

Appendix  
A  
Directory

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

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

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

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Training

Microsoft University

Online Services

User Groups

Hardware Support

Reference Materials

Microsoft  
Support Services

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

General Support

Microsoft  
206/637-7098  
Windows 3.0 support

Microsoft  
206/637-7098  
Windows Environment

Applications Support

Microsoft  
206/635-7070  
Excel for Windows support

Microsoft  
206/635-7145  
PowerPoint for Windows support

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

Microsoft  
206/462-WORD  
Word for Windows support

Microsoft  
206/635-7130  
Works for Windows support

Windows for  
Foreign Languages

Windows is currently available in Chinese, Danish, Dutch, Finnish, French, German, Hanguel, Italian, Japanese, Norwegian, Portuguese,

Windows Resource Kit

Spanish, and Swedish. Microsoft has also scheduled with the release of Windows 3.1 Arabic, Czech, Hebrew, Hungarian, Russian, Thai, Turkish, Bahasa Malaysia, Bahasa Indonesia, and Polish.

Microsoft  
Consulting Services

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

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

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

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

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

MCS San Francisco

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

### Microsoft Consultant Relations Program

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

As an "Associate," you will receive substantial discounts on selected Microsoft products, a quarterly newsletter, a private CompuServe forum, and priority access to Microsoft technical support. As a "Partner," you also receive business referrals, beta testing opportunities, a regular monthly CD-ROM disk containing selected products and the contents of the Microsoft technical support

database, and a license to use the "Microsoft Consultant Relations Partner" logo. For more information, call 800/227-4679.

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

## Microsoft Certified Professional Program

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

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

To obtain the latest Microsoft Certified Professional brochure or if you have any questions about the Microsoft Certified Professional Program, please call Microsoft

Windows Resource Kit

Insides Sales § System Software at 800/227-4679.

Microsoft Windows Operating System Version 3.1 Administration Exam Topics

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

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

Memory Management  
Conventional, expanded, extended, and virtual memory  
Loading MS-DOS into the HMA and advantages of MS-DOS 5  
UMB: characteristics, loading device drivers  
Standard mode: characteristics, minimum memory and hardware requirements  
386 enhanced mode: characteristics, minimum memory and hardware requirements  
Using conventional, expanded,

extended, and virtual memory			Network s	ges and disadvan tages of
Expanded memory LIM 3.2 and 4.0 specifications			Installin g and sharing	setting up a network with
Swap files			Window s	on a network
Temporary and permanent swap files			Setting up a	Window s
HIMEM.SYS in Windows			Window s	installed locally
EMM386.EXE in Windows			workstat ion	or from a file server
SMARTDRV.EXE in Windows			Window s	Network persisten ce feature of
Windows system resources			Window s	Window s
	TrueTyp e fonts and standard fonts	ions and PIFs PIFs and PIF editor	Window s installed locally	Window s Network persisten ce feature of
Fonts and Printing Typefac es and fonts	Types of Window s printer fonts	Levels of non- Window s applicati on	Setting up a diskless Window s workstat ion	Window s Winnet API Network drivers and virtual network driver
Window s screen font and a	LPTx.D OS port Supporti ng	support provided in standard mode and 386 enhance d modes	Location s of each of the key files if running Window s from an attached file server	Window s Winnet API Network drivers and virtual network driver
Window s printer font	COM3 and COM4 with	provided in standard mode and 386 enhance d modes	Location s of each of the key files if running Window s from an attached file server	Window s Winnet API Network drivers and virtual network driver
Raster and vector screen fonts	Window s Applicat	_DEFA ULT.PI F	Advanta	

Microsoft Authorized Training Centers offer the most up-to-date Microsoft product information, courseware, and instructional techniques. Accreditation and support from Microsoft is your assurance of training that meets the highest professional standards. In addition

to user training, most Authorized Training Centers offer a broad range of services, including customized training, the-trainer courses, courseware development, consulting services, and other out-of-classroom support. To maximize the productivity of Microsoft software, contact your

nearby Microsoft Authorized Training Center by calling 800/426-9400. ATC Training Services and Products The following is a list of Authorized Training Centers (ATCs). This list is current as of February 10, 1992. For an up-to-date listing of the Microsoft third-party training organizations, please

call Microsoft Sales and Services at 800/227-4679. Alabama ExecuTrain of Birmingham 2 Chase Corporate Dr., Suite 240 ExecuTrain, AL 35244 205/987-9877 Arizona Computer Advantage, Inc. 1855 W. Baseline Mesa, AZ 85014 602/897-1919 Computer Support Professionals 4545 N. 12th St., Suite B

Phoenix, AZ 85014 602/285-0655 ExecuTrain of Phoenix 410 N. 44th St., Suite 150 Phoenix, AZ 85008 602/231-0406 Mesa Community College 145 N. Centennial Way Mesa, AZ 85201 602/461-4965 Typetronics 5717 N. 7th St. Phoenix, AZ 85014 602/274-7253 WJM Computer Sales 3001 N. Stone Ave. Tucson, AZ 85705 602/7924220 California Abacus, Inc. 514 Bryant St. San Francisco, CA 94117 415/759-2481 ABC Schools/ACT Training 4560 Alavarado Canyon Rd. San Diego, CA 92120 619/280-9933 Accelerated Computer Training 3255 Wilshire Blvd., Suite 903 Los Angeles, CA 90010 213/388-0551 Agenda Business Center 111 N. First St. Burbank, CA 91502 818/843-7954 Catapult 1 Market Plaza Stewart Tower San Francisco, CA 94105 415/543-5400

Windows Resource Kit

Catapult 3333 Michelson Dr./Office Tower Irvine, CA 92715 714/261-0477	ExecuTrain of Santa Ana 4 Hutton Centre Drive #670 Santa Ana, CA 92715 714/540-6440  Informative Edge 100 Bush Suite 845 San Francisco, CA 94104 415/392-5544	ATC Training Services, continued  Learnsoft, Inc. 5880 Oberlin Drive, Suite 600 San Diego, CA 92121 619/546-1400  MacMentor 2880 Zanker Rd., Suite 107 San Jose, CA 95134 408/433-0990  New Horizons Computer Learning Center 1231 E. Dyer Rd., Suite 140 Santa Ana, CA 92705 714/556-1220 x118  PC Etcetera, Inc. 690 Market Street San Francisco, CA 94104 415/291-8585  Productivity Point Intl. Training World 562 Missions St., Suite 400 San Francisco, CA 94105 415/243-0100  Quickstart Computer Training 5862 Bolsa Ave #103 Huntington Beach, CA 92649 714/894-1448  Synrgy Computer Training 225 S. Lake Ave., Suite 401 Pasadena, CA 91101 818/356-0380  The Training Alternative 50 First St., Suite 505 San Francisco, CA 94105 415/442-0101  Colorado
Computer City SuperCenter Village Shopping Center, 7901 Garden Grove, CA 92641 800/544-2936	InfoTec Training Institute 5201 Great America Pkwy, Ste. 254 Santa Clara, CA 95954 408/562-6272	
ContractEd Computer Training 13315 Washington Blvd., Suite 203 Los Angeles, CA 90066 213/827-0303	Innovative Solutions, Inc. 1320 National Drive Sacramento, CA 95834 916/928-1700	
Dublin Group, Inc. 4633 Old Ironside Dr., Suite 420 Santa Clara, CA 95054 800/434-8344	Institute of Computer Technology 589 W. Fremont Ave/PO Box F Sunnyvale, CA 94087 408/786-4291	
Dublin Group, Inc. 100 1st Street, Suite 350 San Francisco, CA 94105 415/227-4777		
ExecuTrain of Los Angeles 1055 Wilshire Blvd., Suite 800 Los Angeles, CA 90017 213/482-3030		
ExecuTrain of San Diego 5375 Mira Sorrento Place San Diego, CA 92121 619/552-8800		
ExecuTrain of San Jose 25 Metro Dr., Suite 620 San Jose, CA 95110 408/436-7990		

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

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

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

#### Connecticut

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

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

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

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

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

#### District of Columbia

Applied Technology Assoc.,

Windows Resource Kit

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

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

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

#### Delaware

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

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

#### Florida

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

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

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

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

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

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

#### Georgia

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

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

Executive Development



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Group, Inc. 1950 North Park Place Atlanta, GA 30339 404/952-3030	708/619-4216  Computer Support Centers/Satellite 108 Wilmot Rd., Suite 390 Deerfield, IL 60015 708/405-0545	Ziff Technologies 111 W. Washington St. Chicago, IL 60602 312/807-4949
ExecuTrain of Atlanta 1000 Abernathy Road Northpark 40 Atlanta, GA 30328 404/396-9200	Computer Support Centers 890 E. Higgins Rd., #156 Schaumburh, IL 60173	Indiana  ExecuTrain of Indianapolis 9100 Keystone Crossing, Ste. 750 Indianapolis, IN 46240 317/574-7057
Micro Center Education 1221 Powers Ferry Road Marietta, GA 30067 404/859-1545	Crawford & Associates, Inc. 6250 River Road, Suite 12-150 Rosemont, IL 60018 708/698-6670	LMB Microcomputers 6330 E. 75 St. Indianapolis, IN 46250 317/849-4999
ATC Training Services, continued	ExecuTrain of Rolling Meadows	Iowa
Software IQ 7000 Central Parkway, Suite 1000 Atlanta, GA 30328 404/698-0800	1600 Golf Rd., Suite 500 Rolling Meadows, IL 60008 708/806-6515	ComputerLand of Iowa City 5 Sturgis Drive Iowa City, IA 52246 319/351-4849
Hawaii	Productivity Point International	Kansas
Computer Training Academy 810 Richards Street, Suite 123 Honolulu, HI 96813 808/531-0575	208 S. LaSalle St., Suite 526 Chicago, IL 60604 312/332-3865	ExecuTrain of Kansas City 6900 College Blvd., Suite 670 Overland Park, KS 66211 913/451-2898
Idaho	Productivity Point International	Haddock Computer Center PO Box 68440 Wichita, KS 67208 316/683-5211
ComputerLand The Learning Center 4795 Emerald, Suite A Boise, ID 83706 208/345-8024	1419 Lake Cook Rd., Suite 390 Deerfield, IL 60015 708/940-8495	Productivity Point International 505 N. Murlen Road Olathe, KS 66062 913/829-7300
Illinois		Louisiana
Catapult 1501 E. Woodfield Rd. Suite 105 Schaumburh, IL 60173		ExecuTrain of New Orleans 1450 Poyoras Street, Suite 610

New Orleans, LA 70112 504/593-2200	Boston, MA 02111 508/872-1499	SE Grand Rapids, MI 49546 616/942-9800	n 10371 W. 70th Street Eden Prairie, MN 55344 612/828-6784	540 Maryville Centre Dr., Suite 1 St. Louis, MO 63141 314/469-9979 Forsythe Computers 8514 Eager, Suite G St. Louis, MO 63144 314/962-9100 Personal Computer Institute 8961 Page Blvd., Suite A St. Louis, MO 63114 314/426-2200 Systems Service Enterprises, Inc. 795 Office
Maine Professional Learning Center 2385 Congress St. Portland, ME 04102 207/772-2335	Professional Development Group, Inc. 160 Cochituate Road Framingham, MA 01701 508/872-1499	Michigan Computer City SuperCenter Oakland Mall, 637 John R. Road Troy, MI 48083 800/544-2936	Minnesota Computer City SuperCenter Centennial Lakes Plaza, 7491 Edina, MN 55435 800/544-2936	63141 314/469-9979 Forsythe Computers 8514 Eager, Suite G St. Louis, MO 63144 314/962-9100 Personal Computer Institute 8961 Page Blvd., Suite A St. Louis, MO 63114 314/426-2200 Systems Service Enterprises, Inc. 795 Office
Maryland ExecuTrain of Baltimore 1829 Reisterstown Rd., Suite 360 Baltimore, MD 21208 410/602-0200 Image Tech., Inc. 7257 Parkway Dr., Suite 100 Hanover, MD 21076 410/712-4146 Washington Information Systems 2316 Price Ave. Wheaton, MD 20902 301/949-8500	Ziff Technologies 1601 Trapelo Road Waltham, MA 02154 617/890-0009 Ziff Technologies 101 Federal St. 9th Floor Boston, MA 02110 617/345-6731 Eglehart Training Centers 2882 Thornhills SE Grand Rapids, MI 616/285-6898	Horizons /CTSC 33027 Schoolcraft Road Luionia, MI 48150 313/525-1501 Remex Corporation 6095 28th St.	0750 Missouri Empower Trainers & Consultants 4714 Grand Ave. Kansas City, MO 64112 816/333-8646 ExecuTrain of St. Louis	63141 314/469-9979 Forsythe Computers 8514 Eager, Suite G St. Louis, MO 63144 314/962-9100 Personal Computer Institute 8961 Page Blvd., Suite A St. Louis, MO 63114 314/426-2200 Systems Service Enterprises, Inc. 795 Office
Massachusetts Boston Center for Computer Applications 336 Newbury St. Boston, MA 02115 617/247-0538 Catapult 888 Washington St., Suite 120 Dedham, MA 02026 617/329-3290 Computer Tutor Corporation/PPI 3 Newton Executive Park Newton Tower, MA 02162 617/964-5858 Professional Development Group, Inc. 99 Bedford Street Windows Resource Kit	ATC Training Services, continued ExecuTrain 25330 Telegraph Rd., Suite 210 Southfield, MI 48034	313/352-9210 Midland Computer Shoppe 244 E. Main Street Midland, MI 48640 517/631-5440 New	Norman Lake Blvd. Bloomington, MN 55437 612/921-8844 Inacomputer Centers -	63141 314/469-9979 Forsythe Computers 8514 Eager, Suite G St. Louis, MO 63144 314/962-9100 Personal Computer Institute 8961 Page Blvd., Suite A St. Louis, MO 63114 314/426-2200 Systems Service Enterprises, Inc. 795 Office

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Parkway , Suite 101 St. Louis, MO 63141 314/997- 4700	Professi onal Compute r Training 3973 S. McCarra n Blvd. Reno, NV 89502 702/829- 8300 New Hampshi re Seacoast Compute r, Inc. 12 Portland Ave. Dover, NH 03820 603/749- 6952 New Jersey B & N Technol ogy 32 Prospect Plains Road Cranbur y, NJ 08512	908/329- 2349 Compute r Applicat ions Learning Center 100 Hanover Ave. PO Box 1477 Morristo wn, NJ 07962 201/539- 6050 ExecuTr ain of Northern New Jersey 8 Campus Drive Parsippa ny, NJ 07054 201/539- 4444 Personal Compute r Learning Centers	301 Route 17 North Rutherfo rd, NJ 07070 201/939- 0003 New York Buller, Owens & Associat es 989 Ave. of the America ns New York, NY 10018 212/695- 0755 Compu- Tron 1620 Burnet Ave. Syracuse , NY 13206 315/471- 1953 Compute r Applicat	ions Learning Center 1285 Ave. of the America ns New York, NY 10019 212/765- 9670 Compute r City SuperCe nter SouthTo wn Shoppin g Ctr., 3333 Henriett a, NY 14623 800/544- 2936 Compute r City SuperCe nter Bells/Par k Edge Rd. 2309 Eggbert Tonawa nda, NY	14150 800/544- 2936 CPCE, Inc. 500 Fifth Ave., Suite 2400 New York, NY 10110 212/840- 2470 Custom Compute r 1775 Express Dr. North Hauppau ge, NY 11788 516/582- 6699 Electron ic Directio ns 220 East 23rd St., Suite 503 New York, NY	10010 212/213- 6500 ExecuTr ain of Western New York 403 Main St., Suite 627 Buffalo, NY 14203 716/852- 6716 Logical Operatio ns, Inc. 595 Blossom Road Rocheste r, NY 14610 716/482- 7700 Margoli & Evans 600 Old Country Road, Suite 210 Garden City, Inc.	NY 11530 516/228- 9077 PC Etcetera, Inc. 462 Seventh Avenue, 4th Floor New York, NY 10018 212/736- 5870 ATC Training Services, continue d PC Learn 240 West 35th St., Suite 400 New York, NY 10001 212/268- 7278 PC Skills, Inc.	4476 Main St., Suite 202 Amherst , NY 14226 716/839- 1304 Personal Compute r Learning Centers 777 Old Sawmill River Road Tarryto wn, NY 10591 914/347- 3200 Personal Compute r Learning Centers 230 Park Avenue New York, NY 10169 212/953- 9800
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Productivity Point International 1225 Jefferson Rd. Rochester, NY 716/232-6650	Institute for Computer Education 140 N. Scotland Ave. Albany, NY 12208	2222 North Carolina Computer Co-Op 300 S. Elliot Rd. Chapel Hill, NC 27514	Kettering Blvd., Suite 210 Dayton, OH 45439	Dr., Suite 430 Independence, OH 44313	2928 Micro Center Education 11755 Masteller Road Sharonville, OH 45241	ng Point 1353 Lyons Road Dayton, OH 45458	Bangy Lake Oswego, OR 97035	n, OR 97005	503/520-0555	Northwest Computer
Productivity Point International 19 West 44th Street New York, NY 10036	Tiger Information Systems 84 William Street, 2nd Floor New York, NY 10038	Computer Decision, Inc. 3100 Gateway Centre Blvd. Morrisville, NC 27560	Independence, OH 44131	Cincinnati, OH 45202	Micro Center Education 1349 Somerset Road Mayfield Heights, OH 44124	150 E. Campus View Blvd, Ste. 26 Columbus, OH 43235	Greenburg Rd., Ste. 535 Portland, OR 97223	Salem, OR 97302	503/362-4818	Commercial SE #210
Sage Colleges Ohio Auburn Career Center 8140 Auburn Road Concord Twp., OH 4077-97	Chip Computers 3085 Woodman Drive Kettering, OH 45420	Commerce Park Square, 23200 Beachwood, OH 44122	Executive of Cleveland 2 Summit Park	Paragon Road Dayton, OH 45459	Micro Center Education 1555 W. Lane Avenue Columbus, OH 43221	Smith/Boehm Associates, Inc. 150 E. Campus View Blvd, Ste. 26 Columbus, OH 43235	Group 3 Consultants SW 12th Ave., Suite 310 Portland, OR 97205	University of Oregon, Continuation Center 720 SW 2nd St. Portland, OR 97204	503/452-6000	University of Oregon, Continuation Center 720 SW 2nd St. Portland, OR 97204
Auburn Career Center 8140 Auburn Road Concord Twp., OH 4077-97	Woodman Drive Kettering, OH 45420	Beachwood, OH 44122	Executive of Cleveland 2 Summit Park	Logtec 2900 Presidential Dr., Suite 130 Fairborn, OH 45324	Micro Center Education 1555 W. Lane Avenue Columbus, OH 43221	Smith/Boehm Associates, Inc. 150 E. Campus View Blvd, Ste. 26 Columbus, OH 43235	Group 3 Consultants SW 12th Ave., Suite 310 Portland, OR 97205	University of Oregon, Continuation Center 720 SW 2nd St. Portland, OR 97204	503/452-6000	University of Oregon, Continuation Center 720 SW 2nd St. Portland, OR 97204
Blue 800/544-9750	Cap Gemini America 3	Business Skills, Inc. 3055	Summit Park	513/429-	Micro Center/Connecti	Alpha Computers, Inc. 15110 SW	Nimbus Beaverto	Training, Inc.		

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1617 J.F.K. Blvd., Suite 1145 Philadel phia, PA 19103 215/569- 9100	MicroAg e 575 Springda le Drive Exton, PA 19341 215/524- 6665	8878 Rockey & Associat es The Farmhou se, 12 Great Valley Malvern, PA 19355 215/640- 4880 UBM Training Center 45 Long Lane Upper Darby, PA 19082 215/352- 1444 Ziff Technol ogies Liberty Center- 1001 Liberty Ave. Pittsburg h, PA 15222 412/355- 0498	8878 Ziff Technol ogies 7 Penn Center, Suite 405 Philadel phia PA 19103 215/557- 7895 Ziff Technol ogies -- Corporat e 1265 Drumme rs Lane, Suite 102 Wayne, PA 19087 215/293- 4625 South Carolina Entre Compute r Center 1850 Sam Rittenbe rg Blvd. Charlest on, NC 29407	803/769- 5600 PPI/ Compute r Consulti ng Group 1110 W. Butler Road, Suite C Greenvil le, SC 29606 803/277- 2870 Tenness ee Compute r Learning Center 134 North Peters Road Knoxvill e, TN 37923 615/691- 1515 ExecuTr ain of Memphi s, Inc. 65 Germant own Ct.,	Suite 201 Cordova , TN 38018 901/753- 2200 TCBC 5959 Shallowf ord, #203 Chattano oga, TN 37421 615/899- 2464 Texas AMRIS Training Systems & Solution s 4255 Amon Carter Blvd. Ft. Worth, TX 76155 817/963- 3520 AMRIS Training Systems & Solution	s 1950 Stemmo ns Freeway , Ste. 303 Dallas, TX 75207 214/746- 5660 Business Ware Learning Centers 6565 West Loop South, Suite 140 Bellaire, TX 77401 713/665- 1985 BYTE Manage ment, Inc. 4907 Blue Mound Road Ft. Worth, TX 76106 800/759-	9300 CompuS erve Systems Integrati on Group 1950 Stemmo ns Freeway , Ste. 206 Dallas, TX 75207 214/750- 3388 Compute r City SuperCe nter Highlan d Commo ns 5775 Airport Blvd. Austin, TX 78752 800/544- 2936 Compute r City SuperCe nter	Greensp oint Commo ns 12061 I- 45 N. Houston, TX 77060 800/544- 2936 Compute r City SuperCe nter Weslaya n Plaza 3908 Bissonne tt St. Houston, TX 77005 800/544- 2936 Edutech 11211 Katy Freeway , Suite 604 Houston, TX 77079 713/827- 1314 ExecuTr ain of Dallas
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12201 Merit Drive, Suite 350 Dallas, TX 75251 214/387- 1212 ExecuTr ain of Texas, Inc. 2000 Bering Dr., Suite 700 Houston, TX 77057 713/784- 1818 Learn Easy, Inc. 5615 Richmon d #232 Houston, TX 77060 713/783- 3279 MBA Seminar s, Inc. 1950 Stemmo ns Fwy, Suite 5001	Dallas, TX 75207 214/746- 5350 Napier & Judd 820 Gessner, Suite 1135 Houston, TX 77024 713/467- 8300 Napier & Judd, Inc. 1950 Stemmo ns Frwy., Ste. 5037M Dallas, TX 75207 214/746- 5028 Producti vity Point Internati onal 7800 Shoal Creek, #160-E Austin, TX 78757 512/452-	1200 Producti vity Point Internati onal 8301 Broadwa y, Suite 120 San Antonio, TX 78209 512/828- 9000 Software Academ y 14785 Preston Road. #880, LB 58 Dallas, TX 214/788- 1694 214/788- 1694 Utah USA Compute r Training Center 1739 S. Redwoo d Road Salt Lake City, UT 801/972-	3422 ATC Training Services, continue d Virginia America n Compute r Institute of Training 105 W. Broad St., Suite 501 Falls Church, VA 22046 703/538- 2248 Applied Technol ogy Assc., Inc. 131 Park Street NE Vienna, VA 22180 703/281- 7200 Catapult 2011 Crystal Dr. #608	Arlingto n, VA 22202 703/271- 9800 Chaney Compute r Associat es 1215 U George Washing ton Memoria l Tabb, VA 23693 804/873- 1580 ExecuTr ain of Washing ton DC 1600 Spring Hill Road, Suite 220 Vienna, VA 22180 703/506- 9800 First Step Compute rs/Micro Age 4925 W.	Broad St., #406 Richmon d, VA 23230 804/358- 5881 Gestalt Systems, Inc. 610 Herndon Pkwy., Suite 900 Herndon , VA 22070 703/471- 6842 Software Control Intern'l, Inc. 1735 N. Lynn St., Suite 975 Arlingto n, VA 22209 703/528- 4008 Arlingto n, VA 22209 703/528- 4008 First Step Compute rs/Micro Age 4925 W.	Washington Catapult 13000 Northrup Way, Suite 4 Bellevue, WA 98005 206/882-2036 Computer City SuperCenter Totem Lake Mall, 12526-A Kirkland, WA 98034 206/800/544-2936 Dotson Institute 2310 130th Ave NE Bellevue, WA 98005 206/882-6030 ExecuTrain of Seattle 19515 North Creek Parkway Bothell, WA 98011 206/485-2508 Green River Community College 841 N. Central Ave., Suite 106 Kent, WA 98031 206/872-6361 Interface Computer School N. 4601 Monroe, 3rd Floor Spokane, WA 99205 509/327-7717 Olympia Computer Central, Inc. 3700 Pacific Ave South, Suite A Olympia, WA 98501 206/491-8768 Wisconsin ExecuTrain 300 N. Corporate Drive, Suite 140 Brookfield, WI 53045 Starting Point, Inc. 333 Bishops Way, Suite 124 Brookfield, WI 53005
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414/784-0557

Independent Training Services

Attar Computer Consulting  
90 Park Avenue 30th Floor  
NYC, NY 10016

Contact: Alan Attar  
212/543-6623

Onsite Windows 3.0 and Word  
for Windows training for  
novice and intermediate users.

Cybernetic Research Assc.,  
Inc.

4 Wheatley Avenue  
Searingtown, NY 11507-1515

Contact: Steve Lefton  
516/873-9668

516/248-5990 (fax)  
Onsite Windows 3.0 support  
for novice users.

Finnegan O'Malley & Co.,  
Inc.

1945 Washington St., 7th  
Floor  
San Francisco, CA 94109-  
2967

Contact: Fran Finnegan  
415/929-7386

CompuServe: 76244,145  
Provides consulting and  
contract programming  
services.

Introduction to Windows

Oxko Corporation  
PO Box 6674  
Annapolis, MD 21401

410/266-1671  
410/226-6572 (fax)

Contact: Steven Oxman  
Windows for novice users.

Michael Price Associates  
3517 Edison Way, Suite B  
Menlo Park, CA 94025

Contact: Michael Price  
415/369-4800

415/369-1379 (fax)

Onsite Windows installation  
and consulting services for all  
users.

Personalize Software, Inc.

6636 11th Ave N.

St. Petersburg, FL 33710

Contact: Joe Poston

813/343-3488

Microsoft C for Windows.  
Basic Windows Tutorial.  
Microsoft C for advanced  
users.

Support Coordinator Training

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Nationwide travelling  
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Scottsdale, AZ 85254  
800/800-3436

International Windows  
Developers Conference  
Boston, November 11-15,  
1992

Sponsors:  
Microsoft and Boston  
University  
Contact: Andree Fontaine  
508/649-9731

London Windows  
Developers Conference  
London, February 18-20, 1992

Sponsors:  
Microsoft and Boston  
University  
Contact: Andree Fontaine  
508/649-9731

Windows Discovery Days  
Nationwide travelling show  
introducing users to Windows.  
June 1991 to May 1992

Sponsor: Microsoft  
800/426-9400

Windows World '92  
A comprehensive Windows  
conference held in conjunction  
with Comdex.

Chicago, April 6-9, 1992  
Sponsor: The Interface Group  
300 First Avenue  
Needham, MA 02194  
617/449-6600

Disks, Tapes, and Videos  
Training

Disks

Microsoft Productivity Pack  
3.1

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

Windows Basics  
Comsell, Inc.  
500 Tech Parkway  
Atlanta, GA 30313  
(404) 872-2500

(404) 874-0451 (fax)  
Videodisk training for novices.

Tapes

OneOnOne Computer Training  
A Division of Mosaic Media,  
Inc.

2055 Army Trail Rd., Dept.  
W1091

Addison, IL 60101  
800/424-8668

708/628-0550 (fax)

Cassette tutorial for novice  
users of Windows 3.0 and 3.1,  
Word for Windows, and Excel  
for Windows.

Personal Training Systems  
828 South Bascom Ave., Ste.  
100

San Jose, CA 95128  
408/286-3843

408/977-1166 (fax)  
Self-paced tutorial.

Windows Resource Kit



## Videos

Fundamentals of Microsoft  
Windows Programming  
Microsoft, Order No. 157-  
050V200

Hands-on video training on  
beginning programming basics  
for Windows 3.0.

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

Introduction to Windows for  
novices.

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

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

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

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

Technical Training When and Where You Need It:

Microsoft University

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

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

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

A Hands-On Approach to Learning

At Microsoft University, we believe that the proof of excellent training is in a

Windows Resource Kit

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

is a cost-effective way to leverage their training dollars. We provide the instructor, student materials, and expertise. On-site training also provides the opportunity to discuss product strategy and design issues more openly

Schedule an On-Site Course at Your Facility or Ours

Besides our formal classroom program, hundreds of companies have found that hosting a Microsoft University course at their location

Fast-Forward Your Skill Development

Microsoft University recently introduced a powerful series of technical video courses to give you additional flexibility to meet your ongoing training needs. Video courses are comprehensive, timely, and cost-effective. In addition, they offer an added benefit—a

permanent resource for training new employees at a moment's notice. Microsoft University video courses boldly illustrate technical concepts through 3-D animation, lecture, and demonstrations. Hands-on lab exercises and a student guide reinforce the learning experience. Custom Courses Expand Your Training Options

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

delivery  
by your  
internal  
training  
organiza-  
tion.

#### Licensing Programs Present a Global Opportunity

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

#### Management Education Seminars Enlighten Decision Makers

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

and are also ideally suited and cost-effective for presentation at your location.

#### Training for Developers Using Microsoft Windows 3.1

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

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

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

Microsoft Windows Programming Environment  
Five days, \$1500 per person

In this course, students create a basic application that displays a window. As the course progresses, increasing functionality is added to the application, such as menus, dialog boxes, and text. Students will learn to

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recognize and apply the basic elements of the Microsoft Windows application programming interface (API). At course completion, students will know how to use the Windows messaging system and basic memory management techniques, implement basic user interface objects, and create basic Windows applications.

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

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

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

This video course is for

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

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

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

Microsoft Visual Basic Programming Three

days, \$900 per person. This course is for programmers who have experience with structured programming languages and want to develop Windows applications using the Microsoft Visual Basic programming system for Microsoft Windows. The course teaches students the	features and capabilities of the Visual Basic programming system, as well as the concepts needed to write sophisticated, event-driven graphical programs. Advanced Programming for Microsoft Visual Basic Three days, \$900 per person. Coming Soon! This course intro-	duces the advanced features of Microsoft Visual Basic. Students learn how to implement object linking and embedding (OLE), multiple document interface (MDI), advanced memory management, and optimization techniques. At course completion, students will know how to	use these features, along with other Visual Basic tools, to add advanced capabilities and robustness to their applications for the Microsoft Windows environment. Application Development Using Microsoft Excel 4.0 Three days, \$900 per person. Coming Soon! An	exciting new course for systems analysts, support engineers, and MIS professionals. The course assumes that students know how to build a simple spreadsheet, format cells, and create charts. Students will learn usage of macro code, dialog boxes, menus, and an introduction to dynamic	data exchange (DDE). Students also explore advanced topics such as object oriented dialog boxes. At course completion, students will be able to create robust and flexible applications based on the Microsoft Excel 4.0 macro language.	United States. A charge of \$7.50 shipping and handling, plus applicable state sales taxes, will be added to each video course order. Training for Support Professionals Using Microsoft Windows 3.1 Microsoft University offers a comprehensive curriculum of hands-on courses to help support	professionals optimize and customize computing platforms and improve their troubleshooting skills. These courses are based on Microsoft Windows 3.1, providing a timely opportunity to get a head start on this important new software release. MS-DOS 5 Installation and	Optimization: Video Training for Support Engineers and Advanced Users \$149* per video course. This short video course consolidates all the information support engineers and advanced users need to successfully install, optimize, customize, and support MS-DOS 5 on a
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group of PCs. The course features live demonstrations, 3-D animation, and screen displays to communicate technical information. Students learn	how to optimize MS-DOS 5, automate the installation for multiple machines on a network, and customize the MS-DOS 5 shell to meet an organiza-	tion's needs. In addition, students will be able to show end-users how they can take advantage of the new features of MS-DOS 5.	s, automate the installation process over a network, and troubleshoot common problems encountered by end users. Lectures are supplemented with hands-on lab exercises to help you apply what you've learned immediately. Upgrading to Microsoft Windows 3.1: Video Training for Support	Professionals \$395* per video course; \$99 each additional set of student materials. This fast-paced video course helps experienced Windows 3.0 support professionals learn the new features of Windows 3.1. Students will gain the technical expertise needed to support this upgrade throughout an organization. The	course assumes extensive knowledge of Windows 3.0 and focuses on the new features and enhancements of Windows 3.1, including object linking and embedding (OLE), TrueType fonts, and new .INI and .INF files. Students will learn to optimize and customize Windows 3.1, automate the installation process over a	network, and troubleshoot common problems encountered by end users. Technical concepts and skills are visually illustrated through demon-	strations and 3-D animation, and reinforced through hands-on lab exercises and a student guide.	United States. A charge of \$7.50 shipping and handling, plus applicable state sales taxes, will be added to each video course order.
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\* Offer good only in the 50

Microsoft University Authorized Training Centers. Take the Microsoft Windows for Support Professionals course closer to home. Because of student demand, now you can take the Microsoft Windows for Support Professionals course at Microsoft University authorized training centers across the country. The Microsoft

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Windows 3.1 graphical environment.	area, call Microsoft University at 206/828-1507.	MicroAge of Exton Philadelphia, Pennsylvania 215/524-6665	Corp. Mars, Pennsylvania 800/766-7232	ment Corp. Marietta, Georgia 800/766-7232	Illinois 708/614-4900	LANmind, Inc. Chicago, Illinois 800/325-5267
Contact these organizations directly for schedule information or to register for a course. Our program is rapidly expanding with new locations. For information on Microsoft University Training Alliance members opening soon in your	When your representative answers, please mention Department 812. East CompuServe New York, New York 800/783-7894	MicroAge of Hartford West Hartford, Connecticut 203/233-0011	Microsoft University Authorized Training Centers, continued South Computer Savvy, Inc. Ft. Lauderdale, Florida 305/486-0644	Computer Learning Center Knoxville, Tennessee 615/691-1515	Illinois 800/783-7894	Professional Computer Development Corp. Toledo, Ohio 800/766-7232
	CompuServe New York, New York 800/783-7894	Professional Computer Development Corp. Exton, Pennsylvania 800/766-7232	DCA Alpharetta, Georgia 404/442-4565	Southwest Computer Dallas, Texas 800/783-7894	Connecticut Computer Company Eden Prairie, Minnesota 612/944-0181	Professional Computer Development Corp. Livonia, Michigan 800/766-7232
	Washington, DC 800/783-7894	Professional Computer Development Corp. Exton, Pennsylvania 215/524-8585	Professional Computer Development	CompuServe Houston, Texas 800/783-7894	Minnesota 612/944-0181	Professional Computer Development Corp. Mount Prospect, Illinois 800/766-7232
	MicroAge of Exton, Pennsylvania 215/524-8585	Professional Computer Development	Professional Computer Development	Midwest Applied Computer Services, Inc. Orlando Park,	Fourth Wave Technologies, Inc. Troy, Michigan 313/362-2288	Professional Computer Development Corp. Schaumburg, Illinois 800/766-7232
		Professional Computer Development	Professional Computer Development			Systems Evaluation and Analysis Group, Inc. (SEAG) Springfield, Illinois 217/523-1717
		Professional Computer Development	Professional Computer Development			WORDLINK, INC. Champaign, Illinois 800/359-5620

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

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

West

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

CompuServe  
Los Angeles, California  
800/783-7894

CompuServe  
San Francisco, California  
800/783-7894

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

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

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

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

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

SQLSoft  
Kirkland, Washington  
206/822-1287

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



Online Services	BANFORUM	15 Banyan	DB ADVISOR	4 DB Advisor
The following are numbers for popular BBSs. These numbers will help you log on to the service from any city in the country. Listed below each BBS are the appropriate forums from which information or support for Windows is available.	BLYTH	Windows Support	Windows & Graphics	Windows & Graphics
		(000) 000-0000	(619) 483-6400	(619) 483-6400
		2 Blyth	DIGITALK	5 Digitalk
		Omnis 5/Windows	Smalltalk/V Windows	Smalltalk/V Windows
		(415) 571-0222	(213) 645-1082	(213) 645-1082
		10 Blyth	DESKTOP	3 Desktop
		Omnis 7/Windows	Desktop Publishing	Desktop Publishing
		(415) 571-0222	9 Desktop Publishing	9 Desktop Publishing
		14 Borland	Shareware Fonts	Shareware Fonts
		Screenery	6 Custom	6 Custom
Microsoft Product Support Services BBS 206/637-9009	BORAPP	15 Borland Applications	Freedom of	Freedom of
CompuServe 800/848-8990	BPROGA	Object Views/W	(508) 667-8585	(508) 667-8585
		(408) 438-4000	7 Rix	7 Rix
		8 Borland	Win RIX	Win RIX
		Turbo Pascal/Windows	(714) 476-8266	(714) 476-8266
		(408) 438-4000	Gupta Support	Gupta Support
		6 Borland	Quest	Quest
		C++ for DOS & Windows	(415) 321-9500	(415) 321-9500
		(408) 438-8400	Gupta Support BBS	Gupta Support BBS
		8 Borland	SQL Windows	SQL Windows
		Windows Programming	(415) 321-9500	(415) 321-9500
ADOBE	5 Adobe	10 Borland	PARADOX DRIVER	4 Hewlett-Packard
Illustrator	(415) 962-6076	Paradox Driver	LaserJet Windows	LaserJet Windows
5 Adobe	(415) 962-6076	(408) 438-8400	5 Hewlett-Packard	5 Hewlett-Packard
Streamline	(415) 962-6076	13 Borland	DeskJet Windows Driver	DeskJet Windows Driver
7 Adobe	(415) 962-6076	Windows Frameworks	(800) 752-0900	(800) 752-0900
Type Library/PC	(415) 962-6076	(408) 438-8400	6 Hewlett-Packard	6 Hewlett-Packard
CD-ROM	(415) 962-6076	4 CD-ROM	PaintJet Windows Driver	PaintJet Windows Driver
17 Adobe	(415) 962-6076	Windows	(800) 752-0900	(800) 752-0900
ATM for Windows	(415) 962-6076	12 Nautilus	7 Hewlett-Packard	7 Hewlett-Packard
(415) 962-6076	(415) 962-6076	Nautilus for Windows	ScanJet Windows Driver	ScanJet Windows Driver
17 Adobe	(415) 962-6076	(614) 761-2000	(800) 752-0900	(800) 752-0900
Type Align/Windows	(415) 962-6076	9 Central Point		
CENTRAL	(415) 962-6076	Windows Apps		
ACAD	11 Auto Desk	(503) 690-8090		
AutoCAD for Windows	CLMFORUM	9 Computer		
(415) 332-2344	Lang Mag	Windows		
Technician	Technician	(000) 000-0000		

<p>WUGNET, the Windows Users Group Network, is an independent technical organization of Windows professionals. The mission of the organization is to foster the independent exchange of technical information support in the Microsoft Windows environment and related software/hardware. WUGNET has been a critical component of the Windows support community since 1988. If you have any questions, do contact us by typing GO WUGNET at any ! prompt.</p>	<p>This is a quick guide to online technical support in various aspects of Windows computing and specific Windows applications support. Windows Resource Kit</p>	<p>WUGNET is an international technical organization of Windows professionals covering all aspects of Windows computing and specific Windows applications. Just type GO WUGNET where XXXX is the forum name you want to access. And enjoy!</p>	<p>Forum s (617) 2272          ID 577- 6          Section 8500          vendor LOTUS          name B 2          Products Lotus          Phone Freelan          (contin e for          ed) Window          HPSYS s (617)          TEMS 577- 7          8500 Window          10 s          Hewlett- 10          Packard Lotus          New Notes 8          Wave (617)          (800) 577-          752- 8500          0900 Graphics          11 11          IBMDE Lotus/C          SK 4 C:Mail          IBM CC:Mail          Desk for          Software Window          Current s (617)          (203) 577-          783- 8500          7000 LOTUS          7 WP 2          IBM Lotus          Desk/Cl WP          aris Ami &amp;          Ami Pro          (404)          Hollywo 256-          od 2272          (203) (515)          783- 3          7000 224-          LOTUS 1995          A 5 WP 5          Lotus Ami Pro          123 for Macros          Window 256- (404)          Delta          Graph</p>	<p>Pro/W 962- k          (408) 0195 (206)          648- 14 637-          4000 Radius 1500          14 Pivot for 2          Claris Window Attitash          SmarTe s (408)          xt (404) Hollywo          256- od for 434-          2272 Window 1010 s          s (408) Window MACCV (510)          7 s (408) EN 6 654-          Window 987- CoStar 0116          s 7000 Address 2          Sharewa MACBV Writer/ Attitash          re EN 6 Window Dragnet          8 Oldauvi s (203) (510)          Clip Art Read-It 661- 654-          &amp; OCR 9700 0116          Graphics (305) MIDIVE 2          11 11 665- N 2 Attitash          Problem 4665 Turtle Wide          Uploads 7 Beach Angle          LTL Software Wave (510)          Lotus Ventures for 654-          Lotus Window s (717)          Tech Library Microph one II 843- 3          (Tech (510) 6916 DaVinci          Files) 644- 8 DaVinci          MACA 3232 Big (919)          VEN 4 9 Noise 881-          CE T/Maker Software 4320          Software I Hate Cadenza 4          Calendar Algebra for Future          Maker (415) Window Soft          PC 962- s (904)          (515) 0195 730- DynaCo          224- 9 0754 mm          1995 T/Maker WINAP Async          5 A 1 (713)          Delta Window Asymetr 496-          Point s Clip ix 9400          Delta Art 4          Graph (415) ToolBoo Future</p>
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Appendix A Windows Resource Directory  
483

Soft Apps (206)	7 Hi-Q	Microgr afx	Polaris PackRat (619)	Forum ID Section vendor name Products Phone  (continu ed) WINAP A, continue d Roykore OPUS I (415) 563- 9175 14 Roykore Instant Orgchart (415) 563- 9175 15 Wilson Ware  Comman d Post (206) 937- 9335 15 Wilson Ware  Reminde	r (206) 937- 9335 15 Wilson Ware Win Batch (206) 937- 9335 15 Wilson Ware Win Check (206) 937- 9335 15 Wilson Ware Win Edit (206) 937- 9335 16 ICOM Simulati ons Intermis sion (708) 520- 4440 17 Playroo m Button	Maker (704) 536- 3093 17 Playroo m Makeov er (704) 536- 3093 17 Playroo m OSFram e (704) 536- 3093 WINNE W 1 New Uploads 2 Microsof t Set Up/Insta llation 3 Microsof t Running DOS Apps 5 Icons/Bit maps/RL
DynaCo mm Elite 3270 (713) 496- 9400 4 Future Soft	885- 5550 6 hDC Compute r hDC First Apps (206) 885- 5550 6	8 Mission Control (904) 756- 8988 8 MCAE Inertia (317) 497- 1550 9 Meta Software Design/I DEF (617) 576- 6920 9 Meta Software Design/ OA (617) 576- 6920 9 Meta Software MetaDes ign (617) 576- 6920 10	234- 1769 10 Microgr afx Designer (214) 234- 1769 10 Microgr afx/Astr al Picture Publishe r (214) 234- 1769 10 Microgr afx Window s Draw (214) 234- 1769 11	743- 7800 13 Publishi ng Tech  Batchwo rks (512) 346- 2835 13 Publishi ng Tech  MultiTa ck (512) 346- 2835 13 Publishi ng Tech PubTech File Org (512) 346- 2835 13 Publishi ng Tech PubTech Text Edit (512) 346- 2835		
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	Custom	Microsoft	Window	Correct	6065	areas on		er
7	Support	Bitmap	s (217)	Quotes/	4	CompuS	PowerPo	Support
Microsoft	Support	Prog/AP	0700	Win	Window	erve can	int for	17
Cardfile	15	I	4	382-	s/PM	be	Window	Microsof
	9	Wolfram	8000	8000	Assoc	accessed	s	t
8	Microsoft	Microsoft	Research	14	Demos/S	by	3	Money
				Word	ource	typing	Microsof	for
Microsoft	File	MDI	Mathem	Star	(408)	PCM:X	t MS	Window
Manager	Write/N	10	atica	Correct	562-	XXX	Mail for	s
	otepad	Microsoft	(217)	Writing/	6065	where	Window	MSBAS
9	WINSD	Microsoft	398-	Win	WPSGA	XXXX	s	IC 5
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	Microsoft	Window	WORDS	382-	Support	name of	Microsof	t
Paintbru	Tools	s Help	TAR 8	8000	Group	the	t	Visual
sh		System	Word	WPMA	Word	desired	Project	Basic
	2	11	Star	1	Perfect	forum.	for	9
10	Microsoft	Microsoft	Star	Window	Window		s	Microsof
Microsoft			Legacy	s/PM	s (301)		10	t
			(415)	Assoc	387-	PC	Microsof	Projects
Terminal	Menus/	DPMI/T	382-	Public	7322	Magazin	t	(Lurker)
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11	tors	12	14	562-	10	ID	for	Microsof
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Microsoft	Microsoft	t	Star	2	osstalk	vendor	s	Custom
		Setup &	Correct	Window		name	12	er
	Controls	Install	Gramma	s/PM	Crosstal	Products	Microsof	Support
Hardware	4	13	r/Win	Assoc	k for	Phone	t	MSEXC
	Microsoft	Microsoft	(415)	Resourc	Window	PCM:U	Word	EL 3
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Microsoft	Dialog	Hooks	8000	s (408)	442-	UM 10	Window	t
	Boxes	14	562-	562-	3210	PCMAG	s	Excel
	6	17	Word	6065	15	Window	13	for
Windows	Microsoft	Microsoft	Star	3	Window	s Utils	Microsof	Window
2.x			Correct	Window	s	PCM:PR	t	s
13	Fonts	General	Letters/	s/PM	Sharewa	OGRA	Publish	14
Microsoft	The	7	Win	Assoc	re	MMING	r for	Microsof
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Appendix A Windows Resource Directory

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Customer Support MSKB	Microsoft Party Drivers MSOPS YS 10 Non-MS Win Drivers 11 Shareware/Free Ware 12 Press Releases 13 Software Demos 14 Microsoft Kit (408) Customer Support 16 Microsoft ISV Communications MULTI MEDIA 6 Multime dia Corp. 1 Window Multime	(408) 737-7575 12 Multime dia Corp. MPC - 3/Win (203) (408) 737-7575 MULTI VEN 2 Meridian Data Window s CD ROM Kit (408) 000-0000 4 Video Logic DVA-4000 Card (000) 000-0000 8 Authorw are Authorw are Pro Win	(415) 595-3101 9 Ntergaid Hyper Writer 3/Win (310) 392-8441 NORUT L 9 Peter Norton XX where XXX is the next forum you want to visit. When you leave the PC Magazine area and return to CompuS erve itself, just type CIS:XX	Group Norton Anti-Virus/W (408) 253-9600 Peter Norton Group NDW Batch Tips (408) 253-9600 NOV B 15 Novell 13 Peter Norton Group Norton Backup/Window s (408) XX where XXX is the next forum you want to visit.	253-9600 14 Peter Norton Group NDW Batch Tips (408) 253-9600 NOV B 15 Novell 13 Peter Norton Group Norton Backup/Window s (408) XX where XXX is the next forum you want to visit.	PC Magazine ID Section vendor name Products Phone (continued) NOVLI B 1 Novell File Libs Novell New Uploads (Tech Files) 3 Novell File Libs Netware 2.x Specific (Tech Files) 4 Novell File Libs Netware 3.x Specific (Tech Files) 5 Novell File Libs	Client/Shell Drivers (Tech Files) 7 Novell File Libs Btrieve/XQL (Tech Files) 11 Novell File Libs Tech Info/TM SPs (Tech Files) 13 Novell File Libs Other Patches/Driver (Tech Files) 14 Novell File Libs Independ ent Develop (Tech Files) 15 Novell	File Libs Shareware/Demo (Tech Files) 16 Novell File Libs Public Domain (Tech Files) 17 Novell File Libs Other New Uploads (Tech Files) ORACL E 4 Oracle Oracle Card/Windows (415) 506-7000 4 Oracle ToolBoo k DLL (415) 506-7000 PCEO 5 Intel FaxIt for
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Appendix A Windows Resource Directory

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PC Magazine Forum ID Section vendor name Products Phone (continued) WINAD V, continued The Soap Box Microsoft Customer Support Miscellaneous Microsoft Dr. Watson Logs (Upload Area) WINAP B Caseworks	CASE: W (404) 399-6236 2 Corel Systems Corel Draw! (613) 728-8200 3 NBI Legacy (303) 444-5710 4 Owl International Guide (206) 747-3202 5 Chip Soft Turbo Tax for Windows (619) 453-8722 6 Whitewater Group Actor	Professional (708) 328-3800 6 Whitewater Group Object Graphics (708) 328-3800 6 Whitewater Group Whitewater Res Tool (708) 328-3800 6 Whitewater Group WinTrieve (708) 328-3800 7 ZSoft Photo Finish (404) 428-	0008 7 ZSoft Pub Paintbrush/Windows (404) 428-0008 7 ZSoft Type Foundry (404) 428-0008 7 ZSoft Soft Type (404) 428-0008 8 WUGN ET Window s Users Group	Support 9 Kidasa Milestones (512) 282-1544 10 SoftCraf t Soft Fonts (608) 257-3300 11 Softbrid ge Auto Test Facility (617) 576-2257 11 Softbrid ge Bridge Batch (617) 576-2257	12 Zenogra phics Import for Windows (714) 851-6352 12 Zenogra phics Super Print (714) 851-6352 13 Compute r Present Color Lab (513) 281-3222 13 Compute r Present Image Prep (513) 281-3222 14 Window Craft Corp Window Craft (617) 565-	272-0999 15 Knowled ge Garden (415) Knowled ge Pro/Win dows (518) 766-3000 16 Delrina Technol ogy PerForm Pro (416) 441-3676 16 Delrina Technol ogy WinFax (416) 441-3676 17 Window s Corporat e Forum (Members Only Area) (215) 565-	1861 WINAP C 1 Matesys Object Script (415) 925-2900 1 Matesys Object Tel (415) 925-2900 1 Matesys Object View (415) 925-2900 2 Bell Atlantic Thinx (708) 974-1210 3 The Stirling Group	Dbx SHIELD (708) 307-9197 3 The Stirling Group Demo SHIELD (708) 307-9197 3 The Stirling Group Install SHIELD (708) 307-9197 3 The Stirling Group Log SHIELD (708) 307-9197 3 The Stirling Group Mem SHIELD (708) 307-9197
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<p>3 The Stirling Group Tbx SHIELD (708) 307-9197</p>	<p>Metz Software Metz Shareware (206) 869-6292 8</p>	<p>11 Saros Saros File Share (206) 646-1066</p>	<p>GEnie 800/638-9636 Microsoft Roundtables M_505.</p>	<p>included in the Windows 3.1 retail box, including Printer, Display, Network, Fastdisk and VDD and Grabbers for the display drivers. All drivers in the WDL are compatibility tested by Microsoft. The WDL will be updated regularly as new and improved drivers become available.</p>
<p>4 Berkeley Systems After Dark/Windows (510) 540-5535</p>	<p>Within Technologies Realizer (609) 273-9890 9</p>		<p>The following are online Windows library services. These services are available by calling the numbers listed or by contacting the commercial networks suggested.</p>	<p>The WDL will be distributed on network services including CompuServe, GENie, ONLine, APCUG, and Microsoft PSS Download Service. The WDL is free of charge when downloaded from these services. The WDL is also available for a \$20 fee from Microsoft Customer Service at 800/426-9400.</p>
<p>5 Glockenspiel C++ for Windows (313) 559-5955</p>	<p>Becker Tools (800) 451-4319 9 Abacus No Mouse (800) 451-4319 9 Abacus Virus Secure (800) 451-4319</p>			<p>The Windows Technical Support Library This service will help users who are either PC support professionals or who support Windows users in their organization. This Library provides better and faster access to the information needed to solve Windows technical support problems. It will also help you update and customize the Windows Resource Kits with up-to-date technical information related to specific applications, hardware</p>
<p>7 Metz Software File Manager F/X (206) 869-6292 7</p>	<p>451-4319 11 Saros Mezzanine (206) 646-1066</p>		<p>Windows Driver Library The Windows Driver Library is for all users of Windows who own peripheral devices not supported in the Windows retail package. The WDL will include the Windows 3.1 compatible device drivers that are not</p>	



e devices, and networks . The Windows Technical Support Library will be available by referencing the appropriate forums on network services such as GEnie and CompuServe or free of charge by calling Microsoft PSS Download Service. To have information	faxed or mailed call Microsoft Product Support Services.	User Groups The following is a list of some top user groups. Although phone numbers may be listed, these groups are staffed by volunteers, and we suggest when possible that correspondence be directed to the address given. For the most updated information about user groups	near you, call 800/426-9400 to speak to a Microsoft operator who will give you the most recent address information. United States Arizona Phoenix PC Users Group PO Box 35637 Phoenix, AZ 85069-5637 Windows SIG Contact: Ray Moore 602/222-8511 Tuscon Compute	r Society PO Box 1489 Tuscon, AZ 85702 Newsletter: monthly Windows SIG Contact: Kevin Breslin 602/571-7128 Arkansas Arkansas/ Oklahoma PC User Group PO Box 853 Fort Smith, AR 72901 Windows SIG Contact: Greg Disch 501/783-0293 Arkansa	s Windows Developers Users Group Foxfire, Inc. Box 198 Heindsville, AR 72738 California Corporate Windows Council 1105 Colman, Ave. San Jose, CA 95108 Contact: FMC Corporation 415/601-5000 Diablo Valley PC User Group	1635 School Street, Suite 101 Morago, CA 94556-1125 Newsletter: monthly Windows SIG Contact: Ronald Ogg 510/376-7174 Golden Gate PC SIG in Windows PO Box 151696 San Rafael, CA 94915-1696 Los Angeles/ UCLA Computer Society 2629 Manhattan Ave.	Suite 273 Hermosa Beach, CA 90254 Windows SIG Contact: Tom Cox Los Angeles Windows Developers User Group Microsoft Corporation 6701 Center Dr. #1300 Los Angeles, CA 90045 Windows SIG Contact: Margaret Johnson North Orange County
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Computer Newsletter: monthly			408/562-6065 Colorado
Club/NOCC 5592 Danny Ave. Cypress, CA 90630 Newsletter: monthly/ Orange Bytes Contact: Jaunita Lockwood 714/761- 2583 Windows SIG Orange Coast IBM User Group 3021-B Harbor Blvd. Costa Mesa, CA 92626 or PO Box 6100- 211 Costa Mesa, CA 92628 Windows Resource Kit	Windows SIG Contact: Richard Villa 714/841- 6991 Pasadena User Group 711 E. Walnut, Suite 306 Pasadena, CA 91101 Newsletter: monthly/Prom pt> Contact: Steve Bass 818/795- 2300 BBS #: 818/332- 6580 Windows SIG	Sacramento PC Users Group 1661 Pebblewood Drive Sacramento, CA 95833 Newsletter: monthly/Sacra Blue  Windows SIG Contact: Steve Friedman 916/920-5573  San Francisco PC Users Group 455 Eddy St. #1109 San Francisco, CA 94109  Windows SIG Contact: Carol Kramer  San Francisco Users Group 3145 Geary Blvd., Suite 155 San Francisco, CA 94118 or 240 Chattanooga, #30 San Francisco, CA 94114 Newsletter: monthly  Silicon Valley Computer Society 780 North 4th Street San Jose, CA 95112-5014 Newsletter: monthly  Windows SIG  The Software Entrepreneurs' Forum PO Box 61031 Palo Alto, CA 94306  Windows SIG Contact: Fran Finnigan 415/929-7386  Windows Presentation Manager Association 5201 Great American Parkway Santa Clara, CA 95054 Contact: Techmart Executive	Windows on the Rockies PO Box 9929 Denver, CO 80209-0929 Contact: Jack McKinley (303) 733-1277

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User Groups, continued	950 Skokie Blvd., Suite 205 Northbrook, IL 60062	The Widows SIG of the Chicago
District of Columbia		Computer Society
Capital PC Users Group	Chicago Computer Society	638 N. Stephen Dr.
Washington, DC	PO Box 8681	Palatine, IL 60067
Windows/Presentation	Chicago, IL 60680	Contact: Ray Elseth
Manager SIG	or 2849 Arlington Ave.	708/705-9721
Contact: Charles Kelly, Rod	Highland Park, IL 60035	
Wright	Newsletter: monthly	Indiana
Pentagon PC User Group	Guidance for Users of	Indianapolis Computer Society
PO Box 47047	Integrated Data Processing	PO Box 2532
The Pentagon	Equipment/GUIDE	Indianapolis, IN 46205
Washington, DC 20050-7046	111 E. Wacker Drive, Suite	or 6135 N. Meridan Street
Newsletter: The Review	600	Indianapolis, IN 46208
	Chicago, IL 60606	317/251-2003
Florida		Indiana/Kentucky PC Users
Alachua County Computer		Group
Users		PO Box 3564
Group		Louisville, KY 40201
Rt 1 Box 200		Newsletter: monthly
Newberry, FL 32669		Windows SIG
Newsletter:monthly/Gator		Contact: Jim Travelstead
Bytes		502/636-3361
Windows SIG		Kentucky
Pinellas IBM-PC User Group		Indiana/Kentucky PC Users
5100 Dover Street NE		Group
St. Petersburg, FL 33703		PO Box 3564
Windows SIG		Louisville, KY 40201
Contact: Dick Kellerman		Newsletter: monthly
813/525-0989		Windows SIG
Georgia		Contact: Jim Travelstead
Atlanta Windows User Group		502/636-3361
PO Box 28788		Maryland
Atlanta, GA 30358		Capital PC Users Group
Illinois		51 Monroe Street, Plaza East 2
Chicago Area Microcomputer		Rockville, MD 20850
Professionals/CAMP		Newsletter: monthly

Windows SIG Contact: Dan Schnal Massachusetts Boston Computer Society (BCS) 188 Needham Street Newton, MA 02164 617/235-9505 Windows SIG	Michigan Central Michigan Windows User Group 2356 Science Parkway, Suite 100 Okemos, MI 48864 Contact: Stewart Nutter 517/3470-800 Windows Users Group Network 6934 W. Fort St. Detroit, MI 48209 Windows SIG Contact: Ann Stanzel Minnesota Twin City PC/TCPC 5701 Normandale Blvd. Edina, MN 55424 Windows SIG Contact: Tim Breen 612/377-7317 Missouri St. Louis User Group 18 Covington Meadows St. Louis, MO 63132 Newsletter: every other month 314/458-9604 New Jersey Microcomputer Management Association/MMA PO Box 4615 Warren, NJ 07060 Newsletter: TBA PC User Group/Amateur Computer Group of New Jersey Country Lights Villa #121 Bensalem, PA 19020 Contact: Bob Todd	215/752-4604 Windows SIG
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User Groups, continued	Newsletter: monthly	Oregon
New York	Windows SIG	Portland PC Club
Buffalo IBM-PC User Group (BIBMUG)	Contact: Bruce Hotte	921 SW Morrison, Suite 529
PO Box 609	Oklahoma	Portland, OR 97205
Amhurst, NY 14226-0609	Arkansas/Oklahoma PC User Group	Newsletter: monthly/Silicone Forest Gazette
or 3380 Sheridan Dr., Suite 422	PO Box 853	Windows SIG
Columbus, OH 43209	Fort Smith, AR 72901	Contact: Mark Walsh
Newsletter: monthly	Windows SIG	503/284-6718
Windows SIG	Contact: Greg Disch	Pennsylvania
New York PC User Group/NYPC	501/783-0293	National Windows User Group
40 Wall St., Suite 2124		Network
New York, NY 10005-1301		PO Box 1967
Newsletter: monthly/NYPC		Media, PA 19063
Windows SIG		Contact: Howard Sobel
Contact: Nancy Thalblum		215/565-1861
212/548-5868		Philadelphia Area PC Users Group
Word for Windows		c/o La Salle University
Business Users Group		Box 312
420 Lexington Ave., Suite 640		Philadelphia, PA 1914
New York, NY 10170		Newsletter: monthly/DATA BUS
Ohio		Windows SIG
Cincinnati PC Users Group		Contact: Jack Kramer
PO Box 3097		Texas
Cincinnati, OH 45201		HAL-PC (Houston Area League of PC Users) Headquarters
or 7822 Eustic Court		1200 Post Oak, Suite 106
Cincinnati, OH 45236		Houston, TX 77056
Newsletter: monthly		713/623-4425
Windows SIG		Newsletter: WinApps Solution
Contact: Darrel Booth		Windows Excel/DBMS SIG
513/745-9356		Contact: Ken Penrod
Columbus Computer Society		
PO Box 1556		
Columbus, OH 43216		

713/651-1276			Vancouv	Windsor
Windows SIG			er	SL4
Contact: Larry Sands			Window	5DS,
713/432-1000			s User	United
Windows Developers SIG			Group	Kingdo
Contact: Richard Bermudez			210-	m
713/681-2102			1090 W.	Window
Windows Publishing SIG			Pendor	s Users
Contact: Larry Sands			Street	Group
713/432-1000			Vancouv	Enterpri
Word for Windows SIG			er, BC	se House
Contact: Charles Barnhart			V6E	Carlton
713/792-4802			2N7	Road
			Contact:	Worksho
			Ron	p, Notts
			Usher	S81 7QF
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4699	ton	PO Box	The	
Window	Pacific	2598	Window	
s SIG	NW PC	Madison	s Form	
Contact:	Users	, WI	(Softtec	
James	Group	53701-	h	
Dunn	1925 7th	2598	Consulta	
Utah	Avenue	608/255-	nts Ltd.)	
Utah	Seattle,	1205	Charles	
Blue	WA	Canada	Street	

Windows Resource Kit

Hardware Support	703/641-1223	800/521-9237	Marketing Corp.	
Hardware manufacturers also offer support for Windows running on their hardware. Call your hardware manufacturers for assistance at the appropriate numbers listed below.	Alphaco International	Bell Computer	612/894-7150	Computer Sales Professionals, LTD 201/865-8870
	510/490-1669	818/909-3501	Caliber Computer	Corporate Software 800/677-4003
	Ares Microdevelopment	408/942-1220		Cube Computer 914/592-8282
	800/322-3200	Comark (dba USA Flex)		Cumulus 216/464-2211
	Argent Technologies	800/441-5416		Danjen 518/377-3377
	802/288-1238	Compaq Computer Corp.		Data General Corporation Personal Computers 800/DGHELPS
	Ariel	800/231-0900		Dell 800/624-9896
	800/552-7435	AST Research, Inc.		Digital Equipment Corporation 800/DIGITAL
	AST	Compton		DTK 818/810-88880
	714/727-4141	Multimedia Publishing Group		Entertainment Marketing 713/995-4433
	AT&T	415/597-5555		Epson 800/992-8911
ALR	800/922-0354	Austin		Ergo 800/633-1925
714/581-6770	800/752-4141	CompuAdd (PC Source)		Everex Systems 510/498-4411
Acer Technologies	Automated Computer Tech	800/999-9901		Gateway 2000 800/232-2000
800/637-7000		Computer		Goldstar Technology

496Part 7 References, Resources, and Appendixes

408/432-1331

Hauppauge

516/434-3197

Hertz Computer

212/684-4141

Hewlett-Packard

800/858-8867

Hyundai

800/234-3553

IBM

800/426-3333

Packard Bell

800/733-4411

Laser

708/540-5022

Leading Edge

508/836-4800

Level IV

800/589-5848

Logitech, Inc.

510/795-8501 or

510/795-8754

MTD Data Services

(dba Bear Computer)

206/869-5900

Management Advisory

Software

800/446-1778

Master Computers

206/365-1156

Maxum Systems

718/643-3385

Memorex-Telex

800/522-0822

Mitsubishi

800/344-6352

NCR

800/262-7782

NEC

800/388-8888

The Network Connection

800/327-4853

Northern Computer Systems

612/934-8856

Northgate

800/446-5037

PC Craft

714/256-5023

Windows Resource Kit



Hardware Support, continued	800/228-5390	Reference Materials
Phoenix	Numbers for manufacturers largely provided courtesy of WUGNET and may be found in Volume 1, Number 5 of the Windows Journal.	Books
617/551-4100		Introductory Books
Positive Support		10 Minute Guide to Windows 3
800/252-6345		SAMS
Samsung		Doug Sabotin and Katherine Murray, 1991
408/434-5479		Tutorial for novice users.
Sysorex Information Systems		10 Minute Guide to Windows 3.1
703/273-9200		SAMS
Tandon Support		Katherine Murray and Doug Sabotin
800/487-8324		Tutorial for novice users.
Tandy		Pending software release
817/878-6875		ABCs of Windows 3.0
Texas Instruments		Sybex
512/250-7407		Kris Jamsa, 1990
Toshiba	Tutorial for novice users.	
800/999-4273	The Best Book of Microsoft Windows 3	
US Micro Express	SAMS	
206/462-1011	Carl Townsend, 1991	
Ultra-Comp	Tutorial/reference for all users.	
314/298-1998	The First Book of Microsoft Windows 3	
Unisys	SAMS	
800/328-0440 x03852	Jack Nimmersheim, 1991	
Wang	Tutorial/reference for novice users.	
800/253-3932	The First Book of Windows 3.1,	
Wyse	2nd Ed.	
408/435-2770	SAMS	
Xycom	Jack Nimmersheim	
313/429-4971	Tutorial/reference for novice	
Zenith		
For Windows/MSDOS on Zenith hardware, contact your local Zenith dealer		
Zeos		

- users.  
Pending software release
- Getting Started With Windows 3.1  
Microsoft Press  
Russell Borland  
\$19.95 (\$27.95 Canada)  
ISBN 1-55615-472-0  
Tutorial for novice users.
- Learning and Running Windows 3.1  
Microsoft Press  
Craig Stinson  
\$39.95 (\$54.95 Canada)  
ISBN 1-55615-431-3  
Training guide for all users; includes software.
- Mastering Windows 3.0  
Sybex  
Robert Cowart, 1990  
Tutorial for intermediate users.
- Running Windows 3.1  
Microsoft Press  
Craig Stinson  
\$27.95 (\$37.95 Canada)  
ISBN 1-55615-373-2  
Tutorial for all users.
- Simply Windows  
Osborne McGraw-Hill  
Mary Campbell  
Introduction for novice users.
- Using Windows: New Ed.  
Que  
Ron Person and Karen Rose, 1991  
Introduction to Windows for novices.
- Windows 3 QuickStart
- Windows Resource Kit
- Que  
Ron Person and Karen Rose  
Introduction to Windows for novices.  
Windows 3.0 Made Easy  
Osborne McGraw-Hill  
Tom Sheldon, 1990  
Teaches novices to use Windows.
- Windows 3.0 Quick Reference  
Que  
Tutorial for all users.
- Using Windows 3.1  
Que  
Ron Person and Karen Rose  
Introduction to Windows 3.1 for novices. Pending software release
- Windows 3.1 Companion  
Microsoft Press  
The Cobb Group  
\$27.95 (\$37.95 Canada)  
ISBN 1-55615-372-4  
Step-by-step tutorial for novice users.
- Windows 3.1 Made Easy  
Osborne McGraw-Hill  
Tom Sheldon, 1992  
Tips and tricks for all users.
- Windows 3.1 QuickStart  
Que  
Ron Person and Karen Rose  
Introduction to Windows 3.1 for novices. Pending software release
- Tips and Tricks Reference Books  
1-800-H-E-L-P With Windows 3.1  
Carl Townsend  
SAMS  
Reference guide for all users. Pending software release
- Concise Guide to Microsoft Windows 3.1  
Microsoft Press  
Kris Jamsa  
\$12.95 (\$17.95 Canada)  
ISBN 1-55615-470-4  
Reference for intermediate users.
- Easy Windows  
Que  
Shelley O'Hara  
Reference guide for novice users.
- Easy Windows, 3.1 Edition  
Que  
Shelley O'Hara  
Reference guide for novice and intermediate users. Pending software release
- Inside Windows 3.1  
New Riders Publishing  
1992; pending software release.  
Tutorial and references for all users.
- Instant Reference 3.0  
Sybex  
Marshall Moseley, 1990  
Reference guide for all users.
- Maximizing Windows 3  
New Riders Publishing  
Jim Boyce, 1991  
Tips and tricks; customization

techniques for more advanced users.	Tom Sheldon, 1991 Reference guide for all users.	s	ISBN 1-	: The
Maximizing Windows 3.1 New Riders Publishing Jim Boyce, 1992; pending software release. Tips and tricks for more advanced users.	Windows 3.1 On Command New Riders Publishing 1992; pending software release Reference guide for all users.	Applicat ions with Microsof t SDK SAMS Brent E. Rector, 1991 For novice to intermed iate program mers.	55615- 384-8 Referenc e guide for all Window s program mers.  Microsof t Visual Basic Worksho p Microsof t Press John Clark Craig \$34.95 (\$44.95 Canada) ISBN 1- 55615- 433-X Comple t referenc e for develope rs.  Microsof t Window s 3 Develop er's Worksho p Microsof t Press	Program mer's Referenc e, Vol. 1 & 2 Microsof t Press Microsof t Corporat ion \$45.00 (\$60.00 Canada), each volume Special Offer: \$70.00 for both ISBN 1- 55615- 433-X Comple t referenc e for develope rs.  Microsof t Window s 3 Develop er's Worksho p Microsof t Press
Tricks of the Windows 3.1 Masters SAMS Ed Tiley For intermediate to advanced users. Pending software release	Windows 3.1 Quick Reference Que Que Development Group Reference guide for all users. Pending software release	The Microsof t Guide to Designin g the User Interface for Window s 3.1- Based Applicat ions Microsof t Press Microsof t Corporat ion \$27.95 (\$37.95 Canada)		
Upgrading to Windows 3.1 Que Que Development Group Reference guide for all users. Pending software release	Windows 3.1 Revealed SAMS Barry Sosinsky and Robert Mullin For intermediate and advanced users. Pending software release	Microsof t Press \$79.95 (\$99.95 Canada) ISBN 1- 55615- 433-X Comple t referenc e for develope rs.  Microsof t Window s 3 Develop er's Worksho p Microsof t Press		
Using Microsoft Windows 3 Que Ron Person and Karen Rose, 1991 Tips and tricks for all users.	Windows 3.1: The Complete Reference Osborne McGraw-Hill Tom Sheldon, April 1992 Reference guide for all users.	Windows: The Pocket Reference Osborne McGraw-Hill Allen Wyatt, April 1992 Quick reference for all users.		
Windows 3.0 On Command New Riders Publishing 1991 Reference guide for all users.	Windows Tips and Techniques Mastering Computers, Inc. Thomas Graunke, 1990 Tips for intermediate to advanced users. Optimizing to troubleshooting.	Program ming Books Developi ng Window		
Windows 3.0 Secrets IDG Books Brian Livingston Tips and tricks for all users.				
Windows 3.0: The Complete Reference Osborne McGraw-Hill				



and Runnoe Connally Tips and techniqu es for program mers. Pending software release  Window s 3: A Develop er's Guide M & T Books Jeffrey M. Richter, 1991 For experien ced Window s users.  Window s 3.1 Power Tools: For Window s 3.0 and 3.1, 2nd Ed. Bantam Compute r Books The	LeBlond Group, April 1992 For intermed iate to advance d Window s program mers.  Window s Program mer's Referenc e Que James McCord, 1991 For experien ced Window s program mers.  Window s 3.1 Program mer's Referenc e Que James McCord Referenc	e guide for experien ced Window s program mers. Pending software release  Window s Program ming: An Intro duction Osborne McGraw -Hill William Murray, 1990 For novice Window s program mers. Miscella neous Introduc tion to Microsof t Window s 3.0 Compute r	Consulta nts Internati onal, 1990 Training manual for instructo rs and beginnin g students. Call 604/463- 7510 for the nearest reseller. Moving to Window s HDC (availabl e through Masterin g Compute rs), 1991 Example s in reducing standardi zation costs, and case studies from	corporati ons standardi zing in Window s. Window s 3.1 Network ing New Riders Publishi ng 1992; pending software release. "How to" guide for networki ng in Window s Window s Shopper 's Guide WhiteFo x Commu nications , Inc. PO Box 7125 Beaverto n, OR 97007- 9938	800/669- 5612; 503/645- 8642 (fax) A catalog for Window s applicati ons and services. Publishe rs' Numbers Bantam Books 800/347- 7828 Howard W. Sams & Co. (SAMS) 317/573- 2500 800/448- 3804 (fax) IDG Books 800/282- 6657 Masterin g Compute rs, Inc. 602/998-	7500 Microsof t Press 800/MS PRESS  New Riders Publishi ng (NRP) 317/573- 2500 317/573- 2500 Osborne McGraw -Hill 510/548- 2805 Que Corporat ion 317/573- 2500 800/448- 3804 (fax) Sybex 800/227- 2346 WhiteFo x Commu nications 503/629- 5612
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Newsletters and Magazines

ACKnowledge, The Windows Letter

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

For Windows Only

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

ICON

International GUI Group  
PO Box 20150  
Houston, TX 77225-0150  
713/432-1000  
Contact: Larry Sands  
BBS # to be established  
CompuServe ID# 71630,407  
Tips and tricks, events, new product information.

Inside Microsoft Windows

The Cobb Group  
Ziff Communications  
9420 Bunsen Parkway, Suite 300  
Louisville, KY 40220  
800/223-8720  
Tips and tricks for Windows.

Microsoft Systems Journal  
Microsoft  
PO Box 1903

Windows Resource Kit

Marion, OH 43305  
800/669-1002 or 614/382-3322

Tips and tricks, questions and answers for Microsoft systems products.

The Graunke Report:  
Windows Tips and Tricks  
Mastering Computers  
11000 North Scottsdale Rd., Ste. 175  
Scottsdale, AZ 85254  
602/998-7500  
Contact: Lesa Harpole

View, The WPMA Newsletter  
Windows and Presentation Manager Association  
5201 Great American Pkwy. Ste. 320  
Santa Clara, CA 95054  
408/562-6065; 408/562-6068  
Contact: Holden Aust  
Product release information, relevant current events and a focus on communication between developers and corporate users.

Windows Flash

Corporate Software  
275 Dan Road  
Canton, MA 02021  
617/821-4500; 800/677-4000  
A bulletin covering fast breaking news, issues, and developments with Windows.

Windows Journal (formerly WUGNET Journal)  
WUGNET Publications, Inc.  
PO Box 1967

Media, PA 19063

215/565-1861  
Contact: Joel Diamond  
CompuServe ID: 76702,1023  
Technical resource for Windows users and developers. Tips and tricks, new product information.

Windows Magazine  
CMP Publications, Inc.  
600 Community Dr.  
Manhasset, NY 11030  
516/562-5370

Circulation: Kathy Shay  
New product news, Windows strategy, tips and tricks, events.

Windows Watcher

CompuThink  
15127 NE 24th, Suite 344  
Redmond, WA 98052-5530  
206/881-7354  
Contact: Lori White, Circ. Man.  
CompuServe ID: 71337,2052  
News watch, industry watch, strategy information, new products, Windows marketing, events.