Windows Resource Directory

This appendix contains a list of resources to support learning and using Microsoft Windows. With Windows becoming accepted as a standard for PC computing, many companies are making products and services available to enhance the Windows experience. Microsoft also offers a wide array of support services.

Because there so many companies providing Windows-related products and services, it is inevitable that we have missed a resource that you know to be of value. If this is the case, please contact us so we can include it in future updates of the Directory. You can fax them to us at 206/883-8101, or send suggestions to:

Windows Resource Directory Updates, 3/2
Microsoft Corporation
One Microsoft Way
Redmond, WA 98052-0399

Contents of the Resource Directory

Microsoft Support Services

The following numbers can be called for assistance with using Microsoft Windows.

General Support

Microsoft
206/637-7098
Windows 3.0 support

Microsoft
206/637-7098
Windows Environment

Applications Support

Microsoft
206/635-7070
Excel for Windows support

Microsoft
206/635-7145
PowerPoint for Windows support

Microsoft
206/646-5100
WinStart: for corporate named accounts

Microsoft
206/462-WORD
Word for Windows support

Microsoft
206/635-7130
Works for Windows support

Windows for Foreign Languages

Windows is currently available in Chinese, Danish, Dutch, Finnish, French, German, Hanguel, Italian, Japanese, Norwegian, Portuguese, Spanish, and Swedish. Microsoft has also scheduled with the release of Windows 3.1 Arabic, Czech, Hebrew, Hungarian, Russian, Thai, Turkish, Bahasa Malaysia, Bahasa Indonesia, and Polish.

Microsoft Consulting Services

Microsoft Consulting Services (MCS) is aimed at helping you develop and manage a technology plan that gets your company off to a fast start. Our experienced staff helps with planning, management education, training—everything you need to successfully implement new technology. MCS helps to design and develop custom systems and to train thousands of employees.

MCS Australia
PO Box 91
North Ryde, New South Wales 2113
Australia
61/2/870-2200
61/2/805-0979 (fax)

MCS Boston
9 Hillside Ave
Waltham, MA 02154
617/487-6400
617/487-7925 (fax)

MCS England
Microsoft Place
Winnersh,
Wokingham, Berkshire, RG11 5TP
United Kingdom
44/734 270001
44/734 270002 (fax)

MCS Germany
Edisonstr. 1
D-8044 Unterschleissheim
Munich, Germany
49/89/317-050
49/89/317-05100 (fax)

MCS San Francisco
One Market Plaza, Suite 1550
Spear Street Tower
San Francisco, CA 94105
415/905-0235
415/905-0236 (fax)

Microsoft Consultant Relations Program

The Microsoft Consultant Relations Program (CRP) is designed for independent microcomputer consultants to help maximize the success of their business. In the program there are Associate consultants and Partner consultants. To qualify as an Associate CRP consultant you must first pass the Microsoft Certified Professional exams for MS-DOS/MicroHardware and Microsoft Windows, and submit an application. To qualify as a "Partner," you must first be an Associate and then take an application specific exam (for example, MS Excel and MS Word for Windows), submit sample code, references, and an application.

As an "Associate," you will receive substantial discounts on selected Microsoft products, a quarterly newsletter, a private CompuServe forum, and priority access to Microsoft technical support. As a "Partner," you also receive business referrals, beta testing opportunities, a regular monthly CD-ROM disk containing selected products and the contents of the Microsoft technical support database, and a license to use the "Microsoft Consultant Relations Partner" logo. For more information, call 800/227-4679.

If you are a customer in need of assistance from a Microsoft Consultant Relations Partner, please call 800/227-4679 and ask for the CRP Referral Specialist.

Microsoft Certified Professional Program

If you're a support coordinator, support engineer, systems engineer, reseller sales support engineer, consultant, network administrator, or anyone else who must gain and display technical expertise in Microsoft Windows, you should become a Microsoft Windows Certified Professional. Current certification — in this case for Microsoft Windows version 3.1 — demonstrates that you are the source for the latest information about Microsoft Windows. When a new version of Windows is released, you will be notified and you will be given the allotted time to complete any new requirements to maintain current certification status.

Upon successful completion of the Microsoft Windows Certified Professional requirements, you will receive a Welcome Kit that contains a Membership Card, Product Certification Certificate, CompuServe Intro Kit, product specific newsletter, a listing in the Microsoft Certified Professional Directory, and more.

To obtain the latest Microsoft Certified Professional brochure or if you have any questions about the Microsoft Certified Professional Program, please call Microsoft Insides Sales — System Software at 800/227-4679.

Microsoft Windows
Operating System Version 3.1 Administration Exam Topics

Installation and Setup
MS-DOS Mode and Windows
   Mode installation events
Customizing Setup
Express and Custom Setup
SYSTEM.INI, WIN.INI, and
   PROGMAN.INI

The Windows Files
Windows core components
Dynamic-link libraries
Files required for Windows
   to run in standard mode
Files required for Windows
   to run in 386 enhanced mode

Memory Management
Conventional, expanded, extended,
   and virtual memory
Loading MS-DOS into the HMA
   and advantages of MS-DOS 5
UMB: characteristics, loading
   device drivers
Standard mode: characteristics,
   minimum memory and hardware
   requirements
386 enhanced mode:
   characteristics, minimum
   memory and hardware
   requirements
Using conventional, expanded,
   extended, and virtual memory
Expanded memory LIM 3.2 and 4.0
   specifications
Swap files
Temporary and permanent
   swap files
HIMEM.SYS in Windows
EMM386.EXE in Windows
SMARTDRV.EXE in Windows
Windows system resources

Fonts and Printing
Typefaces and fonts
Windows screen font and a
   Windows printer font
Raster and vector screen fonts
TrueType fonts and standard fonts
Types of Windows printer fonts
LPT*x*.DOS port
Supporting COM3 and COM4
   with Windows

**Non-Windows Applications
and PIFs**
PIFs and PIF editor
Levels of non-Windows application
   support provided in standard
   mode and 386 enhanced modes
_DEFAULT.PIF

Networks
Installing and sharing Windows
   on a network
Setting up a Windows workstation
   with Windows installed locally
Setting up a diskless
   Windows workstation
Locations of each of the key
   files if running Windows from
   an attached file server
Advantages and disadvantages of
   setting up a network with
   Windows installed locally or
   from a file server
Network persistence feature
   of Windows
Winnet API
Network drivers and virtual
   network driver

Microsoft Authorized Training Centers

Microsoft Authorized Training Centers offer the most up-to-date Microsoft product information, courseware, and instructional techniques. Accreditation and support from Microsoft is your assurance of training that meets the highest professional standards. In addition to user training, most Authorized Training Centers offer a broad range of services, including customized training, train-the-trainer courses, courseware development, consulting services, and other out-of-classroom support.

To maximize the powerful productivity of Microsoft software, contact your nearby Microsoft Authorized Training Center by calling 800/426-9400.

ATC Training Services and Products

The following is a list of Authorized Training Centers (ATCs). This list is current as of February 10, 1992. For an up-to-date listing of the Microsoft third-party training organizations, please call Microsoft Sales and Services at 800/227-4679.

Alabama

ExecuTrain of Birmingham
2 Chase Corporate Dr., Suite 240
ExecuTrain, AL 35244
205/987-9877

Arizona

Computer Advantage, Inc.
1855 W. Baseline
Mesa, AZ 85014
602/897-1919

Computer Support Professionals
4545 N. 12th St., Suite B
Phoenix, AZ 85014
602/285-0655

ExecuTrain of Phoenix
410 N. 44th St., Suite 150
Phoenix, AZ 85008
602/231-0406

Mesa Community College
145 N. Centennial Way
Mesa, AZ 85201
602/461-4965

Typetronics
5717 N. 7th St.
Phoenix, AZ 85014
602/274-7253

WJM Computer Sales
3001 N. Stone Ave.
Tucson, AZ 85705
602/7924220

California

Abacus, Inc.
514 Bryant St.
San Francisco, CA 94117
415/759-2481

ABC Schools/ACT Training
4560 Alavarado Canyon Rd.
San Diego, CA 92120
619/280-9933

Accelerated Computer Training
3255 Wilshire Blvd., Suite 903
Los Angeles, CA 90010
213/388-0551

Agenda Business Center
111 N. First St.
Burbank, CA 91502
818/843-7954

Catapult
1 Market Plaza Stewart Tower
San Francisco, CA 94105
415/543-5400

Catapult
3333 Michelson Dr./Office Tower
Irvine, CA 92715
714/261-0477

Computer City SuperCenter
Village Shopping Center, 7901
Garden Grove, CA 92641
800/544-2936

ContractEd Computer Training
13315 Washington Blvd., Suite 203
Los Angeles, CA 90066
213/827-0303

Dublin Group, Inc.
4633 Old Ironside Dr., Suite 420
Santa Clara, CA 95054
800/434-8344

Dublin Group, Inc.
100 1st Street, Suite 350
San Francisco, CA 94105
415/227-4777

ExecuTrain of Los Angeles
1055 Wilshire Blvd., Suite 800
Los Angeles, CA 90017
213/482-3030

ExecuTrain of San Diego
5375 Mira Sorrento Place
San Diego, CA 92121
619/552-8800

ExecuTrain of San Jose
25 Metro Dr., Suite 620
San Jose, CA 95110
408/436-7990

ExecuTrain of Santa Ana
4 Hutton Centre Drive #670
Santa Ana, CA 92715
714/540-6440

Informative Edge
100 Bush Suite 845
San Francisco, CA 94104
415/392-5544

InfoTec Training Institute
5201 Great America Pkwy, Ste. 254
Santa Clara, CA 95954
408/562-6272

Innovative Solutions, Inc.
1320 National Drive
Sacramento, CA 95834
916/928-1700

Institute of Computer Technology
589 W. Fremont Ave/PO Box F
Sunnyvale, CA 94087
408/786-4291

***ATC Training Services,
continued***

Learnsoft, Inc.
5880 Oberlin Drive, Suite 600
San Diego, CA 92121
619/546-1400

MacMentor
2880 Zanker Rd., Suite 107
San Jose, CA 95134
408/433-0990

New Horizons Computer
   Learning Center
1231 E. Dyer Rd., Suite 140
Santa Ana, CA 92705
714/556-1220 x118

PC Etcetera, Inc.
690 Market Street
San Francisco, CA 94104
415/291-8585

Productivity Point Intl.
   Training World
562 Missions St., Suite 400
San Francisco, CA 94105
415/243-0100

Quickstart Computer Training
5862 Bolsa Ave #103
Huntington Beach, CA 92649
714/894-1448

Synrgy Computer Training
225 S. Lake Ave., Suite 401
Pasadena, CA 91101
818/356-0380

The Training Alternative
50 First St., Suite 505
San Francisco, CA 94105
415/442-0101

Colorado

Productivity Point International
4500 Cherry Creek Dr. S., Ste. 22
Denver, CO 80222
303/756-5756

Random Access
2370 S. Trenton Way
Denver, CO 80231
303/745-9600

SofTeach
3801 E. Florida Ave., Suite 504
Denver, CO 80210
303/759-1127

Connecticut

CPCE, Inc.
One Corporate Drive, Suite 310
Shelton, CT 06484
203/925-0400

CPCE, Inc.
148 Eastern Blvd., Suite 210
Glastonbury, CT 06033
203/633-0400

ExecuTrain of Fairfield
Five High Ridge Park
Stamford, CT 06905
203/322-8444

Information Products, Inc.
17 Connecticut S. Dr.
East Granby, CT 06026
203/653-7822

Sys-Ed Microcomputer
   Learning Centers
3001 Summer Street
Stamford, CT 06905
203/356-1230

District of Columbia

Applied Technology Assoc., Inc.
1612 K Street NW, Suite 802
Washington, DC 20006
202/293-0909

Future Enterprises, Inc.
1331 Pennsylvania Ave NW
Washington, DC 20004
202/662-7676

Personal Computer
   Learning Centers
1101 17th Street NW #411
Washington, DC 20036
202/452-0888

Delaware

Online Consulting, Inc.
913 Market Street Mall
Wilmington, DE 19801
302/658-3018

Ziff Technologies
1001 Jefferson St., Suite 100
Wilmington, DE 19801
302/428-1330

Florida

Computer Savvy, Inc.
2382 W. Oakland Park Blvd.
Ft. Lauderdale, FL 33311
305/486-0644

Computer Tutors USA, Inc.
1242 Tiimberlane Rd.
Tallahassee, FL 32312
804/668-4090

ExecuTrain of Florida-Miami
8240 NW 52nd Terrace, Suite 305
Miami, FL 33166
305/470-2001

ExecuTrain of Florida-Orlando
604 Courtland Street, Suite 150
Orlando, FL 32804
407/740-7762

ExecuTrain of Florida-Tampa
4300 W. Cypress St., Suite 455
Tampa, FL 33607
813/878-2000

MicroAge
1335 Gateway Dr., Suite 2008
Melbourne, FL 32901
407/724-4691

Georgia

Caber Systems, Inc.
3159 Campus Drive
Nordcross, GA 30071
404/840-0067

Computer Essentials
6 Executive Park Dr., Suite 110
Georgia, GA 30329
404/633-3046

Executive Development Group, Inc.
1950 North Park Place
Atlanta, GA 30339
404/952-3030

ExecuTrain of Atlanta
1000 Abernathy Road
Northpark 40
Atlanta, GA 30328
404/396-9200

Micro Center Education
1221 Powers Ferry Road
Marietta, GA 30067
404/859-1545

ATC Training Services, continued

Software IQ
7000 Central Parkway, Suite 1000
Atlanta, GA 30328
404/698-0800

Hawaii

Computer Training Academy
810 Richards Street, Suite 123
Honolulu, HI 96813
808/531-0575

Idaho

ComputerLand
The Learning Center
4795 Emerald, Suite A
Boise, ID 83706
208/345-8024

Illinois

Catapult
1501 E. Woodfield Rd. Suite 105
Schaumburh, IL 60173
708/619-4216

Computer Support Centers/Satellite
108 Wilmot Rd., Suite 390
Deerfield, IL 60015
708/405-0545

Computer Support Centers
890 E. Higgins Rd., #156
Schaumburh, IL 60173

Crawford & Associates, Inc.
6250 River Road, Suite 12-150
Rosemont, IL 60018
708/698-6670

ExecuTrain of Rolling Meadows
1600 Golf Rd., Suite 500
Rolling Meadows, IL 60008
708/806-6515

Productivity Point International
208 S. LaSalle St., Suite 526
Chicago, IL 60604
312/332-3865

Productivity Point International
1419 Lake Cook Rd., Suite 390
Deerfield, IL 60015
708/940-8495

Ziff Technologies
111 W. Washington St.
Chicago, IL 60602
312/807-4949

Indiana

ExecuTrain of Indianapolis
9100 Keystone Crossing, Ste. 750
Indianapolis, IN 46240
317/574-7057

LMB Microcomputers
6330 E. 75 St.
Indianapolis, IN 46250
317/849-4999

Iowa

ComputerLand of Iowa City
5 Sturgis Drive
Iowa City, IA 52246
319/351-4849

Kansas

ExecuTrain of Kansas City
6900 College Blvd., Suite 670
Overland Park, KS 66211
913/451-2898

Haddock Computer Center
PO Box 68440
Wichita, KS 67208
316/683-5211

Productivity Point International
505 N. Murlen Road
Olathe, KS 66062
913/829-7300

Louisiana

ExecuTrain of New Orleans
1450 Poyoras Street, Suite 610
New Orleans, LA 70112
504/593-2200

Maine

Professional Learning Center
2385 Congress St.
Portland, ME 04102
207/772-2335

Maryland

ExecuTrain of Baltimore
1829 Reisterstown Rd., Suite 360
Baltimore, MD 21208
410/602-0200

Image Tech., Inc.
7257 Parkway Dr., Suite 100
Hanover, MD 21076
410/712-4146

Washington Information Systems
2316 Price Ave.
Wheaton, MD 20902
301/949-8500

Massachusetts

Boston Center for
   Computer Applications
336 Newbury St.
Boston, MA 02115
617/247-0538

Catapult
888 Washington St., Suite 120
Dedham, MA 02026
617/329-3290

Computer Tutor Corporation/PPI
3 Newton Executive Park
Newton Tower, MA 02162
617/964-5858

Professional Development
   Group, Inc.
99 Bedford Street
Boston, MA 02111
508/872-1499

Professional Development
   Group, Inc.
160 Cochituate Road
Framingham, MA 01701
508/872-1499

Ziff Technologies
1601 Trapelo Road
Waltham, MA 02154
617/890-0009

Ziff Technologies
101 Federal St. 9th Floor
Boston, MA 02110
617/345-6731

Michigan

Computer City SuperCenter
Oakland Mall, 637 John R. Road
Troy, MI 48083
800/544-2936

Eglehart Training Centers
2882 Thornhills SE
Grand Rapids, MI
616/285-6898

ATC Training Services, continued

ExecuTrain
25330 Telegraph Rd., Suite 210
Southfield, MI 48034
313/352-9210

Midland Computer Shoppe
244 E. Main Street
Midland, MI 48640
517/631-5440

New Horizons/CTSC
33027 Schoolcraft Road
Luionia, MI 48150
313/525-1501

Remex Corporation
6095 28th St. SE
Grand Rapids, MI 49546
616/942-9800

Minnesota

Computer City SuperCenter
Centennial Lakes Plaza, 7491
Edina, MN 55435
800/544-2936

ExecuTrain of Bloomington
8400 Normandale Lake Blvd.
Bloomington, MN 55437
612/921-8844

Inacomp Computer Centers -
   Education
10371 W. 70th Street
Eden Praire, MN 55344
612/828-6784

Productivity Point International
1700 First Bank West
Minneapolis, MN 55402
612/341-0750

Missouri

Empower Trainers & Consultants
4714 Grand Ave.
Kansas City, MO 64112
816/333-8646

ExecuTrain of St. Louis
540 Maryville Centre Dr., Suite 1
St. Louis, MO 63141
314/469-9979

Forsythe Computers
8514 Eager, Suite G
St. Louis, MO 63144
314/962-9100

Personal Computer Institute
8961 Page Blvd., Suite A
St. Louis, MO 63114
314/426-2200

Systems Service Enterprises, Inc.
795 Office Parkway, Suite 101
St. Louis, MO 63141
314/997-4700

Nebraska

Computer Systems, Inc.
2819 S. 125 Ave., Suite 276
Omaha, NE 68144
402/330-3600

Nevada

Helpware/Microage
4084 S. Kietzke Lane
Reno, NV 89502
702/828-7000

Professional Computer Training
3973 S. McCarran Blvd.
Reno, NV 89502
702/829-8300

New Hampshire

Seacoast Computer, Inc.
12 Portland Ave.
Dover, NH 03820
603/749-6952

New Jersey

B & N Technology
32 Prospect Plains Road
Cranbury, NJ 08512
908/329-2349

Computer Applications
   Learning Center
100 Hanover Ave.
PO Box 1477
Morristown, NJ 07962
201/539-6050

ExecuTrain of
   Northern New Jersey
8 Campus Drive
Parsippany, NJ 07054
201/539-4444

Personal Computer
   Learning Centers
301 Route 17 North
Rutherford, NJ 07070
201/939-0003

New York

Buller, Owens & Associates
989 Ave. of the Americas
New York, NY 10018
212/695-0755

Compu-Tron
1620 Burnet Ave.
Syracuse, NY 13206
315/471-1953

Computer Applications
   Learning Center
1285 Ave. of the Americas
New York, NY 10019
212/765-9670

Computer City SuperCenter
SouthTown Shopping Ctr., 3333
Henrietta, NY 14623
800/544-2936

Computer City SuperCenter
Bells/Park Edge Rd.
2309 Eggbert
Tonawanda, NY 14150
800/544-2936

CPCE, Inc.
500 Fifth Ave., Suite 2400
New York, NY 10110
212/840-2470

Custom Computer
1775 Express Dr. North
Hauppauge, NY 11788
516/582-6699

Electronic Directions
220 East 23rd St., Suite 503
New York, NY 10010
212/213-6500

ExecuTrain of Western New York
403 Main St., Suite 627
Buffalo, NY 14203
716/852-6716

Logical Operations, Inc.
595 Blossom Road
Rochester, NY 14610
716/482-7700

Margolin, Winer & Evans
600 Old Country Road, Suite 210
Garden City, NY 11530
516/228-9077

PC Etcetera, Inc.
462 Seventh Avenue, 4th Floor
New York, NY 10018
212/736-5870

ATC Training Services, continued

PC Learn
240 West 35th St., Suite 400
New York, NY 10001
212/268-7278

PC Skills, Inc.
4476 Main St., Suite 202
Amherst, NY 14226
716/839-1304

Personal Computer
   Learning Centers
777 Old Sawmill River Road
Tarrytown, NY 10591
914/347-3200

Personal Computer
   Learning Centers
230 Park Avenue
New York, NY 10169
212/953-9800

Productivity Point International
1225 Jefferson Rd.
Rochester, NY
716/232-6650

Productivity Point International
19 West 44th Street
New York, NY 10036
212/398-6410

Sage Colleges Institute
   for Computer Education
140 N. Scotland Ave.
Albany, NY 12208
518/445-1707

Tiger Information Systems
84 William Street, 2nd Floor
New York, NY 10038
212/425-2222

North Carolina

Computer Co-Op
300 S. Elliot Rd.
Chapel Hill, NC 27514
919/942-7704

Computer Decision, Inc.
3100 Gateway Centre Blvd.
Morrisville, NC 27560
919/460-0071

Ohio

Auburn Career Center
8140 Auburn Road
Concord Twp., OH 4077-97
800/544-9750

Blue Chip Computers
3085 Woodman Drive
Kettering, OH 45420
513/299-4594

Cap Gemini America
3 Commerce Park Square, 23200
Beachwood, OH 44122
216/464-8616

Computer Business Skills, Inc.
3055 Kettering Blvd., Suite 210
Dayton, OH 45439
513/294-4636

Computrain, Inc.
6155 Rockside Road #300
Independence, OH 44131
216/447-4400

ExecuTrain of Cincinnati
4555 Lake Forest Dr., Westlake C
Cincinnati, OH 45242
513/769-6913

ExecuTrain of Cleveland
2 Summit Park Dr., Suite 430
Independence, OH 44313
216/524-4190

Inacomp Computer Centers
6 E. Fourth St., Suite 200
Cincinnati, OH 45202
513/421-0332

Jakab & Webster, Inc.
7333 Paragon Road
Dayton, OH 45459
513/438-8070

Logtec
2900 Presidential Dr., Suite 130
Fairborn, OH 45324
513/429-2928

Micro Center Education
11755 Masteller Road
Sharonville, OH 45241
513/782-8509

Micro Center Education
1349 Som Center Road
Mayfield Hei, OH 44124
216/449-7016

Micro Center Education
1555 W. Lane Avenue
Columbus, OH 43221
614/481-4407

Micro Computer Center/
   Connecting Point
1353 Lyons Road
Dayton, OH 45458
513/435-9355

Smith/Boehm Associates, Inc.
150 E. Campus View Blvd, Ste. 26
Columbus, OH 43235
614/847-0292

Smith/Boehm Associates, Inc.
8044 Montgomery Road, Ste. 405
Cincinnati, OH 45236
513/891-5212

Oregon

Alpha Computers, Inc.
15110 SW Bangy Road
Lake Oswego, OR 97035
503/620-7000

ExecuTrain of Portland
10220 SW Greenburg Rd., Ste. 535
Portland, OR 97223
503/452-6000

Group 3 Consultants
1201 SW 12th Ave., Suite 310
Portland, OR 97205
503/224-4961

Kinetic Computer Solutions
9225 SW Numbus
Beaverton, OR 97005
503/520-0555

Northwest Computer
   Learning Center
2659 Commercial SE #210
Salem, OR 97302
503/362-4818

University of Oregon,
   Continuation Center
720 SW 2nd St.
Portland, OR 97204
503/725-3055

Pennsylvania

Computer Resources &
   Training, Inc.
1617 J.F.K. Blvd., Suite 1145
Philadelphia, PA 19103
215/569-9100

ATC Training Services, continued

Gannon University
  Microcomputer Training
Ste. 101, Rothrock Bldg., 121 W.
Erie, PA 16501
814/456-3838

MicroAge
575 Springdale Drive
Exton, PA 19341
215/524-6665

MicroPower Systems
7942 Saltsburg Road, Route 380
Pittsburgh, PA 15239
412/337-0600

Professional Training
  Services, Inc.
1150 First Ave., Parkview Tower
King of Prussia, PA 19406
215/337-8878

Rockey & Associates
The Farmhouse, 12 Great Valley
Malvern, PA 19355
215/640-4880

UBM Training Center
45 Long Lane
Upper Darby, PA 19082
215/352-1444

Ziff Technologies
Liberty Center-1001 Liberty Ave.
Pittsburgh, PA 15222
412/355-0498

Ziff Technologies
7 Penn Center, Suite 405
Philadelphia PA 19103
215/557-7895

Ziff Technologies -- Corporate
1265 Drummers Lane, Suite 102
Wayne, PA 19087
215/293-4625

South Carolina

Entre Computer Center
1850 Sam Rittenberg Blvd.
Charleston, NC 29407
803/769-5600

PPI/Computer Consulting Group
1110 W. Butler Road, Suite C
Greenville, SC 29606
803/277-2870

Tennessee

Computer Learning Center
134 North Peters Road
Knoxville, TN 37923
615/691-1515

ExecuTrain of Memphis, Inc.
65 Germantown Ct., Suite 201
Cordova, TN 38018
901/753-2200

TCBC
5959 Shallowford, #203
Chattanooga, TN 37421
615/899-2464

Texas

AMRIS Training Systems
  & Solutions
4255 Amon Carter Blvd.
Ft. Worth, TX 76155
817/963-3520

AMRIS Training Systems
  & Solutions
1950 Stemmons Freeway, Ste. 303
Dallas, TX 75207
214/746-5660

BusinessWare Learning Centers
6565 West Loop South, Suite 140
Bellaire, TX 77401
713/665-1985

BYTE Management, Inc.
4907 Blue Mound Road
Ft. Worth, TX 76106
800/759-9300

CompuServe Systems
  Integration Group
1950 Stemmons Freeway, Ste. 206
Dallas, TX 75207
214/750-3388

Computer City SuperCenter
Highland Commons
5775 Airport Blvd.
Austin, TX 78752
800/544-2936

Computer City SuperCenter
Greenspoint Commons
12061 I-45 N.
Houston, TX 77060
800/544-2936

Computer City SuperCenter
Weslayan Plaza
3908 Bissonnett St.
Houston, TX 77005
800/544-2936

Edutech
11211 Katy Freeway, Suite 604
Houston, TX 77079
713/827-1314

ExecuTrain of Dallas
12201 Merit Drive, Suite 350
Dallas, TX 75251
214/387-1212

ExecuTrain of Texas, Inc.
2000 Bering Dr., Suite 700
Houston, TX 77057
713/784-1818

Learn Easy, Inc.
5615 Richmond #232
Houston, TX 77060
713/783-3279

MBA Seminars, Inc.
1950 Stemmons Fwy, Suite 5001
Dallas, TX 75207
214/746-5350

Napier & Judd
820 Gessner, Suite 1135
Houston, TX 77024
713/467-8300

Napier & Judd, Inc.
1950 Stemmons Frwy., Ste. 5037M
Dallas, TX 75207
214/746-5028

Productivity Point International
7800 Shoal Creek, #160-E
Austin, TX 78757
512/452-1200

Productivity Point International
8301 Broadway, Suite 120
San Antonio, TX 78209
512/828-9000

Software Academy
14785 Preston Road. #880, LB 58
Dallas, TX 214/788-1694
214/788-1694

Utah

USA Computer Training Center
1739 S. Redwood Road
Salt Lake City, UT
801/972-3422

ATC Training Services, continued

Virginia

American Computer Institute
of Training
105 W. Broad St., Suite 501
Falls Church, VA 22046
703/538-2248

Applied Technology Assc., Inc.
131 Park Street NE
Vienna, VA 22180
703/281-7200

Catapult
2011 Crystal Dr. #608
Arlington, VA 22202
703/271-9800

Chaney Computer Associates
1215 U George Washington
Memorial
Tabb, VA 23693
804/873-1580

ExecuTrain of Washington DC
1600 Spring Hill Road, Suite 220
Vienna, VA 22180
703/506-9800

First Step Computers/MicroAge
4925 W. Broad St., #406
Richmond, VA 23230
804/358-5881

Gestalt Systems, Inc.
610 Herndon Pkwy., Suite 900
Herndon, VA 22070
703/471-6842

Software Control Intern'l, Inc.
1735 N. Lynn St., Suite 975
Arlington, VA 22209
703/528-4008

Washington

Catapult
13000 Northrup Way, Suite 4
Bellevue, WA 98005
206/882-2036

Computer City SuperCenter
Totem Lake Mall, 12526-A
Kirkland, WA 98034
206/800/544-2936

Dotson Institute
2310 130th Ave NE
Bellevue, WA 98005
206/882-6030

ExecuTrain of Seattle
19515 North Creek Parkway
Bothell, WA 98011
206/485-2508

Green River Community College
841 N. Central Ave., Suite 106
Kent, WA 98031
206/872-6361

Interface Computer School
N. 4601 Monroe, 3rd Floor
Spokane, WA 99205
509/327-7717

Olympia Computer Central, Inc.
3700 Pacific Ave South, Suite A
Olympia, WA 98501
206/491-8768

Wisconsin

ExecuTrain
300 N. Corporate Drive, Suite 140
Brookfield, WI 53045

Starting Point, Inc.
333 Bishops Way, Suite 124
Brookfield, WI 53005
414/784-0557

Independent Training Services

Attar Computer Consulting
90 Park Avenue 30th Floor
NYC, NY 10016
Contact: Alan Attar
212/543-6623
Onsite Windows 3.0 and Word for
Windows training for novice and
intermediate users.

Cybernetic Research Assc., Inc.
4 Wheatley Avenue
Searingtown, NY 11507-1515
Contact: Steve Lefton
516/873-9668
516/248-5990 (fax)
Onsite Windows 3.0 support for
novice users.

Finnegan O'Malley & Co., Inc.
1945 Washington St., 7th Floor
San Francisco, CA 94109-2967
Contact: Fran Finnegan
415/929-7386
CompuServe: 76244,145
Provides consulting and contract
programming services.

Introduction to Windows
Oxko Corporation
PO Box 6674
Annapolis, MD 21401
410/266-1671
410/226-6572 (fax)
Contact: Steven Oxman
Windows for novice users.

Michael Price Associates
3517 Edison Way, Suite B
Menlo Park, CA 94025
Contact: Michael Price
415/369-4800
415/369-1379 (fax)
Onsite Windows installation and
consulting services for all users.

Personalize Software, Inc.
6636 11th Ave N.
St. Petersburg, FL 33710
Contact: Joe Poston
813/343-3488
Microsoft C for Windows.
Basic Windows Tutorial.
Microsoft C for advanced users.

Support Coordinator Training

Inside Windows 3.0
Nationwide travelling workshops
for intermediate to advanced users.
Now through May 13, 1992
Sponsor: Mastering Computers, Inc.
Continental Plaza
11000 N. Scottsdale Rd., Ste. 175
Scottsdale, AZ 85254
800/800-3436

Inside Windows 3.1
Nationwide travelling workshops
for intermediate to advanced users.
June 30, 1992 - February 10, 1993
Sponsor: Mastering Computers, Inc.
Continental Plaza
11000 N. Scottsdale Rd., Ste. 175
Scottsdale, AZ 85254
800/800-3436

*International Windows Developers
Conference*
Boston, November 11-15, 1992
Sponsors:
Microsoft and Boston University
Contact: Andree Fontaine
508/649-9731

*London Windows
Developers Conference*
London, February 18-20, 1992
Sponsors:
Microsoft and Boston University
Contact: Andree Fontaine
508/649-9731

Windows Discovery Days
Nationwide travelling show
introducing users to Windows.
June 1991 to May 1992
Sponsor: Microsoft
800/426-9400

Windows World '92
A comprehensive Windows
conference held in conjunction
with Comdex.
Chicago, April 6-9, 1992
Sponsor: The Interface Group
300 First Avenue
Needham, MA 02194
617/449-6600

Disks, Tapes, and Videos Training

Disks

Microsoft Productivity Pack 3.1
This is a program that provides
a complete tutorial for Windows 3.1.
It features lesson modules on all of
the major Windows components
from launching programs to
installing new TrueType fonts.
For more information or to get the
Microsoft Productivity Pack call
800/426-9400 and ask for the reseller
location nearest you.

Windows Basics
Comsell, Inc.
500 Tech Parkway
Atlanta, GA 30313
(404) 872-2500
(404) 874-0451 (fax)
Videodisk training for novices.

Tapes

OneOnOne Computer Training
A Division of Mosaic Media, Inc.
2055 Army Trail Rd., Dept. W1091
Addison, IL 60101
800/424-8668
708/628-0550 (fax)
Cassette tutorial for novice users
of Windows 3.0 and 3.1, Word for
Windows, and Excel for Windows.

Personal Training Systems
828 South Bascom Ave., Ste. 100
San Jose, CA 95128
408/286-3843
408/977-1166 (fax)
Self-paced tutorial.

Videos

*Fundamentals of Microsoft Windows
Programming*
Microsoft, Order No. 157-050V200
Hands-on video training on
beginning programming basics
for Windows 3.0.

Getting to Know Windows
PBU (Power Back-Ups)
22924 Hartland Street
West Hills, CA 91307
818/888-9348
Introduction to Windows for novices.

Information at Your Fingertips
Microsoft, Order No. 098-20101
Bill Gates' keynote speech at
Comdex '90

*Personal Computing:
The Second Decade Begins*
Microsoft, Order No. 098-25752
Bill Gates' strategy for the next
10 years of computing.

The Dealer Training Video
Microsoft, Order No. 098-10771
A reseller's introduction to
Windows.

Windows Video
Microsoft, Order No. 050-030-570
Self running Windows introduction.

Technical Training When and Where You Need It:
Microsoft University

Microsoft University provides a proven curriculum on Microsoft systems and network products and a highly skilled staff of experts dedicated to launching courses that meet our customers' needs. Since 1987, over 25,000 software developers, programmers, support and systems engineers, network administrators, data processing professionals, and MIS managers have attended Microsoft University for hands-on technical training.

Microsoft University offers an integrated curriculum on Microsoft Windows, Microsoft Visual Basic, Microsoft C and C++, LAN Manager, Microsoft SQL Server, Microsoft OS/2, and Microsoft OS/2 Presentation Manager.

Microsoft University offers training at ten regional training facilities: Atlanta, Boston, Chicago, Dallas, Los Angeles, New York, San Francisco, Seattle, Toronto, and Washington, D.C., as well as technical training through the Microsoft international subsidiaries.

A Hands-On Approach to Learning

At Microsoft University, we believe that the proof of excellent training is in a student's ability to apply it. All Microsoft University skill-based courses are lab-based; the labs are designed as an integral part of the course. We provide a unique learning environment and exceptionally qualified instructors who combine real-world experience with academic excellence. Our classrooms are furnished with state-of-the-art hardware and classroom equipment.

Schedule an On-Site Course at Your Facility or Ours

Besides our formal classroom program, hundreds of companies have found that hosting a Microsoft University course at their location is a cost-effective way to leverage their training dollars. We provide the instructor, student materials, and expertise. On-site training also provides the opportunity to discuss product strategy and design issues more openly than might be appropriate in a more public setting. Companies can rent a classroom in any of our ten regional facilities to host a Microsoft University course for their own employees.

Video Training: Fast-Forward Your Skill Development

Microsoft University recently introduced a powerful series of technical video courses to give you additional flexibility to meet your ongoing training needs. Video courses are comprehensive, timely, and cost-effective. In addition, they offer an added benefit—a permanent resource for training new employees at a moment's notice. Microsoft University video courses boldly illustrate technical concepts through 3-D animation, lecture, and demonstrations. Hands-on lab exercises and a student guide reinforce the learning experience.

Custom Courses Expand Your Training Options

Unique training needs call for a custom course -- one developed with your specific goals in mind. Because we work with you to develop cost-effective solutions, you can take full advantage of your initial training investment now -- and in the future. Custom courses may be delivered on-site by Microsoft University or licensed for delivery by your internal training organization.

Licensing Programs Present a Global Opportunity

Corporations that need to train more than 20 employees on Microsoft systems have found many advantages in the Microsoft University licensing program. You receive timely, hands-on technical courses from the vendor of the product while bypassing the high cost of developing your own course. And you have the ultimate flexibility to have your own internal training organization deliver the course at any time, to any number of employees, in any of your offices.

Management Education Seminars Enlighten Decision Makers

As new platforms mature and economic pressures increase, leveraging your investment in information technology becomes increasingly important. Microsoft University has pioneered a series of high-level executive seminars and video briefings that address the organizational issues, methodology, and life cycles of new information technologies. These seminars are offered as public seminars and are also ideally suited and cost-effective for presentation at your location.

Training for Developers Using Microsoft Windows 3.1

Microsoft University recognizes the tremendous need for timely, relevant training on the Microsoft Windows operating system version 3.1. We have provided hands-on technical training for Microsoft Windows since its first internal release, and continue to expand our curriculum with courses that provide solutions for your most pressing development needs.

Fundamentals of Microsoft Windows Programming
$1595* per video course; $249 each additional set of student materials

This course is for experienced software developers who want to learn the fundamentals of creating applications for the Microsoft Windows operating system. This course covers the material similar to the Microsoft Windows Programming Environment course and prepares students for the Microsoft Windows Programming Advanced Topics course. Instruction is a mix of lecture and hands-on lab work designed to provide a broad-based foundation of programming skills in Windows. In addition to creating basic applications in Windows, students will learn how to use the Windows messaging system; implement basic user interface objects, such as windows, menus, and dialog boxes; and understand basic memory management techniques.

Microsoft Windows Programming Environment
Five days, $1500 per person

In this course, students create a basic application that displays a window. As the course progresses, increasing functionality is added to the application, such as menus, dialog boxes, and text. Students will learn to recognize and apply the basic elements of the Microsoft Windows application programming interface (API). At course completion, students will know how to use the Windows messaging system and basic memory management techniques, implement basic user interface objects, and create basic Windows applications.

Microsoft Windows Programming—Advanced Topics
Five days, $1500 per person

This intensive course is for experienced programmers who want in-depth information on various aspects of development for Windows. Students study user interface considerations, advanced menus, the help system, windowing, user data entry, advanced dialog boxes, multi-tasking, and the graphics device interface (GDI). At course completion, students will know how to create multiple document interface (MDI) applications, implement dynamic data exchange (DDE), and make full use of memory and the processor.

Exploring Controls: Video Training for Developers Using the Microsoft Windows Environment
$495* per video course; $99 each additional set of student materials

This video course is for experienced software developers who want to understand how to implement controls for Microsoft Windows applications. It explores various controls in the Microsoft Windows graphical environment, including buttons, static controls, edit controls, list boxes, combo boxes, scroll bars, and custom controls. Students will learn techniques for creating, managing, and using controls, including advanced techniques to use when a standard Windows control doesn't meet an application's requirements. Technical concepts are visually illustrated through 3-D animation and reinforced with hands-on lab exercises and a student guide.

Microsoft Visual Basic—Discovery
Two days, $600 per person

Coming Soon! This course helps students become familiar with the Microsoft Visual Basic programming system. The course covers structured programming and applications development for Microsoft Windows and prepares students to develop prototypes or simple multiple form applications. The Discovery course is the stepping stone to more advanced Visual Basic programming courses.

Microsoft Visual Basic Programming
Three days, $900 per person

This course is for programmers who have experience with structured programming languages and want to develop Windows applications using the Microsoft Visual Basic programming system for Microsoft Windows. The course teaches students the features and capabilities of the Visual Basic programming system, as well as the concepts needed to write sophisticated, event-driven graphical programs.

Advanced Programming for Microsoft Visual Basic
Three days, $900 per person

Coming Soon! This course introduces the advanced features of Microsoft Visual Basic. Students learn how to implement object linking and embedding (OLE), mulitiple document interface (MDI), advanced memory management, and optimization techniques. At course completion, students will know how to use these features, along with other Visual Basic tools, to add advanced capabilities and robustness to their applications for the Microsoft Windows environment.

Application Development Using Microsoft Excel 4.0
Three days, $900 per person

Coming Soon! An exciting new course for systems analysts, support engineers, and MIS professionals. The course assumes that students know how to build a simple spreadsheet, format cells, and create charts. Students will learn usage of macro code, dialog boxes, menus, and an introduction to dynamic data exchange (DDE). Students also explore advanced topics such as object oriented dialog boxes. At course completion, students will be able to create robust and flexible applications based on the Microsoft Excel 4.0 macro language.

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* Offer good only in the 50 United States. A charge of $7.50 shipping and handling, plus applicable state sales taxes, will be added to each video course order.

Training for Support Professionals Using Microsoft Windows 3.1

Microsoft University offers a comprehensive curriculum of hands-on courses to help support professionals optimize and customize computing platforms and improve their troubleshooting skills. These courses are based on Microsoft Windows 3.1, providing a timely opportunity to get a head start on this important new software release.

MS-DOS 5 Installation and Optimization: Video Training for Support Engineers and Advanced Users
$149* per video course

This short video course consolidates all the information support engineers and advanced users need to successfully install, optimize, customize, and support MS-DOS 5 on a group of PCs. The course features live demonstrations, 3-D animation, and screen displays to communicate technical information. Students learn how to optimize MS-DOS 5, automate the installation for multiple machines on a network, and customize the MS-DOS 5 shell to meet an organization's needs. In addition, students will be able to show end-users how they can take advantage of the new features of MS-DOS 5.

Microsoft Windows for Support Professionals
Four days, $1200 per person

This in-depth course introduces support professionals to the basic knowledge and skills needed to support users of Windows 3.1. These skills revolve around installation, optimization, customization, and support of the Windows operating system rather than the support of specific applications running under Windows. Students will be learn how Windows operates and will be able to optimize and customize Windows, automate the installation process over a network, and troubleshoot common problems encountered by end users. Lectures are supplemented with hands-on lab exercises to help you apply what you've learned immediately.

Upgrading to Microsoft Windows 3.1: Video Training for Support Professionals
$395* per video course; $99 each additional set of student materials

This fast-paced video course helps experienced Windows 3.0 support professionals learn the new features of Windows 3.1. Students will gain the technical expertise needed to support this upgrade throughout an organization. The course assumes extensive knowledge of Windows 3.0 and focuses on the new features and enhancements of Windows 3.1, including object linking and embedding (OLE), TrueType fonts, and new .INI and .INF files. Students will learn to optimize and customize Windows 3.1, automate the installation process over a network, and troubleshoot common problems encountered by end users. Technical concepts and skills are visually illustrated through demonstrations and 3-D animation, and reinforced through hands-on lab exercises and a student guide.

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* Offer good only in the 50 United States. A charge of $7.50 shipping and handling, plus applicable state sales taxes, will be added to each video course order.

Microsoft University Authorized Training Centers

Take the Microsoft Windows for Support Professionals course closer to home. Because of student demand, now you can take the Microsoft Windows for Support Professionals course at Microsoft University authorized training centers across the country. The Microsoft University Training Alliance members listed here are licensed to teach this comprehensive course on installing, optimizing, customizing, and supporting the Microsoft Windows 3.1 graphical environment.

Contact these organizations directly for schedule information or to register for a course. Our program is rapidly expanding with new locations. For information on Microsoft University Training Alliance members opening soon in your area, call Microsoft University at 206/828-1507. When your representative answers, please mention Department 812.

East

CompuServe
New York, New York
800/783-7894

CompuServe
Washington, DC
800/783-7894

MicroAge of Exton
Exton, Pennsylvania
215/524-8585

MicroAge of Exton
Philadelphia, Pennsylvania
215/524-6665

MicroAge of Hartford
West Hartford, Connecticut
203/233-0011

Professional Computer
   Development Corp.
Exton, Pennsylvania
800/766-7232

Professional Computer
   Development Corp.
Mars, Pennsylvania
800/766-7232

Microsoft University Authorized
Training Centers, continued

South

Computer Savvy, Inc.
Ft. Lauderdale, Florida
305/486-0644

DCA
Alpharetta, Georgia
404/442-4565

Professional Computer
  Development Corp.
Marietta, Georgia
800/766-7232

Computer Learning Center
Knoxville, Tennessee
615/691-1515

Southwest

CompuServe
Dallas, Texas
800/783-7894

CompuServe
Houston, Texas
800/783-7894

Midwest

Applied Computer Services, Inc.
Orland Park, Illinois
708/614-4900

CompuServe
Chicago, Illinois
800/783-7894

CompuServe
Columbus, Ohio
800/783-7894

Connect Computer Company
Eden Prairie, Minnesota
612/944-0181

Fourth Wave Technologies, Inc.
Troy, Michigan
313/362-2288

LANmind, Inc.
Chicago, Illinois
800/325-5267

Professional Computer
  Development Corp.
Toledo, Ohio
800/766-7232

Professional Computer
  Development Corp.
Cincinnati, Ohio
800/766-7232

Professional Computer
  Development Corp.
Livonia, Michigan
800/766-7232

Professional Computer
  Development Corp.
Mount Prospect, Illinois
800/766-7232

Professional Computer
  Development Corp.
Plymouth, Minnesota
800/766-7232

Professional Computer
  Development Corp.
Schaumburg, Illinois
800/766-7232

Systems Evaluation and
  Analysis Group, Inc. (SEAG)
Springfield, Illinois
217/523-1717

WORDLINK, INC.
Champaign, Illinois
800/359-5620

WORDLINK, INC.
Schaumburg, Illinois
800/359-5620

WORDLINK, INC.
St. Louis, Missouri
800/359-5620

West

American Digital Technologies
Costa Mesa, California
714/433-1300

CompuServe
Los Angeles, California
800/783-7894

CompuServe
San Francisco, California
800/783-7894

Infotec Development, Inc.
Santa Clara, California
800/282-7990

Infotec Development, Inc.
Santa Ana, California
800/282-7999

Infotec Development, Inc.
San Diego, California
800/282-7999

Learnsoft Corporate Training
San Diego, California
619/546-1400

Learnsoft Corporate Training
Newport Beach, California
714/253-7700

SQLSoft
Kirkland, Washington
206/822-1287

WORDLINK, INC.
San Francisco, California
800/359-5620

Online Services

The following are numbers for popular BBSs. These numbers will help you log on to the service from any city in the country. Listed below each BBS are the appropriate forums from which information or support for Windows is available.

Microsoft
Product Support Services BBS
206/637-9009

CompuServe
800/848-8990

WUGNET, the Windows Users Group Network, is an independent technical organization of Windows professionals. The mission of the organization is to foster the independent exchange of technical information support in the Microsoft Windows environment and related software/hardware. WUGNET has been a critical component of the Windows support community since 1988. If you have any questions, do contact us by typing **GO WUGNET** at any ! prompt.

This is a quick guide to online technical support in various aspects of Windows computing and specific Windows application support. WUGNET is an international technical organization of Windows professionals covering all aspects of Windows technology and computing. Just type **GO XXXX** where *XXXX* is the forum name you want to access. And enjoy!

Forum ID	*Section vendor name*	*Products*	*Phone*
ADOBE	5 Adobe	Illustrator	(415) 962-6076
	5 Adobe	Streamline	(415) 962-6076
	7 Adobe	Type Library/PC	(415) 962-6076
	17 Adobe	ATM for Windows	(415) 962-6076
	17 Adobe	Type Align/Windows	(415) 962-6076
ACAD	11 Auto Desk	AutoCAD for Windows	(415) 332-2344
BANFORUM	15 Banyan	Windows Support	(000) 000-0000
BLYTH	2 Blyth	Omnis 5/Windows	(415) 571-0222
	10 Blyth	Omnis 7/Windows	(415) 571-0222
BORAPP	14 Borland	Screenery	(408) 438-8400
	15 Borland	Object Vision	(408) 438-8400
BPROGA	8 Borland	Turbo Pascal/Windows	(408) 438-8400
BPROGB	6 Borland	C++ for DOS & Windows	(408) 438-8400
	8 Borland	Windows Programming	(408) 438-8400
	10 Borland	Paradox Engine	(408) 438-8400
	13 Borland	Windows Frameworks	(408) 438-8400
CD-ROM	4 CD-ROM Forum	Windows	
	12 Nautilus	Nautilus for Windows	(614) 761-2000
CENTRAL	9 Central Point	Windows Apps	(503) 690-8090
CLMFORUM	9 Computer Lang Mag	Windows Technician	(000) 000-0000
DBADVISOR	4 DB Advisor	Windows & Graphics	(619) 483-6400
DIGITALK	5 Digitalk	Smalltalk/V Windows	(213) 645-1082
DTPFORUM	3 Desktop Publishing	Desktop Pub/Windows	
	9 Desktop Publishing	Shareware Fonts	
DTPVEN	6 Custom Applications	Freedom of Press/W	(508) 667-8585
GRAPHVEN	7 Rix Softworks	Win RIX	(714) 476-8266
GUPTA	Gupta Support BBS	Quest	(415) 321-9500
	Gupta Support BBS	SQL Windows	(415) 321-9500
HPPERIPHER	4 Hewlett-Packard	LaserJet Windows Driver	(800) 752-0900
	5 Hewlett-Packard	DeskJet Windows Driver	(800) 752-0900
	6 Hewlett-Packard	PaintJet Windows Driver	(800) 752-0900
	7 Hewlett-Packard	ScanJet Windows Driver	(800) 752-0900

Forum ID	*Section vendor name*	*Products*	*Phone (continued)*
HPSYSTEMS	10 Hewlett-Packard	New Wave	(800) 752-0900
IBMDESK	4 IBM Desk Software	Current	(203) 783-7000
	7 IBM Desk/Claris	Hollywood	(203) 783-7000
LOTUSA	5 Lotus	123 for Windows	(617) 577-8500
LOTUSB	2 Lotus	Freelance for Windows	(617) 577-8500
	10 Lotus	Notes	(617) 577-8500
	11 Lotus/CC:Mail	CC:Mail for Windows	(617) 577-8500
LOTUSWP	2 Lotus WP	Ami & Ami Pro	(404) 256-2272
	3 Lotus WP	Ami Pro Macros	(404) 256-2272
	6 Lotus WP	SmarText	(404) 256-2272
	7 Windows Shareware		
	8 Clip Art & Graphics		
	11 Problem Uploads		
LTL	Lotus	Lotus Tech Library	(Tech Files)
MACAVEN	4 CE Software	Calendar Maker PC	(515) 224-1995
	5 Delta Point	Delta Graph Pro/W	(408) 648-4000
	14 Claris	Hollywood for Windows	(408) 987-7000
MACBVEN	6 Oldauvi	Read-It OCR	(305) 665-4665
	7 Software Ventures	Microphone II	(510) 644-3232
	9 T/Maker	I Hate Algebra	(415) 962-0195
	9 T/Maker	Windows Clip Art	(415) 962-0195
	14 Radius	Pivot for Windows	(408) 434-1010
MACCVEN	6 CoStar	Address Writer/Windows	(203) 661-9700
MIDIVEN	2 Turtle Beach	Wave for Windows	(717) 843-6916
	8 Big Noise Software	Cadenza for Windows	(904) 730-0754
WINAPA	1 Asymetrix	ToolBook	(206) 637-1500
	2 Attitash	AttiTools	(510) 654-0116
	2 Attitash	Dragnet	(510) 654-0116
	2 Attitash	Wide Angle	(510) 654-0116
	3 DaVinci	DaVinci E-Mail	(919) 881-4320
	4 Future Soft	DynaComm Async	(713) 496-9400
	4 Future Soft	DynaComm Elite 3270	(713) 496-9400
	4 Future Soft	DynaComm New Wave	(713) 496-9400
	4 Future Soft	Terminal Plus	(713) 496-9400
	5 Geographix	SeisMap	(303) 595-0596
	6 hDC Computer	hDC File Apps	(206) 885-5550
	6 hDC Computer	hDC First Apps	(206) 885-5550
	6 hDC Computer	hDC Icon Designer	(206) 885-5550
	6 hDC Computer	hDC Power Launcher	(206) 885-5550
	6 hDC Computer	hDC Windows Express	(206) 885-5550
	7 Hi-Q	Mission Control	(904) 756-8988
	8 MCAE	Inertia	(317) 497-1550
	9 Meta Software	Design/IDEF	(617) 576-6920
	9 Meta Software	Design/OA	(617) 576-6920
	9 Meta Software	MetaDesign	(617) 576-6920
	10 Micrografx	Charisma	(214) 234-1769
	10 Micrografx	Designer	(214) 234-1769
	10 Micrografx/Astral	Picture Publisher	(214) 234-1769
	10 Micrografx	Windows Draw	(214) 234-1769
	10 Micrografx	XPort	(214) 234-1769
	11 Polaris	PackRat	(619) 743-7800
	13 Publishing Tech	Batchworks	(512) 346-2835
	13 Publishing Tech	MultiTack	(512) 346-2835
	13 Publishing Tech	PubTech File Org	(512) 346-2835
	13 Publishing Tech	PubTech Text Edit	(512) 346-2835

Forum ID	Section vendor name	Products	Phone (continued)
WINAPA, continued	14 Roykore	OPUS I	(415) 563-9175
	14 Roykore	Instant Orgchart	(415) 563-9175
	15 Wilson Ware	Command Post	(206) 937-9335
	15 Wilson Ware	Reminder	(206) 937-9335
	15 Wilson Ware	Win Batch	(206) 937-9335
	15 Wilson Ware	Win Check	(206) 937-9335
	15 Wilson Ware	Win Edit	(206) 937-9335
	16 ICOM Simulations	Intermission	(708) 520-4440
	17 Playroom	Button Maker	(704) 536-3093
	17 Playroom	Makeover	(704) 536-3093
	17 Playroom	OSFrame	(704) 536-3093
WINNEW	1 New Uploads		
	2 Microsoft	Set Up/Installation	
	3 Microsoft	Running DOS Apps	
	5 Icons/Bitmaps/RLEs		
	6 Microsoft	Printing	
	7 Microsoft	Cardfile	
	8 Microsoft	File Manager	
	9 Microsoft	Paintbrush	
	10 Microsoft	Terminal	
	11 Microsoft	Hardware	
	12 Microsoft	Windows 2.x	
	13 Microsoft	The Soap Box	
	14 Microsoft	Customer Support	
	15 Microsoft	Write/Notepad	
WINSDK	1 Microsoft	Tools	
	2 Microsoft	Menus/Accelerators	
	3 Microsoft	Controls	
	4 Microsoft	Dialog Boxes	
	6 Microsoft	Fonts	
	7 Microsoft	Palettes & Color	
	8 Microsoft	Bitmap Prog/API	
	9 Microsoft	MDI	
	10 Microsoft	Windows Help System	
	11 Microsoft	DPMI/TSR	
	12 Microsoft	Setup & Install	
	13 Microsoft	Hooks	
	17 Microsoft	General	
WOLFRAM	4 Wolfram Research	Math Reader/Windows	(217) 398-0700
	4 Wolfram Research	Mathematica	(217) 398-0700
WORDSTAR	8 Word Star	Word Star Legacy	(415) 382-8000
	14 Word Star	Correct Grammar/Win	(415) 382-8000
	14 Word Star	Correct Letters/Win	(415) 382-8000
	14 Word Star	Correct Quotes/Win	(415) 382-8000
	14 Word Star	Correct Writing/Win	(415) 382-8000
WPMA	1 Windows/PM Assoc	Public	(408) 562-6065
	2 Windows/PM Assoc	Resources/Events	(408) 562-6065
	3 Windows/PM Assoc	Feedback/Comments	(408) 562-6065
	4 Windows/PM Assoc	Demos/Source	(408) 562-6065
WPSGA	10 WP Support Group	Word Perfect Windows	(301) 387-7322
XTALK	10 DCA/Crosstalk	Crosstalk for Windows	(404) 442-3210
ZENITH	15 Windows Shareware		

PC Magazine Areas

These areas on CompuServe can be accessed by typing **PCM:XXXX** where *XXXX* is the name of the desired forum.

When you want to leave the *PC Magazine* area and return to CompuServe itself, just type **CIS:XXXX** where *XXX* is the next forum you want to visit.

PC Magazine Forum ID	Section vendor name	Products	Phone
PCM:UTILFORUM	10 PCMAG Windows Utils		
PCM:PROGRAMMING	2 User Environments		
MSAPP	2 Microsoft	PowerPoint for Windows	
	3 Microsoft	MS Mail for Windows	
	7 Microsoft	Project for Windows	
	10 Microsoft	Works for Windows	
	12 Microsoft	Word for Windows	
	13 Microsoft	Publisher for Windows	
	14 Microsoft	Customer Support	
	17 Microsoft	Money for Windows	
MSBASIC	5 Microsoft	Visual Basic	
	9 Microsoft	Projects (Lurker)	
	14 Microsoft	Customer Support	
MSEXCEL	3 Microsoft	Excel for Windows	
	14 Microsoft	Customer Support	
MSKB	Microsoft	Knowledge Base	(Tech Files)
MSL	Microsoft	Software Library	(Tech Files)
MSLANG	7 Microsoft	Quick C for Windows	
	14 Microsoft	Customer Support	
MSNETWORKS	1 Microsoft	General	
	11 Microsoft	3rd Party Drivers	
MSOPSYS	10 Non-MS Win Drivers		
	11 Shareware/FreeWare		
	12 Press Releases		
	13 Software Demos		
	14 Microsoft	Customer Support	
	16 Microsoft	ISV Communications	
MULTIMEDIA	6 Multimedia Corp.	Windows Multimedia	(408) 737-7575
	12 Multimedia Corp.	MPC - Multimedia PC	(408) 737-7575
MULTIVEN	2 Meridian Data	Windows CD ROM Kit	(408) 000-0000
	4 Video Logic	DVA-4000 Card	(000) 000-0000
	8 Authorware	Authorware Pro Win	(415) 595-3101
	9 Ntergaid	Hyper Writer 3/Win	(203) 368-0632
	10 HSC Software	HSC Quick Show	(310) 392-8441
NORUTL	9 Peter Norton Group	Norton Anti-Virus/W	(408) 253-9600
	12 Peter Norton Group	Norton Desktop	(408) 253-9600
	13 Peter Norton Group	Norton Backup/Windows	(408) 253-9600
	14 Peter Norton Group	NDW Batch Tips	(408) 253-9600
NOVB	15 Novell	Windows	(801) 379-5900

PC Magazine Forum ID	Section vendor name	Products	Phone (continued)
NOVLIB	1 Novell File Libs	Novell New Uploads	(Tech Files)
	3 Novell File Libs	Netware 2.x Specific	(Tech Files)
	4 Novell File Libs	Netware 3.x Specific	(Tech Files)
	5 Novell File Libs	Client/Shell Drivers	(Tech Files)
	7 Novell File Libs	Btrieve/XQL	(Tech Files)
	11 Novell File Libs	Tech Info/TMSPs	(Tech Files)
	13 Novell File Libs	Other Patches/Driver	(Tech Files)
	14 Novell File Libs	Independent Develop	(Tech Files)
	15 Novell File Libs	Shareware/Demo	(Tech Files)
	16 Novell File Libs	Public Domain	(Tech Files)
	17 Novell File Libs	Other New Uploads	(Tech Files)
ORACLE	4 Oracle	Oracle Card/Windows	(415) 506-7000
	4 Oracle	ToolBook DLL	(415) 506-7000
PCEO	5 Intel	FaxIt for Windows	(800) 438-4769
	11 Intel	Net Satisfaxtion	(800) 438-4769
PCVENA	1 Button Ware	Take Note	(206) 454-0479
	13 Foresight Resources	Windows Drafix CAD	(816) 891-1040
PCVENB	8 DAC Easy	Main LAN for Windows	(214) 248-0305
PCVENC	15 Beyond	Beyond Mail for Windows	(617) 621-0095
PCVEND	2 Artisoft	LANtastic for Windows	(602) 293-6363
	8 Timeslips	Time Sheet Pro/Windows	(508) 768-6100
	15 Bloc Publishing	3D Charts to Go	(305) 445-0903
	15 Bloc Publishing	Wind-Ease	(305) 445-0903
PCVENE	4 Farallon	Apple Talk PC	(510) 000-0000
SBSALDFOR	2 Aldus	Pagemaker for Windows	(206) 628-2320
	3 Aldus	Persuasion for Windows	(206) 628-2320
	4 Aldus	Photo Styler for Windows	(206) 628-2320
	5 Aldus	Free Hand for Windows	(206) 628-2320
SPCFORUM	5 Software Publishing	Pro Write Plus	(415) 962-8910
	8 Software Publishing	Harvard Graphics/Win	(415) 962-8910
	9 Software Publishing	Harvard Draw/Windows	(415) 962-8910
	14 Software Publishing	Info Alliance/Windows	(415) 962-8910
	15 Software Publishing	Superbase Support	(415) 962-8910
	16 Software Publishing	Superbase 4 Adv	(415) 962-8910
	17 Software Publishing	Superbase 4 Devel	(415) 962-8910
SPINNAKER	2 Spinnaker	Plus for Windows	(617) 494-1200
	11 Spinnaker	PFS: Windows Works	(617) 494-1200
SYMFORUM	4 Symantec	On Target	(408) 253-9600
	11 Symantec	Just Write	(408) 253-9600
	13 Symantec/Zortech	C++ for Windows	(408) 253-9600
VENTURA	4 Ventura Software	Ventura Pub/Windows	(800) 822-8221
	14 Ventura Software	Form Base	(800) 822-8221
	14 Ventura Software	Ventura DB Publish	(800) 822-8221
VIRUS FORU	2 McAfee Associates	Windows Scan Virus Scan	(000) 000-0000
WINADV	1 New Uploads		
	2 Microsoft	Accessories	
	3 Microsoft	Batch Files	
	4 Microsoft	Comm Ports	
	5 Microsoft	Enhanced Mode	
	6 Games		
	7 Microsoft	Graphics/Video	
	8 Microsoft	Memory Issues	
	9 Microsoft	Networks	
	10 Microsoft	Optimization	
	11 Windows Shareware		
	12 Windows Utilities		

PC Magazine Forum ID	Section vendor name	Products	Phone *(continued)*
WINADV, continued	13 The Soap Box		
	14 Microsoft	Customer Support	
	15 Miscellaneous		
	17 Microsoft	Dr. Watson Logs	(Upload Area)
WINAPB	1 Caseworks	CASE:W	(404) 399-6236
	2 Corel Systems	Corel Draw!	(613) 728-8200
	3 NBI	Legacy	(303) 444-5710
	4 Owl International	Guide	(206) 747-3202
	5 Chip Soft	Turbo Tax for Windows	(619) 453-8722
	6 Whitewater Group	Actor Professional	(708) 328-3800
	6 Whitewater Group	Object Graphics	(708) 328-3800
	6 Whitewater Group	Whitewater Res Tool	(708) 328-3800
	6 Whitewater Group	WinTrieve	(708) 328-3800
	7 ZSoft	Photo Finish	(404) 428-0008
	7 ZSoft	Pub Paintbrush/Windows	(404) 428-0008
	7 ZSoft	Pub Type Foundry	(404) 428-0008
	7 ZSoft	Soft Type	(404) 428-0008
	8 WUGNET	Windows Journal	(215) 565-1681
	8 WUGNET	Windows Users Group Support	
	9 Kidasa	Milestones	(512) 282-1544
	10 SoftCraft	Soft Fonts	(608) 257-3300
	11 Softbridge	Auto Test Facility	(617) 576-2257
	11 Softbridge	Bridge Batch	(617) 576-2257
	11 Softbridge	Bridge Tool Kit	(617) 576-2257
	12 Zenographics	Import for Windows	(714) 851-6352
	12 Zenographics	Super Print	(714) 851-6352
	13 Computer Present	Color Lab	(513) 281-3222
	13 Computer Present	Image Prep	(513) 281-3222
	14 WindowCraft Corp	WindowCraft	(617) 272-0999
	15 Knowledge Garden	Knowledge Pro/Windows	(518) 766-3000
	16 Delrina Technology	PerForm Pro	(416) 441-3676
	16 Delrina Technology	WinFax	(416) 441-3676
	17 Windows Corporate Forum (Members Only Area)		(215) 565-1861
WINAPC	1 Matesys	Object Script	(415) 925-2900
	1 Matesys	Object Tel	(415) 925-2900
	1 Matesys	Object View	(415) 925-2900
	1 Matesys	Simple Windows	(415) 925-2900
	2 Bell Atlantic	Thinx	(708) 974-1210
	3 The Stirling Group	Dbx SHIELD	(708) 307-9197
	3 The Stirling Group	Demo SHIELD	(708) 307-9197
	3 The Stirling Group	Install SHIELD	(708) 307-9197
	3 The Stirling Group	Log SHIELD	(708) 307-9197
	3 The Stirling Group	Mem SHIELD	(708) 307-9197
	3 The Stirling Group	Tbx SHIELD	(708) 307-9197
	4 Berkeley Systems	After Dark/Windows	(510) 540-5535
	5 Glockenspiel	C++ for Windows	
	6 Campbell Services	On Time For Windows	(313) 559-5955
	7 Metz Software	File Manager F/X	(206) 869-6292
	7 Metz Software	Metz Shareware	(206) 869-6292
	8 Within Technologies	Realizer	(609) 273-9890
	9 Abacus	Becker Tools	(800) 451-4319
	9 Abacus	No Mouse	(800) 451-4319
	9 Abacus	Virus Secure	(800) 451-4319
	11 Saros	Mezzanine	(206) 646-1066
	11 Saros	Saros File Share	(206) 646-1066

GEnie
800/638-9636

Microsoft Roundtables
M_505.

The following are online Windows library services. These services are available by calling the numbers listed or by contacting the commercial networks suggested.

Windows Driver Library

The Windows Driver Library is for all users of Windows who own peripheral devices not supported in the Windows retail package.

The WDL will include the Windows 3.1 compatible device drivers that are not included in the Windows 3.1 retail box, including Printer, Display, Network, Fastdisk and VDD and Grabbers for the display drivers. All drivers in the WDL are compatibility tested by Microsoft. The WDL will be updated regularly as new and improved drivers become available.

The WDL will be distributed on network services including CompuServe, GEnie, ONLine, APCUG, and Microsoft PSS Download Service. The WDL is free of charge when downloaded from these services. The WDL is also available for a $20 fee from Microsoft Customer Service at 800/426-9400.

The Windows
Technical Support Library

This service will help users who are either PC support professionals or who support Windows users in their organization. This Library provides better and faster access to the information needed to solve Windows technical support problems. It will also help you update and customize the Windows Resource Kits with up-to-date technical information related to specific applications, hardware devices, and networks.

The Windows Technical Support Library will be available by referencing the appropriate forums on network services such as GEnie and CompuServe or free of charge by calling Microsoft PSS Download Service. To have information faxed or mailed call Microsoft Product Support Services.

User Groups

The following is a list of some top user groups. Although phone numbers may be listed, these groups are staffed by volunteers, and we suggest when possible that correspondence be directed to the address given. For the most updated information about user groups near you, call 800/426-9400 to speak to a Microsoft operator who will give you the most recent address information.

United States

Arizona

Phoenix PC Users Group
PO Box 35637
Phoenix, AZ 85069-5637

Windows SIG
Contact: Ray Moore
602/222-8511

Tuscon Computer Society
PO Box 1489
Tuscon, AZ 85702
Newsletter: monthly

Windows SIG
Contact: Kevin Breslin
602/571-7128

Arkansas

Arkansas/Oklahoma PC User Group
PO Box 853
Fort Smith, AR 72901

Windows SIG
Contact: Greg Disch
501/783-0293

Arkansas Windows Developers Users
Group
Foxfire, Inc.
Box 198
Heindsville, AR 72738

California

Corporate Windows Council
1105 Colman, Ave.
San Jose, CA 95108
Contact: FMC Corporation
415/601-5000

Diablo Valley PC User Group
1635 School Street, Suite 101
Morago, CA 94556-1125
Newsletter:monthly

Windows SIG
Contact: Ronald Ogg
510/376-7174

Golden Gate PC SIG in Windows
PO Box 151696
San Rafael, CA 94915-1696

Los Angeles/UCLA Computer Society
2629 Manhatten Ave. Suite 273
Hermosa Beach, CA 90254

Windows SIG
Contact: Tom Cox

Los Angeles Windows Developers
   User Group
Microsoft Corporation
6701 Center Dr. #1300
Los Angeles, CA 90045

Windows SIG
Contact: Margaret Johnson

North Orange County Computer
   Club/NOCC
5592 Danny Ave.
Cypress, CA 90630
Newsletter: monthly/Orange Bytes
Contact: Jaunita Lockwood
714/761-2583

Windows SIG

Orange Coast IBM User Group
3021-B Harbor Blvd.
Costa Mesa, CA 92626
or PO Box 6100-211
Costa Mesa, CA 92628
Newsletter: monthly

Windows SIG
Contact: Richard Villa
714/841-6991

Pasadena User Group
711 E. Walnut, Suite 306
Pasadena, CA 91101
Newsletter:monthly/Prompt>
Contact: Steve Bass
818/795-2300
BBS #: 818/332-6580

Windows SIG

Sacramento PC Users Group
1661 Pebblewood Drive
Sacramento, CA 95833
Newsletter: monthly/Sacra Blue

Windows SIG
Contact: Steve Friedman
916/920-5573

San Francisco PC Users Group
455 Eddy St. #1109
San Francisco, CA 94109

Windows SIG
Contact: Carol Kramer

San Francisco Users Group
3145 Geary Blvd., Suite 155
San Francisco, CA 94118
or 240 Chattanooga, #30
San Francisco, CA 94114
Newsletter: monthly

Silicon Valley Computer Society
780 North 4th Street
San Jose, CA 95112-5014
Newsletter: monthly

Windows SIG

The Software Entrepreneurs' Forum
PO Box 61031
Palo Alto, CA 94306

Windows SIG
Contact: Fran Finnigan
415/929-7386

Windows Presentation Manager
   Association
5201 Great American Parkway
Santa Clara, CA 95054
Contact: Techmart Executive
408/562-6065

Colorado

Windows on the Rockies
PO Box 9929
Denver, CO 80209-0929
Contact: Jack McKinley
(303) 733-1277

User Groups, continued

District of Columbia

Capital PC Users Group
Washington, DC

Windows/Presentation Manager SIG
Contact: Charles Kelly, Rod Wright

Pentagon PC User Group
PO Box 47047
The Pentagon
Washington, DC 20050-7046
Newsletter: The Review

Florida

Alachua County Computer Users
  Group
Rt 1 Box 200
Newberry, FL 32669
Newsletter:monthly/Gator Bytes

Windows SIG
Pinellas IBM-PC User Group
5100 Dover Street NE
St. Petersburg, FL 33703

Windows SIG
Contact: Dick Kellerman
813/525-0989

Georgia

Atlanta Windows User Group
PO Box 28788
Atlanta, GA 30358

Illinois

Chicago Area Microcomputer
  Professionals/CAMP
950 Skokie Blvd., Suite 205
Northbrook, IL 60062

Chicago Computer Society
PO Box 8681
Chicago, IL 60680
or 2849 Arlington Ave.
Highland Park, IL 60035
Newsletter: monthly

Guidance for Users of Integrated
Data Processing Equipment/GUIDE
111 E. Wacker Drive, Suite 600
Chicago, IL 60606

The Widows SIG of the Chicago
  Computer Society
638 N. Stephen Dr.
Palatine, IL 60067
Contact: Ray Elseth
708/705-9721

Indiana

Indianapolis Computer Society
PO Box 2532
Indianapolis, IN 46205
or 6135 N. Meridan Street
Indianapolis, IN 46208
317/251-2003

Indiana/Kentucky PC Users Group
PO Box 3564
Louisville, KY 40201
Newsletter: monthly

Windows SIG
Contact: Jim Travelstead
502/636-3361

Kentucky

Indiana/Kentucky PC Users Group
PO Box 3564
Louisville, KY 40201
Newsletter: monthly

Windows SIG
Contact: Jim Travelstead
502/636-3361

Maryland

Capital PC Users Group
51 Monroe Street, Plaza East 2
Rockville, MD 20850
Newsletter: monthly

Windows SIG
Contact: Dan Schnal

Massachusetts

Boston Computer Society (BCS)
188 Needham Street
Newton, MA 02164
617/235-9505

Windows SIG

Michigan

Central Michigan Windows User
  Group
2356 Science Parkway, Suite 100
Okemos, MI 48864
Contact: Stewart Nutter
517/3470-800

Windows Users Group Network
6934 W. Fort St.
Detroit, MI 48209

Windows SIG
Contact: Ann Stanzel

Minnesota

Twin City PC/TCPC
5701 Normandale Blvd.
Edina, MN 55424

Windows SIG
Contact: Tim Breen
612/377-7317

Missouri

St. Louis User Group
18 Covington Meadows
St. Louis, MO 63132
Newsletter: every other month
314/458-9604

New Jersey

Microcomputer Management
Association/MMA
PO Box 4615
Warren, NJ 07060
Newsletter: TBA

PC User Group/Amateur Computer
  Group of New Jersey
Country Lights Villa #121
Bensalem, PA 19020
Contact: Bob Todd
215/752-4604

Windows SIG

User Groups, continued

New York

Buffalo IBM-PC User Group
  (BIBMUG)
PO Box 609
Amhurst, NY 14226-0609
or 3380 Sheridan Dr., Suite 422
Columbus, OH 43209
Newsletter: monthly

Windows SIG

New York PC User Group/NYPC
40 Wall St., Suite 2124
New York, NY 10005-1301
Newsletter: monthly/NYPC

Windows SIG
Contact: Nancy Thalblum
212/548-5868

Word for Windows
  Business Users Group
420 Lexington Ave., Suite 640
New York, NY 10170

Ohio

Cincinnati PC Users Group
PO Box 3097
Cincinnati, OH 45201
or 7822 Eustic Court
Cincinnati, OH 45236
Newsletter: monthly

Windows SIG
Contact: Darrel Booth
513/745-9356

Columbus Computer Society
PO Box 1556
Columbus, OH 43216
Newsletter: monthly

Windows SIG
Contact: Bruce Hotte

Oklahoma

Arkansas/Oklahoma PC User Group
PO Box 853
Fort Smith, AR 72901

Windows SIG
Contact: Greg Disch
501/783-0293

Oregon

Portland PC Club
921 SW Morrison, Suite 529
Portland, OR 97205
Newsletter: monthly/Silicone Forest
  Gazette

Windows SIG
Contact: Mark Walsh
503/284-6718

Pennsylvania

National Windows User Group
  Network
PO Box 1967
Media, PA 19063
Contact: Howard Sobel
215/565-1861

Philadelphia Area PC Users Group
c/o La Salle University
Box 312
Philadelphia, PA 1914
Newsletter: monthly/DATA BUS

Windows SIG
Contact: Jack Kramer

Texas

HAL-PC (Houston Area League of
  PC Users) Headquarters
1200 Post Oak, Suite 106
Houston, TX 77056
713/623-4425
Newsletter: WinApps Solution

Windows Excel/DBMS SIG
Contact: Ken Penrod
713/651-1276

Windows SIG
Contact: Larry Sands
713/432-1000

Windows Developers SIG
Contact: Richard Bermudez
713/681-2102

Windows Publishing SIG
Contact: Larry Sands
713/432-1000

Word for Windows SIG
Contact: Charles Barnhart
713/792-4802

North Texas PC User Group
PO Box 780066
Dallas, TX 75378-0066
Newsletter: monthly/
  N.Texas PC News
214/746-4699

Windows SIG
Contact: James Dunn

Utah

Utah Blue Chips
PO Box 510811
Salt Lake City, UT 84151
or 9296 S. Greenwood
Sandy, UT 84070
Newsletter: monthly

Washington

Pacific NW PC Users Group
1925 7th Avenue
Seattle, WA 98101
Newsletter: monthly

Windows SIG
Contact: Patrick Long
206/789-0087

Wisconsin

Madison PC Users Group
PO Box 2598
Madison, WI 53701-2598
608/255-1205

Canada

Vancouver Windows User Group
210-1090 W. Pendor Street
Vancouver, BC V6E 2N7
Contact: Ron Usher

WUGNET Toronto
PO Box 95 Streetsville, Mississauga
Ontario, Canada L5 M2B7
Contact: Don Roy

United Kingdom

The Windows Form (Softtech
Consultants Ltd.)
Charles Street
Windsor SL4 5DS, United Kingdom

Windows Users Group
Enterprise House Carlton Road
Workshop, Notts S81 7QF
United Kingdom

Hardware Support

Hardware manufacturers also offer support for Windows running on their hardware. Call your hardware manufacturers for assistance at the appropriate numbers listed below.

ALR
714/581-6770

Acer Technologies
800/637-7000

Actech
703/641-1223

Alphacom International
510/490-1669

Ares Microdevelopment
800/322-3200

Argent Technologies
802/288-1238

Ariel
800/552-7435

AST Research, Inc.
714/727-4141

AT&T
800/922-0354

Austin
800/752-4141

Automated Computer Tech
800/521-9237

Bell Computer
818/909-3501

Caliber Computer
408/942-1220

Comark (dba USA Flex)
800/441-5416

Compaq Computer Corp.
800/231-0900

Compton Multimedia Publishing
  Group
415/597-5555

CompuAdd (PC Source)
800/999-9901

Computer Marketing Corp.
612/894-7150

Computer Sales Professionals, LTD
201/865-8870

Corporate Software
800/677-4003

Cube Computer
914/592-8282

Cumulus
216/464-2211

Danjen
518/377-3377

Data General Corporation Personal
  Computers
800/DGHELPS

Dell
800/624-9896

Digital Equipment Corporation
800/DIGITAL

DTK
818/810-88880

Entertainment Marketing
713/995-4433

Epson
800/992-8911

Ergo
800/633-1925

Everex Systems
510/498-4411

Gateway 2000
800/232-2000

Goldstar Technology
408/432-1331

Hauppauge
516/434-3197

Hertz Computer
212/684-4141

Hewlett-Packard
800/858-8867

Hyundai
800/234-3553

IBM
800/426-3333

Laser
708/540-5022

Leading Edge
508/836-4800

Level IV
800/589-5848

Logitech, Inc.
510/795-8501 or
510/795-8754

MTD Data Services
  (dba Bear Computer)
206/869-5900

Management Advisory Software
800/446-1778

Master Computers
206/365-1156

Maxum Systems
718/643-3385

Memorex-Telex
800/522-0822

Mitsubishi
800/344-6352

NCR
800/262-7782

NEC
800/388-8888

The Network Connection
800/327-4853

Northern Computer Systems
612/934-8856

Northgate
800/446-5037

PC Craft
714/256-5023

Packard Bell
800/733-4411

Hardware Support, continued

Phoenix
617/551-4100

Positive Support
800/252-6345

Samsung
408/434-5479

Sysorex Information Systems
703/273-9200

Tandon Support
800/487-8324

Tandy
817/878-6875

Texas Instruments
512/250-7407

Toshiba
800/999-4273

US Micro Express
206/462-1011

Ultra-Comp
314/298-1998

Unisys
800/328-0440 x03852

Wang
800/253-3932

Wyse
408/435-2770

Xycom
313/429-4971

Zenith
For Windows/MSDOS on Zenith
hardware, contact your local Zenith
dealer

Zeos
800/228-5390

Numbers for manufacturers largely
provided courtesy of WUGNET and
may be found in Volume 1, Number
5 of the *Windows Journal.*

Reference Materials

Books

Introductory Books

10 Minute Guide to Windows 3
SAMS
Doug Sabotin and Katherine Murray,
1991
Tutorial for novice users.

10 Minute Guide to Windows 3.1
SAMS
Katherine Murray and Doug Sabotin
Tutorial for novice users.
Pending software release

ABCs of Windows 3.0
Sybex
Kris Jamsa, 1990
Tutorial for novice users.

*The Best Book of
Microsoft Windows 3*
SAMS
Carl Townsend, 1991
Tutorial/reference for all users.

*The First Book of
Microsoft Windows 3*
SAMS
Jack Nimersheim, 1991
Tutorial/reference for novice users.

The First Book of Windows 3.1,
2nd Ed.
SAMS
Jack Nimmersheim
Tutorial/reference for novice users.
Pending software release

Getting Started With Windows 3.1
Microsoft Press
Russell Borland
$19.95 ($27.95 Canada)
ISBN 1-55615-472-0
Tutorial for novice users.

Learning and Running Windows 3.1
Microsoft Press
Craig Stinson
$39.95 ($54.95 Canada)
ISBN 1-55615-431-3
Training guide for all users; includes
software.

Mastering Windows 3.0
Sybex
Robert Cowart, 1990
Tutorial for intermediate users.

Running Windows 3.1
Microsoft Press
Craig Stinson
$27.95 ($37.95 Canada)
ISBN 1-55615-373-2
Tutorial for all users.

Simply Windows
Osborne McGraw-Hill
Mary Campbell
Introduction for novice users.

Using Windows: New Ed.
Que
Ron Person and Karen Rose, 1991
Introduction to Windows for novices.

Windows 3 QuickStart
Que
Ron Person and Karen Rose
Introduction to Windows for novices.

Windows 3.0 Made Easy
Osborne McGraw-Hill
Tom Sheldon, 1990
Teaches novices to use Windows.

Windows 3.0 Quick Reference
Que
Tutorial for all users.

Using Windows 3.1
Que
Ron Person and Karen Rose
Introduction to Windows 3.1 for
novices. Pending software release

Windows 3.1 Companion
Microsoft Press
The Cobb Group
$27.95 ($37.95 Canada)
ISBN 1-55615-372-4
Step-by-step tutorial for novice users.

Windows 3.1 Made Easy
Osborne McGraw-Hill
Tom Sheldon, 1992
Tips and tricks for all users.

Windows 3.1 QuickStart
Que
Ron Person and Karen Rose
Introduction to Windows 3.1 for
novices. Pending software release

Tips and Tricks Reference Books

1-800-H-E-L-P With Windows 3.1
Carl Townsend
SAMS
Reference guide for all users.
Pending software release

*Concise Guide to Microsoft Windows
3.1*
Microsoft Press
Kris Jamsa
$12.95 ($17.95 Canada)
ISBN 1-55615-470-4
Reference for intermediate users.

Easy Windows
Que
Shelley O'Hara
Reference guide for novice users.

Easy Windows, 3.1 Edition
Que
Shelley O'Hara
Reference guide for novice and
intermediate users.
Pending software release

Inside Windows 3.1
New Riders Publishing
1992; pending software release.
Tutorial and references for all users.

Instant Reference 3.0
Sybex
Marshall Moseley, 1990
Reference guide for all users.

Maximizing Windows 3
New Riders Publishing
Jim Boyce, 1991
Tips and tricks; customization
techniques for more advanced users.

Maximizing Windows 3.1
New Riders Publishing
Jim Boyce, 1992; pending software
release. Tips and tricks for more
advanced users.

Tricks of the Windows 3.1 Masters
SAMS
Ed Tiley
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WhiteFox Communications, Inc.
PO Box 7125
Beaverton, OR 97007-9938
800/669-5612; 503/645-8642 (fax)
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800/347-7828

Howard W. Sams & Co. (SAMS)
317/573-2500
800/448-3804 (fax)

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800/282-6657

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602/998-7500

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800/MSPRESS

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800/227-2346

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144 Talmadge Road
Mendham, NJ 07945
201/543-2273; 201/543-6033
Contact: Carole Patton
Interviews with key Windows
people, Microsoft strategy, and a
watch on Windows applications.

For Windows Only
PJM Communications
PO Box 6172
Burbank, CA 91510
818/563-4285 or 800/248-4396
818/955-9832 (fax)
Tips and tricks for Windows.

ICON
International GUI Group
PO Box 20150
Houston, TX 77225-0150
713/432-1000
Contact: Larry Sands
BBS # to be established
CompuServe ID# 71630,407
Tips and tricks, events, new product
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The Cobb Group
Ziff Communications
9420 Bunsen Parkway, Suite 300
Louisville, KY 40220
800/223-8720
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PO Box 1903
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Mastering Computers
11000 North Scottsdale Rd., Ste. 175
Scottsdale, AZ 85254
602/998-7500
Contact: Lesa Harpole

View, The WPMA Newsletter
Windows and Presentation Manager
Association
5201 Great American Pkwy.
  Ste. 320
Santa Clara, CA 95054
408/562-6065; 408/562-6068
Contact: Holden Aust
Product release information, relevant
current events and a focus on com-
munication between developers and
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Windows Flash
Corporate Software
275 Dan Road
Canton, MA 02021
617/821-4500; 800/677-4000
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PO Box 1967
Media, PA 19063
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Contact: Joel Diamond
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516/562-5370
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CompuThink
15127 NE 24th, Suite 344
Redmond, WA 98052-5530
206/881-7354
Contact: Lori White, Circ. Man.
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