver and has offered all 70 CSI employees positions there.

Contact: Marty Taucher, Microsoft, 206/882-8080.



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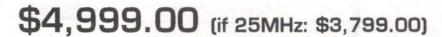
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SCS #345A,346A - TCXL SCS #345A,346A - 10Ac
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HP, Lotus Team Up

PALO ALTO, CALIFORNIA, MAR 14 (NB)-According to published reports, HP and Lotus Development are teaming up to produce a palm-top computer that will have the Lotus 1-2-3 spreadsheet software built-in. The computer, called the HP 95LX, will be able to fit into a coat pocket and will cost \$695.

Both the Lotus spreadsheet and electronic mail software will be built-in to a read-only memory (ROM) chip. Additionally, the HP 95LX will also include an appointment calender, a calculator, and software to store a directory of phone numbers, according to a report in the San Francisco Chronicle (3/14).

A Hewlett-Packard spokeswoman said the company would have no comment on the report, nor would she confirm that April 23 has been reserved as the date for the unit's introduction.

The palm-top will reportedly also include a side slot for credit-card sized magnetic cards that will provide storage and added software. A company is also thought to be currently developing a fax modem card that will utilize the slot.

Additionally, the Mobile Data Report newsletter reports that Motorola has been working closely with HP to develop a wireless communication component or messaging pager for use with the palmtop. The company has been discussing the possibility of using Motorola's upcoming one-way Electronic Mail Broadcast to a Roaming Computer (EMBARC) data network, as well as traditional paging networks.

Contact: Hewlett-Packard, 415-857-7625.

Nickel Hydride-Powered Toshiba Notebook Released

IRVINE, CALIFORNIA, MAR 8 (NB)—Toshiba America has announced the release of its new 386SX based, nickel hydride battery powered T2000SX notebook computer.

Available with either a 20 megabyte (MB) or 40 MB hard disc, the two versions are priced US\$4,999 and US\$5,499 respectively. The 16 MHz T2000SX weighs in at 3.1 kilograms and is the first 386 notebook machine in Toshiba's extensive range of portable computers.

The new nickel hydride battery is said to provide three hours of operation, and to need only half that time to recharge, giving it a considerable theoretical advantage over conventional nickel cadmium types. These need to be charged for at least as long as the time taken to discharge them in normal use, and much longer in life-prolonging standard charge mode.

Power and frustration are saved by the T2000SX's ability to remember where it left off and resume work at exactly the same place when the user switches on again.

The 86 standard-size keys include 12 dedicated function keys and a special extra key for extended functions.

A maximum of 9 MB RAM may be fitted, though the machine is supplied with 1 MB as standard. Also standard are a 1.44 MB 3.5-inch floppy disc drive and a sidelit black and white LCD screen.

Contact: Megan Manning, Toshiba American Information Systems, +1-714-5883-3936.

NCR Announces Intent To Support Go PenPoint

LONDON, ENGLAND, FEB 28 (NB)-NCR has announced plans to support Go Corporation's PenPoint operating system in its future products. The company said it wants to be early to market with pen-based computer sys-

"We view pen-based computing as a technology reset point which will result in a new paradigm in how and where computers will be used," said Alok Mohan, vice president of NCR's workstation products division.

'Specifically, Go Corporation's PenPoint will enable us to penetrate vertical markets and establish new market opportunities for mobile computers. Our future pen-based products will represent another step in NCR's strategy to provide total enterprise-wide solutions that support the broadest range of industry standard operating systems and application software," he added.

Mohan went on to say that NCR believes that mobile, pen-based computers will provide the ability to collect and process information faster, more accurately, and in a way that is unobtrusive to the user. "For businesses, this translates into an immediate high-volume payback potential and significant competitive advantage," he added.

Go Corporation's PenPoint operating system is designed for the next generation of mobile computers that the company claims will span a wide range of features, functions and sizes from mobile, hand-held devices to desktop tablet systems. Go is licensing its operating system to hardware companies to foster the development of PenPoint comput-

ers to new market applications.

Contact: Anne Keogh, NCR - Tel: 071725-8248.

TRENDS

Sony's Hot "Data Discman" to Debut in U.S. This Summer

TOKYO, JAPAN, MAR 7 (NB)-The English version of Sony's "electronic book" computer which runs CD-ROM disks, the Data Discman, will be released in the U.S. this summer. It is a runaway best seller in Japan right now and is also expected to be a hit in the U.S.

The Data Discman measures 105 x 41 x 133mm and weighs only 550g. The device shows text information on a 15letter by 10-line monochrome LCD monitor, which can be folded down to the keyboard. The software comes in a 3inch, 200-megabyte compact disc, which is exactly the same size as that of a regular music compact disc single or CDsingle. In fact, the device can also accept the music CD-single disc and play music with the external loudspeaker.

Current English software available on CD-ROM consists mainly of dictionaries and encyclopedias. Many major Japanese book publishers have joined the electronic book committee under Sony's leadership and have released 31 kinds of software for the original Japanese version of the Data Discman. Sony expects another 70 titles of software to be released by the end of this year.

John Stern, the Tokyo office chief of the American Electronics Association, told the Herald Tribune that the Data Discman will be a big success in the U.S.



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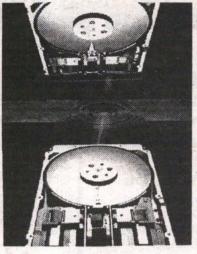
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The Japanese Data Discman costs 58,000 yen (\$445) and the software costs between \$25 and \$150. Over 100,000 units of Data Discman have already been sold in Japan.

Contact: Sony, +81-3-3448-2200.

AMD Wins Right to Use 386 on Chips

SUNNYVALE, CALIFORNIA, MAR 7 (NB)-Advanced Micro Devices has won the right to use the number 386 on microprocessors, and Intel cannot trademark the number. AMD has had a line of new 32-bit processors waiting in the wings for the decision, which was made by U.S. District Court Judge William Ingram on March 1. Intel, which had claimed that the number was its own trademark on chips, expressed disappointment but reportedly may differentiate its chips by calling them i386's, short for Intel 386.

'Justice has been served," proclaimed W.J. Sanders, chairman and CEO of AMD. He said the ruling "has removed another obstacle to Advanced Micro Devices' breaking Intel's monopoly in the IBMcompatible 32-bit microprocessor arena.'

Judge Ingram ruled that the 386 is not entitled to trademark protection "and in consequence there can be no infringement thereof." He also pointed out that Intel "never treated any number combination designating a microprocessor as a trademark except for the 386, thus the microprocessors numbered 8086, 8088, 80186, and 80286 have not been treated as trademarks by plaintiff and have been widely used by third parties."

Same CD-ROMs Are **Best Sellers**

PARSIPPANY, NEW JERSEY, MAR 4 (NB)—The Bureau of Electronic Publishing's list of the top-selling CD-ROM databases of 1990 looks a lot like the 1989 list. Only two new titles made the list, president Barry Cinnamon told Newsbytes, "Compton's Multimedia Encyclopedia" and "U.S. History on CD-ROM.

Other products on the list were all updates from the previous year's offerings, including the top-selling "Microsoft Bookshelf" and "Grolier Encyclopedia." The other top-sellers, in order, were the "Microsoft Programmer's Library," "PC-SIG Library," a collection of shareware software programs, the Ziff-Davis "Computer Library," the McGraw-Hill "Science and Technical Reference," the Compton encyclopedia from Encyclopedia Brittanica, U.S. Historyon CD-ROM from Bureau Development, the "CIA World Fact Book" from Quanta Press, and the "World Atlas" from Software Toolworks.

'The biggest factor is there aren't a lot of good new titles," Cinnamon told Newsbytes. "Only 4-5 good things came on. It's like the software business. Top sellers always sell well and are upgraded. I would guess that 2-3 new titles will turn over in 1991."

Cinnamon added he's not surprised by the lack of turnover in titles. "I'm just surprised that the overall volumes aren't higher. The publishers have decided not to publish titles until the market settles. Egghead used to have CD-ROM drives, and they're not carrying them anymore.'

The market would be helped if massmarket channels like the Soft Warehouse and Egghead sold CD-ROM drives on a regular basis, he said.

Contact: Barry Cinnamon, Bureau of Electronic Publishing, 201-808-2700.

TELECOM

Hilgreave Ships HyperAccess/5 Version 2.0

MONROE, MICHIGAN, MAR 12 (NB)—Hilgreave has begun shipping version 2.0 of its HyperAccess/5 PC communications package for the IBM

PC and compatibles.

The software, which originally shipped with both MS-DOS and OS/2 versions in the same box, now costs \$99.95 for MS-DOS, \$199.95 for both it and OS/2. Gray told Newsbytes he was surprised at how slow OS/2 has been been accepted. "One major exception has been communications, where multitasking is important. So it's been very important for us."

The major new feature of the upgrade is remote control, where it will compete with specialized programs like Carbon Copy and PC Anywhere. This feature lets a PC user remotely run programs on other machines. Hilgreave's version of this technology also learns what a user is doing, so it can automate common functions. "That's not found in the other programs," president Matt Gray told Newsbytes. "And there are no remote control programs under OS/2.

Other new features include built-in V.42 modem support, enhancements to the learning and script language features, new memory management features, and added protection against computer viruses. The program can now identify 130 virus signatures using compilations from IBM's Virus Scanning

The new version of the package is aimed squarely at the market now held by Procomm Plus, and includes a conversion utility that lets such users moves their existing dialing directories into the new product. The new version also includes an optional set of 20 Alt-key commands, the same commands used by Procomm and other programs, as well as documentation to help Procomm users apply those skills to the new pro-

HyperAccess/5 also contains full support for the 16550 serial communications chip now standard on IBM PS/2s and some fast IBM PCs, or as plug-in replacements for older PCs. The package also supports the Hayes ESP serial card, which has a 16550 mode. The feature is especially attractive when using a multitasking environment like Microsoft Windows or Desqview, or when using very fast modems.

Contact: Matt Gray, Hilgreave, 313-243-0576.

Dow Jones Intros Flat-Fee Pricing

PRINCETON, NEW JERSEY, MAR 14 (NB)—Following the trend that many online services have instituted, Dow Jones News/Retrieval has announced a flatfee plan for personal investors during off-peak hours. For a fee of \$25 per month, subscribers may gather unlimited financial information from a num-

Prodigy is generally acknowledged to have blazed a trail toward flat-fee pricing, and it has most recently been followed by GEnie. However, Dow Jones does not consider its decision to go to flat-fee pricing directly related. don't see ourselves competing with GEnie and Prodigy, because they are serving different marketplaces, generally. Our primary market is the corporate marketplace-Fortune 1000-type accounts and the financial communityand private investors," Eric Bradshaw, director of sales, news retrieval, tells Newsbytes. He says that Dow Jones' current competition includes investor services on CompuServe, and the target market is small, private investors. "Private investors like to know roughly what they are going to spend each month. That's the same way the consumer looks at their online expenses. There is little room for variation from month to month.

Prime time access to the Dow Jones services runs \$30 to \$40/hour, depending upon the system on which the information is accessed. The systems include Dow Jones News, Barron's and Dow Jones News Service, Dow Jones Current Quotes, Dow Jones Enhanced Current Quotes, Dow Jones Historical Quotes, Historical Dow Jones Averages, and the Dow Jones News/Retrieval Symbols Directory.

The plan is offered to personal accounts with only one active password. The pricing option is effective from 9:01 p.m., the subscriber's local time, to 6

a.m. Eastern time, Monday through Friday. Additionally, it is available around the clock Saturdays and Sundays, and on the seven holidays observed by Dow

Contact: Alyce Perkins, Dow Jones & Company Inc, 609-520-4638.

Competition Won't Raise Rates, Canadians Told

TORONTO, ONTARIO, MAR 13 (NB)-Competitive long distance telephone service was not the cause of local telephone rate increases in the United States, according to a study sponsored by one of the companies applying to offer competitive long-distance service in Canada.

In a study commissioned by Unitel Communications - the larger of two applicants to offer long-distance service in competition with the Telecom Canada consortium - consulting firm Price Waterhouse blames inflation and the breakup of AT&T in the mid-1980s for local phone rate increases in the United States.

The report blames high inflation for significant local phone rate increases between 1980 and 1982, and notes that Canadian rates also rose at that time. A second wave of American increases, starting in 1984, arose from the breakup of AT&T and from introduction of the subscriber line charge, Price Waterhouse says. The latter, according to the study, was a regulatory decision designed to shift recovery of some fixed costs from long-distance users to local service rates.

"Based on our examination," the study says, "there is no evidence that competition caused local rates to rise sharply.'

The study says nothing comparable to the AT&T breakup is contemplated in Canada. Unitel adds that its application, and that of B.C. Rail Telecommunications and Toronto-based Lightel, which also want to offer competitive long-distance service, would not involve the kind of deregulation seen in the U.S. market.

3% Use all three: Fax/Cellular/PCs

21% Use PCs only

7% Use Cellular only

0% 10% 20% 30% 40% 50% 60%

Contact: Mary How High-Tech Are You? Anne Pocrnic, Unitel Communications, 416-232-6050.

Comtec Says Half Don't Use PC, Fax or Cellular **Phones**

STAMFORD, CONNECTI-CUT, MAR 1 (NB) — Most Americans have not used a PC, fax

machine nor cellular phone either at home or at work. That's one of the surprising conclusions from a survey of 45,000 U.S. households by the Comtec Market Analysis Services of the Gartner Group. A total of 52 percent haven't used the technologies. John Kupik of Comtec told Newsbytes it's the largest such survey he's ever heard of.

In other findings, 3 percent of households use all three technologies, while 21 percent use only PCs, no fax machines or cellular phones. Overall, cellular telephones are present in only 7 percent of households while PCs are used in 42 percent.

The survey also analyzed the uses for home PCs and found surprising differences in the use of machines owned by homeowners against those owned by employers. About 14 percent of those

with their own PCs do work at home for their employers while 60 percent use them only for personal business.

John Kupikof Comtec told Newsbytes follow-on studies are being conducted and conclusions will follow. "The results are much like those on our

business studies. Only 39 percent of businesses had PCs based on our latest study." Kupik also questioned whether high-tech manufacturers are marketing properly. "It's different marketing to a large business than a homeowner.

Contact: COMTEC, John M. Kupik, 203-967-6852.

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57% Have not used

a PC/Cellular or Fax

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Compaq Teams with Silicon Graphics?

HOUSTON, TEXAS, MAR 7 (NB)-A Compaq spokesman has refused to comment on a recent press report that Compaq will buy into Silicon Graphics and coproduce a new workstation.

We don't comment on things of a speculative nature," said Mike Berman at Compaq.

A recent New York Times report

stated that Compaq has agreed to buy something less than 20 percent of the shares of Silicon Graphics, a workstation manufacturer based in Mountain View, CA, for a combination of cash and Compaq stock. The two firms would then jointly develop a new line of workstations that would be sold through the sales channels of both firms.

The deal supposedly follows an unsuccessful take-over attempt by Compaq against the smaller Silicon Graphics in January.

Contact: Mike Berman, Compaq, 713-374-4616.

Sun Microsystems to Work on **Next-Generation Workstation**

TOKYO, JAPAN, MAR 13 (NB)-Sun Microsystems, the California-based workstation manufacturer, has agreed with several major Japanese computer makers to jointly develop a next-generation workstation called the multi-media workstation.

According to the Nikkei Sangyo

newspaper, the agreement, which is with Fujitsu, Toshiba and Matsushita, calls for the development of technologies concerned with the compression and decompression of digital motion pictures, a pictorial data processing IC, a window processor for motion pictures and high-speed data transmission.

The multimedia workstation is being developed with the Integrated Services Digital Network (ISDN) market in mind, a technology which is expected to gain wide acceptance within the next five years. Sun Microsystems aims to sell the workstation to the education, seminar and business presentation markets.

NEWSBYTES News Network is the largest independent computer industry news service in the world, published continuously since May, 1983, with 4 U.S. and 7 international bureaus in London, Brussels, Toronto, Tokyo, Hong Kong, and Sydney, Australia, devoted to gathering the week's most significant microcomputer and consumer technology news. NEWSBYTES was honored to receive the "Best Online Publication" award from the Computer Press Association. Editor In Chief: Wendy Woods. Janet Endrijonas, Dana Blankenhorn, John McCormick, John and Barbara McMullen, Steve Gold, Peter Vekinis, Ken Takahashi, Naoyuki Yazawa, Paul Zucker and Sean McNamara, Keith Cameron, Norman Wingrove, Kirill Tchashchin.

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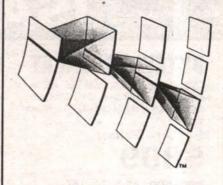


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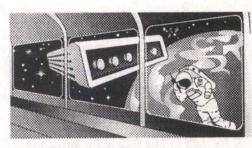
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Telecom: The Next Generation

By Graeme Bennett



Standards Galore

The CCITT also established an industry-wide modulation standard to en-

sure compatibility among 9,600-bps modems. Dubbed V.32, it ensures that any manufacturer's V.32 modem can talk to any other make or model of V.32 modem (in theory, anyway).

Don't assume that every 9,600-bps modem obeys V.32's rules. In light of Hayes' dominant position in the modem market (the company defined the AT command standard used in virtually every modem on the market), it is interesting that a Hayes modem called the Vseries Smartmodem 9600 is one of the

odems have progressed in capability and sophistication with remarkable alacrity. Ten years ago, 300-baud units were the norm; thankfully, they are now all but forgotten. Even 1200-baud modems are considered by many to be obsolete, and can be picked up at computer swap markets for around \$25. (For the remainder of this article, we'll refer to the speed of modems in bits per second or bps, a more meaningful and accurate expression of modem speed than baud rate, an obsolete term which technically refers to the number of signal or state changes in a carrier per second. It is preferable to think of symbols per second, because certain protocols can represent multiple values with each symbol sent. For example: V.32, a popular standard for 9600 bps connections actually transfers only 2,400 symbols per second, but each symbol represents four values, yielding 9,600 bps. Baud, in case you wanted to know, was named to honor the 19th-century French inventor of telegraph code, J. M. E. Baudot.)

Because the current generation of modems represent a progression in speed over the older models, can we therefore expect the next generation to continue this trend? Already, premiumpriced modems transmit data at speeds of 9600, 14,400, or even 38,400 bpspushing the theoretical limit for transmission through standard phone lines.

At this speed, the main limitation becomes the the phone line itself. Never intended for high-speed data communications, standard analog phone lines are often prone to line noise that leaves them barely able to keep up with the streams of data. (Local connections are better than satellite links, while landbased cross-country lines are worse still.)

Even special data-grade lines are hampered by the phone line's limited "bandwidth." Until higher-grade phone lines become widely available (see ISDN, below), modem manufacturers must find other ways of increasing throughput.

Data Cmprsn

To propel data faster, some modems compress the data on-the-fly, thereby increasing the amount of information that can be sent per second. The two main data-compression schemes are:

 MNI Class 5—a network protocol established by Microcom (MNP Classes 1 through 4 define / provide error detection and correction protocols).

• V.42bis—a standard defined by the

CCITI (the Geneva-based International Consultative Committee for Telephone and Telegraph). Bis, by the way, is Latin for twice.





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many older 9600-baud units that does not properly comply with the V.32 stan-

Buyers wanting full V.32 compatibility should look for the newer Hayes Vseries ULTRA Smartmodem 9600 instead, or a V.32-compliant unit from another manufacturer.

Similarly, the U.S. Robotics' HST modem is not V.32-compliant. Its highspeed technology is proprietary to USR, therefore it only performs at optimum speeds when connected to other HST

modems. Because of U.S. Robotics' generous discounts to operators of bulletin board systems, a large number of sysops own USR HST modems. you might find that compatibility with your favorite BBS's might be an influencing factor in your buying plans. USR also makes a dual-standard modem offering V.32 and HST compatibility.

While not part of the V.32 specification, the better V.32 units include an error-reduction system called Trelliscode modulation (TCM) and either

MNP-4 for error detection and MNP-5 for data compression, or V.42bis, which incorporates MNP-4 and an improved data-compression method.

Because Microcom's network protocols were a de facto standard by the time the CCITT decided to establish its own 9,600-bps standards, it made V.42bis compatible with MNP-4 (error correction), enhancing it by adding a datacompression routine that uses the Lempel-Ziv protocol.

V.42bis allows a pair of protocol-com-

pliant modems to theoretically quadruple their throughput while ensuring data integrity. The first modem squeezes the data and sends it. At the other end, the second modem receives the file and unsqueezes it. By combining the errorcorrection and data-compression strate-gies, a 9600-or 14,400-bps V.42bis modem can provide throughput of up to 38.4 Kbps (kilobits, or thousands of bits-persecond) by compressing data as much as 4:1. The newer CCITT V.42 and V.42bis standards comply with the V.32 specification, as does the still-newer 14.4-Kbps standard V.32bis. V.42 is an error correction method similar to, but said to be more efficient than, that offered by MNP-4. V.32bis is a new protocol especially designed for high-speed full duplex 14.4 Kbps communications. (Full duplex means data flows in both directions simultaneously.) Confusing, isn't it?

Top Speeds

Note that even the higher-speed 14.4 Kbps modems cannot exceed this 38.4 Kbps ceiling, due to the limited bandwidth of the current generation of phone lines. Their speed advantage become apparent when transmitting data that is unable to take advantage of V.42bis' builtin compression routines; for example, pre-compressed ARC files won't benefit much from the modems' on-board compression routines because, of course, they are already compressed.

MNP-5 modems fare worse with precompressed files, which confuse the protocol. MNP-5 then expands the file instead of compressing it. MNP-5 users should turn off MNP-5 before downloading compressed files from BBSs.

In speed tests between MNP-5 and V.42bis modems, those which use V.42bis are consistently twice as fast, and use a more efficient compression algorithm. Note that V.42bis modems loses their speed advantage when talking to MNP-5 units, because they automatically shift down to MNP-5 speed.

The best way to think of modem-tomodem compatibility is in terms of their common denominator. For example, if a (U.S. Robotics' proprietary) HST 9600bps modem was talking to a 9600-bps V.32 modem, they could not communicate at 9600-bps, because the two protocols are not compatible. They would automatically drop to 2400-bps, where communications would then proceed smoothly

If a V.42bis unit connected to a V.42, they would communicate at 9600-bps, but without the data compression found only on the V.42bis.

Similarly, if a top-of-the-line 14.4 Kbps V.32bis modem calls a BBS that only supports 300/1200-bps (i.e., it has a plain-Jane 1200-bps modem attached), the two computers will connect at the maximum speed common to both: 1200bps. As you can see, users with faster modems can still call, they just won't take full advantage of their investments.

Cable Details

There are some details to consider when purchasing a high-performance modem, such as getting a serial cable that supports "hardware handshaking." Unfortunately, there isn't room here to go into the details; suffice it to say that a process known as flow control (where the modem is able to tell the computer



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to wait for it to finish sending data) requires a special cable that your dealer should be able to supply or wire up for you. Many modems supply hardware handshaking cables.

Note that the serial ports in some PC clones don't support hardware flow control. Unfortunately, there's no easy way to tell if your card has this feature or not, but if pins 4 and 5 aren't connected in your serial cable, it definitely doesn't have the neccessary RTS [request to send] and CTS [clear to send] wires. Your best bet is to buy a serial port that specifically touts this feature.

Another weak link in older XTs and ATs is the chip (called a UART) that controls the serial port. The 8250 UARTs found in XTs won't be able to keep up with the high-speed data flow of 96- and 14.4-Kbps modems. AT clones usually contain the faster 16450 chip, but a direct replacement for the 8250 and 16450 UARTs is available called the 16550. It costs about \$20 and with appropriate communications software will help fast modems achieve peak performance.

Macintosh serial ports are able to support flow control with the proper cable, and Mac II owners can even order a nifty cable from Farallon (415-849-2331) that not only supports hardware handshaking, but connects to the ADB port where the carrier detect from the modem toggles the power-up line and turns the computer on.

14,400-bps Modems

One of the fastest overall modems is

the U.S. Robotics Courier V.32bis (locally available for about \$800). This 14.4-Kbps unit contains a feature called adaptive speed leveling that can resume higher speeds after slowing down due to line noise or other phone line problems). Other units will typically drop to 2400bps and stay there, increasing transmission times and long-distance charges. Units including Microcom's new MNP-

10 error-correction method are similarly able to speed up data transfer rates after slowing down to compensate for line noise. MNP-10 is expected to be a popular standard for cellular modems.

Because of the wide variety of different standards, it can be difficult to pick a modem that offers state-of-the-art performance and compatibility with existing

To solve this dilemma, U.S. Robotics offers a dual-standard 14.4-Kbps modem that provides compatibility with the large number of USR HST (high-speed tech-nology) modems, and the new CCITT standard known as V.32bis, which includes the capabilities of V.42bis. USR's dual-standard model costs about \$1100.

9600-bps Modems

When looking for a modem, make sure that the unit you get has automatic feature negotiation, meaning that at connect time, the modems automatically agree on the type of signalling, data rate, error correction and data communica-

A top-rated 9600-bps V.32 unit is the Multi-Tech MultiModem V32 MT932EAB (US\$1,149).

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A popular V.32 model due to its low cost (locally about \$650) is the Canadian-made ATI 9600etc/e modem.

2400-bps Modems

A 2400-bps unit with V.42bis is your best bet; it provides the same advantages V.42bis brings to 9600-bps modems.

Top-rated models include the Zoom/ Modem V.42bis (US\$329) and the Hayes V-series Smartmodem 2400 (US\$699).

2400-bps and Sendfax

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For those that don't want to pay the



The Zoom Modem with Sendfax is inexpensive and popular.

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premium for the extra performance offered by V.42bis, there are also MNP-5 modems and units with no error-checking or compression at comparatively lower prices. Internal and external models are available for most types of computers. Supra, for example, makes an inexpensive (\$179) 2400-bps modem with MNP-5. Some brands even include the ability to send faxes, usually at little or no extra cost over a unit without this capability.

One such data-and-sendfax modem is the Zoom/Modem from Zoom

Telephonics. This 2400-bps (data) and 4800-bps (sendfax) unit comes in internal and external versions complete with telecom and facsimile software for IBM and Macintosh, and sells for about US\$100. Aversion with 9600-bps sendfax is available at a slightly higher price (see review this issue). A Mac-only version is sold under the name Magic Modem, and an Atari version goes by the name JoppaFax. I've tested many modems and found the quality of the Zoom modem and its software to be as good as anything else—especially for the price.

And once you've got a modem, what can you do with it? Read on....

Remote Control

While the idea of remotely logging onto a network or accessing data on a mainframe is not unusual to many users, an innovative use of telecommunications is the concept of "accessing and operating somebody else's computer."

Several programs can do this, including Carbon Copy and Timbuktu Remote for the Macintosh, and Carbon Copy, PC Anywhere and PCRemote for the PC (the latter is nongraphical only but freely available from the PC MagNet section of CompuServe). It's especially weird for the user on the "other end" who suddenly sees his or her computer's mouse come to life and start opening windows and dragging files around "by itself."

One practical use of this type of program is for training, to walk a new user through a complicated procedure. Consultants may find they can avoid many house calls by installing a copy of the program on their client's PC. Support often becomes as simple as a phone call and a "watch me" walk-through of the troublesome procedure.

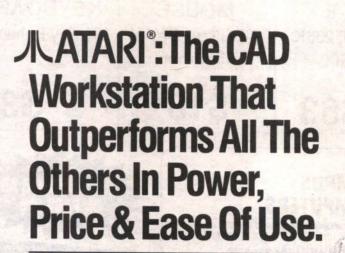
E-mail

Electronic mail with integrated voice transmission is already possible, albeit uncommon, on personal computer networks. For example, CE Software's QuickMail has the ability to play an included voice message using the Macintosh's built-in sound capabilities. Using the microphones included with the new Mac LC or IIsi or inexpensive third-party audio input devices for other models, messages can be recorded and sent to augment or replace typed messages. Documents and other files can also be included in an E-mail transmission. NeXT computers also include integrated voice and E-mail systems, and Artisoft has announced plans to add similar capabilities to its LANtastic product for IBM-compatible systems.

Online Info Services

Virtually all online information networks offer E-mail facilities as part of the services available to users. General Electric's GEnieonline service offers what may be the best deal of them all: GEnie's E-mail service is available as part of its Star*Services for a flat US\$4.95/month fee for non-prime-time usage. Other popular Star*Services include access to Grolier's Encyclopedia, shopping services, news service, single-player games and closing stock quotes.

Computing services, file transfers and multi-player games are not covered by the Star*Services flat fee. IBM and Atari users can download special software called Alladin (US\$39.95) that simpli-



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There are dozens of other online information services, each with something unique to offer. Here's a look at some of the biggest names:

America Online is an icon-oriented graphical environment that will appeal to Macintosh owners and other GUI fans. (Egghead Software and others carry Mac Starter kits for signing onto the service.) Geoworks Ensemble for the PC also comes with software for accessing the service.

BIX (Byte Information Exchange). Technical forums and discussions. If you read Byte, you'll probably like BIX.

CompuServe is the largest and most popular service of them all, with a reported 600,000 users. Strong support for all types of computers, plus an absolutely enormous amount of non-computer-related topics and services. A large number of merchants sell products through an area known as the Mall. Here you can order anything from software to dog-collars. Many software companies—big names like Autodesk, Borland, Brøderbund, DacEasy and Fox Software—maintain their product support areas here or on GEnie.

PC and Mac users can order special software called CompuServe Information Manager (CIM), a US\$39.95 package that simplifies and automates many aspects of the otherwise bewildering variety of CompuServe options. I tested the Mac version and thoroughly enjoyed the friendly graphical user interface that it gives the system. CompuServe users who have found the system frustrating or confusing would be well-advised to give CIM a try.

Delphi offers a wide selection of roleplaying games and conferences on such diverse topics as Science Fiction, Theology and the New Age. Delphi includes lively areas for many "home" computers including TI/994A, CoCo, Amiga and Atari

Fax, fax and more fax

There is a bewildering variety of permutations of fax technologies today. Faxto-speech, PostScript fax, plain-paper fax, paperless fax. One of the most useful is the idea of running the facsimile's bitmap through an optical character recognition (OCR) program to turn it back into editable text. Programs for most personal computers are available to do this, but of course your computer must be the fax receiver unless you use a scanner to turn the paper facsimile back into a bitmap.

Because a fax machine essentially consists of a scanner, a thermal printer/copier and a 9600-bps V.29 modem, many people (rightfully) wonder why there aren't devices that will combine the functions of a laser printer/scanner/photocopier/data modem and fax. As an offhand guess, I'd sayit's only a matter of time before such a many-headed beast exists.

A few units on the market today offer some of these features, although none have all the attributes of the perfect Hydra. One such machine is the Relisys Tefax (US\$895), which integrates a 200-dpi scanner, thermal printer, copier, computer interface, fax and telephone. The Tefax comes with PC and Mac software.

One advantage of sending a fax from your computer is the *much* higher quality than that sent from a stand-alone fax machine. Even if you keep a stand-alone unit purely for receiving faxes, your outgoing materials will look more professional if you use a PC-based fax.

It looks certain that the stand-alone fax market is now undergoing the same metamorphosis that the dot-matrix printer market did about ten years ago. At that time, thermal printers were popular, practically dominating the low-

end market. Apple had one; IBM had one. By 1985, they were all but extinct. I firmly predict that thermal faxes, with their icky paper, will meet a similar fate.

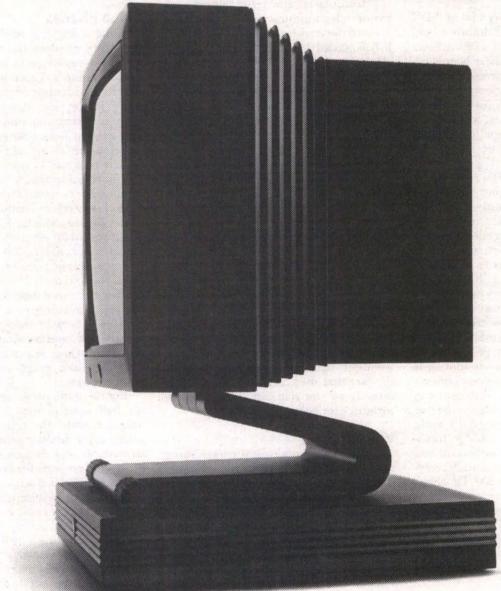
Integrated Services Digital Network (ISDN)

Until recently, if companies wanted telecommunications speeds in excess of 38.4 Kbps (kilobits, or thousands of bits per second), they were forced to resort to special data-grade phone lines, which could provide communication channels

that ranged from 56 Kbps to 45 Mbps (megabits, or millions of bits per second). These lines required costly interfaces at each end and cost thousands of dollars per month in phone company charges.

Soon, an alternative will be available. Taking advantage of the high-capacity fibre-optic cable the phone companies have been busily laying down over the last few years, Integrated Services Digital Network (ISDN) allows transmission of computer and voice signals with a

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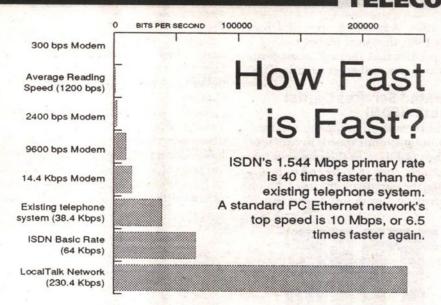
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much higher bandwidth or throughput than conventional lines.

Using ISDN and a connection device called a basic rate interface, it is possible to transmit two separate channels of 64-Kbps communications for a monthly charge of about \$50. The telephone company will also offer a higher-priced service called ISDN primary rate, which will have 24 communications channels totalling 1.54Mbps-sufficient for voice, data and compressed-video teleconfer-

Canada's first inter-city trial of ISDN was conducted between Edmonton and Calgary, on September 26, 1989. Alberta General Telephone's Klaus Naumann told me that AGT is currently testing ISDN technology for videophone use. Naumann runs The Future Centre as part of ExpoTel, designed to illustrate for businesses the potential of leadingedge network administration technolo-

AGT already has ISDN service for trial partners in the Calgary city centre, industrial area and the university area, but because of tariff issues, it is not yet costed or available to the general public. Using ISDN, he said "virtual networking" will allow businesses to effectively link wide-area networks as if they were connected all the time, yet only end up paying for the actual transmission times. Naumann said that AGT's tariff people will be meeting in November 1991 to develop a costing model for general ISDN service, but cautioned that Canada needs a national telecommunications policy.

Around the turn of the century, broadband ISDN will be able to take full advantage of the phenomenally wide bandwidth of fibre-optic cable to transmit 2.4 Gbps (gigabits, or billions of bits per second)—like simultaneously carrying the equivalent of 20,000 TV channels!

According to spokesperson Tom Breneol, Manitoba's MTS will offer both basic rate and primary rate ISDN services in the Winnipeg area in mid-1992, with a policy for tariff rates to be hammered out in November 1991.

B.C. Tel has a demonstration centre at its downtown offices (by appointment only), where interested parties can find out what this technology can offer. In B.C., call 604-663-ISDN for more info.

ARDIS and Iridium

ARDIS (Advanced Radio Data Information Service) is a cellular network currently being installed by Motorola and IBM across the U.S., and by Motorola in partnership with Bell Canada in youknow-where.

Like CompuServe and other land-linebased networks, ARDIS will let users communicate with other computers and users on the network, but ARDIS users from almost anywhere in the country will use a radio modem to send their calls by radio signal to a base station that then relays the information to the network. Call 800-662-5328 or 708-913-1215 for more ARDIS info.

Motorola is reportedly talking with major telecommunications companies around the world, making plans to establish a global telecommunications network. The Iridium project, to be started sometime in 1996, is going to cost an estimated \$2.4 billion (!) to implement, and will require 77 satellites to provide complete global telecommunications

The following technologies do not require a computer to access, but serve to show how computers are changing the face of telecommunications.

Call Distribution Systems

Automated attendants answer the phone and give you some options-Press 1 to place an order, press 2 for customer service"—and then route your

Auto attendants lack the personal touch that a live operator can bring to customer services, but are excellent for frequent callers who can benefit from the fact that they can route themselves directly to the department they seek without ever being put on hold.

Voice Mail

Auto attendants typically have voice mail capabilities, where users can leave a message on the digital equivalent of an answering machine. The quality of incoming and outgoing messages varies widely; beware of systems that have short voice record times or compress voice recordings.

In general, a good auto attendant systems should have single-digit menus (who wants to key in 225 for customer service?), expandability, and override (also known as hot keys), where a savvy user can punch in his or her department or extension without having to listen to the entire menu. Obviously, it also needs to be compatible with your company's phone system. Other desirable features include supervised transfer, where the system "watches" to ensure that the extension it has routed you to actually

picks the phone up. If not, it can return you to an operator, another extension or voice mailbox.

Voice Response

If you've ever used the "Talking Yellow Pages," you probably know what voice response capability means. You E-NUN-CI-ATE the numbers into the phone, and the system recognizes them and plays a message. Not exactly HAL from 2001, but at least it works.

The phone companies themselves are starting to exploit voice-response systems as a way of getting around the fact that 40% of the installed phones in North America are rotary-dial units that, lacking keypads, are unable to complete or receive "touch-tone" automated calls. Using speech commands, any type of phone can access automated systems.

One such use of automated voice recognition systems is administering collect calls. The system asks the person receiving the call whether the charges will be accepted. It then recognizes their voice response: Yes, No, Oui or Non. Reportedly, more than 95% of such calls can be completed without operator intervention. The first automated collect call was made from Grand Rapids, Mich., on May 5, 1989.

Video Phones

Long a staple of sci-fi and home-ofthe-future exhibits, the video phone is already a reality in some parts of the world. Japan's Telecom giant KDD started a videophone service in 1988 using ISDN (see above) technology. Color real-time videophone installations now exist in Japan, Singapore and Los Angeles. Service is slated to be extended to New York and London in the future. For more information, see the Nov. 90 issue of The Computer Paper, page 23.

A closely related technology is video conferencing, which, surprisingly, has been around for several years. I spoke to Sheila Rogers of B.C. Tel's VideoForum video conference centre, established in 1984. She told me that video conference centres are now established in most major centres, consisting of a public studio facility and network linkage for the highspeed data communication channel, which transmits specially compressed real-time video images and audio from point-to-point.

Rental of the public studio costs \$75 per half hour in most areas of North America, with the transmission costs priced on a distance-sensitive basis. As an example, the complete cost of a onehour video conference between Vancouver and Toronto would be \$800.

Up to eight locations can be linked at once, e.g., Vancouver, Calgary, Edmonton, Winnipeg, Toronto, New York, London and Hong Kong. It doesn't take too much bean counting to see how economical video conferencing is compared to airfares and hotel bills

Most video conferencing centres can either transmit the compressed full-color signals over a dedicated "half T1" line at 768Kb/sec., or for higher-quality images, over a standard T1 line at 1.544 Mb/sec (at double the transmission cost). One phone call books the studio time in all cities. Contact Video Forum at (604) 663-

It is also possible to develop an inhouse PC-based conferencing system. IIS Technologies sells a system it calls GTSC (group telecommunication software) for IBM-compatible computers that allows people at two or more locations anywhere in the world to share and amend visual documents, photographs and computer-generated graphics over the phone. GTSC can support up to 32 users and 8 simultaneous separate conference sessions. Peripherals such as video cameras, scanners and Laser et printers are supported. Contact IIS Technologies at (416) 890-2773.

Call Processing

Call Processing refers to those technologies that automate such services as automatic call distribution (ACD), routing and message delivery. Rockwell is a leader in this field with its ACD systems equipped with Call Queuing, which it calls "IQueue."

When customers call these systems, they don't just hear the usual message, "Please wait for the next available representative." Now, the system can analyze traffic and call statistics and estimate just how long you will be required to hold. Some systems include automatic return messages, where the user can choose between holding for a specified time or receiving a return call in a similar period. The message left by the caller holds his or her place in the queue, so the return call is automatic.

Some systems also have call-screening features, where the system asks a caller to record his name before transferring. It then dials the extension and "tells" the employee the name of the caller, at which point the employee can decide whether he wants the call. If not, the caller is told the extension's not available, and can choose to leave a message or speak with the operator.

Information Retrieval Services

Often tied to voice-response systems or touch-tone phone keypad entries, an Information Retrieval Service allows your customers to dial up and request information or other data to be selected, read and/or transmitted. In cases where the caller is not using a computer, the system can send a fax of the information.

With these automated fax information services, callers use their touch-tone phones to key in a product code and their fax number. The system then sends a fax "brochure" from a library of documents.

As Peter Lincoln said in the November 1989 issue of The Computer Paper, the phone and the computer are definitely tying the knot, and we're all going to be in the reception line.

For further reading on telephone systems and telecommunications, refer to the articles in our November 1989 and May 1990 issues, found online in The Computer Paper section of the Suzy information network, or virtually any issue of The Computer Paper, in the NewsBytes "Telecom" section. Other good sources include Inbound/Outbound and Online Access magazines.

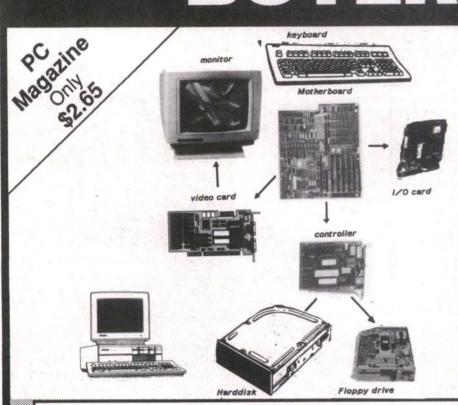
Thanks to Steve Neophytou of Phase One Systems and Keith Lambert of EMJ Data Systems for their assistance in researching mo-dem standards and protocols, and Klaus Naumann of The Future Centre for ISDN info.





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Computer

omputers are communicating all around us. In B.C. all doctors bill the Medical Services Plan Delectronically. Your autoplan is registered in an instant with computer communications. Automated bank machines have access to your account information due to computer communications. Even when you buy products with your credit card, a point-of-sale terminal uses standard computer communications to verify your account information. You can scarcely go through a day without initiating some form of computer communications.

ANOTHER MYTH IS THAT ONLY HACKERS AND SOCIAL DEVIANTS SIT IN THEIR ROOMS ALL NIGHT LONG TALKING TO EACH OTHER AND SWAPPING USELESS FILES THROUGH THEIR COMPUTERS.



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Summing. urprisingly enough, most PC users do not make use of computer communications. There are a few good reasons for this lack, and a few myths.

The first myth is that as soon as you hook up a modem to your computer you are inviting a host of hackers to attack your computer. This is just not true. First of all, if you do have your computer online and you use proper security, your average hacker will get tired of trying to break in before he is successful. Secondly, you do not need to have your computer online all the time.

Another myth is that only hackers and social deviants sit in their rooms all night long talking to each other and swapping useless files through their computers. Granted there is a large contingent of hackers who do tarnish the name of computer communications, but there are many viable and worthwhile functions for which computer communications can be used.

Let's look at three areas of standard modem computer communications. The first is remote control. This is the ability to control one PC from another PC via modems and the phone system.

There are many worthwhile and profitable tasks that remote control can accomplish. The most popular and yet the most under-used is computer support. Computer dealers waste countless hours travelling to their clients' sites to perform simple support functions which can easily be done via a remote-control program.

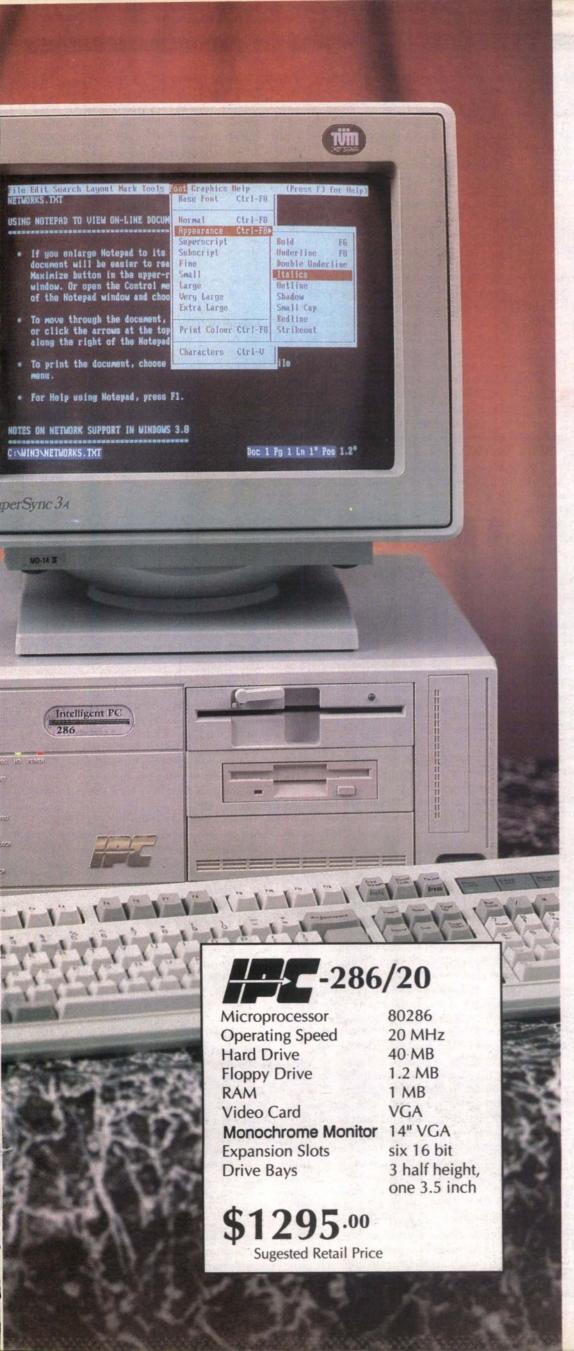
Hardware support is more difficult to do remotely because if there is a problem with the hardware the remote-control is probably out of order as well. Other functions include wide area networking, accessing your office computer from your home computer, sales people on the road having access to the head office computer network. Remote-control products can provide significant improvements in productivity and functionality to a business computer system.

Here are some remote-control programs:

Remote2 V. 2.1c Digital Communications Associates Inc., 1000 Holcomb Woods Parkway / Suite 400, Roswell, GA, 30076 Phone (404)998-7798 Host version C\$159, Remote version C\$109, Bundled C\$259

Features: Multiple Remote terminal emulation, Xmodem file transfers, Chat

Continued on page 42



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mode, User ID and Password security, User Rights security.

pcANYWHERE IV Dynamic Microprocessor Associates Inc., 1776 East Jericho Turnpike, Huntington, NY, 11743. Host version C\$165, Remote version C\$129, Bundled C\$259.

Features: Multiple Remote terminal emulation, Xmodem file transfers, Chat mode, User ID and Password security.

Close-Up Norton Lambert Corp., P.O. Box 4085, Santa Barbara, CA, 93140. Phone (805)964-6767. Host version C\$255, Remote version C\$359.

Features: Xmodem file transfers, Chat mode, User ID and Password security.

Carbon Copy Plus Microcom Software Division, 500 River Ridge Drive, Norwood, MA, 02062 Phone (617)551-1000. The same version is used for host and remote but they must be of two different serial numbers, C\$270.

Features: Xmodem file transfers, Chat mode, User ID, and Password security

All the remote-control programs we tested performed their functions well within acceptable standards and there is very little difference between each program. The only difference in functionality between all four programs was the appearance of the user interface when using their own remote terminal program on the host.

The ability to access the host computer with other communications software is important when considering support situations. Both Remote2 and pcANYWHERE have this ability whereas Close-Up and Carbon Copy Plus do not. This is important if you are using remotecontrol software for computer support.

If Close-Up or Carbon Copy plus are used by one company for support and another computer company wants to support the same client in another application, the second company either has to obtain the same support program or sell the client another remote control package. If pcANYWHERE or Remote2 are used, the computer company may use any program they wish to support

This weakness in the first two is not made up by price. Both pcANYWHERE and Remote2 are less expensive for a complete setup than Close-Up or Carbon

All four programs allow file transfers, operation of most graphics programs and much more.

Terminal Emulators

The next area of computer communications is terminal emulators. These are programs which allow your computer to act as a terminal of another system. These are used for such functions as accessing bulletin board systems (BBS's), information networks, and other computer systems.

Crosstalk XVI Digital Communications Associates Inc., 1000 Holcomb Woods Parkway / Suite 400, Roswell, GA, 30076. Phone (404)998-7798

Crosstalk for Windows Digital Communications Associates Inc., 1000 Holcomb Woods Parkway / Suite 400, Roswell, GA, 30076. Phone (404)998-

Crosstalk for Windows provides all the functionality of Crosstalk XVI in the Windows 3.0 interface. It also provides more features for Windows users compared to the terminal that comes with Windows. Crosstalk for Windows provides a six-terminal emulation modes.

Crosstalk Communicator Digital Communications Associates Inc., 1000 Holcomb Woods Parkway / Suite 400, Roswell, GA, 30076. Phone (404)998-

Relay Gold Microcom Software Division, 500 River Ridge Drive, Norwood, MA, 02062. Phone (617)551-1000

The main difference between different terminal-emulation programs is the user interface. Crosstalk Communicator has more file transfer protocols than the more expensive Crosstalk XVI product. This is the easiest-to-use terminal emulator program I have seen. If all you want is the ability to access bulletin boards and information services, Crosstalk Communicator is your best bet. If you want more control over your modem, Crosstalk XVI is a better product.

For those who want more out of their modem communications there are scripts which can be written for all the above-mentioned programs. Crosstalk XVI, Crosstalk for Windows and Crosstalk

Communicator all use the same script language and most script commands are interchangeable between them. This allows a more sophisticated user to build the script and test it using Crosstalk XVI and then provide the script to a lesssophisticated user using the communi-

Relay Gold has the most powerful script language. Relay Gold's file and string or variable management options are quite sophisticated and the syntax is very similar to BASIC programming. Thus if you are familiar with BASIC, writing a script for Relay Gold is quite

Conclusion:

When choosing a terminal-emulation program it is important to match the program with your needs. If you want simple and reliable communications Crosstalk Communicator is my first choice. If you will be troubleshooting, Crosstalk XVI is my first choice. If you want to execute elaborate script commands with extensive file and variable handling function, Relay Gold is my first

The Virus **Threat**

Viral Programs and BBS's

by Robert Michael Slade

he general public seems to have the impression that electronic bulletin board systems (BBS) are the major source of viral infections. Nothing could be further from the truth.

To start off with, there are two major "classes" of viral programs: those that infect program files, and those that infect the boot sectors of disks. The most "successful" viral programs, in terms of number of infections, have always been boot sector viri.

The boot sector of a disk, however, is not a file that can be transmitted by a bulletin board. BBS's are set up to handle text messages, and text or program files, but cannot transmit (at least not without both sender and receiver being technical wizards) the "system" areas of the disk, such as the boot sector, directory or the file allocation table. Therefore, while it is possible to get a virus infected file from a BBS, the major source of viral infections cannot be a BBS, it must be through "sharing" of infected disks.

Why have BBS's been seen as the "villains" in the virus situation? The first "damaging" programs did appear on BBS's. These were "trojan horse programs" which "advertised" themselves as games or utilities, and then performed some kind of damage, such as erasing files or reformatting the disk. These files were not viral programs, because they did not reproduce, but they did create much pain and annoyance, and tarnished the reputation of electronic bulletin board systems in general. When viral programs did start to appear, many people automatically assumed the programs were the same.

(Indeed, the status of BBS sank so low, that at one point, in late 1988, a rumor was started that the use of a modem itself was a means of virus transmission. This is technically impossible, but was very widely believed for a while.)

Most BBS system managers are relatively well informed about viral programs, and most "sysops" check all software be-fore they post it. In addition, bulletin boards are one of the best sources for "anti-viral" software and updates are more readily available. Therefore, far from being a source of infection, most BBS are your best source of protection.

It is possible to get infected software from bulletin boards, but it's also possible to get it from the store. However, in order to be doubly safe, here are some guidelines to use:

- 1) Use scanning software on all programs you "download". The two major shareware" programs are FPROT (free for individual users) and SCAN (\$25 US). Commercial products are Virex-PC (\$99), Virucide (\$49) the Norton Antivirus (\$130) and IBM's VIRSCAN
- 2) Don'tuse any software that doesn't have good documentation. While not an absolute indicator either way, the lack of documentation indicates some kind of problem.
- 3) Try the new program out on an "isolated" system first, preferably one without a hard disk. (Older portables are good for this.) Be sure to include "bait" programs on the disk you run the new program from, and check the size of all files both before and after you run the

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ELECOMMUNICATIONS

Where's the "Good Stuff"?

A User's Guide to the Online Scene

By Gord Harris

In Vancouver alone there are over 150 Bulletin Board Systems (BBS's) waiting for your PC to call. Add to that the commercial services like B.C. Business Network, Suzy, Prodigy, GEnie, CompuServe and others and you have an incredible variety of services at your fingertips.

or many, the choices are so vast that it somewhat dissuades PC users from exploring the contents of even a few of these. I have spent many hours perusing hundreds of BBS's and online services in the past few months and there are a number of these that are very valuable from both a business and personal point of view. Assuming you have neither the time nor the inclination to go through this same discovery process, I have prepared a summary of the better BBS's and online services available today.

If you would like to attend an "Introduction to Online Computing" seminar, and learn more about these and other interesting online "jewels", contact Gordon Harris at the number listed at the end of this article.

For those of you who are new to online computing, practise with one of the many free local BBS's. You will find that most of the BBS's look and operate very much alike. With this knowledge you will become much more efficient at navigating and learn to save valuable time. Only after you feel comfortable with these local BBS's should you venture into the much larger and more expensive arena of commercial online services.

A database is only as good as the quantity and quality of the information it contains.

Favorite Bulletin Board Systems

Which BBS's would I suggest? Select a BBS that has several telephone lines, a large message base and a large number of downloadable files (programs). Here are my personal favorites;

Name	Number	Cost
MIND LINK!	576-1214	\$54/year or \$99/year (VIP)
Basic'ly Computers	264-0099	Free
Dial-A-File	736-3453	Free
Doppler/Deep Cove	277-9920	Free
Brad & Mike's	420-9485	Free

How large are these systems?

Let's look at the general features of MIND LINK! as an example. The system contains:

- 33MHz 386 Computer with 12MB of RAM
- 25 Serial Ports
- 1,000MB (1 gigabyte) of hard drive space loaded with downloadable soft-
- 15 publicly accessible telephone lines

What does it offer?

Local Electronic Mail International Messages International Electronic Mail File Transfers Online Games Facsimile Service Local Directory Space

What is Your Favorite New Online Service (Local)?

Recently the Vancouver Public Library came out with one of the best online services I have looked at in recent months. Locate any book in the entire library system by author, title, subject or key word. See complete descriptions including number of copies, book status by branch, and "hold status". It will even allow the operator to place a book "on hold" for later pickup!

Whether you use it for your children's homework, school, or as a research tool, this service will save you a lot of gas (and bus fares) in a very short period of time. You will never again drive across town only to hear that frustrating statement, "I'm sorry, that book is out at the moment." The telephone number for the Vancouver Public Library is 665-5010 (2400 bps).

What is your Favorite Government Online Service?

Without exception, the "best" of this class is the B.C. Business Network. Operated by the B.C Trade and Development Corporation, it consists of over 120 services in 6 major categories including Business Opportunities, Information

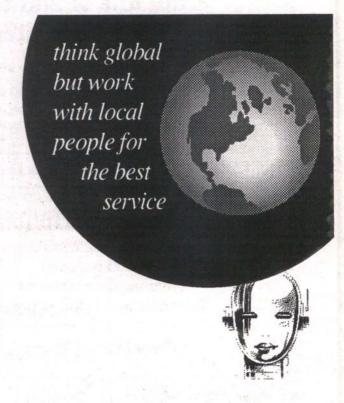
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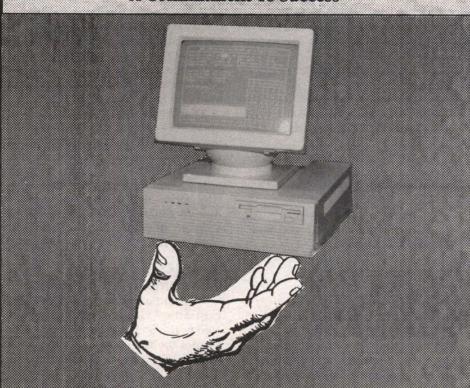
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Not to be forgotten is the Govern-ment of Canada Supply and Services Notices of Procurement Board. How confusing is that title? It should have been called "The Complete Listing of Government Tender Opportunities." It is where the Feds list everything that they want to purchase.

After the description of each "tender" you are asked one question: "Would you like a Bid Package (Y/N)?" If you choose "Yes", the computer will respond "Your Bid Package has been sent." Within a Within a few days you will receive the complete bid package on your desk! For additional information call (819) 956-3440.

What is your Favorite Commercial Online Service?

The granddaddy of online computing, CompuServe, is the clear winner. It contains more information, databases and software than any other. Again, it will cost you about \$0.25 per minute which is similar to most other commercial services, but you can't match its variety and size anywhere in North America. It is so large and offers so many exciting

services that I strongly recommend you purchase a CompuServe Almanac (\$15) from your local computer book store.

Some CompuServe favorites are the software support forums, such as Lotus, WordPerfect and Microsoft. If you are a Windows 3.0 user you will be very interested in the Microsoft Windows Forum (type GO MSOFT). It contains hundreds of Windows 3.0 compatible programs including games, utilities and a wealth of simple yet powerful Windows enhancements.

Another popular area of CompuServe is the CB Forum. With over 40 channels, it is possible to converse with other PC users from all over the world by dialing a local number! It is no different than talking to someone over the phone except that you listen with your eyes and speak with your fingers (typing). Recently, I asked five (5) persons in a CB Forum where they were calling from. Two were calling from New York City, one from Florida, one from Ohio, and

one from Santiago, Chile! Finally, the Reference Library is excellent. Whether you peruse the American Encyclopedia, compare products using Consumer Reports or locate a book using Books in Print, it is all here and much

much more.

Just How Valuable is Information?

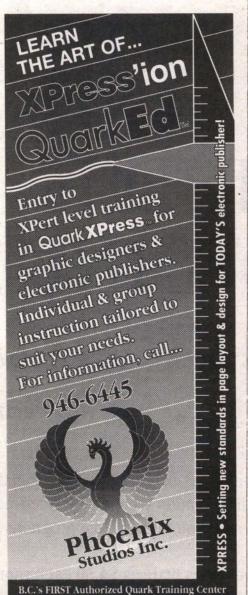
Information is the single most powerful ingredient in a successful career or business. The person or business who is armed with better information has an incredible advantage over the competition. Remember, it is not important that your emember every piece of information you read, as long as you know where it can be found if you ever need it. Online reference databases like CompuServe and the B.C. Business Network are the key to winning by being better informed.

When I speak about online services and the incredible variety and quantity of information they offer, I often hear this same question: "Yes, but what would you use it for?". Let me provide you with two actual cases where online services made the difference between success and failure.

Example #1

The Job Interview (A true story)

Steve (not his real name) and nine other candidates reached the "short list" for an excellent position with the most prestigious firm in the industry. Steve quietly observed the other nine candidates while they practised their "five-year plan" and "what I can do for your company" speeches while combing their hair and generally looking frazzled. However, Steve waited for his interview with a complete sense of self confidence. Why? Because he used an online service to do a little background homework on this company. His competition did not. He was aware of the turbulent history of the company, the financial picture, primary products, new markets, and the backgrounds of key company officials, including the person conducting the interviews. With this information, Steve was in a position to ask insightful, intelligentandrelevant questions. Combined with his new-found self-confidence, he



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left the interviewer with a very positive impression, and left his competition in

Why did Steve get the job? Simple. He was better informed than his compe-

Example #2

The "Computer System Quotation" (Another true story)

Hugh (not his real name) was approached by a large company and asked to submit a system quotation for the supply of several computer systems. There was no mention of the brand names required (IBM, HP, Compaq, etc.), only general specifications such as "a 25MHz 386 with a 40MB Hard Drive." Furthermore, he was told that he would be bidding against eight (8) other suppliers (sound familiar?). Based on this, it appeared that the buyer was interested in only one thing, LOWEST PRICE.

Knowing that at least one of his competitors would be bidding a "Rock Bottom Brand" clone for a price below that of a box of Oreos, Hugh reached for his secret weapon. Better Information! He made a call to the potential buyer with two simple requests. First, Hugh made a request to submit his bid last. Second, he asked for the brand names (but no prices) used in the competing systems so that he could provide, as a service, a "Detailed System Specification Comparison (DSSC)".

This DSSC included a comparison of features, specifications, performance standards and other pertinent details. Furthermore, it included magazine articles, reviews and recommendations for each system. How did Hugh manage to find all that information? It was available to anyone who knew where to look, **ONLÍNE!**

Hugh didn't have the lowest bid, nor was his equipment the clear winner of the comparison charts, but he still won the contract! Why? He was better informed than his competition and he proved it!

Just Remember...

Henry Ford was considered to be one of the most brilliant businessmen in the world during his reign at the head of the Ford Motor Company. Yet he openly admitted that the main reason for his success was the quality of people he had in his "inner circle."

He surrounded himself with the most brilliant minds in America. If he needed an answer to a question or needed some obscure piece of information, he knew exactly where to go without wasting valuable time.

You too can create your own "inner circle" by understanding the basics of "tele-computing" and applying that information to your career or your business. It is so simple, and it works. Get going!

Gordon Harris is the president of Minaker Financial Systems Ltd., a company specializing in the design and installation of computerized financial and business systems. Mr. Harris will be sharing his insights at a seminar titled "An Introduction to Tele-Computing" at the Four Seasons Hotel in May. For further information, phone (604) 732-7047.





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FAX/MODEMS

LAN FAX GATEWAYS

basic approaches

to the fax gateway

solution."

by Chem Cohen

ondaymorning 7:30 am and you are in your office early because you have to get your 40-page document to Toronto to save telephone charges, preferably before 8:00 am. You slip the diskette that you brought from home into your office PC and quickly print your document on the office laser printer. While the document is printing you grab a cup of coffee and head over to the fax machine.

Then you see the fax line-up-four people running frantically around while your office's only fax machine slowly cranks out fax after incoming fax. You know that they need your report in Toronto for a scheduled lunch meet-

Now if you had a fax gateway installed on your Local Area Network (LAN) you could have sent the document from your home PC to the LAN the night before and the fax gateway would have taken care of the rest. In the case where you don't have a modem at home, the fax gateway eliminates your

need to first print the document, then stand in the fax line and feed your document to the fax machine and wait for the fax machine "message conversion in progress" or "transmission in progress." Instead you can send it directly from your PC to the fax gateway and then forget it. Text and images are converted to faxable format at the fax gateway and then transmitted, freeing you to do other

Now, you may ask, what is a gateway? A gateway is simply a computer system and its software that permits two computers using different protocols to communicate with each other. In our case we have a LAN on one side and a fax machine on the other side.

Alternative Routes

There are four basic approaches to the fax gateway solution:

- 1. Most of the fax solutions are boardand-software packages that are installed on a separate PC on the LAN. Most will be a proprietary design of hardware and software as a combined package from the same manufacturer.
- 2. In some cases the fax software will be essentially hardware-and network- independent. It will use software written by a software company to perform on multiple LAN platforms and the most popular fax boards on the market such as Intel's satisFAXtion, The Complete Fax/9600, GammaLink; and anyother boards, especially those that support Intel's/DCA Communicating Applications Specification (CAS) protocol.
- E-mail packages with fax capability.
 Some E-mail packages have a fax gate-

way that enables you to mix fax and Email addressees on the same mailing list and let the software route the copies. So if you already use an E-mail package you should find out if it has a fax gateway capability. Most E-mail packages are only supported on Novell and interface with the fax gateway through Message-Handling Service (MHS). MHS is a software program that permits reliable movement of electronic messages from place to place. As a message-handling service, MHS operates in many ways like parcel delivery services that you are familiar with. In our case the E-mail delivers a package; if this package is an E-mail message it will be sent untouched to its destination, but if it is a fax message it is then unwrapped by the fax gateway and sent as a fax to a fax machine.

4. Stand-alone fax gateways. This is usually a small "LAN ready" box. No need to fiddle with dip switches "There are four

or jumpers —just attach the box to the LAN and phone lines.

It is Better to Give Than To Receive

The fax gateway, or fax server as it is sometimes called, is a PC on the net-

work containing one or more fax boards and transmission software. None of these fax boards can be added to your file

Depending on fax traffic this PC can be a PC/XT, 286 or a 386 machine. Some require a hard disk; others use storage on your file server as each faxed text file takes 50K to 100K of mass storage—and faxes with graphs or pictures in them can be much larger.

If you want to print images that you receive, you will need at least 1.5 MB of memory in your laser printer.

Some fax boards allow for an optional scanner to be attached to the fax board itself; this works well in a standalone environment. For best results on a LAN install the scanner on a workstation other then the fax gateway. Make sure that the file produced by the scanner is in a format accepted by your fax board and gateway software. If you have to scan in a lot of documents specifically for the purpose of faxing, you are probably better off sending those with a regular fax machine.

Fax gateways are especially good for sending faxes. Receiving faxes is more complicated. Most gateways require a human administrator to route incoming faxes, which can cause delays. Several vendors offer Direct-Inward Dialing (DID); this phone company service lets your gateway imitate a PBX switchboard, routing incoming faxes directly to each user. This service requires a dedicated trunk line for each user and those lines are more expensive then regular telephone lines. There is yet another solution which is cheaper but more complicated; fax senders punch in a special

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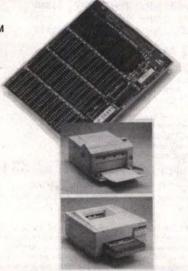
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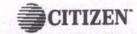
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I FAX/MODEMS I

four-digit code for each recipient, and the gateway routes the incoming fax to the proper individuals. This solution is called Dual Tone Multi Frequency or DTMF.

Four Products

In this section I will describe some of the existing fax gateways on the market. I chose one product from each of the four categories described above. I also chose to cover two Canadian companies which have a product in this market niche. It is important to note that there are many other good products out there and the products described here are not endorsed by me. In a recent article in PC World (March '91, p.184) there is a summary table describing 22 LAN Fax Gateways. Every business needs to carefully assess their needs and choose the best fit for that need.

SCI-NET 2000

- Manufacturer: TGI Technologies Ltd., 107 East 3rd Avenue, Vancouver, B.C. Canada V5T 1C7. (604) 872-6676 FAX (604) 872-6604.
- Fax Machine Compatibility: CCIT Group III Dialing Method: Tone Microprocessor: Zilog Super 8 Memory On-board: 64K Bus: IBM PC 8 bit bus compatible (AT/386) Address Selection: Dip Switches (32 Distinct Addresses) Multi Board Capability: Up to

• Price: \$2,294 includes software to handle up to 4 lines, 1 SCI-NET board. Each additional board: \$1,006. Other options available.

• Warranty: 1 Year

 Key Features: Fully Novell Netware compatible, installs inside a network node, fax text, fonts and graphics, accounting/logging features, userfriendly fax menu, personal or corporate phone books, automatic re-dial, delayed sending, built-in memo editor, internal memos.

TGI Technologies is a local company entering the fax gateway market. The SCI-NET 2000 is their PC LAN Gateway product which started shipping in December 1990. SCI-NET 2000 is currently in version 1.2.

The SCI-NET 2000 does not work with an E-mail package but works strictly as a FAX gateway. For internal use on the LAN you can use it somewhat similar to an E-mail package and send messages to other LAN users. For outside use you can only send faxes.

Let's assume that you need to fax a sales brochure to a prospective customer, along with a covering letter. You'll use SCI-NET 2000's Edit-Memo function to write the covering letter, than scan in your sales brochure, and send all the

pages off to your customer.

Here is how you would do it: First you start SCI-NET 2000. You see a list of all the mailboxes in the system, and you choose your own to work in. Once in your mail-box, you choose to work with folders. Each folder in your mailbox contains one fax, which can contain as many pages as you wish. You insert a new folder to hold your fax, and give it the name Brochure. Then you enter the folder, which of course is empty right

Once inside the folder you insert a Memo, and find yourself in the Edit-Memo screen. This is a simple text editor which allows you to write messages, or import text from an ASCII file (which means that, if you wanted to, you could have written the memo in your own wordprocessor and imported it into SCI-NET 2000 without having to print it and scan it in). This is a short simple covering letter so you write it directly in the memo editor. Once you have finished, you exit the editor and wait for a few moments while SCI-NET 2000 converts your text into a faxable graphic image. Then you choose the scan command and place the first page of your brochure in the scanner. You scan in all the pages you need, and each one becomes a page in the folder.

Once you've scanned all the pages, your fax is complete, so you move up the folder level and choose the Send command. You enter your customer name and fax number, tell SCI-NET 2000 when to send the fax and how many times to try if it can't get through on the first try, and that's it.

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LanFax Gateway, LanFax Redirector, LanFax Redirector for Windows

- Manufacturer: Alcom Corporation, 2464 Embarcadero Way, Palo Alto, CA 94303 USA (415) 493-3800, Fax (415) 493-6185
- Compatibility: The Intel SatisFAXtion or The Intel Connection Coprocessor, Gammalink's XP and CP, Brooktrout's Technology TR-112, and the Complete PC's 9600 Fax card. Any CAS compatible board.
- Price: The LanFax Gateway products are available in an entry-level system for 8 users \$957, for 15 users \$1,799, for 30 users \$2,762, unlimited \$4,327. The other products have similar pricing structure. In addition you will have to purchase one of the above-mentioned boards.

Alcom is a document communication software company. Alcom develops the LanFax family of document communications servers for LANs. The Alcom products are compatible with 3COM, Novell Netware, Banyan VINES and any NETBIOS compatible LAN. Alcom currently offers two basic products. The LanFax Gateway for E-mail users, and for non E-mail users the LanFax Redirector product.

LanFax Gateway works with the electronic mail application set on the network. LanFax gateway is compatible with the most widely used Message Transport Agents (MTA) and runs with popular E-mail systems such as Da Vinci, Banyan Vines, 3Com 3+ mail and it also supports MHS.

LanFax Redirector allows the user to fax from any CAS-compatible application, such as WordPerfect Send-Off and Lotus 1-2-3 Send-Off without having to exit the application. The LanFax redirector has a DOS version and a new version just released February 1st for Windows

Alcom also supports 2 programmers' toolkits that allow a developer to develop fax capability into any custom application. This allows the incorporation of fax messages into an existing or new application. The tool-kit is especially handy when you already have an existing database of customers and you want to tap into it from within the application for fax sending. Without the toolkit you need to maintain two lists, which is overhead for the network administrator.

The Network Courier Gateway to FAX

- Manufacturer: Consumers Software Inc., 7th floor - 73 Water Street, Vancouver, B.C. V6B 1A1 (604)688-
- Requirement: The Network Courier inter-Network Version 2.1 Compatibility: The Intel Connection Coprocessor and software (CCAM 1.12 or other CAS compatible board).
- Price: Not available at this time. In addition you will have to purchase one of the above-mentioned boards.

Consumers Software is a Vancouver company, known for its Network Courier E-mail system and its associated gateways. Consumers was recently purchased



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80387 DX20	\$490	NEC 4D 16*	\$1780
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80387 DX33	\$620	Seiko 1450 .25	\$850
135MB, 64K, 20ms HD	\$550	VGA 16-bit 256K	\$89

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	OKI 400 Laser	\$930	
	Epson 7000 Laser	\$1140	
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FAX/MODEMS

by Microsoft, which will probably make some changes in its product line and its pricing structure in the near future.

The Network Courier Gateway to Fax allows any user of the Network Courier to send mail messages, text documents and bit-mapped graphics directly through the fax system, and to receive mail from fax users worldwide.

If your company is already using the network courier or if you are considering purchasing an E-mail package the advantage of this system is that it allows the users to send and receive faxes the same way that they send and receive ordinary mail. One interesting feature of this package is that all inbound and outbound faxes are encrypted during transmission within the system. This will prevent others in your organization from viewing your faxes.

FaxPress

Manufacturer: Castelle, 3255-3 Scot Blvd., Santa Clara, CA 95054; (408) 496-0474 Fax (408)496-0502

• Fax Machine Compatibility: CCIT

Dialing Method: Tone or pulse; Microprocessors: Dual Motorola 68000; Printer Interfaces: RS-232 serial, Centronics parallel

Network Connections: Ethernet(DIX and BNC), Token Ring, Arcnet

Price: \$5,713. Warranty: 1 year

Key Features: Fully Novell Netware compatible, install as another network node, fax text, fonts and graphics, popup faxing, printer server capability, accounting/logging features, userfriendly fax menu, command line faxing, e-mail faxing, personal or Corporate phone books, automatic re-dial, delayed sending.

Unlike other LAN fax solutions, Castelle's FaxPress is a compact, text book-sized stand-alone unit for Novell Netware LANs. FaxPress is a complete solution with direct cable connection onto your Novell network via Ethernet, Token Ring or Arcnet. Hardware installation is as easy as plugging the unit into the wall, attaching the network cable, plugging in the standard RJ-11 telephone-wire connection, and connecting an optional HP LaserJet or compatible printer. Automated installation of the FaxMenu software is also easy. I recommend you to connect a laser printer since you can use it to print anything, not just faxes! Because FaxPress is also a print server, anyone on your network can direct either faxes or print jobs to the printer. FaxPress supports standard Novell print utilities such as Nprint, Capture, and Printcon. While Pconsole does not display queued print jobs submitted by FaxMenu, the FaxMenu utility does provide total queue control for users and supervisors.

The FaxPress files must be in standard ASCII format or PCL(Hewlett-Packard's Printer Control Language) to use the faxmenu program, this presents few problems as most current applications support the LaserJet printer. Documents are converted automatically to fax format for transmission. FaxPress supports special fonts and font sizes, italics,

bold, strike through and even intricate graphics are supported.
The optional FaxPOP pop-up utility

allows you to fill out a cover page, enter a fax phone number and immediately fax the document without even leaving the application. FaxPOP is a TSR program requiring 50K of RAM, it has userassignable hot-keys to allow compatibility with most applications.

FaxPress is now also integrated with E-Mail capability which ties in to Novell MHS.

What's Coming

In the recent Networld Boston show several new products were shown. According to several exhibitors the network fax market is booming as LAN-Fax technology comes of age. Among these vendors were Xerox Corp. of Rochester, NY, and Cracchiolo & Feder Inc. of Tucson, AZ. Xerox announced the LAN/ FAx Express 21, a fax server system for Novell Networks, it consists of a Xerox Telecopier 7021 plain paper fax terminal and the LAN/Fax Express hardware accessory and software.

In the coming months we will probably see a lot more announcement in this exciting area.

Thanks to Gunther Jehnichen of Capilano Technologies and Walter Rawlinson of ByteWide for their help in writing this article.

Chem Cohen is the president of RainBow Software Inc. The firm is a Vancouver microcomputer consulting firm specializing in solutions for Business based on LAN and Gateway technology.(604)732-802.Fax(604)7328043.

Gamma Fax Gamma Net

by George Slade

- · Product: Fax board and fax server software for the PC.
- Publisher: GAMMALINK, 133 Caspian Ct., Sunnyvale, CA 94089. Phone: 408-744-1430; Fax: 408-744-1549

ax boards have been around for four or five years now and I have been keeping a watchful eye on them since they were first introduced. In the beginning fax boards were flaky and not very useful. The technology was just too much in its infancy. Now, in certain conditions, a fax board is a must.

First let's look at the concept of the fax board and what it does well and what it does not do well. Fax boards will take any computer data file and transmit it to any fax machine. The fax board will also receive a fax transmission from any fax machine and store it on the computer hard disk.

That is the simple part. The problem comes with file maintenance. How do you generate the file and how do you print files you receive?

If you send many faxes that are handwritten or not generated by your computer system, a fax board is a waste of time because you cannot scan your document to fax it. A standard fax machine serves this purpose much better.

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If you have only an inexpensive dot matrix printer, you will not be able to obtain clear enough printouts of the faxes you receive on a fax board. Also, if you only have one computer and you use it for many functions, you may find a fax board frustrating.

Those are all the situations where a fax board is not adequate. So, where is it useful? If you have a local area network, and you already have a standard fax machine for handwritten material, you will find a fax server (fax board in a LAN workstation) a very valuable tool.

A fax board gives you direct access to your graphics or desktop publishing files. Thus you can generate high-quality faxes for marketing purposes. In addition, you can control your fax board while in other applications, which allows you to fax files straight from your word processor, graphics or desktop publishing software to any fax machine.

Plain paper fax machines are all the rage right now. If you already have a laser printer spooled on your network, you can have plain paper fax capability just by adding a fax server to your network.

In particular, I looked at the Gamma Fax board with Gamma Fax, Gamma Net, Gamma Script and Gamma Page. Before you buy a fax board be sure you have all the options you need.

Initially we received Gamma Fax, Gamma Net and Gamma Script. We use a HP LaserJet for our printing and all our software is set up for this. Without Gamma Page you cannot capture LaserJet print jobs to send as a fax. This crippled a major function of the system for us. Make sure you have all the components to complete the system you want. Do not buy the bare minimum because you will only have a minimum system.

Installation of the Gamma Fax system is not simple. The problem lies in the lack of knowledge on the part of the user. Now that I have installed the system once, it would be a snap to install it again. However, I would not recommend purchasing this product from your local discount computer store.

Get it from a consultant or VAR who has experience with the product. It might cost you more but the savings in wasted time will be great.

Once Gamma Fax was correctly installed, I was impressed. I could fax a letter to anyone in just a few keystrokes. I could send a simple message even faster. Now I can communicate with my clients with ease and I also have plain paper faxes (no more photocopying the thermal fax so I won't lose it).

After trying out the Gamma Fax as a fax server on my network, it is going to be like pulling teeth from a rhino to get me to give it back. I must be cautious, though, as I do not believe this is a product for everyone.

I believe this should be your second fax machine and it will not replace the standard fax machine. I also am not convinced of the usefulness of fax boards in a non-networked setting. However, for the office with a network of any size and any amount of business conducted by fax, Gamma Fax is a good investment.



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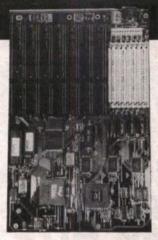
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- System has online games
- Systems has multiple lines
- System has at least 6 lines LI
- System has an active message base
- System has at least 60 message groups and 300 messages daily
- System allows pseudonyms
- System uses only pseudonyms
- System supports MNP 5 (or higher)
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- *1 MIR More information requested can you supply it?

Name	Baud	Computer	Features	Number	Comments
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ABC Connection	9600	MSDOS	M,EI,FI	272-4644	
Agape BBS	2400	MSDOS	M,EI,F,G	931-1461	
Agora	2400	MSDOS	M,E,F	264-0533	
Christianity Airspace	2400	7	?	270-6475	Smoking/health
Altar Ego ST BBS	2400	AtariST	M,E,F	531-1245	0
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	2400	MSDOS ?	Product Avail.	980-9042	MIR *1
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Caramilk Secret	9600	MSDOS	M.E.F.G.C.L	734-5800	
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- Price: C\$194.
- Product: WINFAX for Windows 3 Fax Transmission Software
- Publisher: Delrina Technology, Inc.
- Price: C\$79.

Zoom Fax/Modem

Sometimes it seems like there are no humans left out there—just answering machines and fax machines.

As the business environment moves from large corporations to smaller organizations, the need for companies, consultants, etc. to have access to fax transmission capability is growing. Even in a departmental situation, queuing for one or two fax machines can be frustrating. For many of us, sending, not receiving faxes is the bottleneck. With this in mind, the two products here are an excellent solution for a modest sum.

ZOOM MX 2400S

The Zoom is a 300/1200/2400 baud Hayes-compatible, auto-dial/auto-answer modem, which, aside from the standard features, has MOV Varistor lightning protection, phone-line impedance matching, quality speaker (still sounds tinny to me) with software volume control and a stunning 7-year warranty. It is a rectangular box 5 x 6 x 1.6 inches, with 8 status lights on the front, one RS-232C serial connector, two RJ11(phone jack) connectors, and a power switch on the back.

Included in the package is enough software, manuals and free introductory material to keep you busy reading and installing (I like to do the reverse) for some time. These extras include ProComm version 2.4, a well-known communication program; Zports for checking free com ports; PKPAK/ PKUNPAK for compressing/

uncompressing files; Zoomsend/ Zoomget for command line macro send and receive; and BitFax, a communications program for SendFax modems.

Also included are "\$275.00 US" in discounts for popular databases. There is a CompuServe introductory membership; a money-back guarantee for GEnie (General Electric) information service; a free sign-up to the DELPHI information service; a free service start-up kit for PRODIGY (IBM/Sears) information service; a free hour and start-up on Dow Jones News/retrieval; and an introduction to CheckFree, an "Electronic Bill Payment System" (U.S. only).

Overall, the Zoom Modem package is attractive, and in a market where 2400 baud modems are a dime a dozen, the SendFax/software/discounts add an extra level of attractiveness to a basic product. My only complaint is not with this modem in particular, but with many external modems in general. Why is it that they can't put the power switch on the front of the box where I can reach it, instead of having to fumble around the

back of the silly thing?

WINFAX for Windows 3

Winfax is a real surprise. It installs from inside Windows 3 and sits by default in its own folder. The beauty of this product is that anything you can print from Windows, you can fax! This really gives the user one more reason not to have to exit Windows just to do one little task, and then go back into Windows to resume whatever.

Winfax installs itself as a printer, and to fax a document, you just go to the printer setup in your application, switch to Winfax on com (whatever), and "print" your document to the modem. It takes a few minutes to adjust to the concept, but after realizing what the program is doing, it makes perfect sense.

Since Winfax appears to your Windows programs as a printer, each document is formatted (scaled) to match the group III fax resolution (200x200 dpi). Because this high resolution is transmitted directly to the receiving fax machine, the loss of quality from the scanning done at the sending end of a regular fax machine is eliminated, thus improving overall quality.

Some features of Winfax include two send resolutions (200x200 and 100x200) - the lower res means faster transmission; portrait and landscape orientation; modem speaker control; fax header op-

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tions (time, data, page #, sender name, ctc.); save and attach output from various applications together for transmission. Other features include background operation; scheduling fax transmission by time and date; a fax activity log showing past and current status and a phonebook function for frequently called numbers

Installation of both the Zoom modem and Winfax took about fifteen minutes. Luckily, there were no conflicts although one problem could occur with Winfax if you have used com1 and com2 for other devices. Windows 3 does not

currently support shared hardware interrupts (com2/com4 - com1/com3). Blame Microsoft! Also, in case it wasn't clear, Winfax will work with any modem that uses the SendFax chipset.

Finally, both products ran as directed, both have understandable documentation, and both seem polished and complete -not beta versions waiting for you to discover the bugs and report to "customer support" so the developer can sell you version XXX at a "substantial sav-

UNIX

Once Again HP Stands for **High Performance**

by William P. Barr

n March, Hewlett-Packard announced a line of RISC-based, Unix workstations. The new products will undoubtedly put immense pressure on competitors to either lower prices or increase development efforts.

The new line of workstations is based on the HP-PA (Precision Architecture) RISC chip. It is similar to the PA line of chips HP has employed in their line of servers and workgroup computers. This similarity offers customers object code compatibility between the new HP/Apollo 9000 Series 700 workstations and the rest of the PA line. As a result, over 2000 software applications are available for the new products.

The new Series 700 workstations also set a new level of price performance that will have profound effects on the workstation and high-end personal computer marketplaces. I would think that Intel 80486s and Motorola 68040s will drop by at least 40% this year and other workstation manufacturers will have to boost clock rates by 30% to at least look competitive.



More Hot Hardware

There are three models of the new workstations. Two are desktop configurations and one is a deskside tower.

The Model 720 is an entry-level unit. For C\$15,260 (suggested list), you get a diskless workstation, 16 MB RAM, mono graphics and a 19" monitor. Standard equipment includes: Ethernet card, an RS232 port, a Centronics port, SCSI 2 adapter and an optional EISA slot. Performance specs are: 55 SPECMarks, 57 MIPS and 17 MFLOPS. A hard disk and colour graphics can be added to this system.

The Model 730 is also a desktop unit. For C\$24,400 (suggested list) you are provided with 16 MB RAM, 210 MB hard disk, mono graphics and a 19" monitor. An Ethernet card, SCSI 2 port, an RS232 port, a Centronics port and an EISA slot are standard. Performance specs are:

72.2 SPECMarks, 76 MIPS and 22 MFLOPS.

The deskside Model 750 is ideal as a workstation/server. For C\$54,900 you are provided with 16 MB RAM, a 660 MB hard disk, colour graphics and a 19" monitor. Standard equipment includes: 4 EISA slots, an RS232 port, a Centronics port, an Ethernet connector and a SCSI port. Performance specs are: 72.2 SPECMarks, 76 MIPS and 22 MFLOPS. That kind of horsepower lets the Model 730/750, using SoftPC (an MS-DOS software emulator), provide a DOS window performing at the speed of a 25 MHz 80386! In fact, the workstation runs MS-Windows 3.0 faster and more reliably than a DOS box can. Rumor has it that there will be significant speed increases either late next year or when high-speed RAM prices drop, whichever comes first.

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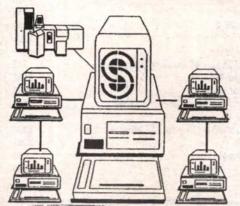
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The bottom-end CRX color graphics system provides identical 3-D vector/ second performance. Again, this is over twice that of a similarly priced competi-

The high-end TurboVRX color graphics system offers similar price/performance to a Silicon Graphics 4D/310 VGX box. While the SGI holds a lead over some rendering speeds, the HP box has over twice the raw computing power. This will undoubtedly cause some engineers at SGI to put in a few extra late nights.

Even the low-end 720 had the fastest X-windows performance I have ever seen. HP claims that it has 3 to 7 times the X11 performance of its nearest competitor.

Another interesting feature of the outstanding graphics performance is the greater than 30 screens/second screen refresh rate. This makes realistic computer animation possible. During one demonstration, a real Unigraphics application was run on a Sun SPARC Station 2 and an HP 720 (both were color systems). Even when the SPARC was given a 30-second head start, the HP 720 finished the complete drawing task in less than half the time. For those who are unfamiliar with Unigraphics, it is a CAD program that makes AutoCAD look like "edlin".

Comparing the Competition

Even though the speed of hardware advances is increasing every quarter, HP has made a very significant advance. Even when IBM introduced its RS/6000 line of workstations, the performance increases were not as remarkable.

Comparing SPECMarks (a more fair comparison), the entry-level Model 720 performs twice as fast as: Sun SPARC Station 2, IBM RS/6000 Model 320, DEC Station 5000 and the SGI 4D/25. The competing systems are comparably equipped and all are slightly more expensive. It is interesting to note that the Data General Aviion offers better price/ performance than the HP, but the Motorola 88000 Powered Aviion just doesn't crank out the SPECs.

Under The Wafer

The PA RISC is a scalable architecture. This makes future 64 bit implementations of the chip possible. Like the IBM RS/6000, the PA has internal integer and floating point processors. This allows compound instructions to be performed (i.e., more than one instruction per clock cycle). In addition, a high degree of multi-processing capability and graphics optimization were built-in. HP decided to use CMOS technology be-cause it was cheap and it was found that an ECL version was too difficult to cool cost-effectively.

To help achieve even higher levels of performance, new compilers were developed. Lab tests showed a marked decrease in software execution time after code had been recompiled with the new

compilers. The most common figure was about a 10 to 20% increase in performance. That's a mighty impressive compiler performance increase.

Cosmetics Count

The desktop cases have a very nice design feature. If you look at the back, it appears as if all the hardware was rack mounted. HP has mounted system components onto 4 trays: one is for disk, another is for graphics, the third is for the motherboard/RAM and the fourth is for an EISA card plus the power supply. Simply undo the screws and pull out the tray. This is a great feature for field service and also data security (it only takes a minute to take out the disks and put them in a safe place). Combine the modular design with the standard one year on-site warranty, and that adds up to a very maintainable system.

The user interface is the award-winning HP-VUE, OSF/Motif-based, graphic user interface. Hewlett-Packard's Unix, HP-UX, is widely recognized as the industry's most stable brand of Unix. HP plans to make OSF/1 available to developers later this year. From what I saw, OSF/1 ran significantly faster than the AT&T-based HP-UX.

For those who need to know, HP's version of OSF/1 will contain: a Machbased kernel, symmetric multi-processing support, a run-time extensible kernel, NCS, global logins, file security ACL's, an improved HP-VUE and an OSF/Motif tool set that will come close to the development time savings offered by NeXT.

For those who don't care, HP offers the NewWave graphical user interface. This provides you with a consistent GUI across a wide variety of platforms (minis to workstations to PCs). No matter which HP product you buy, or which brand of PC you hook up to your network, the user environment is identical and you don't need to know what's going on in the background to get work done (it's about time!).

Strategic Partnerships Extend PA-RISC

HP has two strategic agreements which will help extend the benefits of PA-RISC. The partnerships will lower the cost of buying into the architecture and increase speed.

The first agreement is with Samsung. The Korean manufacturer will produce a desktop PA-RISC product for about 50% the list price of the HP product. You will not get all the benefits of the HP product (prompt bug fixes, rugged construction, on-site warranty), but it's

Clearly, HP is adopting a similar strategy to Sun by getting all the PA-RISC out into the marketplace it can. You can expect to see PA-RISC alikes early next

The second agreement signed was with Hitachi. A joint project is underway to build a symmetric multi-processing deskside supercomputer. No word was given when this would be available. When asked about a PA-RISC laptop, a spokesman replied, "Hitachi is a laptop manufacturer ... it has the production facilities so I would think that's in the realm of possibility." The smile on his face told all to wait and see.

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How to Buy a **Cellular Phone**

By Graeme Bennett

ellular phones are made possible in most metropolitan areas thanks to networks of low-power radio receiving stations called "cell sites." Today, anyone who is away from the office and speaks with clients or customers should have a cellular phone.

When you make a call on a cellular phone, you send a radio signal to one of dozens of these cell sites that the cellular company sets up as part of its service. The call is then relayed to the carrier's switching office, where the signal is transferred to the regular land-based telephone system of your local phone

As you travel, if you pass out of range of the cell site that is carrying your call,

the signal is picked up by another nearby cell, hopefully keeping you in constant contact with the switching office.

Cellular - A Definition

Cellular service is based on technologyusing dedicated radio frequencies in the 800-900 megahertz frequency band. A series of low-powered transmitters, strategically located, makes those frequencies available to cellular telephones in the coverage area. Computer-based automatic switching accepts calls, connects them to the called number and handles additional functions to make the cellular phone work. The name is derived from the fact the signal of each transmitter creates what is called a geographic cell, from three to 16 kilometres in radius. The coverage area is com-prised of a group of cells and a sophisticated system which hands off calls from cell to cell as the caller moves. There is no interruption in the service as the call is handed from one cell to the next.

What to Look For... and Look Out For

Thanks to plummeting prices, car phones scarcely rate as status symbols anymore. They are at least as common a sight in city traffic as inane slogans on bumpers or bulbous-eyed felines grinning through the window glass. No wonder the department of motor vehicles warns drivers to keep both hands on the wheel. You may need to dodge the guy in the next lane who's preoccupied with dialing his 10 o'clock customer. (To be fair, a study by the American Automobile Association found that cellular users actually had fewer accidents than other drivers. The AAA suggested that cellular users who were running late were more likely to phone their clients and reschedule appointments rather than speed and take unnecessary risks to get there on

In general, cellulars fall into three distinct categories: car phones, transportable phones and handheld phones. The best units, as we shall see, are modular in design and may be converted from one type to another. Each design trades off size (and hence mobility) for power or vice versa. Here's what to look for:



Cellular Telephone From Panasonic

Car Phones

Typically providing 3 watts of power (the most allowed by law), car phones provide the greatest reception and transmission range, and the clearest sound. The best of all use a roof-mounted antenna; however most people find a glassmounted antenna works fine, and is much more practical. Virtually all car phones come with a "hands-free kit," consisting of a microphone on the visor, and a speaker on the handset. Units start at around \$500.

Transportable Phones

Essentially a removable car phone, these bulky 3- to 6-pound units are to the cellular world what "luggables" are to portable computers—you can move them around, but they're big enough that you may not want to.

Usually providing the maximum allowable 3 watts, they often require a carrying case for their antenna and bat-

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tery pack. If you plan on moving the cellular phone from point-to-point infrequently, a transportable is a good bet. Transportables start at around \$600 and currently have the smallest market share, but are more popular in fringe areas (where cellular coverage is poor), due to their higher wattage. Look for a unit with a long battery life and damage resistancy if dropped. (On second thought, the latter might be hard-or at least expensive-to test.)

Conversion Kits

Some units have conversion kits that can adapt them for car, transportable and handheld uses. Unfortunately, the conversion kits are often more expensive than a new phone. The most flexible handheld/transportable units have a switch to toggle between 3 watts and 0.6 watts for car/transportable and handheld operations respectively. Look for a unit that enables you to combine it with a car conversion kit (3 watts power, hands-free) and a separate handheld transceiver.

One such unit is the Motorola extended system (about \$2000). Other convertibles include the DiamondTel 99X, OKI models 900 and 750 (OKI's replacement for the popular but now-discontinued Model 700) and virtually all Motorola portables.

Handheld phones

Usually weighing in at a pound or less, these gadgets are to many the most glamorous and useful incarnations of cellular technology and represent the

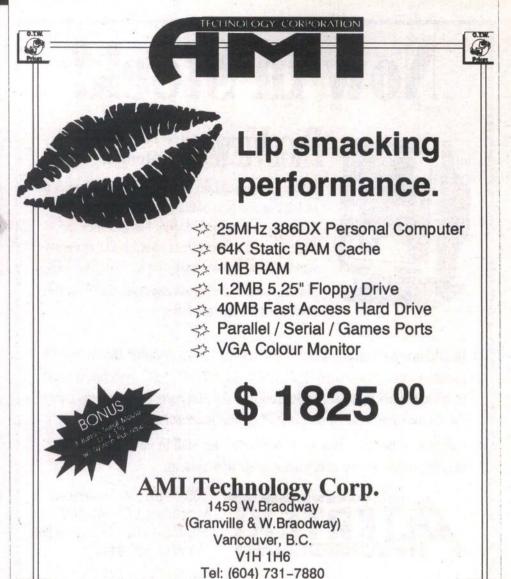
fastest-growing segment of the market. Virtually all have features like memory for holding names and numbers (great for while-you-drive speed-dialing) and longer talk times between recharges. With handhelds, you are more limited to the immediate vicinities surrounding the cell sites than you are with the more powerful transportable or car phones, In cities, of course, this is not a problem.



Cellular Telephone From Panasonic

Why only 0.6 watts? It seems that the US' FCC and Canadian DOC decided it didn't want 3 watts of microwave radiofrequency being emitted from a unit pressed up against our heads (there is a growing body of scientific evidence in support of that decision, incidentally). With a separate roof or window-mounted antenna, the FCC and DOC don't care if you go out at the full 3 watts.

Handhelds typically range from \$500 to \$2000. At all the places I called, one name kept coming up when I asked the salespeople to name their most popular model: The Motorola 8000M.



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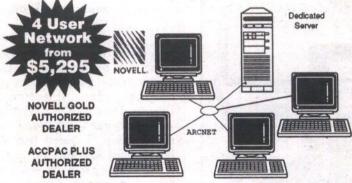
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Motorola, according to a Cell City salesperson I spoke to, enjoys a 50% share of the overall cellular market, both nationally and in the greater Vancouver area. The budget-priced 8000M sports a 25-number memory and a 3-year warranty, and sells for about \$550. He told me that it usually sells with a \$29.95 "basic service package" that gives you a

"free" 30 minutes of airtime per month. Other places I called offer a variety of service packages. For example, A&BSound has three: \$14.95 a month, which includes no free time, \$24.95, which includes 30 minutes of call time, and \$89.95 which includes 120 minutes of calls.

Tiny Phones

When asked to name the smallest cellular phone, most people named the \$1400 Motorola PT500, which strongly resembles the flip-top communicators used by the crew of the starship Enterprise on the "old" Star Trek. The 300gram PT500 is small enough to fold up and fit into a shirt pocket or purse. However, if you don't mind the slightly larger size, you won't notice any difference in quality with the 8000M at almost 1/3 of the price.

Other even smaller phones include the 279-gram Mitsubishi Handheld Cellular Mobile Telephone and the 290gram (with ultra-light battery) Pocket Commander from Fujitsu.



Pocket Commander From Fujitsu

Typical of the newest generation of these tiny, feature-laden devices is the Fujitsu Pocket Commander (so new that, as of this writing, it had not yet been approved by the DOC). With the help of some "air time" courtesy of Apex Communications, I tested the diminutive phone and was amazed at how many features were programmed into the unit, including volume control, auto off and on, mute switch, silent alert, 140-number memory with 40-name alphabetic directory, last number redial, call restriction and security lock features.

Indicators on the phone show signal strength, battery level (including an alarm), call duration (with both a timer and audible alert), and symbols to show when the phone is in a different "roaming area" or outside of a cellular area. The 48-character display can store and recall both alpha and numeric codes. The phone even supports voice-operated transmission, where the phone is muted during speech pauses to save battery life. The backlit display automatically turns off 30 seconds after the last key-press.

The Fujitsu Pocket Commander comes with an extra-talk-time (80 minutes) battery and a desk charger. Optional accessories for the unit include an

ultra-light (45 minutes talk-time) battery and 3-watt power adapter, vehicle adapter with hands-free, radio mute cable, battery eliminator, leather carrying case and rapid charger. Using the rapid charger, the ultra-light battery charges fully in 1 hour, while a recharge of the extra-talk-time battery takes 2

The unit has a nearly-smooth black finish that is visually very attractive but tends to show scratches and scuffs. Some other brands have a slightly-textured surface for this reason. Contact: Fujitsu Canada Inc., 800-263-8716

Phone Considerations

One consideration: I have noticed a definite propensity of high-tech gadgetry to have features that look great on paper, but fare poorly in real-world usage. Usually, it's because the features are poorly designed and/or implemented. I suggest that you actually try a feature that is important to you before purchasing

Your best bet would be to rent, lease or borrow the cellular model you intend to buy for at least a few days to get a feel for its features and for the unit's reception and broadcast range. Many dealers rent or lease phones by the day, week or month, at rates running from \$75 to \$125 per month. Cellular-One Rentals, Inc., for example, rents handheld phones for \$5.95 per day, plus \$1.95 insurance, \$29.95/week (\$9.95 insurance) or \$89.95/month (\$29.95 insurance). Call time is charged at \$0.95 per minute.

Apex Communications has a rent-toown package that includes a handheld portable and 100 minutes of airtime (including the DOC licensing fee and monthly charges) for \$84.90 (plus taxes and deposit). Apex also has purchase and lease terms.

It is also worth noting that cellular phone prices have dropped to less than half of what they were two years ago, but the service charges have not decreased. Reportedly, some dealers make so much money on the monthly service packages that they sell the phones at a loss.

Service Considerations

In virtually all areas of North America, there are two competing cellular services, sometimes referred to as mobile carriers. In B.C., the names are Cantel and B.C. Cellular. The former is operated by Rogers of Cablevision fame; the latter is part of the B.C. Tel Group.

In other provinces, a similar scenario exists, with Cantel competing against the local phone companies. Interestingly, I found representatives from the phone -company-controlled organization to be much more cautious about being quoted by The Press than the Cantel people. (To its credit, B.C. Cellular was much more efficient and thorough at supplying information for this article.)

B.C. Cellular, which bills itself as B.C.'s most extensive network, claims to offer continuous coverage of the Lower Mainland, through Chilliwack past Hope, the Okanagan, Kamloops, Merritt, Vernon and the Coquihalla. The company also has coverage on the east coast of Vancouver Island, up to and including Campbell River, and on the western Mainland serving Squamish, Whistler and Prince George.

Across the nation, cellular service

CELLULAR PHONES

reportedly now extends along 70% of the Trans Canada Highway, with good coverage in 65 major centres, across virtually all of the southern portions of the provinces.

In a recent interview, the president of Cantel claims that the company has spent \$1.2 billion in Canada establishing and building its cellular network (although a fax I received from Cantel pegged the figure at \$600 million). How can it afford such massive expenditures? Easy-as a cellular phone user, you pay, pay, pay.

What You'll Pay

Remember that you pay not only for the phone, but also for the phone service and each and every call—both incoming and outgoing (with one exception: the only circumstance where you don't pay for an incoming call is if both parties subscribe to the same mobile carrier, in which case only the calling party is billed for the call). At up to \$0.60 per minute (short-term rentals are often even higher), most people can expect to ring up a hundred dollars a month in service charges.

Cantel Costs

When you buy or lease a Cantel-serviced phone, you typically get 30 min-utes or so of "free time." Each month thereafter, you'll pay a flat \$25 fee (increasing to \$29.95/month as of June 1/ 91), which gives 30 minutes of airtime and call forwarding, call following, call waiting, three-way calling busy transfer and no answer transfer, plus a bevy of other services like free 411 and 911 service and 24-hour customer service.

After this first 30 minutes run out, additional Cantel time starts costing you \$0.50 a minute at peak times, with a onethird reduction for non-peak times (i.e., after 8 pm and all weekend, the price drops to \$0.33 per minute). After this 90minute rate, further time becomes progressively less expensive. For example, the next 60 minutes cost \$0.45/min., then 60 minutes at \$0.40, 120 minutes at \$0.35, 120 minutes at \$0.30, then all additional time at \$0.25 per minute. As before, night and weekend prices are 1/ 3 off these figures. A \$49.95 off-peak option allows free unlimited off-peak calling. Cantel subscribers can also avoid the above-mentioned rate increase (for three years, anyway) by signing up on a new price- protection plan.

B.C. Cellular Costs

Buying or leasing a phone from a company that provides service through B.C. Cellular will usually give you three service options, ranging in price from \$19.95/month to \$89.95/month.

For \$14.95 a month, the Basic Service plan includes no free time, and costs \$0.55/minute. No off-peak usage discounts apply, although price-breaks occur at 121+ and 481+ minutes/month to \$0.35 and \$0.25/minute respectively.

The PreferredPak 30 costs \$29.95, includes 30 minutes of call time, with additional time at \$0.55/minute (peak) and \$0.37/minute (off-peak), becoming progressively cheaper (as above) as

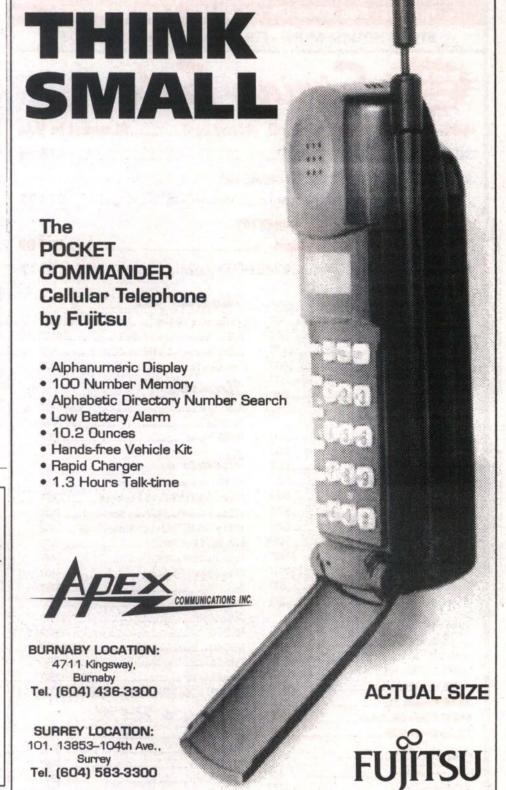
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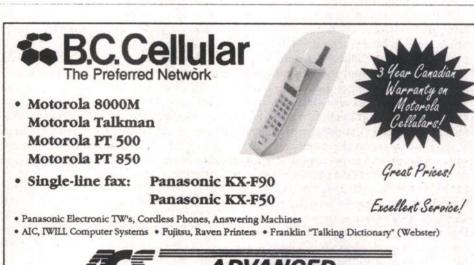
The third option is the \$89.95 which

includes 120 minutes of calls, with additional time charged at \$0.25—less than half the cost of the \$0.55/min. "Basic

Service" charge.
Other services are also available, such as call forwarding (free to PreferredPak customers; Basic Service plan users add

\$5/month), three-way calling and call waiting, much like the comparable services offered by the phone company. For an extra \$3.50 a month, the cellular service can also limit service to local calls only, or outgoing or incoming calls







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Optional Services

You can use your cellular phone in another city, but if B.C. Cellular subscribers go roaming to other cities they'll pay a \$3.00 roaming charge and forgo special features like call forwarding-both included as part of the standard Cantel service.

With a B.C. Cellular feature called Follow-Me-Roaming, your calls can follow you automatically as you travel throughout Canada and the States. Cantel has a comparable feature that goes one better. Unlike Follow-Me-Roaming (which must be activated each morning and in each city you roam to), Cantel's standard service offers Call Following, a feature that's totally automatic and allows continued access to special services. When you're in another city, just prefix local calls with the local area code.

One disadvantage of the Cantel Call Following system is that because the service transparently routes local calls to other cities, you may end up paying long distance charges for "nuisance calls." A phone company representative I spoke with pointed to the ability to turn off Follow-Me-Roaming as a definite plus.

The phone company affiliates offer the province's most extensive network, and as part of CellNet Canada, link to major Canadian centres and U.S. and overseas networks.

Cantel boasts an advantage for portable phone users. With portables, full power is not always required for top performance, so Cantel's system steps down the power when you're near a cell site, giving you longer talk time from your battery. Cantel also claims to provide clearer calls, reportedly verified by independent consultants in January, 1989.

B.C. Cellular, on the other hand (as you might expect from a phone companyaffiliate), offers the province's most extensive network, and as part of CellNet Canada, links to major Canadian centres and U.S. and overseas networks. Other B.C. Cellular benefits include the previously-mentioned Message Centre and InfoCell, an innovative information service where you can dial up weather information, traffic reports, winning lottery numbers, sports scores and a bevy of other info with your phone.

Preferred Pak customers also get a guarantee of no rate increase for 36 months.

Interestingly, when I first unpacked the Fujitsu phone and powered it up, it called up a message from B.C. Cellular that informed me that the phone wasn't yet activated and prompted me to press "1" on my handset to speak to a sales representative.

Astonished, I did just that. The person I spoke to surmised that the phone must have come from the factory programmed to dial up the local "B" carrier, which is apparently what B.C. Cellular is. One of the bonuses of being the Big Network, I guess.

The Future is Cellular

Today, one person in 25 in Vancouver uses a cellular phone. As more people discover the convenience and power of mobile communications, phone prices will plummet as demand increases.

You can expect the cost of cellular phones to continue to fall as they become commodity items, much as regular phones have. (Brian Josling, the president of Cantel West recently stated that he expects them to eventually bear a \$100 price tag.) But don't expect the cost of cellular service to drop. As you might imagine, the 600,000 units in use in Canada now (bringing in \$100/month or so apiece) represent a cash cow of astounding proportions. By 1993, an estimated one million units will be in use, a figure that is expected to climb to between three and five million by the end of the century.

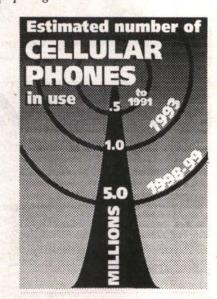
I also expect cellular technology to have a significant impact on computer communications, especially in the next generation of portable notebook computers.

As you may have guessed, it is possible, with a modem, communications software and a decent cellular connection, to conduct cellular data communications. Imagine—the travelling salesman goes out to his car, types in the order on his laptop and transmits it to the office for immediate processing. Now that's service.

Cellular modems are available with special error detection and correction protocols. (Toshiba makes a 2400-bps model which sells for about \$1000.) Wireless cellular networks may also become popular for local- and wide-area networking, usurping the current generation of Ethernet and other wire-based installations.

Beyond this, a global (perhaps even interplanetary!) cellular network such as Iridium (see the article "Telecom: The Next Generation" in this issue) will eventually be in place allowing transmissions of all kinds in virtually any area, changing once again—as the radio and telephone did-the way that people communicate.

Thanks to Gwen Lannaman of Fujitsu Canada, Dan Perrett of Apex, Kim, Nancy and Wendy of Cantel and Cheryl Brucker and Debra Hamilton at B.C. Cellular for help in preparing this article.



Statistics from Bell Canada show that there are now more than 10 million cellular subscribers worldwide, almost double the total in September 1989. The United States continues to dominate the cellular market, with 5.1 million subscribers. Canada now has some 540,000 subscribers, earning it fourth spot in the top ten cellular markets. The United Kingdom is the second-largest market, with 1.12 million subscribers and Japan is third, with 650,000 subscribers. Cellular service is now available in approximately 60 countries. In Canada, about 85 percent of the population has access to cellular service and Bell Canada projects there will be over three million Canadian subscribers by the year 2000.

Macintosh LC

reviewed by Graeme Bennett

Product: Macintosh LC and Apple 12-inch RGB monitor Manufacturer: Apple Computer Configuration Reviewed: 2MB RAM, 40MB hard drive, 256-color display. Price: Computer C\$3499; monitor \$839

s I write this, otherwise diligent workers-supposedly mature adults-are crowded around the newest computer in our office. Seemingly enchanted by it, they smile and laugh. Visitors to the office, too, are magically drawn into the corner where it sits. I hear the digitally recorded sounds of laughter.

"Why didn't they do this years ago?" someone asks. Based on the instant appeal, that's a compelling question; in a matter of minutes, Apple's new Macintosh LC has caught the imagination and in doing so, won the hearts of everyone within earshot.

Most Illogical

What is it that has caught their playful fancy? It is the inclusion of a microphone and digital recording capabilities with the computer. The Macintosh system software has long included digital audio playback capabilities, but with the release of the LC (and its upscale sibling,



the Mac IIsi), Apple has for the first time provided as standard equipment sound input in the form of a small microphone (about the size of a pocket watch) that imbues the machine with the ability to digitally record and play back voices or sound effects.

So, what use is audio input? Well, aside from the obvious entertainment value (I mean, only a serious grouch wouldn't enjoy recording a wisecrack or two for posterity), it is possible to apply these sounds to system alerts, so that instead of simply beeping at you when you click the mouse in the wrong window, the Mac can now advise you of the proper course of action-probably something like, "Don't have a cow, man."

Beyond that, it is now possible with third-party products to send voice mail over a network, or include voice annotation in a spreadsheet or presentation. Using Apple's HyperCard (also included





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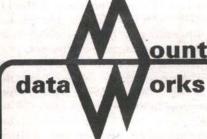
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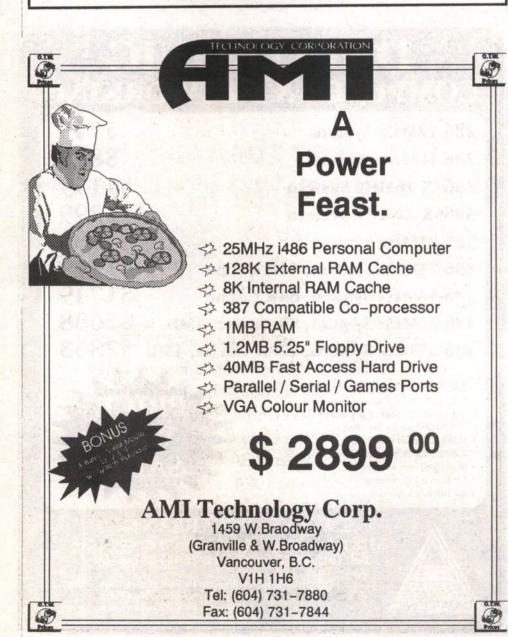
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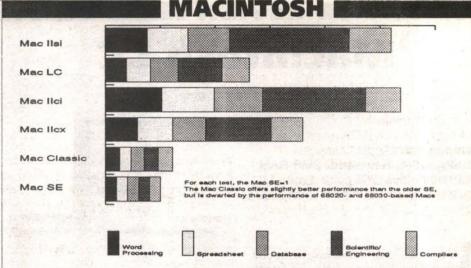
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The 16 MHz Mac LC puts in a decent, if unspectacular, performance. Overall speed is comparable to the original 68020-based Macintosh II... but at half the price.

with the LC), even a novice can create documents linking digital audio, text, graphics and animation.

Îtis likely that future versions of Apple system software may use audio input in even more fundamental ways, perhaps as a means of controlling the computer

The Big Setup

In a classic example of no-hassle setup, I opened up the boxes containing the LC and its 12-inch RGB monitor and plugged it in. Ignoring the manuals and setup instructions, I powered it up. Seconds later, a "Welcome to Macintosh" message appeared alongside a colorful little Macintosh icon, followed in the blink of an eye by a vivid blue desktop, with its trash can and hard disk icons, and a multicolored Apple logo in the upper left corner.

For so long, these images have been enjoyed primarily by the business users and wealthy enthusiasts who could afford a \$5,000 to \$10,000 Mac II series computer-hardly the kind of people Apple once courted with its famous ad campaign that touted the Mac as the "computer for the rest of us." At last, these words ring true.

Easy to set up and use, the Macintosh desktop has long been a paradigm of "user friendliness," and now with the magic combination of color, sound and affordability, the promise has been fulfilled.

Nothing's Perfect

Those who read my preview of the new Macs in the Nov. '90 issue of The Computer Paper may recall unfavorable comments about the LC's lack of a Paged Memory Management Unit (PMMU), Floating Point Unit (FPU), and limited expansion options. Although still true, since that time, a few things have happened to ease the drawbacks somewhat.

PMMU and processor upgrade options announced at January's MacWorld Expo are (or soon will be) available to upgrade the LC's 68020 processor to a 68030 or even a 68040 screamer that will outperform Apple's flagship Mac IIfx. (Comedian Harry Anderson once joked that the IIfx moniker stood for Too F**kin' Expensive.) This should address any complaints about the LC's processor speed, power and PMMU options.

The system's lack of an FPU requires a much less costly solution. As detailed in the aforementioned Nov. '90 issue, some Mac software (Studio/8, PixelPaint, PrePrint and Excel 2.2 to mention a few) expect all color Macs to have math coprocessors. Because the LC and the IIsi don't, these programs don't function correctly, typically halting with a "floating point co-processor not installed" er-

Luckily, a freely available software patch called PseudoFPU is available that fools either of these systems into thinking an FPU is present. In our tests, all of the above-mentioned programs ran correctly after it was dropped into the System folder. You'll find PseudoFPU in the Mac section of GEnie (file #18313), CompuServe and other online services. For those who want the performance of a realmath chip, FPU boards and various other expansion options have also been announced.

The LFF

The bizarre placement of the ESC key to the right of the space bar (huh?) and the all-in-a-row cursor keys are my two Least Favorite Features of the LC. Luckily, both complaints can be rectified by upgrading to Apple's extended keyboard or a third-party equivalent.

Another problem occurs in a few software packages with dialog boxes that don't fit on the LC's lower-res-than-usual monitor. In Studio/8, for example, the Help screen's NEXT and CANCEL buttons are positioned too low to fit onscreen, and cannot be seen or clicked with the mouse. A work-around solution is to use Stepping Out II 2.02 to enlarge the available screen area (versions of Stepping Outolder than 2.02 didn't work properly on machines with 32-bit Color Quickdraw installed, which the LC has built into its 512K ROMs).

Who's Complaining?

Another source of concern for some is the LC's limited power supply and single-slot expansion facilities. Not as easy to solve, but with a built-in floppy drive and hard disk, and connectors for 256- or 32,000-color video, network, printer, modem, keyboard, mouse, SCSI and audio in and out, what else could you possibly want to add? And if you do add something, at least a card designed to fit into the LC's processor direct slot needn't be restricted to the 10MHz data transfer rate of the Nubus of a Mac II series computer.

Overall, I like the LC a lot more than I thought I would. The screen is clear, the components compact and sleek. The keyboard feels good to the touch, and the Mac system software...well it's so good, that even a second-rate copy could

sell a million.

AMIGA PUBLISHING

PROGRAMS OFFER SOME UNIQUE FEATURES

by Nancy Lorieau

Product: PAGESTREAM V.2.1 Publisher: SoftLogik Publishing Corp., 11131-F S. Towne Sq., St. Louis, MO 63123

Price: Available in Canada for under

Product: PROFESSIONAL PAGE V.1.3 Publisher: Gold Disk, Inc., P.O. Box 789, Streetsville, Mississauga, Ontario L5M 2C2

Price: Available in Canada for under \$300

Product: SAXON V.1.1

Publisher: Saxon Industries, 14 Rockcress Gardens, Nepean, Ontario

K2G 5A8 Price: C\$445

here's something about seeing your words in print that's addicting. Because of this, desktop publishing operations have a tendency to grow beyond anyone's wildest dreams. It often seems that, once a newsletter goes into production, everyone wants to get into the act.

For this reason, when you're shopping for a desktop publishing program, it's wise not to look for a program that will only meet your present needs, but one which will continue to serve you in the future. Although some cost more than others, no good publishing program is inexpensive and an expenditure in one should be looked upon as an investment.

All three "high-end" desktop publishing programs for the Amiga have recently undergone major revisions, and some of these new editions include features not available for either Macintosh or MS-DOS machines. In this article, we'll take a look at these programs to see what each has to offer. Then, the choice of which to buy is up to you.

The state of the s

PageStream 2.1

When doing reviews, I try to approach each program as a "new user" byworking myway through the tutorials, alert to pitfalls that may befall the unwary. This was difficult to do with Pagestream, because I've owned and used this program, which was advertised as a rival to the MS-DOS "classics," since a copy could be had for \$50 and an old PageSetter disk.

Early versions of the program were obviously unfinished. The program was unstable and crash-prone, and, many of the promised features either didn't materialize or wouldn't work. At first, however, the updates were free

and, as improvements actually were implemented, the program gained a fairly large and almost "die-hard" following, particularly among non-PostScript users who found in its proprietary outline fonts a way of obtaining a crisp and professional output from even inexpensive dot matrix printers.

The big news about version 2.1 is its broadened compatibility. PageStream will now import text and graphics from a variety of sources (including Macintosh and MS-DOS formats). It will utilize both "bullet" and "Intellifont" Compugraphic fonts (for bit map printers), as well as almost all PostScript fonts and companion ".afm" files in the Adobe format. The program can even use most of the outline fonts in the Professional Page accessory packages!, and can utilize graphics produced with Gold Disk's Professional Draw. A excellent new manual is included in this version, as well as a handy-reference card.

I especially like the improved graphics handling function and PageStream's ability to import graphics as a "picture screen" from which portions of the graphic can be selected prior to being manipulated within the program.

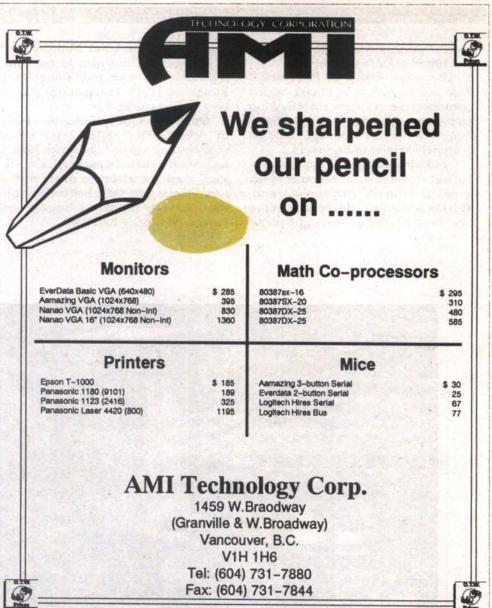
Only a few bugs and irritants are present. The most serious is Page Stream's tendency to "lose track of" portions of typefaces or graphics on medium-size documents, not only on-screen but in the printer output. As well, a bug in the printing function causes the program to periodically print the wrong number of pages. However, a tendency in Version 2.0 (not present in earlier versions) to refresh the screen after every keystroke has been partially corrected in Version 2.1.

On the plus side, PageStream's drawing tools are outstanding and the program has available an extremely wide range of fonts, some in the public domain. Although the program will run on 1-megabyte systems, 2 or more are preferable.

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Professional Page 1.3

Professional Page has, from the date of its first release, been regarded as the premier desktop publishing program for the Amiga and, in the face of increasingly stiff competition, has attempted to maintain this position. While the program does not offer as wide a range of features as PageStream, it has unique capabilities and a seamless, bug-free interface that is a pleasure to use. Especially convenient for layout purposes is a separate on-screen work area where por-





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tions of a document can be composed and stored prior to formatting.

The latest version of Professional Page comes with a VCR tape which introduces users to the world of desktop publishing. Veterans won't find anything new here, but the tape could be genuinely helpful to beginners.

Professional Page was the first publishing program for any computer which would perform color separations, and, with the addition, in this version, of the new Pantone Color Imaging System,

could still be considered "Number One" in this area. If you plan to use color separations in your publishing work, Professional Page, and an Amiga, should be your first choice.

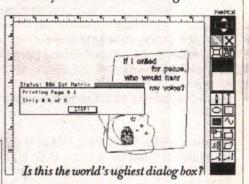
Other new additions include a builtin "Article Editor" (a text editor which replaces the program "Transcript," which had to be purchased separately); a "quickstart" card; the ability to rotate text; a new dithering mode for half-tone graphics; and both document tagging and paragraph tagging functions.

Professional Page is Compugraphic font compatible for excellent dot matrix or LaserJet printouts. A companion object-oriented drawing program, Professional Draw, allows you to create "jaggie-free" clip art and visual effects not available within the program itself. Gold Disk also markets typeface, template and clipart packages, and others are available from third-party developers and in the public domain.

Professional Page is very stable; all features work as promised; and Gold

Disk has a proven history of prompt and courteous customer support.

This program will run, with limitations, on a 1-megabyte system, but more memory is a distinct advantage.



Saxon 1.1

When, after a good deal of advance publicity, Saxon burst upon the scene, it received a cold reception from reviewers, mostly because of its non-standard interface, its PostScript-only output, and the fact that its paragraph-tagging function severely limits formatting excep-

These reviews were not quite fair. While the interface varies drastically from that utilized in other publishing programs, it is very easy to use and the program, overall, is stable. I experienced no system crashes while using this program, an unusual phenomenon with newly released Amiga software.

The program includes several features not found in other publishing programs, including bitmapped fountain fill PostScript textures; drop caps and drop shadows; and skewing of text and graphics. One feature which makes the program stand out among all others is its ability to use non-rectangular boxes for controlling text flow and to enter text both diagonally and vertically. Saxon also has outstanding color separation ability, including full trapping and undercolor removal.

New to Version 1.1 are a multi-page preview capability, automatic hyphenation, a hot-key feature, automatic page numbering, and two manual kerning utilities. Most of these additions bring Saxon up to the level of other Amiga programs, but a proprietary APEX color separation technology could bear watching in the future, and revised printing routines make this program tops when it comes to

providing speedy hard-copy output. Version 1.2, which may be available by the time you read this, will add dot matrix and LaserJet support through Compugraphic font compatibility, the capacity to show Encapsulated PostScript files on-screen, a built-in text editor, a true WYSIWYG PostScript display, and the ability to convert any portion of the screen to an .IFF or EPSF image

This program has a good deal to recommend it, especially in the design potential of its text-handling capabilities. It deserves serious consideration, but if you regularly use dot matrix output in your operation, even for preview purposes, I'd wait for Version 1.2 before investing. The program is marketed as being compatible with 1-megabyte systems, but 2 megabytes or more should be considered mandatory.

Nancy Lorieau is a communications consultant, writer and editor specializing in technical and business publications. She also has six cats, seven kids and five computers.



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TELECOMMUNICATIONS

Mind Link! Guide

by David Martyn

he first edition of the Mind Link! Beginner's Guide is now available for shipping! I wish I had this guide when I began my membership in Mind Link! which has now been in operation since December of 1986. Things have changed since then. In fact they change every week as the Sysop, Frank Reiter, changes the software every week.

Mind Link! now has as a main computer a 33 MHz, 0 wait state cached 80386 tower with 12,582,912 bytes of RAM, one gigabyte of hard drive storage, 8 US Robotics Courier 2400s, 4 US Robotics Courier 2400Es, 2 US Robotics HST 9600s,1 Telebit TrailBlazer Plus (19,200 bps) for a total of 15 publicly accessible lines. The system software was written by Frank Reiter of Reiter Software Inc. It runs under SCO Xenix 386 version V.2.31, a Unix system V compatible operating system for 386 AT compatible computers. As of January 2, 1990, the BBS source code consists of some 102,425 lines of C code compiled into 1,230,202 bytes of executable files. The core BBS program is 685,566 bytes.

As many of the new members are new to modeming in general, Mind Link! has written the reference guide for the true beginner. The guide is divided into two sections. The first section explains how to call into Mind Link! and set up on the system. The second section describes the options available from the Main Menu—a brief description of the feature and then a more complete description of the commands. For example, the chapter on Mail starts out with a brief explanation of what E-mail is. Following an actual screen clip of the Mail Menu, such topics as Sending, Subject Line, Editing, Sub-commands, Reading, and Sending a Parcel (sending a packed file to another member) are covered.

The guide is 59 pages and comes in a very attractive blue binder. Although the formatting was done with PageMaker on a Macintosh, the layout was not done very well. However, the information is helpful and Frank indicates that supplements will come out in the future to cover: scripts and local directories, Messages, UseNet and U.P.I. groups. They are currently investigating the possibility of having an online encyclopedia and other resources.

For the Apple community, the groups listed in the table give users access to

many messages a day that come from around the world. Downloads are also available. The only downside to the downloads for Macintosh users is that Zmodem is not yet available.

The cost of a Regular membership is \$54/year or \$36/half year (GST must be added). This fee includes the following: I hour free connect time per day, local messages, local electronic mail, file transfers, online games. There are additional optional costs that a member might incur with a Regular membership: extra time (\$1.80/hour after your first hour each day), local directory space (\$0.01/week/10k), posting to USENET (international messages) (\$0.15/inital+\$0.05/ k), international electronic mail (\$0.15/ initial + \$0.05/k), facsimile service (FAX) (\$0.30/page local; outside Lower Mainland-varies); Mind Link! Beginner's Guide/Reference card

The cost of a VIP membership is \$99/ year or \$66/half year (GST must be added). This fee includes the following: 2 hours free connect time per day, local messages, local electronic mail, free USENET posting (international messages), free international electronic mail, file transfers, online games, free local directory space, free anonymous mail. Additional optional costs that a member might incur with a VIP membership: extra time (\$1.80/hour after your first two hours each day), facsimile service (FAX), Mind Link! Beginner's Guide/ Reference card.

Mind Link! can be reached at the following phone numbers:

Main number: 576-1214 (Reaches ANY free line)

North Shore numbers: 685-1214, 294-6068, 275-9081 (MNP 5)

Aldergrove number: 856-3231

Should you join Mind Link?? Yes, it is the best available local board. I just wish that memberships were available that would offer half hour a day use so that those who would only use it for a mail system would be able to do so at a reduced cost.

Should you buy the guide? Yes, if you are new to modem use and feel hopelessly lost; otherwise use the online help.

David Martyn, Editor of the Apples B.C. Newsletter, joined Mind Link! in January of 1987 and is the oldest Apple member on the system. Reprinted with permission from Apples BC Newsletter Vol. 12. No. 3.



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Apple/ABCCS Meetings location: Burnaby Lake Clubhouse, Burnaby Sports Centre, SprottSt. & Sperling

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Apples B.C. Computer Society. Computer User Group for all Apple users, call 275-4983 information line; for membership info: Kiyo Masuda, 437-9935.

Architect User Group (Macintosh). Call Glen Schiller or Kal Gill, Byte Computers, 738-2181.

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Beaver Valley Commodore Club, 1st Tues., Montrose School Library. Call John Vink 367-6426.

B.C. Regional Users Group Society of Hewlett-Packard Users.

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B.C. Unix Users Group Dinner Meetings. 681-4473.

Chilliwack Commodore Computer Club (C.C.C.C.) -976,
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Data Processing Management Association (DPMA). Din-ner meetings 4th Tues. every month, Stanley Park Pavilion. Call Frances Dickson 660-8668 to register or Gail Nichols 660-9533 for information.

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Kaypro User Group/Vancouver Portable Computer Club,
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Laboratory PC User Group, Rm 2J38, BC Children's Hospital, Vancouver. 7:00 pm, every 2nd Wed. - \$10/year 737-1305.

Macintosh Owners - ABCCS contact: John Miller 438-1795.

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MacWest Computer Society, 2 monthly meetings for members, plus PD copy session. General Meetings 2nd Wed., 7:30 pm.

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NEC APC Users Group, Call Lee 980-5825. NewViews User Group, 322-6198, POCO, 1379 Laurier, Hyele Creek Centre.

NeXT Users Group, 275-5902 Lawrence Clark - last Wed.
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ORACLE Users Group, 1055 W. Hastings 222-1047
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Vancouver dBase Users Group, 2nd Wed., 7 pm. 800-1190 Hornby St. Van, 685-6645. Vancouver Electronic Publ. Assoc., 1115 W. 11th,

Vancouver, V6H 1K4 (mail). For info, call 733-9080 (leave msg).

Vancouver Netware Users Group, Les Lebbrant 275-8684.

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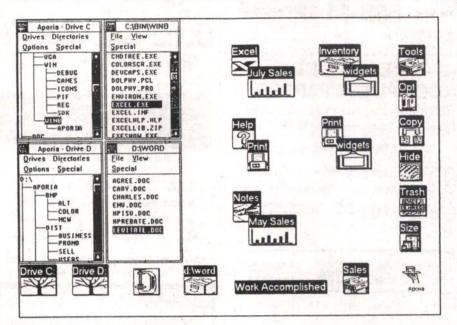
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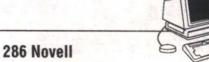
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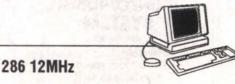


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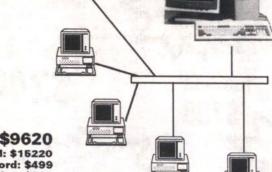
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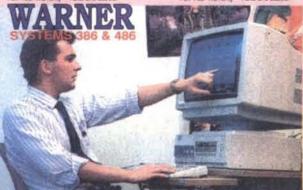
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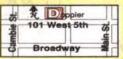
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ontrary to popular belief, networking personal computers in an office is not that difficult. Only when not so qualified personnel get involved do true network screw ups occur.

In this article we will lay out a ten point plan to developing a network strategy. This list is based on experience and was designed so as to fit most installations.

#1. GET HELP

Avoid doing an entire network installation on your own. Bring in an expert who can give you a different angle on the direction you should go. Besides, it never hurts to get a second opinion.

(Continued on page 2 . . .)

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APRIL IS CANON MONTH

(See Page 7 For Specials)

#2. CHECK WITH THE TROOPS
Too often network administra-

tors avoid finding out what the people using the network want. By approaching them you will also dowse any flames of insecurity they may have about networking.

As well, you will be instilling a sense of pride by making them feel that they were at least partly involved. Holding a group rap session is usually the best way of doing this.

#3. GO WITH EXPERIENCE If you decide to let a dealer or VAR (Value Added Reseller) do the installation for you, be sure to make

installation for you, be sure to make your selection wisely. There is no substitute for experience. Going with an untested vendor could end in disaster. If possible, see if you can visit two of their installations, and talk to as many reference sites as possible.

If you would like more information on this subject, see the article "Office Automation: Doing It Right" to headaches and lost productivity.

#5. TRAININGTwo rules of thumb on training in a network environment:

- If you have your own network specialist in the office, individual user training on network functions isn't absolutely necessary. It never hurts, how ever, for people to have an adequate working knowledge.
- If you don't have any network specialist in-house, and rely on your vendor heavily for support, be sure to have everyone trained on the basics, and at least one or two trained on more advanced troubleshooting and administration techniques.

One way in which you can streamline the network process and

Some hardware you should seriously consider include a tape backup unit (with tapes of course), uninterruptable power supply (for the file server), and a modem (for support services).

#7. SOFTWARE SELECTION Even though most of today's networks look and feel like DOS, that doesn't mean that any DOS based application will function properly on a LAN. Be sure that any and all applications you purchase are network aware.

#8. WHAT IF Waiting for a disaster to strike isn't good in business, and it certainly isn't good for networks. Be sure to cover as many "What Ifs?" as possible, and document your plans of attack.

#9. Going it alone could end up costing you in lost time and money. Arrange for a service and support agreement with your vendor.

#10. PLAN FOR TOMORROW
As the needs of the users on the network will no doubt change, so should your network be able to adapt. Future factors such as the expected number of users, hard disk space, and cabling should be addressed before installation.

Networking in the 1990's is an integral part of the evolution of computing. Be aware, however, that like with all things in business it must be done right.

If you have any questions please feel free to contact a network specialist at the ANO location nearest you, or call our National Head Office, Network Information Systems Group at (604) 276-8898.

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in our May 1990 issue of ANOVA-TION.

#4. Although cabling is the umbilical cord of any network, it is, in most cases, also given the least amount of attention .

Avoid falling into this trap! Planning out a cabling scheme which allows for clean expansion is vital. As well, be sure it is done by a qualified organization that deals strictly with data and telecommunications. Even if you are only hooking up two or three machines, it should be done properly and to building standards.

An improper cable job can lead

reduce training time is through a well co-ordinated menuing system such as Direct Access from Fifth Generation.

By relieving the user from learning network jargon and complex commands you are also reducing their stress level. Menu's also act as an excellent form of security and historically lower the number of problems.

#6. HARDWARE SELECTION Avoid being lured in by price. A killer deal could lead to a not so pleasant experience. Base your buying decision on the merits of the product and how well it fits into your strategy.



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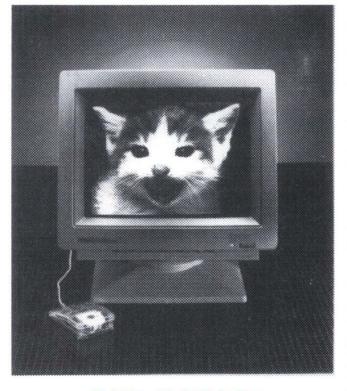


he arrival of the graphics working environment has spawned a desire by computer users to take a closer look at the monitors and graphics boards they are using (or plan on using).

Nanao (pronounced NA-NOW), a not-so-household name in the monitor industry, is a developer and manufacturer of one of the widest selections of display monitors in the industry. Established in 1967 to manufacture TV sets for Mitsubishi, Nanao didn't actually climb into the computer arena until 1985 with the development of graphics adapters and CRT monitors. Other achievements include the manufacturing of video products for NEC, Sony, and Akai.

Nanao's product line

begins with a 14" non-interlace 1024 x 768 colour display system, and ends with their top of the line 20" non-interlace 1280 x 1024 CAD monitor. Manufactured and developed under the most stringent guidelines, Nanao's primary focus is on quality control. Each monitor goes through a vigorous set of safety, shipping, reliability, and picture quality tests before



• T H E N A N A O • FLEXSCAN MONITOR SERIES

they leave the Matto, Japan factory.

Developed with the user's needs in mind, each monitor offers:

*Superb illumination, focus, and contrast ratio

** Stunning non-glare screen

*Easy access to major controls

*Low radiation emission

"We saw the Nanao product line at the Fall Comdex last year and were very impressed. The clarity of the picture is, in my opinion, unrivaled by anything on the market.", exclaims Tom Chan, General Manager at ANO's National Head Office in Richmond, B.C., "Deciding whether or not to carry the Nanao product line was not a tough decision. Quite

simply they are the best bang for your monitor buck."

More information on the Nanao monitor line is available through your nearest ANO location, or feel free to fill out and mail in the reader response card at the back of the newsletter.



British Columbia Institute of Technology (BCIT)

TRAINING

ANO / CCI Professional Training

Date	Course	Course #	Duration	Fee	Date	Course	Location	Fee
April 08	Intro. to DOS	53628	6 wks.	\$ 241.	April 02	Intro. to DOS	R	\$ 165.
April 08	ACCPAC G/L	53533	4 wks.	\$ 161.	April 03	Intro. to Quattro Pro	R	\$ 165.
April 09	dBase IV Level 1	53544	4 wks.	\$ 161.	April 04	Intro. to Windows 3.0	R	\$ 165.
April 10	WordPerfect Level 1	53557	4 wks.	\$ 161.	April 06	Intro. to Microcomputers	R	* FREE
April 10	Ventura Publisher	56849	4 wks.	\$ 161.	April 09	Intro. to WordPerfect 5.1	R	\$ 165.
April 11	Lotus 1-2-3 Level 1	53566	4 wks.	\$ 161.	April 10	Intro. to PageMaker	R	\$ 165.
May 06	ACCPAC A/R	56074	4 wks.	\$ 161.	April 11	Intro. to Word for Win.	R	\$ 165.
May 07	dBase IV Level II	53582	4 wks.	\$ 161.	April 16	Intro. to Lotus 1-2-3	R	\$ 165.
May 07	Lotus 1-2-3 Level I	53579	4 wks.	\$ 161.	April 17	Intro. to Ventura Pub.	R	\$ 165.
May 08	Ventura Publisher	56855	4 wks.	\$ 161.	April 18	WordPerfect Level II	R	\$ 165.
May 08	WordPerfect Level II	53598	4 wks.	\$ 161.	April 20	Intro. to MS DOS	R/K/E	Call
May 09	Lotus 1-2-3 Level II	53610	4 wks.	\$ 161.	April 23	Intro. to The Maximizer	R	\$ 165.
May 09	WordPerfect Level I	53676	4 wks.	\$ 161.	Other cou	* * NOTE : urses available in Lotus, Bedfo		icrosoft Word
					I	$R = Richmond \bullet K = Kelown$	na • E = Edmo	nton

Q: According to the WordPerfect 5.1 manual, I should be able to use expanded memory. However, when I load my EMS 4.0 driver on my 286, and then run WordPerfect it hangs up. What can I do?

A: One way to avoid this dilemma is by starting up WordPerfect with the command wp /32. This fools WordPerfect into thinking that it is actually using LIM EMS Version 3.2, and not 4.0.

The other way in which you can use EMS on many 286 based computers, is to invest in an EMS specific memory board such as those offered by AST and Intel.



TECH • TALK

WITH KEN NG

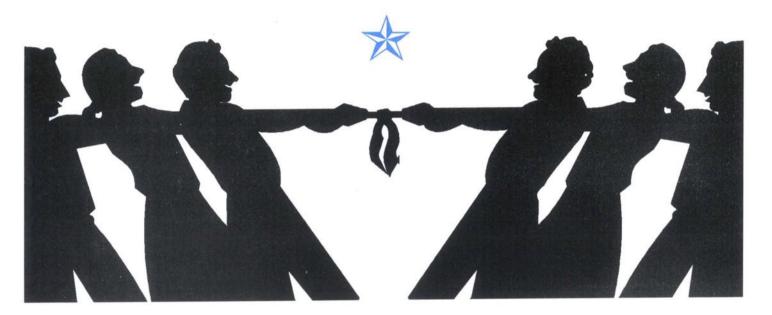
Q: Quite often my computer will either hang or give me memory errors. Is this a hardware problem?

A: In many cases the culprit is dirty power. Power fluctuations are very common, and can raise havoc with even the most expensive of computer equipment, causing errors and even damaging the hardware itself.

We recommend using an ESP power filtration unit which handles one of the widest spectrums of power fluctuations. Unlike power bars which offer minimal protection, the ESP units are designed to protect your investment.



286 vs 386sx



f you are a moderate computer user, or your current applications don't require a huge amount of processing power but you need more than that old XT can muster up, you're probably going to come across a decision of whether to buy a 286 or a 386sx.

The obvious advantage to buying a 286 based system is its price. Generally speaking 286s run about 30% less than a comparably equipped 386sx. So the question still remains:

Why bother?

#1: Memory Management

One of the biggest issues in the PC industry since its inception, has been memory management. The DOS base memory limitation of 640K is causing more and more headaches as applications mature.

With products such as 386Max and QEMM 386 on the market, RAM Cram is not as much of an issue for 386 class personal computers. The ability to load device drivers, network shells, and TSR applications into memory above 640K is a gift from heaven. Of course neither 386Max nor QEMM 386 support the 286 family of processors.

#2: Software Compatibility

One of the biggest falsehoods about 386 technology is that it isn't supported very well from the software applications side. The fact of the matter is that developers are producing 386 applications at blinding speeds.

Probably the most famous of these new applications is Microsoft's Windows 3.0. Developed with direct support for the Intel 386 family of processors, Windows allows users to operate the way they were meant to work - doing more than one thing.

Think about it. At any one moment and time, any task requires a group of smaller tasks. If one task has to be stalled for a period of time while another is initiated, it is not only time consuming but also you lose your train of thought.

#3: Productivity

Generally speaking, the faster the computer the more productive the user. By improving processing performance by an average of 35 to 50% (coupled with the ability to multitask), all jobs can be done quicker and with less effort.

Take the time to fill out the cost analysis in Figure 1. You may find that in fact an SX will pay for itself in time saved.

#4: The Future

Overall, it doesn't make sense investing today's dollars into yesterdays technology and expect to make any substantial gain. It is time for new PC buyers to take a hard look at what tomorrow will bring and take advantage of these wonderful new technological advancements.

Take fax boards as an example. Most fax boards for PCs support the ability to work in the background by off loading some of the processing to a chip on the fax board itself. However, as this process still requires the use of system resources it slows down the applications running in the foreground.

The cure for this is a faster, more powerful PC.

We seriously recommend that you take a close look at the 386sx as the next logical step. They may cost a little more, but they're definitely worth it.

Check Under The Hood

Bringing your car into the shop for a tune up once or twice a year is pretty much a necessity. But have you ever stopped and wondered if your computers and printers deserve the same treatment?

The fact of the matter is that PCs, dot matrix printers, and laser printers, all need to get the old once over at least once a year. Like cars, parts can break down due to dirt build up and neglect.

Aside from offering PC service and support at all ANO locations across Canada, we also offer either a depot or on-site service on PC and peripheral tune ups. This service is available for most makes and models of computer equipment and printers at very competitive rates.

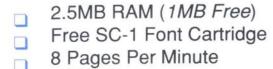
For further information, contact the ANO office nearest you, or call our National Head Office at (604) 276-8898.

Complete Your Own 386TM SX Cost Analysis System Depreciation Cost Per Day Total Cost \$ 4 Yrs/Days Cost Per Day 386 SX System Cost 1040 (A) 286 System Cost 1040 (B) Difference in 386 SX Cost/Day versus 286 System Cost/Day (C) = (A) - (B)**Employee Salary Cost** Payroll \$ Cost/Day Cost/Minute Yearly Salary (No Benefits) ÷ 480 Min. = 260 Days = (D) **OR Hourly Salary** ÷ 60 Min. = (D) Minutes of Employee Time Saved Required to Pay for Incremental System Cost System Cost/Day **Employee Salary** Minutes Saved To Pay Difference (C) Per Minute (D) For 386 SX Incremental Cost Per Day

FIGURE 1. A comparative cost/performance analysis between 286 and 386sx based computers.

Canon

MONTH

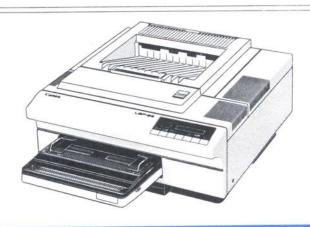


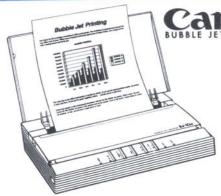
Canon LBP-8III

ONLY

\$ 2,195. ⁰⁰

Reg. \$ 2,700.00





Canon BJ-10e

Free Carrying CaseFabulous Print QualityWeighs 4 Lbs.

Optional Battery Available

ONLY

\$ 495.00

Reg. \$ 570.00

1.5MB RAM (1MB Free) Scalable Fonts

4 Pages Per Minute

Free Sheet Feeder

Canon LBP-4



ONLY

\$ 1,350. ⁰⁰

Reg. \$ 1,800.00

APRIL 1991 ANOVATION

TATIONS

New Additions

ANO Office Automation is proud to welcome four new additions to our offices in Surrey (Eric Houck - Technician), Vancouver (Cory Cuthbert - Sales) and Richmond, B.C. (Brad Calbrick and Peter Bouchard - Sales). We wish them all the best of luck!

Major Reduction

In a move to improve its share

of the competitive spreadsheet market, Computer Associates announced a 70% list price reduction on its popular SuperCalc 5 product. Effective immediately, the SRP for SuperCalc 5 will be \$ 179.00 Canadian (down from \$ 599).

LANtastic Note

Users looking to run Btrieve based applications on LANtastic,

the number one selling pier-topier Local Area Network operating environment in North America, should look to Novell instead. One example is The Maximizer. Although it is capable of running on the workstation stand alone, it crashes when operated in a network environment under LANtastic.



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