

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

Contents of the Resource
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Microsoft Consulting Services

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Disks, Tapes, and Videos
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 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	
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 1600 Golf Rd., Suite 500 Rolling Meadows, IL 60008 708/806-6515	Iowa ComputerLand of Iowa City 5 Sturgis Drive Iowa City, IA 52246 319/351-4849
Software IQ 7000 Central Parkway, Suite 1000 Atlanta, GA 30328 404/698-0800	Productivity Point International 208 S. LaSalle St., Suite 526 Chicago, IL 60604 312/332-3865	Kansas ExecuTrain of Kansas City 6900 College Blvd., Suite 670 Overland Park, KS 66211 913/451-2898
Hawaii Computer Training Academy 810 Richards Street, Suite 123 Honolulu, HI 96813 808/531-0575	Productivity Point International 1419 Lake Cook Rd., Suite 390 Deerfield, IL 60015 708/940-8495	Haddock Computer Center PO Box 68440 Wichita, KS 67208 316/683-5211
Idaho ComputerLand The Learning Center 4795 Emerald, Suite A Boise, ID 83706 208/345-8024		Productivity Point International 505 N. Murlen Road Olathe, KS 66062 913/829-7300
Illinois Catapult 1501 E. Woodfield Rd. Suite 105 Schaumburh, IL 60173		Louisiana 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 Praire, MN 55344 612/828- 6784	540 Maryvill e Centre Dr., Suite 1 St. Louis, MO 63141 314/469- 9979
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	Minnesota ta Compute r City SuperCe nter Centenni al Lakes Plaza, 7491 Edina, MN 55435 800/544- 2936	Producti vity Point Internati onal 1700 First Bank West Minneap olis, MN 55402 612/341- 0750	Forsythe Compute rs 8514 Eager, Suite G St. Louis, MO 63144 314/962- 9100 Personal Compute r Institute 8961 Page Blvd., Suite A St. Louis, MO 63114 314/426- 2200
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 Michigan Computer City SuperCenter Oakland Mall, 637 John R. Road Troy, MI 48083 800/544-2936 Eglehart Training Centers 2882 Thornhills SE Grand Rapids, MI 616/285-6898	Norman Lake Blvd. Bloomin gton, MN 55437 612/921- 8844 Inacomp Compute r Centers -	Missouri Empowe r Trainers & Consulta nts 4714 Grand Ave. Kansas City, MO 64112 816/333- 8646 ExecuTr ain of St. Louis	Systems Service Enterpri ses, 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 ExecuTr ain 25330 Telegrap h Rd., Suite 210 Southfie ld, MI 48034 313/352- 9210 Midland Compute r Shoppe 244 E. Main Street Midland, MI 48640 517/631- 5440 New	Horizons /CTSC 33027 Schoolcr aft Road Luionia, MI 48150 313/525- 1501 Remex Corporat ion 6095 28th St.	dale Bloomin gton, MN 55437 612/921- 8844 Inacomp Compute r Centers -	Personal Compute r Institute 8961 Page Blvd., Suite A St. Louis, MO 63114 314/426- 2200 Systems Service Enterpri ses, 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 n, Winer & 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 Dr., 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 William Street, 2nd Floor New York, NY 10038	Computer Decision, Inc. 3100 Gateway Centre Blvd. Morrisville, NC 27560	#300 Independence, OH 44131	Suite 200 Cincinnati, OH 45202	Micro Center Education 1349 Som Center 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	Dr., Westlake C Cincinnati, OH 45242	Jakab & Webster, Inc. 7333 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 1201 SW 12th Ave., Suite 310 Portland, OR 97205	Continuation Center 720 SW 2nd St. Portland, OR 97204	503/725-3055	University of Oregon, Continuation Center 720 SW 2nd St. Portland, OR 97204
800/544-9750 Blue Windows Resource Kit	Cap Gemini America 3055	Business Skills, Inc. 3055	Summit Park	2 Summit Park	Micro Computer 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	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

Inside Windows 3.0

Nationwide travelling
workshops for intermediate to
advanced users.

Now through May 13, 1992

Sponsor: Mastering
Computers, Inc.

Continental Plaza
11000 N. Scottsdale Rd., Ste.
175

Scottsdale, AZ 85254
800/800-3436

Inside Windows 3.1

Nationwide travelling
workshops for intermediate to
advanced users.

June 30, 1992 - February 10,
1993

Sponsor: Mastering
Computers, Inc.

Continental Plaza
11000 N. Scottsdale Rd., Ste.
175
Scottsdale, AZ 85254
800/800-3436

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

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

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

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

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

Sponsor: Microsoft
800/426-9400

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

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

Disks, Tapes, and Videos
Training

Disks

Microsoft Productivity Pack
3.1

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

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

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

Tapes

OneOnOne Computer Training
A Division of Mosaic Media,
Inc.

2055 Army Trail Rd., Dept.
W1091

Addison, IL 60101
800/424-8668

708/628-0550 (fax)

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

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

San Jose, CA 95128
408/286-3843

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

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—

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

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

delivery by your internal training organization.

Licensing Programs Present a Global Opportunity

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

Management Education Seminars Enlighten Decision Makers

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

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

Training for Developers Using Microsoft Windows 3.1

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

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

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

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

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

Windows Resource Kit

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

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. Mount Prospect, Illinois 800/766-7232
	Washingtonton, DC 800/783-7894	Professional Computer Development Corp. Exton, Pennsylvania 800/766-7232	Georgia 404/442-4565	CompuServe Houston, Texas 800/783-7894	Minnesota 612/944-0181	Professional Computer Development Corp. Schaumburg, Illinois 800/766-7232
	MicroAge of Exton, Pennsylvania 215/524-8585	Professional Computer Development Corp. Exton, Pennsylvania 800/766-7232	Professional Computer Development Corp. Exton, Pennsylvania 800/766-7232	Midwest Applied Computer Services, Inc. Orland Park, Illinois 708/614-4900	Michigan 313/362-2288	Systems Evaluation and Analysis Group, Inc. (SEAG) Springfield, Illinois 217/523-1717
		Professional Computer Development Corp. Exton, Pennsylvania 800/766-7232	Professional Computer Development Corp. Exton, Pennsylvania 800/766-7232	Orland Park, Illinois 708/614-4900		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) 438-8400	7 Rix	7 Rix
		8 Borland	Win RIX	Win RIX
		Turbo Pascal/Windows	(714) 476-8266	(714) 476-8266
		(408) 438-8400	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 Forum	(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	CENTRAL	9 Central Point		
(415) 962-6076	(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	(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>Forums (617) 2272 ID 577-6 Section 8500 vendor LOTUS name B 2 Products Lotus Phone Freelan (continued) e for HPSYS Window TEMS s (617) 10 577-7 8500 Window Hewlett- 10 s Packard Lotus New Notes 8 Wave (617) Clip Art (800) 577- & 752- 8500 Graphics 0900 11 11 IBMDE C:Mail SK 4 Uploads 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 & Ami Pro (404) Hollywo 256- od 2272 (203) 3 783- Lotus 7000 WP LOTUS Ami Pro A 5 Macros Lotus (404) 123 for Delta Window 256- Graph</p>	<p>6 Lotus WP SmarTe xt (404) 256- 2272 s (617) 7 Window s Sharewa re 8 Clip Art & Graphics 11 11 Problem Uploads LTL Lotus Lotus Tech Library (Tech Files) MACA VEN 4 CE Software Calendar Maker PC (515) 224- 1995 5 Delta Point Delta Graph</p>	<p>Pro/W (408) 648- 4000 14 Claris Window s Hollywo od for Window s (408) 987- 7000 MACBV EN 6 Oldauvi Read-It OCR (305) 665- 4665 7 Software Ventures Microph one II (510) 644- 3232 9 T/Maker I Hate Algebra (415) 962- 0195 9 T/Maker Window s Clip Art (415)</p>	<p>962- 0195 14 Radius Pivot for Window s (408) 434- 1010 MACCV EN 6 CoStar Address Writer/ Window s (203) 661- 9700 MIDIVE N 2 Turtle Beach Wave Window s (717) 843- 6916 8 Big Noise Software Cadenza for Window s (904) 730- 0754 WINAP A 1 Asymetr ix ToolBoo</p>	<p>k (206) 637- 1500 2 Attitash AttiTool s (510) 654- 0116 2 Attitash Dragnet (510) 654- 0116 2 Attitash Wide Angle (510) 654- 0116 3 DaVinci DaVinci E-Mail (919) 881- 4320 4 Future Soft DynaCo mm Async (713) 496- 9400 4 Future</p>
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Appendix A Windows Resource Directory
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Soft Apps	7	Microgr	Polaris	Forum	r	Maker
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	Microsoft	Microsof	(415)	Resourc	Window	PCM:U	Word	MSEXC
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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 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	dia (408) 737-7575 12 Multime dia Corp. MPC - 3/Win Multime dia PC (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 (203) 368-0632 10 HSC Software HSC Quick Show (310) 392-8441 NORUT L 9 Peter Norton XX where XXX is the next forum you want to visit. When you want to 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 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 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 Card/Windows (415) 506-7000 4 Oracle ToolBoo k DLL (415) 506-7000 PCEO 5 Intel FaxIt for
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438-4769	Beyond Beyond Mail for	PCVEN E 4	SPCFO RUM 5	Superbas e	494-1200	t
11	Window	Farallon	Software	Support	SYMFO RUM 4	Enhance
Intel	s (617)	Apple	Publishi	(415)	Symante	DB
Net	621-	Talk PC	ng Pro	962-	c On	Publish
Satisfax	0095	(510)	Write	8910	Target	(800)
ion	PCVEN	000-	Plus	16	(408)	822-
(800)	D 2	0000	(415)	Software	253-	8221
438-4769	Artisoft	SBSAL	962-	Publishi	9600	VIRUS
PCVEN	LANtast	DFOR 2	8910	ng	11	FORU 2
A 1	ic for	Aldus	8	Symante	McAfee	/Video
Button	Window	Pagemak	Software	Superbas	c Just	Associat
Ware	s (602)	er for	Publishi	e 4 Adv	Write	es
Take	293-	Window	ng	(415)	(408)	Microsof
Note	6363	s (206)	Harvard	962-	253-	Window
(206)	8	628-	Graphics	8910	9600	s Scan
454-	Timeslip	2320	/Win	17	13	Virus
0479	s	3	(415)	Software	Symante	Scan
13	Time	Aldus	8910	Publishi	c/Zortec	(000)
Foresigh	Sheet		9	ng	h C++	000-
t	Pro/Win	Persuasi	Software	Superbas	Window	0000
Resourc	dows	on for	Publishi	e 4	s (408)	WINAD
es	(508)	Window	ng	Devel	253-	V 1
Window	768-	s (206)	Harvard	(415)	9600	New
s Drafix	6100	628-	Draw/W	962-	VENTU	Uploads
CAD	15	2320	indows	8910	RA 4	2
(816)	Bloc	4	(415)	SPINNA	Ventura	Microsof
891-	Publishi	Aldus	962-	KER 2	Software	t
1040	ng 3D	Photo	8910	Spinnak	Ventura	Accessor
PCVEN	Charts to	Styler	Software	er	Pub/Win	ies
B 8	Go	for	Software	Plus for	dows	3
DAC	(305)	Window	Publishi	Window	(800)	Microsof
Easy	445-	s (206)	ng Info	s (617)	822-	t
Main	0903	628-	Alliance/	494-	8221	Batch
LAN for	15	2320	Window	1200	14	Files
Window	Bloc	5	s (415)	11	Ventura	4
s (214)	Publishi	Aldus	962-	Spinnak	Software	Microsof
248-	ng	Free	8910	er	Form	t
0305	Wind-	Hand for	15	PFS:	Base	Comm
PCVEN	Ease	Window	Software	Window	(800)	Ports
	(305)	s (206)	Publishi	s Works	822-	5

Appendix A Windows Resource Directory

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PC Magazine Forum ID Section vendor name Products Phone (continued)	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 Window (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 Auto Test Facility (617) 576-2257 8 WUGN ET Window s Journal (215) 565-1681 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 Color Lab (513) 281-3222 11 Softbrid ge Bridge Batch (617) 576-2257 11 Softbrid ge Bridge Tool Kit (617) 576-2257	12 Zenographics 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) 441-3676 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 17 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>4 Berkeley Systems After Dark/Windows (510) 540-5535</p> <p>5 Glockenspiel C++ for Windows</p> <p>6 Campbell Services On Time For Windows (313) 559-5955</p> <p>7 Metz Software File Manager F/X (206) 869-6292</p>	<p>Metz Software Metz Shareware (206) 869-6292</p> <p>Within Technologies Realizer (609) 273-9890</p> <p>Abacus Becker Tools (800) 451-4319</p> <p>Abacus No Mouse (800) 451-4319</p> <p>Abacus Virus Secure (800) 451-4319</p> <p>Metz Software File Manager Saros (206) 869-6292</p> <p>Mezzanine (206) 646-1066</p>	<p>11 GENie 800/638-9636</p> <p>Microsoft Roundtables M_505.</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>Windows Driver Library</p> <p>The Windows Driver Library is for all users of Windows who own peripheral devices not supported in the Windows retail package.</p> <p>The WDL will include the Windows 3.1 compatible device drivers that are not</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>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>The in their also help Windows organiza you Technica This and l Library customiz Support provides e the Library better Window s This faster Resourc will help access to e Kits users the with up- who are infor- to-date either mation technical PC support needed informatio support profesio Window s related to nals or who technical support applicati support problem s. It will ons, hardwar s users s. It will</p>
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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 Computer Society 638 N. Stephen Dr. Palatine, IL 60067 Contact: Ray Elseth 708/705-9721
District of Columbia		
Capital PC Users Group Washington, DC	Chicago Computer Society PO Box 8681 Chicago, IL 60680 or 2849 Arlington Ave. Highland Park, IL 60035 Newsletter: monthly	
Windows/Presentation Manager SIG Contact: Charles Kelly, Rod Wright		Indiana
Pentagon PC User Group PO Box 47047 The Pentagon Washington, DC 20050-7046 Newsletter: The Review	Guidance for Users of Integrated Data Processing Equipment/GUIDE 111 E. Wacker Drive, Suite 600 Chicago, IL 60606	Indianapolis Computer Society PO Box 2532 Indianapolis, IN 46205 or 6135 N. Meridan Street Indianapolis, IN 46208 317/251-2003
Florida		Indiana/Kentucky PC Users Group PO Box 3564 Louisville, KY 40201 Newsletter: monthly
Alachua County Computer Users Group Rt 1 Box 200 Newberry, FL 32669 Newsletter:monthly/Gator Bytes		Windows SIG Contact: Jim Travelstead 502/636-3361
Windows SIG Pinellas IBM-PC User Group 5100 Dover Street NE St. Petersburg, FL 33703		Kentucky
Windows SIG Contact: Dick Kellerman 813/525-0989		Indiana/Kentucky PC Users Group PO Box 3564 Louisville, KY 40201 Newsletter: monthly
Georgia		Windows SIG Contact: Jim Travelstead 502/636-3361
Atlanta Windows User Group PO Box 28788 Atlanta, GA 30358		Maryland
Illinois		Capital PC Users Group 51 Monroe Street, Plaza East 2 Rockville, MD 20850 Newsletter: monthly
Chicago Area Microcomputer Professionals/CAMP		

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
			Group	Kingdo
Windows Developers SIG			210-	m
Contact: Richard Bermudez			1090 W.	Window
713/681-2102			Pendor	s Users
			Street	Group
Windows Publishing SIG			Vancouv	Enterpri
Contact: Larry Sands			er, BC	se House
713/432-1000			V6E	Carlton
Word for Windows SIG			2N7	Road
Contact: Charles Barnhart			Contact:	Worksho
713/792-4802			Ron	p, Notts
			Usher	S81 7QF
North	Chips	98101	WUGN	United
Texas	PO Box	Newslett	ET	Kingdo
PC User	510811	er:	Toronto	m
Group	Salt	monthly	PO Box	
PO Box	Lake	Window	95	
780066	City, UT	s SIG	Streetsvi	
Dallas,	84151	Contact:	lle,	
TX	or 9296	Patrick	Mississa	
75378-	S.	Long	uga	
0066	Greenwo	206/789-	Ontario,	
Newslett	od	0087	Canada	
er:	Sandy,	Wiscons	L5	
monthly/	UT	in	M2B7	
	84070		Contact:	
N.Texas	Newslett	Madison	Don Roy	
PC	er:	PC	United	
News	monthly	Users	Kingdo	
214/746-	Washing	Group	m	
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	

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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
	AT&T	Compton Multimedia Publishing Group		DTK 818/810-88880
ALR	800/922-0354	415/597-5555		Entertainment Marketing 713/995-4433
714/581-6770	Austin	800/752-4141		Epson 800/992-8911
Acer Technologies	Automated Computer Tech	CompuAdd (PC Source)		Ergo 800/633-1925
800/637-7000		800/999-9901		Everex Systems 510/498-4411
Actech		Computer		Gateway 2000 800/232-2000
				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

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.