



# Bits of Blue



Fruit Fly invades Tampa

A Monthly Publication of the Tampa PC Users Group, Inc.

Vol. 10 No. 6 July 1997

## Meeting

**Productivity Point  
International (PPI)  
presents**

**Maximizing your Computer**

**July 9, 1997**

**6:00 PM**

**Museum of Science  
and Industry**

## PPI, Printer Wars and Hardware Support

*by William LaMartin, Editor, Tampa PC Users Group*

This month PPI is sending two Microsoft certified people to present a checklist for maximizing our computers and telling us how to plan for upgrades. Plan to bring pencil and paper for assigned exercises at the meeting.

Now, to fill in this empty space staring back at me, let me tell you about a very naughty printer. But before starting in on what is bad, I want to emphasize that I have three Hewlett Packard Printers here that have given very good service over the years. The HP IIIp has given reliable service for about five years. Unfortunately letting it sit idle during its sixth year caused a problem—possibly corrosion—that will need the services of the repair shop. But for the first five years there was absolutely no problem. The HP 855C also has performed as advertised for the year or two that I have had it. And the HP 4 Plus is simply superb, churning out its 600 dpi pages at the rate of 12 per minute. Of course it was considerably more expensive than the other two. Then there is the old Okidata Laser that a few years back cost almost as much to repair as it did to purchase—which at the time soured me on Okidata and printer repairs—but it is still working OK.

Now to the HP from Hell. It is the HP 5L, and ,thank God, belongs to someone else. Unfortunately that someone else is also someone for whom I provide computer help. The 5L is an inexpensive 600 dpi, four page per minute laser printer which produces nice looking output. However, it has a driver problem. The default driver is called the Host driver and is one of those drivers which provides a status window telling you all sorts of details about the printing job in progress. It also takes over your computer. One HP tech representative I spoke with described it as aggressive. I would describe it as very aggressive, since it

*(Comments.....Continued on page 9)*

INSIDE THIS ISSUE	
Comments	1
Minutes of last meeting	2
GoldMine - contact software	3
Micrografx Graphics Suite 2	6
Computer Shopping Adventure	8
Shareware/Freeware	9
Special Interest Groups	10
Members Help Line	11
Map	12

Visit us on the Web at <http://www.tbos2cla.com/tpcug/>  
At our August meeting PowerQuest will present Partition Magic.

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Contributors are asked to submit articles as an ASCII, Microsoft Write, Microsoft Word, or Word Perfect file to the editor at 821 S. Boulevard, Tampa, Florida 33606-2904 or upload to the BBS (News section of FILES).

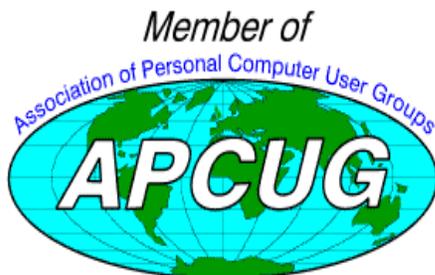
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## SECRETARY'S REPORT & MINUTES OF MEETING June 11, 1997

*Minutes and Comments by Merle Nicholson,  
Secretary, Tampa PC Users Group*

We gathered in the computer lab at about 6:35PM, with our President, Connie Kincaid, moderating. We had a short discussion on our SIGs, and a presenter, Raye Jones, talked about a free Internet access service, followed by a brief discussion of a members' CD-ROM. Then an excellent presentation was given by Jim Lindsay from Pilgrim Software concluding at about 8:15 with the monthly door prize drawing.

Raye Jones, with a new service called Savenet offers a free Internet dial-in account. It allows 1 hour per day, including email, to a maximum of 30 hours per month. For \$65 per year, their subscribers get 150 hours per month. The cost is borne by advertising subscribers. Ms. Jones gave a very animated, entertaining presentation, given the short time we had to offer. The company is based in Las Vegas. Contact them via modem at (813) 381-4030. To order via voice use (813) 381-6803. Visit their website at <http://www.savenet813.com>.

Jim Lindsay of Pilgrim Software, a Tampa based software company, gave a very good talk and computer slide presentation on their ISO 9000 software. This software is targeted at the mid-line and major corporations that want to invest in becoming ISO 9000 compliant. To better understand the product, a brief explanation of ISO 9000 is necessary. The International Standards Organization is an organization that is made up of representatives from member countries who work on establishing standards that are compatible with world-wide interests. It's kind of a voluntary rules committee. Now this isn't just the same bunch of people trying to set rules. It's a whole lot of working committees that have expertise in the field being addressed. So ... ISO 9000 is a set of rules that says if you want to have your company compete in the world market, and you have processes that run your company or manufacture products or offer services, then you must document those processes in a standardized way. After investing in the time to do all this, then you contract to one of several companies that are authorized to certify you as being ISO 9000 compliant. And you must re-certify periodically.

Pilgrim Software offers a product that is used to document and control processes and stores that information in databases. It helps those that are interested in becoming certified to present the materials needed to the certifying company. So if you have a process in your company, you need to document the process to prove you do it well. There ... that being said, let's move on to the presentation itself. I hope you haven't tuned

*(Minutes.....Continued on page 4)*

## GoldMine: “The Number One Rated Contact Manager”

by Bambi Bond, Tampa PC Users Group

**Why you should look at Goldmine.** Don't buy or upgrade another information management or communications software miracle until you have looked at Goldmine – it could save you time and money. This is not a premature release or a glimpse into the future – Goldmine is an up-and-running NOW-Time reality. You may already be using a variety of schedulers and databases to manage your time and keep track of your friends, family, and business contacts. Windows has enabled us to keep several of these programs open at a time, and with a few linked fields and clip-boarding, we have generally been able to move information around through our various calendars, PIM's — and database mailing and contact lists. Goldmine demonstrates that list-making and faxing and all that other organization and communications stuff can happen in one fat and happy program that's not terribly complicated nor horribly expensive.

**Getting Started.** Are we having fun yet? Not yet. The first task was to import ye olde database from Outlook into Goldmine. Goldmine has written documentation – two volumes that are logically organized, clearly written, and well illustrated. The documentation describes the processes, but ferreting out some of the necessary details requires digging. If the user doesn't accomplish the initial step of transferring old data, he will not use the program. I had already rehearsed this scenario a year ago (not a pleasurable memory) by having to bring the names, addresses and phone numbers from Schedule+ into Outlook.

**Exporting the Database.** My first step was to export from Schedule+ to DBase. Trying to recall the conventions of DBase III reminded me of trying to remember enough high school French to help my daughter with her studies – they didn't have the word for laundromat back in the olden days. So, headings of eight characters or less, no commas inside the fields, use tab-delimiters, you start to get the picture....

**Importing the Database into Goldmine.** Next is to import the .dbf file into Goldmine. Just correlate the field names, and slide right in? Not quite. Outlook has 2 address fields per record – business, home, and either can be designated as mailing address and the POB never has the same ZIP. I took advantage of the user-defined fields to create the second address fields, and after about the 5<sup>th</sup> trial import, practically despaired of ever accomplishing the Herculean import task -- please, Bill Gates, give me a stable to hose out next time! -- to include all phone and fax numbers, both home and office. So the database took a detour into a spreadsheet in Access, so that I could see the locations that Goldmine had alerted me of problems by record number. Well, for one, it seemed that the +1 that Schedule had put in front of the long-distance numbers

was sending a message to Goldmine that it was importing an Excel file. Oops! A few manual replacements resolved that tiny SNAFU. Now Goldmine was ready to go to work.

**E-mail.** Communications functionality is necessary in a contact manager. Goldmine has a wealth of links to ease Internet communications. It can message pagers, schedule faxes, queue and send email. I put the telephone dialer to work right away. It took some more reading to find the active link for e-mail buried in the Profile Folder. Once the protocols for your dial-up network are established, you can schedule your e-mail to be checked periodically. The counter only gives 99 minutes, so if you want to upload and check mail once or twice a day, it appears you will need to do it manually. If your contact has a Web site, you can enter it in the Profile Folder, and access it the same way.

**Bells & Whistles.** Goldmine is as fully loaded as a Lincoln Continental. It doesn't make coffee or walk the dog, but for the home-based or networked office there's not much else you could ask it to do for helping track your contacts. You can build a history of and plan a future for each contact with Automated Processes. For each phase of the contact development, the person or persons responsible have access to the history.

**Scenario for a new contact.** For example, say a contact browses to your widget homepage, signs the guest book. You retrieve his/her email response into your database. You have set up an automatic email action thanking them for their filling out your form and letting them know that you have attached an informational file in answer to their request. The response is triggered by a command to wait 2 hours after you have read the email. Follow-up by mail and/or phone is routed to and scheduled for the proper phone and mail people designated in your company. Completion of follow-up calls appears in the contact history showing the tracking of the client contact. And so on through the maze of marketing and sales.

**About Goldmine on the WEB.** If you jump on your favorite search engine and type in Goldmine, you will first go to a Jewelry sales site – and are almost immediately likely to be invited to look into an MLM company. Goldmine's address for product information is [www.goldminesw.com](http://www.goldminesw.com) on the Internet. You can download a demo version. Goldmine's email address is ready in your database with your newly installed software, so you can contact directly. From Goldmine's home pages, you can link to other companies' Websites that contain descriptions of Goldmine Software adaptations and Add-ons.

**Add-ons, utilities and dynamic linking.** Software programs to enhance Goldmine's capabilities, or utilities to dynamically link it to familiar and useful programs abound. Goldmine has a few of its own, like GoldSync, for updating data at multiple sites and for multiple hosts and users at predesignated sites. Since the name lends itself to play on words related to gold or mining, you can readily recognize most add-ons by their names

(Goldmine.....Continued on page 4)

(Goldmine.....Continued from page 3)

– or by a prefix or suffix of GM. I visited most of the third party adaptors who have Web sites but did not write to any email addresses:

- Accounting Links
  - Goldrush [72466.532@compuserve.com](mailto:72466.532@compuserve.com)
  - ACCGOLD [www.axiomsystems.com](http://www.axiomsystems.com)
  - GoldQuote [www.ccc24k.com](http://www.ccc24k.com)
  - GoldMAster, GoldWorks [www.efsys.com](http://www.efsys.com)
- Addressing Utilities
  - Dial-a-Zip, DAZzle [www.philix.com](http://www.philix.com)
  - Address PRO [www.smartersoft.com](http://www.smartersoft.com)
- Caller ID both Incoming and on-line
  - The Bridge [75112.3322@compuserve.com](mailto:75112.3322@compuserve.com)
  - ACTIVATE, NETACT, PICKUPS <http://tel-comp.com>
- Data Utilities
  - AIM Toolbar [www.aimtools.com](http://www.aimtools.com)
  - GoldTracker [www.up2date.com](http://www.up2date.com)
  - GoldBox & GoldboxLite for Laptops [www.gbxutil.com](http://www.gbxutil.com)
  - GMCalendar [www.resource-dynamics.com/goldmine.htm](http://www.resource-dynamics.com/goldmine.htm)
  - Split-Wizard [www.tssw.com](http://www.tssw.com)
  - WhiteGold [www.zfirmllc.com](http://www.zfirmllc.com)
- Email - Office Anywhere for GM [www.inasec.ca](http://www.inasec.ca)
- Expense Tracking - TABS for GM [www.inimageinc.com](http://www.inimageinc.com)
- Faxing Solutions
  - FAXPort [www.lansource.com](http://www.lansource.com)
  - GM-DOCS [www.zfirmllc.com](http://www.zfirmllc.com)
- Help Desk - HELPDESK for GM [www.resource-dynamics.com/goldmine.htm](http://www.resource-dynamics.com/goldmine.htm)
- Mailing/Phone list - PhoneDisc [www.phonedisc.com](http://www.phonedisc.com)
- Mapping Links
  - BusinessMAP & GIS for GM [www.esri.com/businessmap/](http://www.esri.com/businessmap/)
  - MapLinx for GM [www.maplinx.com](http://www.maplinx.com)
- Notes Integration - Prospero [www.oberon.com](http://www.oberon.com)
- Order Entry
  - QuotePro [www.pcstar.com/quotepro/quotepro.htm](http://www.pcstar.com/quotepro/quotepro.htm)
  - QuikLinx [102754.601@compuserve.com](mailto:102754.601@compuserve.com)
  - OAK!Quote for GM [www.oakhurst.com](http://www.oakhurst.com)
  - QwikQuote [www.qwikquote.com](http://www.qwikquote.com)
  - SalesOPs for GM [76734.1710@compuserve.com](mailto:76734.1710@compuserve.com)
- PDA Integration - Tele-Support Data-Sync for GM [www.tssw.com](http://www.tssw.com)
- Project Enabling - GoldProject [www.salesteam.com](http://www.salesteam.com)
- Scanning Tools - Smart Business Card Reader [www.seikosmart.com/sbcr.htm](http://www.seikosmart.com/sbcr.htm)
- Service Tracking - Service 2001 [www.microdoctor.com](http://www.microdoctor.com)
- Telephony
  - Link & Sales Call for GM [www.page-tel.com/](http://www.page-tel.com/)
  - PHONETASTIC [www.SoftTalk.com](http://www.SoftTalk.com)
  - BlackGOLDTM [www.ctsnet.com/gm.htm](http://www.ctsnet.com/gm.htm)

**A lot of software for your money.** I have spoken with ACT!

(List, \$199.00) and Telemagic (List, \$500, Single user; \$1300, Network) users who believe they have built their businesses with their contact manager software. Goldmine appears to have stepped ahead of these two popular programs by encompassing the most frequently needed information and communications functionalities within a single program, particularly in the internet compatibility. Goldmine (List, \$295) may be installed as a network version or for a single user, and can be dynamically linked to your other programs.

**Minuses.** How do you take a plus and turn it into a minus? Say that you have a feature, and then make it invisible, or hard to do or find. According to the manual, the e-mail supports RTF, but when you arrive there, the editing tool bar doesn't give you color and font options. Right-button mouse functions are mixed with <F2>, and they don't seem to work with consistency. The On-line help in MSOffice lets you ask a question that launches a search on keywords. That would be useful in Goldmine, because I still might find the dog-walking function. In the meantime, Goldmine can fax the pizza order while Queenie and I enjoy each other's company. ♦

(Continued from page 2)

out on this because Jim gave a very interesting presentation. I haven't seen so much interest generated in the audience at any other presentation. Jim finally had to stop at 8:15, but there were people there that would have asked questions for another hour.

Pilgrim is an employee owned company in Tampa. They currently have 36 employees; many were just hired this year. They started with just 3 people 3-1/2 years ago. Their profitability in 1996 was 1.5 million dollars and they expect 3.5 million in 1997. This is from a program that costs just \$500 per user. Of course, a company will need a lot of licenses, but still .... Also, I believe he said that all the employees are at least bilingual. His own second language is Japanese.

The demonstration was about just one of the six modules - the one on documents and controls. This module has an underlying database that stores documents. The formats of the documents are of your own choosing. The company using this sets up rules controlling the routing, security and approvals and publication of all the documents, and the software not only stores it but also presents the information about the documents in a non-database way. The information presented is about the process. It has reminders and even sends e-mail to people

(Minutes.....Continued on page 12)

### SOFTWARE AVAILABLE FOR REVIEW

1. **G-NOME** - 7th Level - Pilot more the 20 different mechanized vehicles in war action- Win95, Pentium 90, 16 MB RAM & 4X CD required (13+)
2. **HELI COPS** - 7th Level - Helicopter war game simulation - Win95, Pentium 100, 8MB RAM, 4X CD
3. **Magic Cap** - General Magic - Organize all your communications: email, fax, etc. - Windows 95 CD
4. **Work Safe Office for Windows** - Production Technology Engineering & Management Services - Ergonomic risk analysis for computer work stations - Windows 3.1 & 95
5. **On File** for Windows - Arranges your files into fun-to-use "notebooks "
6. **How Would You Survive?** - Grolier - Multimedia Adventure (ages 7-12) - Windows CD
7. **Jump Start Preschool** - Knowledge Adventure - getting a head start on education (ages 2-5) - Windows CD
8. **Space Adventure**- Knowledge Adventure - up to the moment exploration of outer space (8-adult)
9. **Aviation Adventure** - Knowledge Adventure - complete world of flying (8-adult)
10. **SFPD Homicide: The Body in the Bay** - Grolier - Mur-

der Mystery Game (ages 13+) - Windows CD

(Call 251-3817 for information on review software)

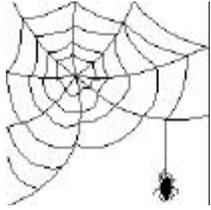
**People with software reviews due--we need them!**



Internet Picture of the Month

From MSNBC's coverage of the return of Hong Kong to China from Britain we have celebrating Hong Kong residents and a sad Prince Charles of Britain. MSNBC is at <http://www.msnbc.com/>.

### July's Interesting World Wide Web Locations

Tampa PC Users Group (that's us)	<a href="http://www.tbos2cla.com/tpcug/">http://www.tbos2cla.com/tpcug/</a>	
Center for Responsive Politics	<a href="http://www.crp.org/index.html-ssi">http://www.crp.org/index.html-ssi</a>	
Dia Center for the Arts - New York	<a href="http://www.diacenter.org/">http://www.diacenter.org/</a>	
Barnes & Noble	<a href="http://www.barnesandnoble.com/">http://www.barnesandnoble.com/</a>	
The Internet Chef	<a href="http://www.ichef.com/">http://www.ichef.com/</a>	
92.1 FM KRTS Houston, TX Classical Music	<a href="http://www.audionet.com/radio/stations/station.asp?station_id=29">http://www.audionet.com/radio/stations/station.asp?station_id=29</a>	
WSJT 94.1 FM Smooth Jazz Tampa	<a href="http://www.audionet.com/radio/stations/station.asp?station_id=63">http://www.audionet.com/radio/stations/station.asp?station_id=63</a>	
WFLA 970 Live Radio	<a href="http://207.49.155.80/970wfla/">http://207.49.155.80/970wfla/</a>	
EXTOXNET - Pesticide information	<a href="http://ace.ace.orst.edu/info/extoxnet/">http://ace.ace.orst.edu/info/extoxnet/</a>	
Tampa/Hillsborough Convention & Visitor Assoc.	<a href="http://www.thcva.com/index.htm">http://www.thcva.com/index.htm</a>	
boldtype - an online literary magazine	<a href="http://www.bookwire.com/boldtype/">http://www.bookwire.com/boldtype/</a>	
Medfly information from Fla. Dept of Agriculture	<a href="http://www.fl-ag.com/medfly/">http://www.fl-ag.com/medfly/</a>	
Restaurant Scene - an insider's guide to restaurnats	<a href="http://www.restaurantscene.com/">http://www.restaurantscene.com/</a>	
Nikon - the most complete collection of information	<a href="http://www.zaiko.kyushu-u.ac.jp/~walter/nikon.html">http://www.zaiko.kyushu-u.ac.jp/~walter/nikon.html</a>	
Micrografx	<a href="http://www.micrografx.com/">http://www.micrografx.com/</a>	
GoldMine Software	<a href="http://www.goldminesw.com/">http://www.goldminesw.com/</a>	
COMPUSA	<a href="http://www.compusa.com/prd.i/pgen/CompUSA/0L/compusa_menu.htm">http://www.compusa.com/prd.i/pgen/CompUSA/0L/compusa_menu.htm</a>	

Most of these links will join the many already on the Links page at our Web site, where you need only click on the name.

## Software Review

### Micrografx's Graphics Suite 2

by William LaMartin, Editor,  
Tampa PC Users Group

In the August 1996 newsletter I wrote a laudatory review of Micrografx's ABC Graphics Suite. That review, without the accompanying graphics, is included in the "Online Reviews" section of our Web site. However, since it is more than six months old, the full color PDF version of the newsletter has been removed from the "newsletters" section.

**Graphics Suite 2** is the 1997 version of that collection of programs. This suite of programs is designed to run in the 32 bit Windows 95 environment and to mesh with the Microsoft Office interface.

These programs are:

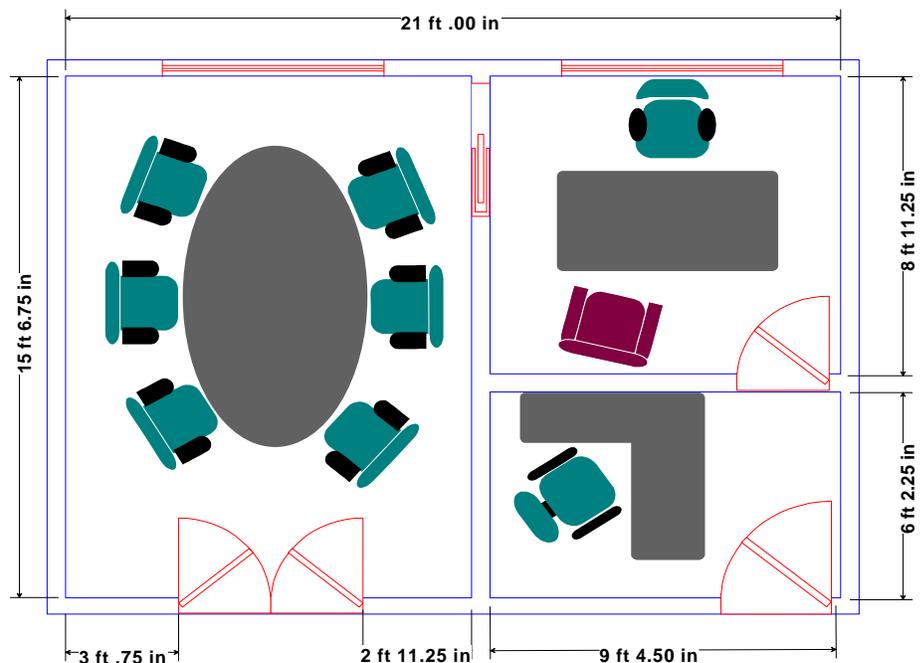
- Designer 7 is a Graphics creation program similar to Corel Draw.
- Flow Charter 7 is obviously a flow chart creator.
- Picture Publisher 7 is an image editing program.
- Simply 3D allows you to create animated 3D objects and 3D text.
- QuickSilver 3 uses Designer to create vector based graphical objects for the Web instead of the usual bitmapped images.
- Media Manager 7 manages your graphical files.

**QuickSilver** is the only new addition to the Suite, and the one most likely not to be used by the average user. So let's dispose of it first. I have used it to create interactive vector based graphics (which open much faster than their bitmapped counterparts) on Web pages. For example, when you click on a certain part of the graphic, an action is performed, say, the graphic changes colors. The one problem with QuickSilver, and the reason I haven't put such an example on the group's Web site is that the person viewing the Internet site must have downloaded and installed the ActiveX plugin or ActiveX control on his computer for all of this to work. When such facility is built into browses then I think it will be a more attractive tool for the average Internet surfer.

Back to the heart of the Suite. The first improvement I noticed was a fatter paper instruction manual (of course, there is extensive online help) for the programs and more clip art and graphics containing CDs. The manual, by taking you through

a couple of projects for each of the programs, introduces you to many of the tools and capabilities of those programs.

Even though I have used **Designer** and Picture Publisher extensively over the past year, there is always more to learn. In my previous review I dwelt on the placement and manipulation of graphics and text on a Designer page, with the emphasis on being both creative and informative. The graphic on this page is an example of using Designer's architectural drawing abilities to create a scale drawing of an office plan. But there is more to the plan than can be shown on the page. Additionally each object in the drawing can be assigned properties, e.g., cost which the program then tracks as you add furniture, windows, etc. Now, if we all had downloaded the QuickSilver plugin from Micrografx for our browsers, then I could put this Designer drawing on our Web site. With a bit of work, I could, then, make it possible for you to change the color of and even the placement of the furniture by certain



actions on your end.

One of the small improvements to Designer is much appreciated. When selecting a font for text, in the previous version only the font selected had its name displayed as it would appear. Now, when you display the font list, all the font names on the list are each displayed in the appropriate font. Of course, this would be time consuming on an old, slow computer. But, then, if you are doing much graphical work, you really don't want to be using an old, slow computer anyway. This brings us to the hardware recommendations: 486 DX or higher with 16 MB RAM and 200 MB free hard drive space; Windows 95 or NT.

To fine tune any graphical images you might want to use in

(Micrografx.....Continued on page 7)

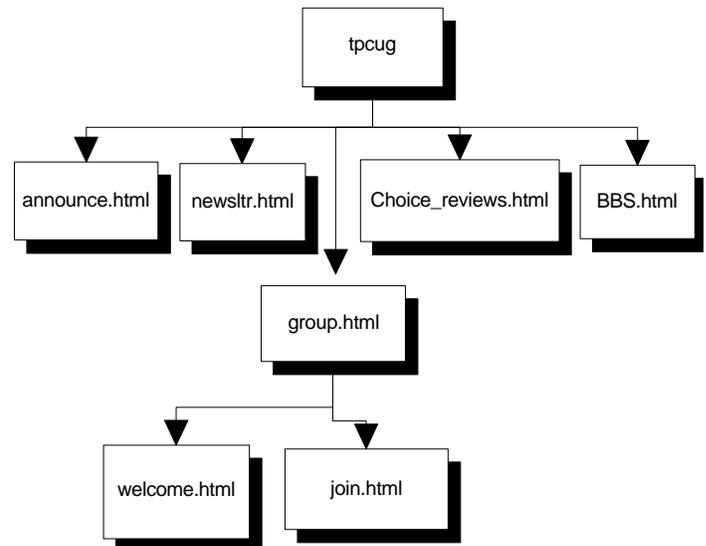
(Micrografx.....Continued from page 6)

your Micrografx Designer project, you would use **Picture Publisher**. As I said in the August 1996 review, I use this program more than any other in the Suite. I use it to enlarge, reduce, or crop images; to change their type, e.g. from .TIF to .GIF; to remove an unwanted background and possibly add a new background; to make a picture brighter or darker; to repair damage or remove an unwanted spot. There is so much that can be done with this program.

As an example of what you can do, I spent 15 to 20 minutes scanning two photos into Picture Publisher and merging them to produce the wild turkey in an orange grove on the University of Tampa campus. The result—indeed all the newsletter—looks much better in color, so if you are reading this in the paper copy of the newsletter, download the Adobe Acrobat version of the newsletter from either our BBS or our Web site and see what I mean.

I really have done no more with **Simply 3D** than to see that it works as advertised. 3D graphics at the present are not of very much interest to me, but I am sure to others this program would be quite useful.

**Flowcharter 7** is a major component of the suite. However, I don't understand what it has to do with graphics—except that a flow chart is, I suppose, a graphic. Anyway, I am glad they included it in the package, since it is quite a good program—if you need a flow chart program, and the Suite would probably not have been any cheaper without it. So I view it as a very nice freebie. Also, as I practice with the program, I am discovering I do have uses for it.



One use is in mapping Web sites. Micrografx has included a little WebCharter program that, upon being given a World Wide Web address, will go to the site and produce a listing of the pages there along with the internal and external links. And to provide a graphical representation of all of this, the WebCharter program turns this information over to Flowcharter, and we are presented with a flow chart of the Internet site showing the hierarchy of the pages and links there. The flow chart displayed above is a small portion of the chart created by the program for our TPCUG Web site.



After studying the examples in the manual, I must admit my awareness of the usefulness of flow charts has been greatly enhanced. Some different types of charts supported are:

- Standard flowchart
- Organization/family tree
- Cause-and-Effect chart
- Network chart
- Statistical process control charts
- Living FlowChart

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<http://www.micrografx.com/> ◆

## Computer Store Shopping Adventures

*by Merle Nicholson, Secretary,  
Tampa PC Users Group*

This will be a departure from the usual review or computer techie stuff I do. The reason my subject is computer-related at all is that this adventure occurred in a so-called "computer superstore". I've given it enough time now that I can relate this with some degree of detachment, but look out, I may just get steamed up again. On with the tale.

My company has a corporate account at this store and purchasing is extended to employees, so usually I call our rep at the store, describe what I want, check on availability and price, which is what I did this time. I got a good price (doesn't always happen) on some video memory and ordered it. It wasn't in local stock, so I could check back or just go in in a couple of days, which we did. My experience is that often they don't know an item is in, even when it is, and we live close by, so we go in without calling.

If the item is in, the commercial desk will have it. My son, Matt, and I went there, stood in a short line, identified the item so they could look it up on the computer. He looked it up and said ... "Hmmm .. well it's not here, but tell you what .. since it's an "upgrade item" check it out at the upgrade desk, it might have been received there, and we use separate databases and I can't access theirs. Give them this paper so they'll charge the right price." I should have seen it coming but didn't when he took a piece of scrap paper, wrote the stock number on it, the price and scribbled his initials. So off to the upgrade desk. Stood in a short line.

I gave this guy the paper, he looked it up, determined that he had it and while we waited, he rooted through some bins in the cabinet, went thru small packages to read labels and after some time came back with it in his hand. This guy says: "Go to the cashier, pay for it, bring the receipt back and I'll give you the memory". I said - "You've got to be kidding me." He said no - that's the way it must be done. I'm thinking here - why are they more trustworthy than I am? Will I pay for it and really get the memory afterwards? Well, sure I will. He handed the paper back to me. It occurs to Matt ... why don't they have a cash register of their own at the upgrade desk? Why not indeed? Now we really have to stand in line! There's one register open and a line - not a big one, but enough of a wait to warrant opening another register - which is what finally happens when we get to our own cashier.

Do you think this tale is nearly over? What can happen now? Well, I handed this scrap of paper to her, she looked at it and walked away toward the upgrade desk without a word to us. By the way, in this store, the entrance is blocked off so the

route to the upgrade desk from here is through the outside door and back in the inside door. Jeez. We watched her, somewhat mystified. She located our guy by showing this paper to all three back there, and then had a long conversation. About what, I can't imagine. I thought - say - being a trusted employee, she's there - would she bring the memory back with her and save me the trouble? No ... she's in motion back to us, and she has nothing but the paper. Remember now - she's gone some time and has basically abandoned her customers that are standing there behind us, but the new register has opened up.

She comes back and asks us - "Who gave you this paper?" Well .... shoot ... I'm thinking ... if that was the problem, why didn't she ask me in the first place? So I pointed out the guy at the commercial desk (in the opposite direction from the upgrade desk) and described him so she wouldn't waste any more time. So she abandons us again! And everyone in line behind us! Comes back more quickly now, apparently satisfied, mentions that she didn't recognize the initials on the paper and had to verify that it was "OK".

OK .. are we done? But no. Keys in things, like my phone number. What do they do with my phone number? In case my cash is bad? Settle down now ... don't get steamed. It's been a long wait, but it's nearly over with. No ... it's not over .. she says in as large a voice as she can muster: "Password !" and waits - not too long because the password person is the lady running the register behind us. Guess what .. this lady abandons her customers to come over, puts a key in the register and keys in some numbers. Now what the hell is this about? Is our cashier not a trusted employee? What is accomplished by this? Does anyone know?

So ... We get the receipt and guess what ... swing through the store outgoing door, back in the ingoing door ... stand in line ... Is this stupid or what? Do I ever want to buy anything here again? No. Stood in four damn lines to buy one small item.

So let's see what we can learn by this. Most of us work for companies. Maybe we aren't in retail. I'm not, but in a lot of ways my company is, because our revenue comes from the public. What's the objective? Mostly to process people out the door with a maximum number of purchases. In other words, exchange their money - as much of it as you can, and give good value in return so they'll come back and do it again. Is it to our mutual advantage to make this exchange as pleasant and expeditious as possible? You bet it is. ♦

## Larry's Links Recommended Shareware/Freeware

by Larry Anders, Librarian, Tampa PC Users Group

If you're reading this from the printed newsletter, type in the link address in the **URL** address area of your Internet browser exactly as you see it with NO spaces. If you have downloaded the **.pdf** file and are using Adobe Acrobat Reader ver. 3 the links are **hot**. (Just click on the link and you'll be taken there automatically.) I double-checked all these links and they worked at the time. (If you should have any trouble – call me. My number is listed in the front of the newsletter.)

### **RealPlayer (Progressive Networks, Inc.)**

File Size: 1.1 MB

License: **Free**

RealPlayer allows you to enjoy streaming audio and video on networks and the Internet. It provides enhanced sound quality and newscast-quality video to systems with 28.8 modems or faster. The RealPlayer includes the Buffered Play feature for playing content that is encoded for higher bit rates than your connection provides.

Requirements: Windows 95/NT, 8MB RAM, 14.4 modem or faster

<http://www.download.com/PC/Result/TitleDetail/0,4,0-29909,00.html>

### **PhoneFree (Big Bits Software)**

File Size: 237 KB

License: **Free**

Call anyone you want with PhoneFree, a browser plug-in for Netscape Navigator or Microsoft Internet Explorer. Compatible with existing phone programs like Netscape's CoolTalk and VocalTec's Internet Phone, PhoneFree offers a simple and fully integrated way to use your browser as a telephone. No one home? PhoneFree even allows you to leave voice mail for anyone who has an email address.

Requirements: Windows 95/NT, sound card, microphone, Netscape Navigator 2.0 or later or Microsoft Internet Explorer 3.0 or later

<http://www.download.com/PC/Result/TitleDetail/0,4,0-29740,00.html>

### **Acid Tetris (Dungeon Dwellers Design)**

File Size: 1.2 MB

License: **Free**

Stack up blocks in this remake of the classic Tetris game. Your goal is to line the pieces up horizontally. Get rid of the lines before the blocks pile up to the top of the screen. This game features interesting sound effects and visuals, and Acid smileys are there to keep an eye on you throughout the game, and to comment on your gameplay.

Requirements: DOS 3.1

<http://www.download.com/PC/Result/TitleDetail/0,4,0-29910,00.html>

### **TopDesk v3.0b (Snadboy)**

File Size: 110 KB

License: **Free**

How often have you had one or more applications running that have conspired to completely cover the desktop just when you needed to access something on the desktop, e.g. the Recycle Bin or the Internet icon??? Rather than continue enduring this frustration it's time you downloaded TopDesk. TopDesk adds an icon to the system area of the task bar that gives you complete access to everything on the desktop - system objects and files, including the display properties dialog. And best of all, TopDesk is freeware !!!

Requirements: Windows 95/NT

<http://www.snadboy.com/topdesk.shtml> ◆

(Continued from page 1)

will not coexist with another printer on the system. It also will not cooperate with a Zip drive or a network setup. So as long as you don't need any of these extras you might be OK. If you do want one of these features you must use the alternate driver for the 5L—the PCL driver. However, all is not perfect there either as a little history will show.

In setting up a new HP 200 mhz mmx Pentium computer with 32 MB RAM and a 4 GB hard drive by installing all the old programs and data from the previous machine, everything went fine until I came to what should have been easy—installing two printers on the system. The Canon bubble jet installed fine. Then I installed the HP 5L, and troubles began. As expected it set itself as the default printer, and indeed that is what I wanted it to be. I did not, however, expect it to change other settings for the Canon printer. For example, it changed the Canon to print not to LPT1 but to file. And after the installation, neither of the printers would print consistently. I tried all sorts of tweaking to the printer settings to

(Comments.....Continued on page 10)

## Special Interest Groups

**Microsoft Access SIG** — **Canceled** (temporarily we hope)

### Lotus Notes SIG

This SIG meets every Thursday at Reflectone at 8:30 PM. It is a professional SIG focusing on Lotus Notes certification. Directions: Proceed west on Waters from N. Dale Mabry across the railroad tracks (which is about 1 and 1/2 miles), take second left on Savarese (United Technologies bldg. is just beyond it). Proceed on Savarese until you reach the Reflectone bldg. Take the North door. If you need to ask directions, there is a security guard at the location. *Contact Mike Hodges at hodges@reflectone.com.*

### Communications SIG

This SIG meets the first Monday of the month at 6 PM at the Reflectone Building. You must sign up to get on the list and to get by security. See the Lotus notes SIG for directions to Reflectone. *Contact Charles Howe: at 968-1207 or HOWE@INTNET NET*

### Genealogy SIG

This SIG meets the second Monday of the month at 7:00 PM at the Museum of Science and Industry. *Contact Jenny Lind Olin at 960-5723 or Ford Bond at 987-6309 .*

*(Comments.....Continued from page 9)*  
avail.

I finally gave up and called HP support—no 800 number, but at least I didn't have to pay the \$2.50/minute up to a \$25 max. for old equipment support. After much checking and changing, the lady told me that I would do better to change to the PCL driver for the printer. First she had me click on the uninstall program for the Host driver (there is actually a program group for this HP printer driver), and after "uninstalling" it I added, in the usual Windows 95 fashion, a HP 5L PCL printer. She said that this driver should be better behaved. To make things work still better, we set the printer to not spool, to print RAW data, and about everything else she could think of to emasculate the printer. Well, at least both printers seemed to now be working in harmony.

But that didn't last. Next day, the computer's owner called to say that the HP 5L was printing very slowly—40 seconds per page on a multiple copy print. It was supposed to put out a page every 15 seconds. I came over and wasted a lot of time spinning my wheels: turned back on spooling, etc., but nothing worked. In desperation, I reloaded that aggressive Host driver, and we were off and running. My solution to the printer conflict problem was to unplug the Canon when booting the computer if the HP 5L was to be used and vice versa if the Canon was to be used. Not elegant, but it worked. Or at least it seemed to work. Next day, the HP 5L was sending error messages and printing correctly one time then not the next.

This couldn't last, so back to HP support on our dime. I got a different tech representative who seemed more knowledgeable than the other (who had told me she only knew about printers when I asked her about a computer BIOS setting that could affect the computer's parallel port). He was the one who said that the Host driver was aggressive and that the other tech representative possibly hadn't gone far enough in removing all traces of

the Host driver. To do that he again had me run the Win 95 uninstall program, then we went to a DOS prompt and ran another uninstall program with two different switches, then we went to both the Windows directory and the Windows/System directory where we did two different wild card deletes in each directory on HP type files. After that he had me reinstall the PCL driver (the newest version I had gotten from the HP Internet site), and, as he promised, everything worked fine: 15 seconds per page printing and peace with the Canon printer.

That was a week ago. Yesterday I had a message on my answering machine that the 5L was back to printing 40 second pages. I called to check and had the individual list all the printer settings. They were the same as we had a week back. I am at a loss.

Do not buy a 5L. If you want to read others' problems with this printer do a usenet newsgroup search using DejaNews on the topic of "5L printer" AND "Problem" or some suitable variation. You will see that my 5L owner is not alone. I also wonder about the new 6L which is a replacement for the 5L.

My solution: Buy a more expensive printer like the HP 5. I still like production quality HP printers, but quite possibly HP has left something important out of the less costly home-use type of laser printer. If you do a lot of printing, your printer is almost as important as your computer.

By the way, I tried using a parallel port card to get an additional parallel port for the second printer, but the HP computer always produced an error message on boot—even though Win 95 seemed to like the card, and I was even able to print to both printers simultaneously. But who wants an error message on every startup, so it was back to the switch box (which is not what is causing all the problems). **Suggestions Welcome.** ♦

## Friends of the User Group

*We acknowledge the following firms for their support*

Museum of Science and Industry  
BCD (Brainchild Computer Distributions, Inc.)  
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Reflectone

*And these national software vendors for their demonstrations  
and contributions of evaluation software to our group*

Access Software	Micrografx
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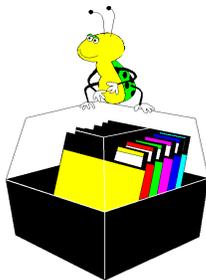
## MEMBERS HELP-LINE

The following phone list is provided for our Tampa PC Users Group members in an effort to establish local support for those frustrating times which we have all encountered while using our PC's. Please note that these are members that have volunteered to help you; treat them in a courteous manner. Be sure to ask if it is convenient for them to help you now, or if you should call another time. It would also be helpful to have your documentation and have it handy when you call. (Don't expect help if your software is an illegal copy or you do not have documentation!) TPCUG is not responsible for the information or advice provided by volunteers. Volunteers may or may not be experts in the subject matter. You are on your own with any advice received. Be aware also that some of these volunteers may be consultants in their area of expertise. If you are interested in volunteering to answer members' questions, either leave a message on the BBS or fill in the forms provided for this purpose at the meetings.

<b>Name:</b>	<b>Phone No:</b>	<b>Day:</b>	<b>Time:</b>	<b>For help on:</b>
Ed Buzza	685-5898	Mon-Sun	10am-9pm	WordPerfect 5.1 and 6 for DOS
Jim Clark	986-3888	Mon-Sun	10am-9pm	Express Publisher for Windows, Word for Windows
Charles Howe	968-1207	Mon-Fri	9am-5pm	Modems, BBS & Internet
Tom Cone	949-3716	Mon-Sun	7pm-9pm	Alpha 4 & Compuserve
Larry Anders	989-9119	Mon-Sun	6pm-9pm	Lotus 123 for Windows
Connie Kincaid	661-8185	Eve.+ Weekends	Leave message	MS Professional Office Suite
Merle Nicholson	879-3602	Mon-Fri	6:00pm-10:00pm	Hardware Memory Management, DOS, Windows 3.1 & 95, Visual Basic, Delphi
John Meroth	831-7878	Mon-Sun	Anytime except 6-8pm	OS/2, Database (general), Clarion, DTP (limited)
William LaMartin	251-3817	Mon-Fri	10am-9pm	Win 95, MS Office Suite, Internet

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*(Minutes.....Continued from page 4)*

when they need reminding that they must take action to fulfill the rules you've set up.

Jim did discuss one other module that raised some interest. This part tracks calibration information on measurement equipment. I wasn't able to write down all the functional modules, sorry. It was a very entertaining presentation. Thanks, Jim for a very good program.

We had a whole bunch of miscellaneous things to give away as door prizes this month. Ken Boyd and Sue Puigdomenech both won Internet Connection software. Sheree Weisenberg, a T-shirt and software. Wil Goble - a game called Tracer, and Clark Evans - OS/2 Family Fun Pack. ♦

