

Holiday Issue

GW2k Gateway Magazine

Winter 1996

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"Getting the most out of your Gateway 2000 connection!"

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Volume Number Eight

Gear Up For
**MS Office 97
Professional**

Check Out The
Rowdy Friends Tour

You Really Can
**Build Your
Own Web Page**

The Exciting Future Of
Digital Video



A Letter From Ted



I It takes a lot of faith for someone to recommend a company to a friend because, in a small way at least, they're putting their reputation behind our company. That's such an amazing compliment it makes my neck hair stand up. So I make it my job to make those customers happy.

Dear Friends,

So, I get this e-mail from a customer named Christopher Enix in Lake City, Tenn. (See page 40.) I get some great e-mail from customers these days, but this one blew me away. It's about how he was in a couple of computer stores and prevented some less-informed people from making a mistake by telling them, "Psst, you really should call Gateway . . ." At the ripe old age of 12, Christopher is my kind of guy.

I got so fired up about it, I ran around the halls showing everyone a printout of Christopher's e-mail. Nothing gets me more pumped than hearing from customers like Christopher and aspiring Gateway employees like Joshua Spitzer (see page 41), who are so satisfied with Gateway 2000 that they'll recommend us to someone else.

It all gets back to what I tell people when they ask me what my job is. It's making customers and employees happy. That's it. Then people often say, "But Ted, you're a *Fortune* 500 CEO. What about shareholders, board meetings and all that stuff?" Trust me, if our employees and our customers are happy, the shareholders will be ecstatic.

It takes a lot of faith for someone to recommend a company to a friend because, in a small way at least, they're putting their reputation behind our company. That's such an amazing compliment it makes my neck hair stand up. So I make it my job to make those customers happy. The entire Gateway team is very, very grateful for this kind of customer loyalty. We'll do everything we can to live up to your confidence, and to earn it for years to come.

The second part of my job is to make our employees happy. That's why we constantly ask employees how things are going and what they need to do their jobs even better. We also stress our corporate values: respect, caring, teamwork, common sense, aggressiveness, honesty, efficiency and fun. Happy Gateway people make for even happier customers.

We're confident that keeping all those values at the center of customer and employee relations will keep Gateway growing while driving service, quality and value higher and higher.

We're getting plenty of chances to serve new and existing customers right now, during the heart of fourth quarter. Things get really crazy around here starting in November. We know that ordering a new PC, software or peripheral is a big, exciting deal. You want it quickly and you want it to work perfectly on the very first try.

With so many customers recommending us, we want everyone to be blown away by our value and service. We'll do our best to help make it all happen for our customers by focusing on quality, efficiency and teamwork.

Gateway 2000 just turned 11 years old in September and we're looking forward to the next 11, and the 11 after that and on and on. Technology will continue its magic show for decades to come and Gateway will be right there, bringing the latest to you and your friends. And, although you've got a year on us Christopher, we hope we're still your computer company when we're 64 and you're 65.

Happy holidays from the entire Gateway 2000 team. We're proud to be your friends in the business. Be cool.

Ted Waite
Chairman and CEO
Gateway 2000

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Check it out!

The Rowdy Friends Tour may be headed to a city near you!

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Industry News

by Rob Cheng, Gateway 2000 Vice President of Marketing, Americas Group

We're always trying to get all those financial analysts in New York, L.A. and other big cities out to Gateway where they can see how the other half lives. After all, to know us is to love us.

So we invited them out to Silicon Prairie, South Dakota, for some clean air, low crime and real food. They all wanted to know, "Can Gateway continue to grow at the same rate?" Here's what we said:

Great Prices — In the fourth quarter of last year, memory represented approximately one-third of the value of a typical Gateway PC. Today that same PC would cost about \$700 less based on memory price reductions alone!

Because Gateway doesn't hold dealer stock or finished goods inventory, we can pass these savings to the customers faster than anyone else in the industry. Our analysis shows Gateway maintaining a \$200 to \$300 price advantage below the low point in retail prices throughout 1996.

As more and more people recognize the advantages of shopping for PCs over the phone and the Internet, volumes grow, which enables us to cut better deals, which of course we pass on as fast we know how.

Latest Technology — The war between Internet superpower Netscape and software giant Microsoft will produce fantastic, easy-to-use software to enable Internet 3-D applications, Internet phone and Internet workgroup software.

More importantly, this software will come out at a faster rate than we are used to, and guess what? It will put a whole new set of demands on your PC. In addition to the best prices, our business model also allows us to bring new technologies to market faster, since we don't have to burn out old technology inventory.

There's a whole rash of new technologies to enable this software including video conferencing-enabled modems, 3-D graphics accelerators, bigger hard drives, and multimedia-enabled CPUs. We're planning on being first with these technologies, and our direct model gives us an excellent chance of doing just that.

Custom Configuration — The PC has become a wonderful, serendipitous, multi-purpose appliance. Everyone has different requirements, and each person makes different tradeoffs between features, value and price. At Gateway, we have the capability to offer virtually millions of different configurations to be custom built and delivered to the customer's door.

So we told all this stuff to the Wall Street people and then took them to Burbank, S.D., (population 50) for some real steak. Between bites, I learned that quite a few of the Wall Street gang own Gateways — not our stock but our computers. Of course there was one analyst who didn't own a computer at all. There's one in every crowd, even a crowd of financial analysts.



I Want My Digital TV — A Musical Road Trip Into The Future Of Television

by Dave Goldberg, *CEO and Editor in Chief of 2Way Media, and the producer of LAUNCH CD-ROM and LAUNCH Online. LAUNCH focuses on new music, movies, games and animation and is published every other month. Dave listens to a lot of music for his job. This music tends to invade even his writing about non-musical subjects.*

Background — “I’m A Believer” (The Monkees)

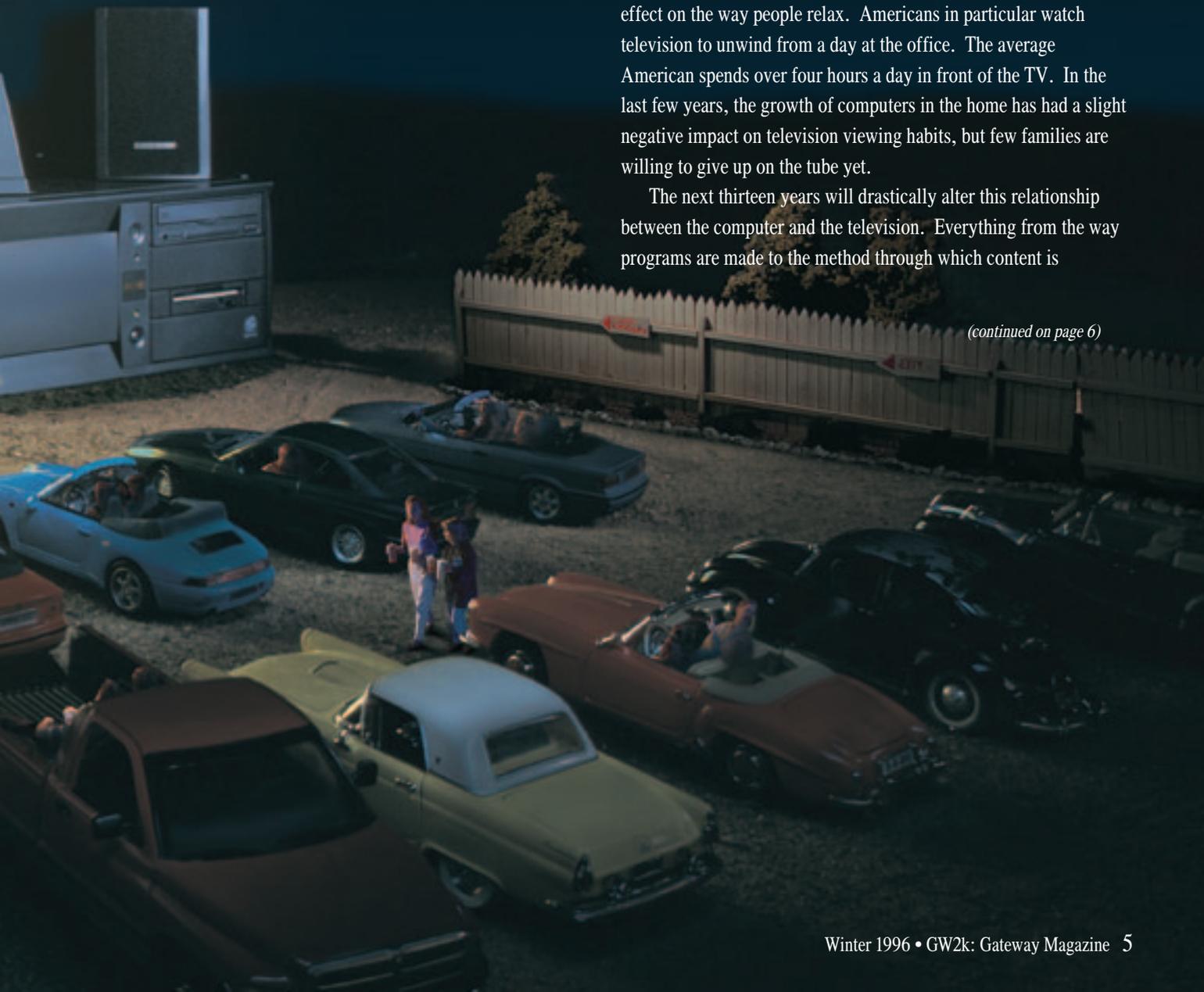
In the last 13 years, the personal computer and its close siblings have changed the way the world works.

Resigned to the analog scrapheap are such ubiquitous items as the IBM Selectric, carbon paper, slide rules, and of course, Liquid Paper (invented by the mother of Michael Nesmith of the Monkees).

However, despite the hype at its birth, the PC has had very little effect on the way people relax. Americans in particular watch television to unwind from a day at the office. The average American spends over four hours a day in front of the TV. In the last few years, the growth of computers in the home has had a slight negative impact on television viewing habits, but few families are willing to give up on the tube yet.

The next thirteen years will drastically alter this relationship between the computer and the television. Everything from the way programs are made to the method through which content is

(continued on page 6)



delivered to consumers to the hardware consumers view it on will be dramatically changed by the introduction of technology. On the content and creation side, kids in their garages will use PCs and digital camcorders to make great-looking television (watch for new shows like “The Real Beverly Hills, 90210,” “My Friends,” and “Murder 101” coming soon).

As for programming distribution, computer technology will allow true two-way video on demand from central file servers over cable or telephone connections (no more trips to the video store). Lastly, the entertainment center will become a smart PC with a flat screen and an easier-to-use consumer interface.

Making TV Digitally — “Can’t Hardly Wait” (The Replacements)

If we were on a television show, it would now be time to visit the garage. Personal computers were invented in the garages of Silicon Valley (and the barns of South Dakota). Music, through the introduction of low-cost recording equipment, is now often made amidst the clutter of lawn mowers and snow shovels. Minneapolis, my hometown, was once known as the capital of garage rock with such bands as The Replacements, Soul Asylum and Husker Du inventing great chord patterns in the two-car auto domiciles behind their parents’ houses.

However, producing high-quality TV shows and movies has always been an expensive undertaking relegated to professionals. Powerful PCs equipped with digital editing and special effects have already transformed professional production. These technological innovations are now reaching a price/performance point where consumers will be able to make broadcast-quality video at home.

While most people will be satisfied with making their home videos look and sound better, some untapped creative geniuses will be able to put together programming that will attract a larger audience than Aunt Sally and Uncle Larry after a holiday feast. Documentaries and reality programs will probably be the first — but dramas, sitcoms and news will all come from the garage, taking the Hollywood establishment by surprise. “America’s Funniest Home Videos” will look a lot better in five years.

Meanwhile, in Hollywood, professional television and movie producers will employ more digital special effects like real-time 3-D-modeled sets and virtual actors to stay ahead of the quality programs coming from the garage. The computer, by putting the power to be creative in the hands of more people, will raise the quality level of all television content.

Distribution In A Wired World — “57 Channels And Nothing On” (Bruce Springsteen)

All this great new garage TV programming will be meaningless to consumers if they can’t get access to it. So, it’s time to head out of the garage and over to the record store. Music provides a useful analogy to the future of television distribution. Today, the quantity of TV shows is limited by the time slots available on broadcast and cable channels. Records are only limited by the ability of artists to get their finished product into stores. While the TV industry has at any given time about 1,000 shows in production for national viewing, the record industry releases over 25,000 new albums a year. Opening up the distribution pipeline will allow very low-cost niche programming to succeed in the television world.

Computer technology will be the key to breaking the grip of network programmers on the type and quantity of TV content available to consumers. Without launching into a whole technical discussion, various pipelines to the home are being designed and tested now for deployment in the next five years.

Cable modems and high-speed (ADSL) phone modems will be able to handle full-screen MPEG (Moving Picture Experts Group) video from large, central file servers. Many pundits talk about these bandwidth advances as a way to deliver faster Web pages, but their real value will be in delivering any TV program on demand to a computer/TV in the home.

Imagine being able to order any episode of “ER” at any time. Consumers will be able to choose to pay for the episode and watch without commercials or watch for free by playing with a few targeted interactive ads prior to watching the program. Though this radical transformation of the network/channel model will not happen overnight, the initial implementation of this system will siphon off the most desirable viewers (from an advertiser view-point), eventually leaving the broadcast networks with the technologically-illiterate population.

The garage TV hackers will be able to take advantage of the lower cost distribution system to deliver new content directly to consumers without the usual evaluations by programmers at networks. The record store analogy fits because there will be a lot more program choices and they will always be available for purchase with much lower initial distribution costs. Content creators will still need to spend money to market and promote their shows but the true two-way wired distribution system will eventually satisfy Springsteen’s complaint about nothing to watch.

The Smart Screen On The Wall — “Wonderwall” (Oasis)

This musical road trip returns back home from the record store to the most important room in the house, the inappropriately-titled “family room.” Family room is the polite way of saying: “The room where the TV is and family members spend all their time.” “Lived-in TV room” might be more accurate, but would force people to admit how addicted they are to the tube (or telly, in deference to our British readers).

Personal computers will inexorably alter the TV room as we know it today. Currently, most home computers reside in the den or the kids’ rooms (because they claim they need it for homework, they said). Putting a computer in the TV area requires a new kind of computer with different hardware and user interfaces. Gateway’s new Destination system is the first real attempt at designing a PC specifically for the family room.

To take advantage of the new distribution infrastructure, consumers will need fast Pentium Pro machines with MMX (code-named Klamath and available by Christmas of 1997) that will be able to handle MPEG2 video. MPEG2 is higher quality than current broadcast standards, finally eliminating the worries about bad picture quality on computers.

Large, high-quality monitors or viewing devices will also become commonplace. New gas plasma/active LCD technologies originally invented for notebook computers will lead to 40-inch flat screen displays with higher resolution than current monitors at competitive prices.

Consumers will need massive storage capabilities for saving all this great digital video streaming to them. Recordable DVD drives combined with 100GB hard drives will allow the crude VCR and its blinking 12:00 to be happily tossed on the junk pile with the IBM Selectrics and other similarly outmoded analog instruments.

All these great hardware advances will be meaningless without better interfaces. The Windows 95 interface, while a huge leap over DOS and Windows 3.1, will not be the interface for the living room PC. Pull-down menus and typing
run: d/movies/dramas/gonewiththewind will not work for consumers who want to relax and be entertained after a tough day fighting with word processors at the office.

This new interface will need to be intuitive to a broad range of consumers. Even the simple navigation menus for DirectTV confuses people. Interface designers will need to employ adaptive learning and agent technology to the interface, so that the computer will get smarter about individual choices over time. Voice recognition may also play a part in these new systems, bringing the

“wonderwall” eerily close to George Orwell’s vision of 1984. (Hopefully, it will be similar to the more benign Star Trek vision of the ever-present and helpful computer that can listen, talk and display content.)

All these technological changes to the TV room will be driven by the relentless advances of the personal computing price/performance curve. Some observers believe that cable companies will succeed with digital cable boxes in delivering many of the same benefits to a regular television set. However, the tremendous flexibility and innovation of the hyper-competitive computer industry will leave the cable and telephone monopolists working hand-in-hand with hardware and software manufacturers to redesign the family room of the future.

Back To The Future — “Also Sprach Zarathustra” (Strauss)

This new television world sounds great. The big question is: When will it be ready? The garage TV movement is happening now, limited only by the lack of a card to capture video digitally from a digital camcorder directly to a PC or Mac. By the end of 1997, the first examples of garage TV will begin popping up.

The distribution changes will take a lot longer to figure out. Cable modem tests are happening now, but true availability to large numbers of consumers is a couple of years away, given the amount of investment required in a new infrastructure. The paradigm shift of any program available at any time will also take longer because lack of scale in the beginning will favor the existing network/channel paradigm. At least 15-20 million homes will need to be wired before the content creators risk going around the current programming system.

The success of the distribution system will also rest with the progress in the TV room with hardware and interface design. The hardware already exists in labs and will be available at reasonable prices in three to four years. New interface design will take longer and will make the early adopters cringe with the pain of Windows interfaces for the first few years.

The general populace probably won’t adopt these changes for at least ten years. Cable television took 20 years to reach half the population and CD players still haven’t penetrated half the households after 15 years. But, for the early enthusiasts who happen to live in one of the first newly-connected areas, this television future might be ready by 2001. Let’s just hope no one names the new computer HAL.

by Ram Tackett, *an Industry Analyst with Currid & Company, a technology assessment firm based in Houston. You can reach Ram by e-mail at tackett@currid.com or by phone at 713-789-5995.*

Turn me loose on a new piece of software and watch me get as excited as a schoolkid set free in a candy store. Instead of visions of sugarplums, however, I start seeing how much simpler managing my life's information is going to become. That's how I felt when I tore open the Microsoft Office 97 Professional Beta CD.

their programs can grab. Just for grins, I installed this on an old 486/50 with 20MB of RAM. I had to purge old applications to free up disk space. Opening all the applications at once slowed the machine to a crawl and disabled some functionality within a few of the applications.

Three installation options are available: Typical, Custom and Run from CD-ROM. The former requires 120MB of free disk space. The custom option can take up as much 150MB of disk

Microsoft Office 97

Following in the footsteps of its predecessor, this software suite will be the "must-have" set of applications for your computer. The beta I examined lacks the polish I'm certain the finished product will have. But, I'm seriously considering going full steam ahead with the beta — bugs and all — in lieu of my current Microsoft Office 95.

A few words to the wise. Before you make the jump to Office 97, make sure you have plenty of disk space, plenty of RAM and a fast processor. A suite like this succumbs to the law of "code bloat"— software developers will write code that takes up as much of the available resources as

space. Running from CD-ROM requires about 51MB of disk space.

Here's another tip. The default file formats for each application have changed. If you plan to share documents with people running older versions of Office (including Office 95), you'll need to manually click "Save As" and specify the older file formats.



Rumors I'd heard about the products were confirmed. All the products now sport even tighter integration, and now are "Web enabled" for the Internet (or your Intranet). That means you can easily take your word processing, spreadsheet, presentation, or database documents and make them viewable by anyone on the World Wide Web.

Another welcome plus is the implementation of VBA — Visual Basic for Applications — within most of the applications. VBA

Excel 97

This spreadsheet stalwart still boasts more features than the average user will ever need. But this feature wealth ensures keeping everyone from the CFO to the mailroom clerk happy.

As I mentioned, the applications are all tightly integrated with similar toolbars and buttons. The buttons have changed to resemble those in Microsoft Internet Explorer. Similar function buttons (like Copy and Paste) are grouped together with a separator

Professional Preview

lets you program the application to perform your own custom functions. One notable exception to this is Outlook — the replacement for Exchange and Schedule+. Unless things change within the released product, you won't be able to program Outlook using VBA.

From what I could see, most all the applications preserved the same features available within their Office 95 counterparts. For instance, you still can use the Microsoft Map feature within Excel to create geographic maps containing your data. Let's take a look at some of the new features available within each product.

Office 97 Assistant

After starting up Word 97, an animated little paper clip named "Clippit" popped up into its own little window. A cartoon balloon popped up soon thereafter asking me whether I wanted to see new information about Word 97, find out about the Office Assistant (that's Clippit), or just start using Word.

Normally, I find those startup "tip" windows in applications annoying, but I quickly grew fond of little Clippit. I found that I could change his personality to one of nine animated choices including little cartoon representations of Albert Einstein or William Shakespeare.

Clicking on top of the assistant pops up a question balloon waiting for your search query. This tool helped me find great little tips for navigating around in each of the Office 97 applications.

Your little assistant is never more than a click away when you need him. Each of the applications now has a question button on the toolbar to quickly invoke sage advice.

You can always shut him down to keep him out of sight until you need him.

bar dividing the next group of buttons. The square border around each button doesn't appear on the screen until you position your mouse cursor on top of the button.

Excel comes with two new add-ins. The Lookup feature lets you use Bookshelf references while in Excel. The Conditional Sum Wizard add-in helps you create formulas for selected data in spreadsheet lists.

New 3-D chart types available within Excel take the shape of cylinders, cones or pyramids. These new chart types are also incorporated into the new MS Graph 97 applet that lets you insert graphs into any OLE-aware (a.k.a., ActiveX-aware) application.

A new drawing toolbar available within most of the applications (except Access) lets you nudge, flip or align numerous text and shapes to your heart's content. The WordArt gallery (which first appeared in Microsoft Publisher) is now available on the draw toolbar, letting you twist and contort text using predefined styles. Autoshapes have also been added letting you pop in drawings of basic shapes like hearts, cubes, block arrows, and stars.

Page Preview has been improved. It now includes a page break preview, letting you adjust where the page breaks occur by clicking and dragging the page breaks with your mouse.

New cell formatting options are available. One cool feature is an alignment tool that graphically lets you adjust the orientation of the letters. You can now tilt your text to the right by 25 degrees, for instance. Available conditional formatting tells Excel to apply cell shading or font color automatically to cells that meet certain conditions. For instance, suppose a cell contains a formula that calculates the variance between forecast sales and actual sales. You can instruct Excel to automatically apply green shading to the cell if sales exceed forecast and red shading if the sales fall short.

One thing is still missing within Excel. I wish the automatic spell check available in Word 97 (and Word 95) that creates those squiggle lines under misspelled words would have made it over into all the other Office 97 applications. Word and PowerPoint offer automatic spell checking but none of the other applications.

Word 97

One feature tempting me to ditch Office 95 immediately is Office 97's support for file "versions." With it, you can save multiple versions of your document within the same physical file, and quickly recall a previous version. Many old school journalists have lamented the demise of the typewriter because your previous versions were always available in the bottom of your trash can. Maybe this will squelch their moaning.

As I mentioned above, Web publishing is now integrated into all of the products. This functionality was previously available for Word 95 as an Internet Assistant add-on.

A new "tables and buttons" toolbar is available with easy buttons for changing the border color. New buttons help you merge and split cells. Others let you align text with cells along the top, center, or bottom of a cell. One new button lets you change the direction of your table from horizontal to vertical as well.

The Auto Summarize feature also tempts me to switch immediately. With it Word examines your document, picking the sentences most relevant to the main theme. Four types of summary can be created: highlight key points; executive summary at the top of your current document; create a new document; or hide everything but the summary without leaving your original document. You can also choose the length of your summary based on a percentage of your original document, say 25 percent of the original document. It automatically adds portions of this summary to the properties tab of your document.

Access Database 97

Most of the enhancements to Access are utilized by application developers, workgroup database administrators, and those wanting to publish Access databases on the Internet.

Developers can now secure their VB code and the design of objects from prying eyes. They also have enhanced language elements like a new "class module" enabling code reuse for object oriented programming. Access 97 also includes new encryption utilities to protect sensitive data.

The word is still out whether Access 97 will be part of the Office 97 Standard or Office 97 Professional package. Today, Access version 7 comes bundled only with Office 95 Professional.

PowerPoint Presentation Graphics 97

Microsoft's enhanced AutoContent Wizard lets you select from several types of presentations within general, corporate, project, operations, sales, and personal categories.

The Style Checker options test your presentation for proper spelling and visual clarity. It lets you make sure you don't exceed a preset number of fonts, bullets, or lines on your slides. Style Checker can also check font point sizes in titles and body text. This tool makes sure you haven't added text or placeholders that will appear off the border of your slides, too.

Outlook 97

The other application prompting me to switch is Outlook 97. This replacement for Schedule+ and Exchange improves upon its predecessors with several rich new features.

Due to the limited number of fields within the Exchange Address book and Schedule+ contacts list, I ended up creating my own contacts database in Access. With Outlook, I can record everything (and more) that I kept in my previous Access contacts database. Even better — with the Import feature, I can pull in my contact information from several different formats like CSV, ECCO, Lotus Organizer, or ACT! Outlook will also export folders to various formats.

Outlook contains the same features Exchange and Schedule+ have: mail folders, calendar and task lists. In addition you get Journal and "Post-it" Notes features.

Bookshelf Basics

Finally, Microsoft's Office 97 Professional will come with a scaled down version of Bookshelf bundled with only the dictionary, thesaurus and quotations books. Preview versions of the encyclopedia, atlas, chronology, almanac, Internet directory, and address builder books will be included on Office 97 Pro. You can upgrade to the full versions at a subscription rate of \$29.95 per year.

What's in the new Bookshelf books? The World Almanac and Book of Facts will include statistics like ownership of consumer electronics from the previous year. The Internet Directory will enable one-click access to nearly 5,000 Internet Resources like WWW, Gopher, FTP, mailing lists and Usenet groups with monthly updates available on-line. The Address Builder will be a national five-digit ZIP code and post office directory containing more than 50,000 ZIP codes.

My taste of the beta version of MS Office 97 Professional made me think life will be simpler after it hits the market. Too bad we all have to wait a bit longer for the final release. Being a kid at a candy store is great, unless the candy store isn't open yet.

Games & Entertainment Pack ...

by Bill Zahren, Assistant Editor

Sucked Into A Time Warp

We've got a major news story here at Gateway 2000:

The Games and Entertainment Pack can cause time travel.

It happened to me. I dropped the first disk into my 8X CD-ROM drive at 9 p.m. one night and what seemed like 30 minutes later it was 1:30 a.m.

Some how, *Fury*³; a racing czar named Unser, that crazy linkster Greg Norman and, of course, Arthur, catapulted me deep into the night in what seemed like a flash.

Greg Norman Ultimate Challenge™ Golf started my time warp with scenery that looked sweet in 800 x 600 resolution and 16 million colors. The "Mulligan" (golf talk for "do-over") button and a nifty terrain grid helped me get my swing down and read the long putts. Thirty footer — nothing but cup.

AI Unser Jr. Arcade Racing™ replaced the tweeting birds of Greg Norman golf with the frenzied howl of Indy Car racing. No time to hunker over the putter and read the terrain when the needle hovers around 224 mph. It's react or become a whirling ball of race car shrapnel. I just hope Little AI wasn't in the car behind me when I made that regulation Indy Car gouge in the wall coming out of turn two. But don't worry, with this sim it's no pain, no rain.

Windows 95® Game Sampler swept me from the gravity and heat of earthbound combustion engines to the turbo boost and cold steel of Space Station Manhattan.

Packing more than 13 demos, the sampler is tweaked for Windows 95. To play the demos, you walk through a virtual gaming mall called Space Station Manhattan and click on electronic billboards for the various programs.

The sampler is a great idea for people who want to test drive software before they throw their credit card on the counter, or people who just want a taste of a lot of different things without committing to the full-blown version of any. Games range from the blast-anything-that-moves, rock-and-roll action of *Fury*³; to cerebral games like *Shanghai* accented nicely with soft classical music.

Su-27 FLANKER™ provides a nice alternative to the blast-and-burn world of arcade flying. Developed by Russian aerospace pros, this simulation unapologetically declares itself "the real thing" and includes real-pilot stuff like thrust, lift, induced drag and angle of attack. You'll go to school to master the Su-27 Russian fighter jet and then go vertical, vector into firing position and smoke the enemy.

3-D Ultra Pinball™ brings the granddaddy of all arcade games to your PC. It's a bit like a 1950s pinball machine with a 90s look wedged into your computer. Flipper action works easily using two keys on your keyboard making it a game the entire family can handle. (Check out *PC Moos for Kids* on page 32.)

The 3-D doesn't refer to the three dimensions you get wearing red and blue paper glasses at a movie. Rather, 3-D technology lets background, middle and foreground images move independently, giving *3-D Ultra Pinball* great clarity and depth.

The Journeyman Project 2®: Buried in Time™ ended all my delusions of getting to bed at a decent hour. *Buried in Time's* combination of mental challenge, excellent images and sound will completely engross anyone with even the narrowest curious streak. I popped in the disk at 11:30 p.m., thinking I'd test it for 30 minutes. Next thing I knew I'd been transported to 1:30 a.m.

Your mission: To travel back in time in a high-tech suit that makes you look vaguely like a deep-sea diver and unravel an intriguing mystery.

Along for the ride is Arthur, a blob of artificial intelligence who provides comic relief, advice and interesting historical notes. The creators of *Buried in Time* have done an amazing job with their graphics and sound with more than 30,000 detailed images packed onto three CDs.

I finally forced myself to quit the Game Pack before 1:30 a.m. managed to turn into 4 a.m. My wife will only put up with so much of my lame time travel excuse. I wonder if the boss would buy it on an overtime claim sheet?



by Phil Ellis, *Gateway 2000 On-line Services Representative*

I hope you're all finding the tips, tricks and fixes in the magazine useful. I apologize to those who had problems with the "registry error" fix in the last issue. It wasn't as clear as it should have been, albeit technically accurate. Which brings me to my disclaimer: **I work as hard as I can to make sure that you can understand and use this information. If you're unsure of what you're doing, or find a particular tip a little out of your technical comfort zone, give us a call or write us online. We'll be happy to help.**

If you've got 24MB or more of RAM in your Gateway 2000 system and you're running Windows 95, you may be able to increase the performance. Right click on My Computer and select Properties from the menu. Under the Performance tab, choose File System. Change the Typical Role of This Machine to Network server with Read-ahead Optimization at Full.

When upgrading to Windows 95 on your Gateway Solo, your PCMCIA slots may not be properly recognized. To solve this Right click on My Computer and choose Properties. Under the Device Manager tab, highlight the driver under PCMCIA Socket and choose Properties. Place a check mark in the Original Configuration option and click on Close. The Wizard will automatically run. Just click Next, Next, and Finish. Then reboot.

Q. I just installed the Plus Pack on my system. Now my computer locks up before I go into Windows. What's up?

A. If you have the Vibra or the Ensoniq sound card with an older driver revision, you can run into this problem. The Plus Pack installs disk compression files on your drive. The lockups can also happen if you install the ICU after upgrading to Windows 95 in order to gain sound in DOS. If you're not running Doublespace or Drivespace, follow these directions:

WARNING: If you are running either of the compression programs, you CANNOT do this. If you do, your drive and all its data will enter the Big Data Hole in the sky.

Reboot and press F8 when at the "Starting Windows 95 . . ." message. Choose Step-by-Step Confirmation. Verify that the computer is indeed locking up at the DWCFGMG.SYS line of the config.sys. Also, note the path to the driver and make sure that DWCFGMG.SYS is really located in the directory to which the path is pointing. The line should look similar to this:

```
DEVICE=C:\PLUGPLAY\DRIVERS\DOS\DWCFGMG.SYS
```

Click Start, Find, Files or Folders, type DBLSPACE.* and press enter. Highlight the first file. Right click on the same file and choose Rename. Change the extensions on each respective file with

.aaa, .bbb, .ccc, etc. Now search for DRVSPACE.*. Rename them in the same manner.

There are now drivers for the Aztech sound card for Windows 95, located on the Web at the following address: ftp://ftp.gw2k.com/pub/hardware_support/drivers/win_95/sound/azt16ab.exe. (Or azt16az.exe, depending on which card you have. Check your invoice for the part number.) This is a Beta driver and is not officially approved by us.

Copy the file to a floppy disk and extract it by typing AZT16AB (OR AZT16AZ). Next, copy msopl.drv from the Windows\System sub directory to the disk.

Edit the System.ini file and remove the following lines:

Under the [386ENH] section:

```
Device=VSGLX16.386
```

Under the [drivers] section:

```
wave=g2kaudio.drv
```

```
midi=g2kaudio.drv
```

```
aux=g2kaudio.drv
```

```
mixer=sgmixer.drv
```

Delete the entire [G2KAUDIO.DRV] section. Save the changes and exit. Click Start, Find, and Select Files or Folders. Type AZT*.* and press Enter. Delete all files listed. Delete WAVE*.* in the same manner. Restart the computer and select the Add New Hardware icon from the Control Panel. Choose the Sound, Video and Game Controllers option from the device list and click the Have Disk button. Insert the diskette and select one of the following drivers:

For Aztech AB or A: AZTECH SOUND GALAXY BASIC AUDIO 16A

For Aztech AZ: AZTECH SOUND GALAXY BASIC AUDIO 16B

Continue with the installation and restart the computer when prompted. In Device Manager check for a Yellow exclamation point on the Aztech driver. If it's there, highlight the driver and select Properties. The Original Configuration (Current) box MUST have a check mark in it under the General Tab. Under the Resource tab make sure that the card is configured as follows:

```
Input/Output Range = 0220-022F
```

```
Input/Output Range = 0534-0537
```

```
Input/Output Range = 0388-038B
```

```
Interrupt Request = 5
```

```
Interrupt Request = 10
```

```
Direct Memory Access = 01
```

```
Direct Memory Access = 00
```

Save any changes and restart the computer. Note: Don't modify the sound driver lines in the autoexec.bat, as you'll still need them for your DOS applications.

Gateway Makes Some ...

Rowdy Friends

Two of pro football's greatest running backs went one-on-one in early September to see who would rule ABC's Monday Night Football PC CD-ROM game.

Walter Payton and Tony Dorsett didn't even have to get out of street clothes for this game, played at Payton's bar and restaurant, The Roundhouse, in Aurora, Ill. The game was ABC's Monday Night Football PC CD-ROM. The field was Gateway 2000.

It was the Labor Day kickoff of the "Rowdy Friends Tour," sponsored by ABC Interactive, OT



Sports and Gateway.

The tour features a 40-foot bus loaded with Gateway P5-166 desktop computers running ABC's Monday Night Football PC CD-ROM game. Also on board was one Destination Big Screen PC and a Gateway Solo 2100 portable. The bus will travel to the host cities of ABC's Monday Night Football games through December 2, making various stops, including the stadium on game night.

Two 31-inch-diagonal Destination monitors will be mounted outside the bus and show a computer match up being played by someone on the bus. At Payton's bar, Payton and Dorsett squared off on desktop PCs while the crowd watched the action on Destination Big Screen PCs.

"It's a different way for Gateway to get our products in front of potential customers," said Rick Jaeger, manager of on-site marketing for Gateway. "This is cool. It's the right time — fourth quarter and football season. We're excited about teaming up with

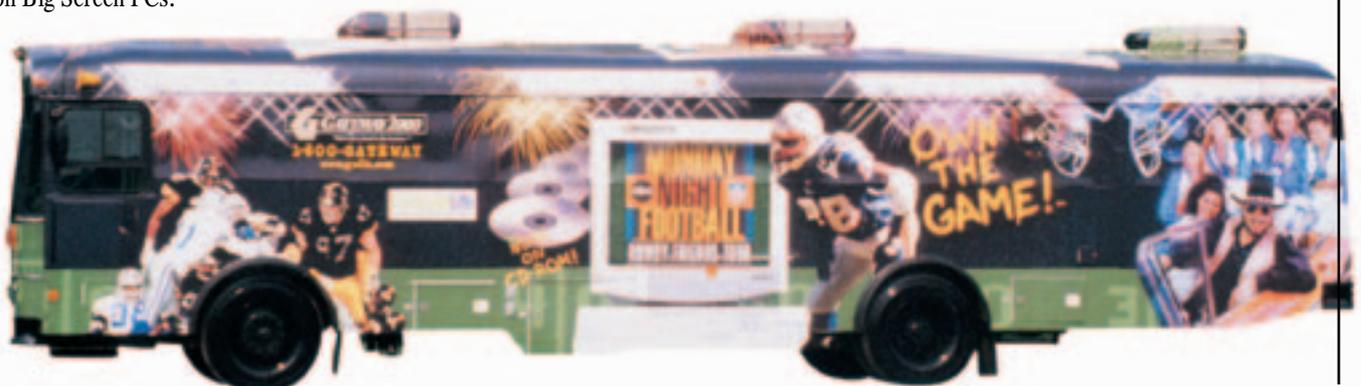
OT Sports and ABC to provide the hardware for the tour."

Mary Ann O'Brien, Gateway marketing program specialist, said the Rowdy Friends Tour is part of Gateway's effort to make products accessible to customers.

"We want to give customers

what they want — an opportunity to touch, feel and experience our computers first hand — and what better way than with ABC's Monday Night Football?"

Check Gateway's Web site at www.gw2k.com, for the Rowdy Friends Tour schedule. The site also features links to a sweepstakes from OT Sports. The grand prize is a trip to the Pro Bowl.



Now You Can ...

Test Drive A Gateway PC

If the latest in automobile technology fits nicely into a showroom, what better place to display some of the fastest computer dragsters on the planet?

Move over, four-wheelers, Gateway 2000 subsidiary Gateway 2000 Retail, Inc. is now in the American showroom business with locations in suburban Charlotte, N.C., and Orange, Conn.

Showrooms, literally rooms where Gateway Retail employees can show customers products, are popular in Europe and Asia where a significant percentage of consumers prefer to see computer demonstrations before they buy.

Gateway Retail's stores will test how well the approach translates into the American consumer electronics market. While continuing to focus on customers who use telephones to get products and services from Gateway, the retail stores join our World Wide Web site as additional ways for people to learn about Gateway products.

As in Europe and Asia, the U.S. stores will offer consumers a chance to test Gateway's entire line of professional systems, multimedia systems and Gateway Solo 2100 portables. Visitors to U.S. retail stores will also get a chance to test the Destination Big Screen PC which is not yet available outside North America.

The decor of the stores will focus on Gateway's rural heritage with a 21st century edge, something Joy Heubaum, Gateway Retail's planning and design coordinator, called "rural Midwest meets high tech." The Destination Big Screen PC will be featured in a living room setting that's inside what appears to be a giant barn within the showroom. Kids can play with computers and other toys inside an area made to resemble a giant, blue grain silo common in the rural Midwest. Customers testing Gateway desktop and portable systems will do so at cow-spotted workstations.

Gateway Retail's sales representatives can answer questions and assist customers in custom configuring and ordering a system.

Joseph Burke, president of Gateway 2000 Retail, Inc., said the retail stores will not be like conventional PC stores. All PCs will continue to be built only after they have been ordered and custom configured, just as if they were ordered over the phone. Current customers will also be able to purchase peripherals at the retail

stores. The stores will have some inventory of Gateway apparel and other Gateway licensed products.

"We're certainly not lessening our commitment to our excellent phone customers," said Joe. "They've made Gateway what it is today and we'll always remain very loyal to them. We're excited about the potential for stores to give Gateway an even greater exposure to new customers. This will help Gateway deliver the best values in the industry to all PC buyers."



Gateway Chairman and CEO Ted Waitt said Gateway 2000 Retail's stores are a logical extension of our direct model.

"We want to test the waters on this to access a significant market of people who aren't comfortable ordering by phone," said Ted. "This isn't a departure from our direct model. It's just another way to connect Gateway with its customers directly and accommodate them in the way they want to shop. They can call us on the phone, order on our Web site or visit a Gateway Retail store. Once the order is taken, the systems will be built, shipped and serviced in the exact same way we handle all our phone orders."

Service after the sale, including technical support, will be done over the phone as it is with every other Gateway PC.





by Phil Ellis, *Gateway 2000 On-line Services Representative (ultra-cool high school senior)*

Upgrade fever is here! With the price of RAM plummeting, more and more PC users are trying to increase the capabilities of their current systems before taking the big plunge into a new Gateway 2000 PC. And why not? It's inexpensive and effective. The following are a few of the most frequently asked questions about upgrading your system's memory. Check them out. They help make your decision to upgrade a lot easier.

Q. What's RAM going to do for me? How much should I add?

A. Most of the benefit you'll get from the extra RAM is the decrease in swapping when you switch between open applications. Windows 95 itself needs quite a bit of memory just to run, so if you have 16MB there's not a lot of available memory remaining for open applications.

When you have multiple programs open, the operating system has to swap between them, causing extra hard disk access. The extra RAM will keep that from happening as often, and your programs will run faster.

Also, programs with large graphics files, databases or spreadsheets, AutoCad, etc., will run faster with more storage space. If you're running Windows 95, get at least 16MB or more. If you have NT, get 32MB or more. But if you're just doing simple things like word processing or solitaire, 16MB should be enough.

Q. How do I know what type of RAM I need for my Gateway 2000 PC?

A. There are several types of RAM available. If you have the invoice handy, there's a part number with a description of the RAM already in your PC.

If you don't have the manual, there are several things to consider: Speed (nanoseconds), number of pins (30 or 72), parity or non-parity (36 bits or 32 bits), and type (for the most part, either FPM or EDO). If your system is more than 4 years old, you'll most likely need 30-pin, 70ns, FPM RAM modules. These are shorter than 72-pin modules and are for most older ISA systems. If your system is less than 4 years old, it uses 72-pin SIMMS and most likely the non-parity flavor.

All Pentium processor-based systems and all but the first local bus 486-based systems also use non parity. If you're unsure, check your invoice (a non parity part number will end in an NP) or drop us a note on-line with your customer information and we'll let you know.

There is a more recent type of memory module called a DIMM (Dual Inline Memory Module) which is used on some of the most current system boards. They're 160 pins, long, and unmistakable from any other modules.

Q. What is EDO RAM and can my system use it?

A. EDO (Extended Data Out) RAM is a new type of memory which allows the system to start the next memory cycle quicker, increasing total system performance from 5-20% depending on the system. If you have a system board with a Triton chipset, you can (and should) use EDO RAM. How can you tell? Boot your system and note the BIOS revision. If the extension of your BIOS is BS0T, BR0T, CS1T, or CN0T, you can use EDO. If you do not have one of these revisions, and if

you do not have DIMMS, you may not use EDO memory.

Q. Do I have to add modules in pairs?

A. It all depends on the system. Most systems these days require SIMMS to be added in pairs. All but a few of our PCI systems, both 486 and Pentium, require memory to be added in pairs.

Q. Can I mix different speeds or types of memory?

A. You can put EDO and FPM RAM in the same system as long as there aren't two different types paired together. But stick with EDO if you have the choice. Don't mix parity and non parity. Don't mix speeds. (Some may argue with me on this, but it's really not recommended.) If at all possible, stick with like SIMMS.

Q. The memory count shows the proper amount of RAM for my Pentium processor-based system, but Windows 95 is telling me that it's not using all the available memory. Am I missing something?

A. On some Pentium processor-based systems, you must enter the CMOS setup and disable the ISA Linear Frame Buffer option in the Advanced section.

Q. After adding extra RAM to my 486 local bus system with an ATI Mach 32 video card, my system no longer goes into Windows. Help, please.

A. At the C:\MACH32 directory, type Install and press Enter. Choose Set Powerup Configuration and press Enter. Under the Memory Aperature option, set the amount to 100MB or more. Close the program and save the changes. If you don't have the Memory Aperature option (it's not there with newer drivers), just run the install program and save the non-existent changes anyway.

Using JAVA

By Kevin Ehlers, *System Administrator, Gateway 2000 On-line Information Network, Kehlers@gw2kbbs.com*

The traditional first program that almost all beginning programmers write is, "Hello World." It's the first step into the transition of user to full fledged developer. My particular example below is written in JAVA, which many of you might recognize as being the language used to develop many of the applets you see on your favorite Web sites. JAVA seems to be the up and coming language not only for applets, but for full-blown applications that can be used on practically any platform.

As an exercise, take a look at this program and see what it actually does. If you're into programming in C or C++, you probably noticed this code looks strikingly familiar. In fact, JAVA can be thought of as really a derivative of C++, sans some of the things that make C++ difficult and potentially insecure (i.e. pointers and direct memory management, among others things). This was purposely done to make the language as "familiar" to C++ developers as possible.

```
class GreetFriends {
    public static void main (String args[] ) {
        if (args.length == 0) {
            HelloFriends("... whoops, no one to say hello to"); }
        else {
            HelloFriends(args[0]); }
        }
    static void HelloFriends (String salute) {
        System.out.println("Hello, " + salute + "!");
        }
    }
```

The class is the foundation of the JAVA programming language. A class, which defines a type of program object, contains properties and methods. JAVA is a true object-oriented language, so the concept of having properties (which are like variables in C/C++) and methods (which look very similar to functions found in C/C++) associated with an object is natural. This program has a class GreetFriends which has two methods, main and HelloFriends.

The method main contains an argument list of **String args[]**. Args is an array which will accept a group of strings. Each argument is an element of the array, so to refer to the first argument, you would write (args[0]). (The arrays first slot is typically numbered 0.) In order to find out how many arguments are made in this instance, use the variable args.length. In fact, that's what we use in the very first line of the main method. The evaluation if

(args.length == 0) asks, "Is the number of arguments (args.length) equal to zero?" If yes, make a call to the HelloFriends method passing the parameter, "... whoops, no one to say hello to." If the number of arguments is not equal to zero we then make a call to the HelloFriends method passing the parameter args[0] or in other words the name you entered as an argument.

The HelloFriends method accepts a string parameter which I've called salute. The method then uses a built-in

JAVA print method which prints the text out to your screen. Everything in quotes is printed literally, while the information contained within the salute parameter is printed.

Example:
Input: C:\java\bin\java GreetFriends
Output: *Hello, ... whoops, no one to say hello to!*
Input: C:\java\bin\java GreetFriends Phil
Output: **Hello, Phil!**

Due to lack of space, this sample is a bit crude and could be expanded upon. But, at least you now have a simple JAVA program to get you started (at the very least I hope it got you excited about writing your own JAVA applets or applications). If you want to develop your own JAVA programs, download the Java Developer's Kit from <http://www.javasoft.com>. Or, you can purchase one of the many commercial developer's kits that are now on the market. There are also books available to help educate you in programming with JAVA. Happy programming!



Some Things You Just Have To ...

Experience Yourself

The system that pioneered a whole new category of computers has also taken Gateway where it's never gone before: retail.

This fall, the Destination Big Screen PC went on sale at Nobody Beats the Wiz stores on the East Coast and select CompUSA Computer Superstores throughout the United States.

Because the Destination system merges the functions of computer and television, highlighted by a 31-inch monitor, wireless keyboard and Field Mouse remote, it's difficult for people to fully conceptualize the product without actually using one. Gateway's marketing research and tests show that people who hear and read about the Destination system are interested, but when given the chance to actually experience the system, users are blown away.

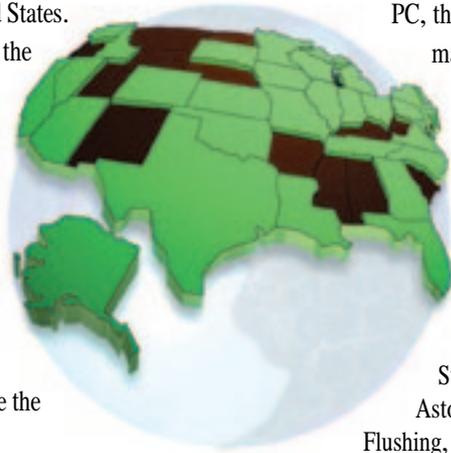
As a result of this research, we realized the need to modify our direct model approach and established alliances with CompUSA and Nobody Beats the Wiz. Customers can now test drive a Destination system at the store and then buy one on the spot or call Gateway. The stores will offer a popular new \$2,999 Destination configuration. Several consumer electronics accessory products will also be available at the stores including VCRs, home theater stereo systems and entertainment centers.

If customers want Gateway to custom configure their machine, they just give us a call. The system will be built to their specifications and shipped right to their door.

Seeing Is Believing

Gateway has even started an ad campaign in several consumer publications with the theme, "Some things you just have to experience yourself," to drive home the message that words alone cannot describe this extraordinary new product. You actually have to see it, touch it and play with it before you fully appreciate the features of the Destination Big Screen PC.

Since our inception in 1985, we have stayed out of retail electronics stores in favor of the "direct market." Under the direct model, customers contact Gateway directly, almost exclusively by telephone, to place orders and get services. Gateway will maintain that business model for all products with the exception of the Destination Big Screen PC.



"Gateway is committed to the most efficient channel of distribution for its products. How this is executed will depend on the product and the market," said Gateway Chairman and CEO Ted Waitt. "For a new product category like the Destination Big Screen PC, the retail channel is the most efficient way to market the system *and* educate consumers."

Experience the Destination Big Screen PC today at select Nobody Beats the Wiz stores in **Connecticut:** Meriden, Milford, Newington and Norwalk; **Massachusetts:** Holyoke, Saugus and Framingham; **New Jersey:** Brick, Cherry Hill, East Brunswick, Eatontown, Edison, Homdel, Jersey City, Raritan, Lawrenceville, Moorestown, Old Bridge, Paramus, Secaucus, Succasunna, Union and Wayne; **New York:** Albany, Astoria, Bohemia, Bronx, Brooklyn, Carle Place, Flushing, Hicksville, Huntington, Lake Grove, Manhasset, Massapequa, Middletown, New York, Rego Park, Scarsdale, Spring Valley, Staten Island, Syracuse and Valley Stream.

CompUSA locations include: **Alaska:** Anchorage; **Arizona:** Mesa, Phoenix, Scottsdale; **California:** Anaheim, Burbank, City of Industry, Culver City, Emeryville, Fountain Valley, Los Angeles, Mission Viejo, Monrovia, Montclair, Newark, Oxnard, Sacramento, San Bernardino, San Bruno, San Diego, San Jose, San Marcos, Santa Clara, Redondo Beach, Woodland Hills; **Colorado:** Aurora, Colorado Springs, Westminster. **Connecticut:** Orange; **Delaware:** Wilmington; **Florida:** Altamonte, Deerfield Beach, Jacksonville, Miami, Tampa, West Palm Beach; **Georgia:** Atlanta, Duluth, Roswell, Smyrna; **Idaho:** Boise; **Illinois:** Downers Grove, Schaumburg, Skokie; **Indiana:** Castleton; **Iowa:** Clive; **Kansas:** Overland Park; **Louisiana:** Metairie; **Michigan:** Detroit, Madison Heights, Novi; **Minnesota:** Bloomington, Roseville; **Missouri:** Maryland Heights, Kansas City; **Massachusetts:** Brighton, Woburn; **Nevada:** Las Vegas; **New Hampshire:** Nashua; **New York:** Rochester; **North Carolina:** Charlotte, Greensboro, **Ohio:** Beachwood, Cincinnati, Columbus, Fairlawn, North Olmsted; **Maryland:** Glen Burnie, Rockville, Towson; **Oklahoma:** Oklahoma City; **Pennsylvania:** King of Prussia, Philadelphia, Pittsburgh; **Rhode Island:** Warwick; **Tennessee:** Nashville; **Texas:** Addison, Austin, Arlington, Dallas, El Paso, Houston, Hurst, Lewisville, Mesquite, San Antonio; **Virginia:** Alexandria, Norfolk, Vienna, Woodbridge; **Washington:** Mountlake Terrace, Seattle, Tukwila; and **Wisconsin:** Brookfield.

For store addresses and a current listing of Nobody Beats The Wiz and CompUSA stores featuring Destination Big Screen PCs, checkout our Web site at <http://www.gw2k.com/destination>.

Benchmarks (Ye Little Olde Speed Test)

By Rob Cheng, VP of Marketing, Americas Group, and Bill Zahren, Assistant Editor

Being alert PC marketing personnel, we've noticed that today's computer shoppers seem more and more interested in what's technically known in the business as "cheek-stretching, blurred-vision-inducing, lubricated-lightening, sensory-overload speed."

So what's the deal with that? When people buy a car, they usually care more about whether the interior comes in midnight blue leather than how fast it goes from 0 to 60 mph. Why is everyone so fixated on speed when it comes to PCs?

It's obviously because we all measure our self-worth, value to society and ability to attract longing looks from the opposite sex based on the speed of our personal computers. No, wait. That just applies to us PC marketing personnel.

For most other people, when they shell out \$3,000 to \$4,000 for a computer, they want it to run all the cool new software as long as possible, preferably 15 to 20 years.

Most people figure running tomorrow's software will require more power, indicated by a very large number in front of the MHz.

Benchmarks simply attempt to measure that speed in more scientific and objective terms than the marketing designation of "spleen-ripping speed."

Benchmarks result from programs that make a component or entire system perform defined tasks.

There are lots of different benchmark tests, but if you're springing for an entire system, you want a benchmark that measures the total overall system performance.

In response to cries of the people for a cooler benchmark test, those wacky people at Ziff-Davis Labs huddled and came up with "Winstone" which we use a lot at Gateway. The Winstone tests drive PCs through specific tasks real people do. Stuff like working with word processing documents, doing presentation slides, creating graphics, and crunching serious numbers in a spreadsheet. They dreamed up a series of these tasks, made a program to test how fast PCs can do them and started the drag races.

Winstone is cool, but not even *it* is the "All-Being" of tests and it doesn't mean anything if not compared to the score of some other system on the same test.

Here's a tip from us happenin' insiders: People who want the fastest cyber hot rod these days get into Pentium Pro processor-based machines. Those zany guys in engineering, where everyone speaks in acronyms and wants to see your clearance badge before they'll even direct you to the restroom, did a Winstone 32 that included 32-bit tests that showed our Pentium Pro CPU G6-180 out-sprinted the Pentium chip P5-200.

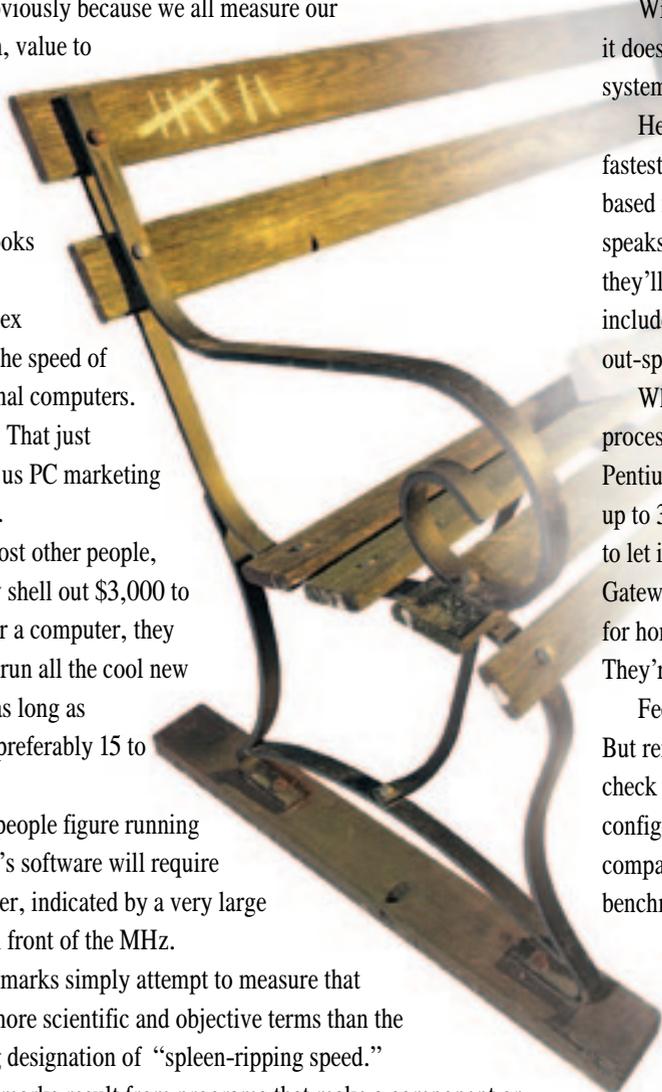
When we say something is "16 bit" we mean it sends data to the processor in a series of 16-bit hunks. Both the Pentium and Pentium Pro can easily handle software that sends them data chunks up to 32 bits big. But Intel tweaked the Pentium Pro chip big time to let it eat 32-bit hunks of data faster than the Pentium chip. So Gateway has started to offer the Pentium Pro chips in systems made for home use. Multimedia, games, Windows 95, all that stuff. They're like F-16s in full afterburner mode.

Feel the need for speed in your new PC? Check the benchmark. But remember, benchmarks are just part of the picture. Please also check the kind of test that produced the benchmark, the price and configuration of the fastest benchmark system, reputation of the company and all that other stuff. You should also try to find a benchmark test that used applications you're likely to use.

Just remember: If your computer should suddenly jump to warp drive, an oxygen mask will drop from the ceiling.

Please secure your mask first and then assist any children who might be nearby.

For more unusual insight into the PC, check Technologies: A PC Guide That Won't, Technically, Make Your Head Explode by Rob Cheng and Bill Zahren on the Gateway 2000 World Wide Web page at www.gw2k.com.



Sutter Home Winery ...

"Herd" It Through The Grapevine

Tucked in the heart of California's Napa Valley, there among lush vineyard acreage, are some of the world's freshest, most award-winning ... computers. Gateway 2000 PCs are the system of choice at Sutter Home, the sixth-largest winery in the U.S. and inventor of the best-selling white zinfandel wine variety.

Sutter Home chose Gateway PCs for how well they compared to other brands for price and support. "For what we're getting on the systems, we'd pay a lot more with someone else. Overall, Gateway gives us the best bang for the buck," said Anthony Torres, Vice President of Administration for Sutter Home.

Torres found himself one golden July afternoon perched atop a stack of Sutter Home crates, sparkling wine glass in hand, posing with a cow-spotted box. With the grapevines of Sutter Home's Calistoga Vineyard as a backdrop and the golden California sun for lighting, Torres became a model for another of Gateway's trademark ads. As a corporate customer, the winery was featured in a Gateway ad that ran in *PCWeek* and *InfoWorld* magazines during September.

While the black-and-white box stands out amid the verdant greens and brilliant blues of the Napa Valley, around this vineyard, Gateway 2000 PCs fit right in. "We've pretty much moved to all Gateway desktops. We use them every day for almost everything," said Helen Blevins, of Sutter Home's MIS department.

At Sutter Home, "almost everything" includes administration, maintenance, accounting, sales, purchasing — they even use them in wine production. Gateway PCs with specialized software are used to monitor the wine tanks and run test data on their bottling equipment. A person virtually anywhere throughout the company can check the status of those giant tanks from the computer on his or her desk.

"In a tank holding 25,000 gallons of wine, you have to make sure the temperature control and everything is right," said Torres. If not, well, you get 25,000 gallons of sour grape juice.

In addition to requiring durable machines for such precise monitoring, Sutter Home looked for service and support as well.

"Gateway is very responsive and turnaround time is a big issue for us," said Torres, who also has a Gateway PC at home. "Gateway has always come through for us with our order to meet our schedule."

Although production, bottling, shipping and warehousing operations are housed in state-of-the-art facilities in Napa County,

Sutter Home remains very much a family-run business. Torres's mother and uncles run the company. His grandfather was one of the two Italian immigrant brothers, John and Mario Trincherio, who purchased the winery in 1947.

The history of the Sutter Home winery dates back to 1874, when a Swiss-German immigrant named John Thomann established a small winery and distillery.

After he died in 1900, his heirs

sold the winery to another Swiss family, the Leuenbergers. They renamed the estate Sutter Home, after Lina Leuenberger's father John A. Sutter.

Prohibition shut down Sutter Home in 1920, and it remained abandoned until 1947 when it was purchased by the Trincherio brothers. Descendants of an Italian wine-making family, the brothers moved from New York City to the small town of St. Helena, Calif. Since then, the winery has enjoyed dramatic growth and has established itself as a leader in developing the popularity of premium wines, and an innovator in the field of premium wine packaging.

Perhaps more than any other U.S. winery, Sutter Home has demystified and popularized wine for the American public. Sutter Home regards wine as a beverage, not a work of art; one that enhances meals, special occasions and socializing with friends and family. From white zinfandel and alcohol-free wines to single-serve and patented non-cork packaging, Sutter Home has made wine more approachable to the American consumer. They've done so by following the motto originated by their founding family members: "A great product for a fair price."

It's a philosophy that Sutter Home's friend in the business can get behind.



Anthony Torres, Vice President of Administration for Sutter Home

PC Moos for Kids

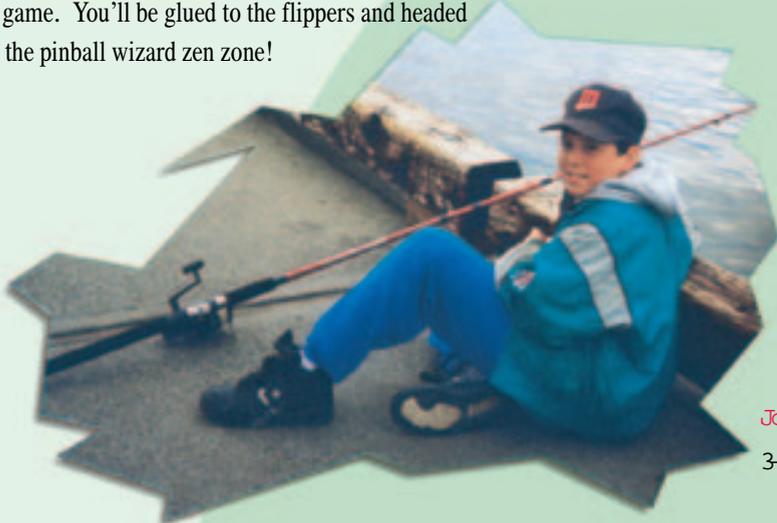
computer kicks & tricks

Hello and a hardy winter welcome to you!

This time we went way up north for our software review. Santa was a little busy, so we asked Jonathan Glover, 14, to try out *3-D Ultra Pinball* for us. Jonathan is an eighth grader at Floyd Dryden Middle School, Juneau, Alaska. When he's not having a blast on the computer, you might find him studying for his driving permit, playing hockey or salmon fishing.

Score Big With 3-D Ultra Pinball!

This is one cool pinball game. You don't just hit bumpers and bells. There are rebel bulldozers to blow up and meteors to shoot down and lasers to fire. It works with a joystick or your keyboard. If you're using your keyboard, the "CTRL" key makes the left flipper work and the Shift key runs the right flipper. You shoot the ball with the Down Arrow key. The ultimate goal is to build a space colony and launch a starship. The whole time you're playing, a female computer voice tells you how you're doing and where your key targets are so you can score bonus points. The graphics and sound are unbelievable. I scored 36,086,360 points! My dad racked up 126,205,320! You can play in a tournament with up to three people or you can practice by yourself. You should try this game. You'll be glued to the flippers and headed into the pinball wizard zen zone!



Jonathan Glover

3-D Ultra Pinball ace from Juneau, Alaska.

Hokey Pete! We've been asking for jokes, games, artwork and just your ideas in general, and boy did you respond. This is great — keep those ideas coming in! And don't forget to include your name, age, T-shirt size and address. If we put your name in print, we'll send you a super-cool cow-spotted Gateway 2000 T-shirt.

Our mailing address is:

PC Moos For Kids
Gateway 2000
610 Gateway Drive
P.O. Box 2000, Mail Drop Y-20
North Sioux City, SD 57049-2000

Or you can e-mail us at:

editor@gw2k.com

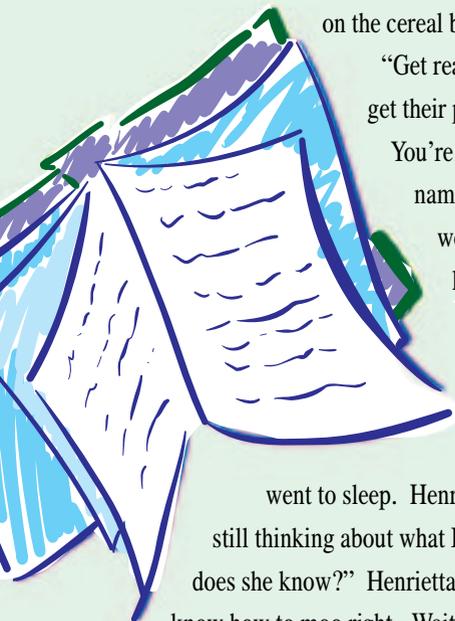
Nina Soileau is 13 years old and she lives in Mamou, Louisiana. She told us she gets lots of use out of her Gateway computer! She researches book reports, writes to pen pals, makes charts, writes stories, and she even designs sheets for her little brother to color. Nina's mom is her teacher, so she makes math and English tests on the computer.

Emily Ash, 11, writes to us from Santa Rosa, California. She uses her Gateway PC to look up spelling word definitions. Emily uses MS Encarta '95 for this by clicking on tools, then clicking on dictionary/thesaurus. Then she types in the word she needs the definition for, hits dictionary and there it is. She even plays regular music CDs on her Gateway system while she's doing her homework.

Twelve-year-old **Tara Steinke** lives in Chatfield, Minnesota, and she sent us a story that tells her version of how our boxes ended up with all those funky spots. Who knows? Maybe she's right!

How the Gateway Box Got Its Spots

Henrietta Heifer was a very lonely cow who didn't have very many friends. The other cows made fun of her because she would daydream all the time about being famous. She wanted so bad to be



on the cereal box with a sports star.

"Get real," said Bossie. "Cows don't get their pictures on cereal boxes.

You're lucky if you even get your name in the newspaper! Who would want to put a silly cow like you on a cereal box?"

Henrietta sighed. What if Bossie was right? What if nobody wanted her on a box? She ate her feed and

went to sleep. Henrietta woke up the next day, still thinking about what Bossie had said. "Oh, what does she know?" Henrietta laughed. "She doesn't even know how to moo right. Wait, I got an idea!" Henrietta

walked down to the creek and washed all the mud off herself.

"Maybe if somebody sees my spots, they'll at least put my beautiful spots on the box!" She stood by Farmer Gustafson's white fence so someone would see her spots.

About fifteen minutes passed by, and a man named Ted Waitt drove by Farmer Gustafson's pasture. Mr. Waitt stopped his car in awe of Henrietta's spots.

"Wow, I could put those on my computer boxes! Hey, I could even paint spots on my building!" said Mr. Waitt. He told Henrietta that he was the CEO of Gateway 2000 and that he would pay her a gajillion dollars to put the spots on Mr. Waitt's computer boxes. Henrietta bought herself a 20,000-acre pasture in North Sioux City, South Dakota. Henrietta told Farmer Gustafson about Bossie, and Bossie was sold to another farmer.

THE END!!!

Abby Bergsma, 10, from Appleton, WI came up with a small word search to play. Let's see how you do! The words to look for are: Gateway, CD, game, cow, cool, PC, fun, spot, and Microsoft.

G A T E W A Y C Z
 X Q A S M P Y C D
 S P O T M W C O W
 E D C F U N R O K
 R G K F G P A L P
 A B P C G A M E D
 M I C R O S O F T

See page 21 for the solution!

Diane Barigian wrote to us from Fresno, California. She sent us a cool new game that she made up all by herself. Of course she's 12, so she's good at stuff like this! (HINT: The answers are on page 21.)

Computer Code

Read the clues and fill in the answers on the grid under the clue. Copy the boxed letters into the blanks at the bottom to solve the computer code!

1. What this magazine is mostly about.

2. The part of the computer you type with.

_____ _____

3. A fun thing to do in summer.

_____ _____

4. Fun things to play on your computer.

_____ _____

5. What you are doing right now.

6. Pretty white stuff that only comes in winter.

_____ _____

7. A _____ 2000 computer is great to have!

_____ _____

8. The season when it is very hot.

Computer Code:

_____ are a natural part of a cow.

Black-and-White Blizzard Hits The East Coast

Deep in the forest of Hampton, Virginia's, outland industrial parks, a small rustle in the leaves has erupted into a blizzard of black-and-white cow spots.

After only four months in operation, Gateway 2000's newest manufacturing plant has launched a drive to bury the East Coast in an onslaught of personal computer products packed in cow-spotted boxes — just in time for the holidays.

Back in July, when 95-degree temperatures were steaming the East Coast, Gateway 2000 Chairman and CEO Ted Waitt joined more than 200 employees, guests and city and state officials for the Hampton grand opening. The plant's strategic East Coast location puts it within a day's drive of 70 percent of the U.S. population, an ideal position to help Gateway satisfy growing American demand.

"The Hampton plant is truly state-of-the-art when it comes to the PC industry," Gateway Chairman and CEO Ted Waitt said. "Coupled with our manufacturing facility in North Sioux City, South Dakota, this new plant gives Gateway 2000 the capacity we need to meet the continued demand we expect to see in the years ahead."

The trickle of production that started in July has grown into a stream and is headed for river status. Gateway Hampton's manufacturing staff has embraced Gateway's enthusiastic corporate culture, building in the quality and service with a spirit that rivals old Saint Nick's. Like Santa's elves, hundreds of Gateway Hampton employees rallied to join Gateway's North Sioux City plant in satisfying the traditional holiday rush.

"It's a lot of teamwork," said Hampton manufacturing employee Ray Williams. "We all pull together to get the job done." The increased fourth quarter volume doesn't frighten Lisa Bravo, also in manufacturing. "I like it here, the way Gateway values employees is great," Lisa said. "People respect Gateway — the company stands for quality."

Gateway's quality product attracted James Koerick to his job as quality auditor. "At Gateway I can really impact the quality of our product and keep it top-notch," James said. "I'm also proud that all the computer components here are top of the line. There aren't any generic parts in Gateway computers."

The driving force behind this massive force in Hampton is Jeff Livak, a 12-year veteran of the computer industry and Hampton manufacturing operations manager. Since October 1995, Jeff has led the charge to bring Gateway 2000 manufacturing closer to our East Coast customers.

Jeff's team took on the challenge and 10 months later had Hampton up and running on time and under budget. Along the way, his team zeroed in on improving Gateway's manufacturing process. They implemented a list of improvements and technology upgrades nearly as impressive as Santa's gift list.

"Like every Gateway 2000 manufacturing plant, you have the unique opportunity to build on all the current successes and try new ideas," Jeff said.

To build an atmosphere of continuous improvement, Jeff coaches his staff and works directly with employees on the Manufacturing floor. "You probably won't find me in my office very much, I like being involved on the floor, and enjoy getting to know the people," he said.

Out on the manufacturing floor, each day begins and ends with a pep rally for each team. Supervisor Scott Sickles cheers on his team and challenges them to set ever-higher levels of quality. "Since we've improved every day, the message is 'Keep up the good work!'" he said.

While the holiday spirit peaks in December, the Gateway spirit sparkles all year. "It's awesome. Everybody has that attitude about Gateway," said Moses Ware, Manufacturing Engineering. "It transcends from Ted Waitt all the way through Gateway."

Gateway employee Shirley Dennis says Gateway cares about employees, not just what they produce. "Many companies are only worried about the product and not the person," said Shirley. "But here they care about each individual." The high-tech plant, employee spirit, and the typical Gateway focus on quality for both customers and employees, all add up to customer satisfaction — something that will keep both Gateway employees and customers warm when the real blizzards start to howl this winter.



Buy A PC With Our New ...

Financial Options

We're making it easier than ever for you to purchase Gateway PCs and add-ons this holiday season with two dynamic, new financing options. Check out these exciting details!

Gateway Easy Pay Plan* — the perfect solution for gift givers who like to plan ahead!

- No payments for 90 days
- Low fixed monthly payments
- Loan amounts from \$1,000 to \$25,000
- Flexible repayment terms
- Quick credit approval
- No application fee

Gateway 2000 Moola MasterCard® Credit Card* — a credit card and rebate card in one neat package!

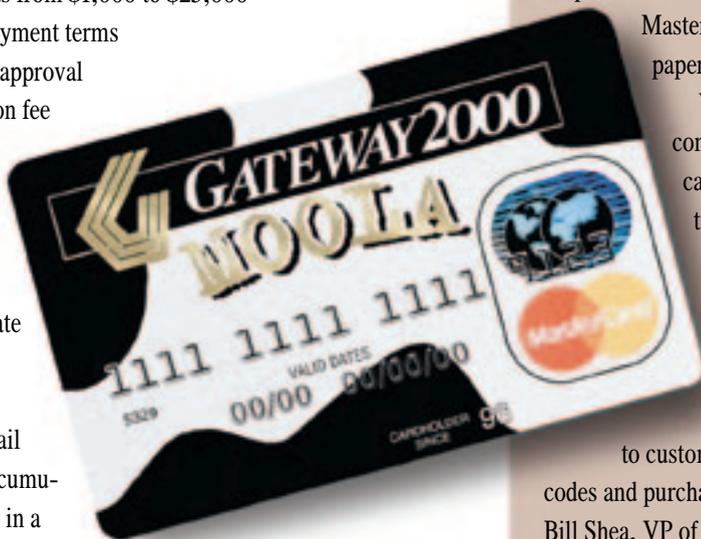
- 1% of net retail purchases accumulate as points in a Moola account toward future Gateway purchases**
- Competitive interest rate
- No annual fee

To apply for the Gateway 2000 Moola MasterCard, call MBNA America Bank at 800-221-6650 and mention priority code HUVJ.

In addition to these financing options, we accept most major credit cards and COD terms. Qualified commercial customers can choose from net 30-day credit terms or leasing options as well.

* *These accounts are issued and administered by MBNA America Bank, N.A.*

** *Certain restrictions apply.*



Gateway Streamlines Accounting Procedures For Corporate Customers.

Gateway 2000 recently became one of the leading national computer marketers to be recognized as a Level II Supplier by MasterCard's Corporate Purchasing Card programs. An already significant and growing number of corporations are using purchasing cards such as the MasterCard Purchasing Card to replace labor and paper intensive purchasing procedures.

We can now process corporate orders for computers and peripherals on purchasing cards at "Level II" which transmits additional data elements that help to streamline customer accounting procedures.

"We've always provided our customers with the flexibility of credit card payments, but now we've enhanced our systems to transmit critical information

to customers such as sales tax amount, accounting codes and purchase descriptors with card transactions," said Bill Shea, VP of major account sales at Gateway. "This enables our corporate customers to reduce the time and cost of traditional purchase and payment procedures."

"By providing Level II data capture, Gateway 2000 enables their customers to appropriately account for capital expenditures in a highly automated manner. This clearly reduces costs for their customers," said Joan Hennessey, Vice President, Purchasing Card Acceptance at MasterCard International. "And, since these purchases no longer generate invoices, suppliers benefit from improved cash flow and reduced costs."

We enhanced our credit card processing in response to requests from major companies and government agencies. "American businesses are committed to reengineering their Accounts Payable and purchasing procedures. Gateway 2000 was eager to support the efforts of our customers by reengineering the way we process their payments," said Bill.

You Really Can ...

Build Your Own Web Site

by Rob Cheng, *Gateway 2000 Vice President of Marketing, Americas Group*

It all started when Jim Collas, senior vice president of global products, came over to my house. We were negotiating details with some Microsoft people for some future offering. Things went pretty well and Jim left after about an hour.

As he was backed out my driveway, he knocked over my 100% brick, four-foot-tall mailbox. After about a week, Jim managed to round up enough guys to set the mailbox upright again.

Everything was fine until I threw a party for everyone in marketing. It was great fun. The only dark cloud — by the end of the night, my mailbox had been rammed! The poor thing was broken in two! Worst of all, no one was owning up to their guilt. With more than 200 potential suspects, I had a real mystery on my hands.

I had to find a way to shake out the culprit, and expose his or her nasty deed. Hmmmm. Then it struck me — place a sign on the information highway. I was sure it would work, but I had never made a Web page before. After giving it a little thought, I realized it should be a snap — as easy as editing an AUTOEXEC.BAT file. Here's my step-by-step process:

1. Find a Web Page you Like. The pages should also contain links to other pages, some graphics, and of course text. This will be your reference page. (You can also use my web page at <http://members.aol.com/robcheng/index.htm> as a reference page.) My reference page was from golf pro Barry Fabyan's site — <http://www.golfweb.com/library/fabyan/iqa/>. Save the reference page to your hard drive, using File Save on your browser.

2. Edit the reference page. The browser will save the reference page as an HTML file. HTML files are files written in HyperText Markup Language, which is essentially the instructions to the browser on how to display the page on the screen. Using a text editor, open the reference page, and check it out. They're usually pretty small files and not too complicated. You can see where the text is displayed, and how various graphics files are called from the HTML file. Just change the text to whatever you desire, and then change the graphics to whatever graphics filename that you like. Now save the file using the File Save As function to a different file name, such as TEST.HTML.

Note: Graphics are stored in JPG files. If you don't have a scanner, or some JPG files to incorporate into your page, you can quickly obtain graphics, by going on the Web. Using Netscape 2.0

or greater, you can right click on any graphics and it will store the JPG on your hard drive.

3. Test your new Web page. Bring up your browser, and using the Open File command, the browser will read and display an HTML file off your hard drive. Check everything out and make sure everything looks good. Now you can tweak your page by going back to Step #2, and test again, and again, until the page looks perfect.

4. Upload your Web page. Almost all of the on-line services, AOL, CompuServe, and Prodigy, have a place where users can post their own Web pages, usually at no extra charge. Each has slightly different instructions on how to upload your files, so check the instructions with that particular service.

5. Test the page on the Web. Use your browser to go on the Web and actually test whether everything is working OK out there. Sometimes, the browser will give an error such as "file not found," and this is usually because a file name was spelled incorrectly uploading the files in #4.

6. Tell everyone about it. This is the fun part. People need to know about your new creation. Word of mouth works fine, but is slow and cumbersome in this new digital world. Try to find related Web sites, and ask them to create links to your site. You can announce your new site to the world in a related newsgroup. And, use good old-fashioned e-mail, to tell your friends and associates.

The entire process took me less than an hour. But, a word of caution — some Web pages may not be this easy to create. Check out the controversial site at <http://members.aol.com/robcheng>.

All's well that ends well. The Web site created quite a stir at Gateway. But alas, no true culprit surfaced, although speculation and finger pointing became a daily lunch time event. Then one glorious day, in the hot South Dakota sun, a new mailbox was erected. Not just any mailbox, but a mongo mailbox. It's now the envy of the neighborhood — a foot dual mailbox brick structure, fortified with rebar and a four-foot cement base. I still don't know who the mailbox culprit is, but I have one additional clue — it's someone with a conscience.

Editor's note: For the other side of the mailbox story, check <http://members.aol.com/robbycheng/rob2.htm>.

Dear Gateway ...

Young Fan "Sells" Gateway PC

I am an extremely big fan of Gateway 2000, so I try to show it. I am just 12 years old. I was at an office store one day and a guy was looking at a competitor's computer.

He had heard of Gateway, but he did not know too much about you, so I thought it might be helpful to tell him about you guys. I told him how I liked you all more than any computer company in the world. We talked about 30 minutes and he said his mind was made up. He was going to buy a Gateway.

Then one day I was in a department store and a woman was looking at another competitor's computer. She asked me if I knew anything about computers and I said, "Some." I told her about Gateway and she changed her mind and said she was going to buy a Gateway. Anyway, you can rest assured that I am your biggest fan.

Christopher Enix

Thanks, Christopher. Customer referrals like yours are a huge part of our business. We'll do our best to continue to live up to your confidence.

Destination Big Screen PC Is Big Hit

I had to wait three and a half months for my Destination D5-166 system to be shipped and it was worth the wait! Its picture quality is better than I had expected. The system's working great. I had a couple of glitches, but Kelly in Gateway Gold Support was great! Both times I called, she was the one who helped me. Let me just say, that if all my problems are solved so easy, by someone so knowledgeable, I'll know that I made the right choice.

Gary Leemgraven

Windows NT Security

Your Fall *GW2k* feature article "What's A Company To Do?" contains a very misleading statement: "In fact, security is so good, the National Security Computer Center, a division of the National Security Agency, blessed NT Workstation and Server as satisfying all of its requirements for class C2 status, a designation given only to very secure systems."

This is marketing hype, as the C2 designation is only valid if you disable the floppy drive and physically disconnect from all networks. This is hardly the kind of installation anyone would find any use in.

Name withheld upon request.

Article author Frederic Davis responds: Well, computer security is never perfect — but I still think that Windows NT 4.0 is the most secure desktop OS ever shipped to the masses, and is MUCH more secure than the more prevalent Windows 95 or Macintosh OS.

Prompt Service Praised

A few months ago, the CD-ROM drive on my P5-90 had given up the ghost and I was stuck in the mud without it. I read about the three-year parts warranty in the literature on my PC. So I called the number and described the problem complete with the strange sounds my CD drive was making. I sort of expected to get a run around.

The person taking my call said he would send another unit out and that I should just send the old one back. I was pleasantly surprised and pleased by his manner! But what blew me away was the very NEXT day a package was delivered by UPS with my replacement CD drive in it! I must say that made a deep impression on me. When it's time to replace my P5-90, I'll remember Gateway not only because I'm pleased with the performance of my PC but because you remembered me as customer.

Dennis Knowles

Gateway PCs Invade Campus

Ever since I first saw your PCs in a magazine, I've been impressed. Now, four years after buying a Gateway P4D-66, I'm even more impressed. I attend the University of Northern Colorado. Last year I noticed a lot of cow-spotted boxes outside professors' offices and department offices. Then I saw Gateway computers in the university library and in most PC computer labs. Most of the computers were circa 1980, and a cause of despair among all students. Way to go!

Cara Petersen

Political Satire Unappreciated

Rob Cheng's Industry News in the Fall 1996 *GW2k: Gateway Magazine* stirred the emotions of several readers who did not appreciate his attempt at political humor. One reader wrote, "It is extraordinarily bad judgement ... to impose that view on customers who had believed they had a commercial, rather than political, relationship with your company."

Rob admits the attempt at humor missed the mark, to say the least.

I apologize for the political overtones of my last article. Many have taken offense, and for that I feel badly. It was an attempt at humor and not meant to endorse any political candidate nor was it expressing the political views of Gateway 2000.

Rob Cheng, VP of Marketing, Americas Group.

How To Reach Us

Address your correspondence to Editor, *GW2k: Gateway Magazine*, Gateway 2000, 610 Gateway Drive, P.O. Box 2000, Mail Drop Y-20, North Sioux City, S.D. 57049. Fax: 605-232-2023. E-Mail: editor: editor@gw2k.com. Include your name, address and phone number. Letters selected for publication may be edited for space and clarity.

When I Grow Up ...

I Want To Work At Gateway 2000

Meet Joshua Spitzer. At age 11, he already knows what he wants to do when he grows up — work at Gateway 2000! That's right, Joshua already has his eye on a job as a software loader at Gateway. But in the meantime, Joshua is happy tinkering with his system's operating system, solving his dad's friends' software glitches and telling *everyone* about Gateway 2000.

Joshua's computer wizardry is especially important because it helps him successfully live with a disability that impairs his speaking and writing skills. According to his father, the Rev. Dr. Lee Spitzer, Joshua has a neurological condition which affects his ability to communicate, but he spikes high in certain areas like puzzles, geography and especially computers.

Although Joshua has the opportunity to use several different types of computers at home, church and school, Gateway 2000 PCs have been his favorite ever since he tried one out three years ago at his father's church.

"Gateway PCs are my favorite because Gateway is such a good company. I like the game that came with my dad's Gateway P5-120 Family PC system, especially *Microsoft Golf* and *Cinemia*," said Joshua. "I also like the super-fast 6X CD-ROM drive, and the 15-inch monitor is really sharp. The Pentium chip runs Windows 95 and my favorite programs really fast."

This young Gateway fan spends about three hours a day using his computer, but he would use it even more if his parents allowed him to. Joshua explained, "I like to play games like *Chips Challenge*, *Lemmings* and *SimCity*, and use my dad's business programs like *Microsoft Money* and *Lotus Organizer*. I also do my homework on my PC and it really helps me learn my spelling lists."

Surfing the Web is another favorite computer activity for Josh. He uses a 28.8 modem to check out Web sites from Gateway, Sega, Microsoft and the Weather Channel. "I especially like it when my dad lets me get his e-mail from America Online! I write to my friends from New Jersey where we used to live."

Joshua's computer abilities go well beyond mastering basic software applications and cruising the Net. "Most, of all when no one is watching, I like to explore the computer's operating system. My other computer only uses Windows 3.11, but I really like the Windows 95 operating system on my dad's Gateway PC. I love File Manager and Windows Explorer because I like to organize files and delete old ones. Sometimes I get into trouble because I delete files I should keep and change settings without permission. Oops!" he laughed.



Joshua visited Gateway 2000 last March on his 11th birthday. He got his very own Gateway ID badge and had the opportunity to meet Gateway President, Rick Snyder.

"My dad and I get a lot of calls from friends to fix their software problems, and I get to help them," said Josh. "I also show dad new tricks to make MS Windows 95 work faster because I study the books on it."

Joshua also likes to take PCs apart to see what's inside and think of new ideas for computers. For a recent make-believe invention project at school, Joshua designed a computer system that lets you play on the World Wide Web using 3-D goggles and a new kind of mouse. "I put pictures on the lenses of goggles to create make-believe Web pages of

the Gateway Web site. My mouse is made of Styrofoam and is custom-fitted for a person's right hand. Instead of two buttons, my mouse has 10 — two for each finger."

He devised the 10-button mouse because a keyboard can't be used when a person has goggles on. Plus, the buttons are designed to simulate virtual reality motion in the glasses. Joshua recently displayed his project in his school's invention convention where it was received well by fellow classmates and parents.

So what does the future hold for this extraordinary young man? Well, as we said earlier he'd love to work at Gateway as a software loader. "I like to install and test all kinds of programs to see how they work and make them work faster," explained Joshua. "If I worked at Gateway, I would get to work with all the new programs when they came out. It would be fun to make all the computers work right. Plus, I already have my very own Gateway 2000 worker's badge!"