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## **Enhancements for Users with Disabilities**

The issue of computer accessibility in the workplace for people with disabilities is becoming increasingly important. It is estimated that there are over 30 million people in the United States alone who have disabilities that can be affected by computer design. In addition, between 7 and 9 out of every 10 major corporations employ people with disabilities who may need to use computers as part of their jobs. As the population ages and more people experience functional limitations, computer accessibility will become increasingly important to the population as a whole.

Legislation, such as the Americans with Disabilities Act, which currently affects private businesses with more than 15 employees and Section 508 of the Rehabilitation Act, which addresses government spending, is also bringing accessibility issues to the forefront in government businesses and organizations that receive government funding.

### *What are Disabilities?*

Difficulties performing certain tasks, such as using a keyboard in a certain way are referred to as "disabilities." Disabilities can be divided into five general categories: Language and Cognitive Impairment; Hearing, Movement, Visual and Speech Impairments. These categories describe groups of disabilities covering a broad range of people with widely different levels of needs.

### *Did you know that:*

- Through a teletypewriter (TTY) service, Microsoft provides people who are deaf or hard-of-hearing with complete access to Microsoft® product and customer support services and the Microsoft corporate switchboard.
- Individuals who have difficulties reading or handling printed materials can obtain many of Microsoft's publications from Recording for the Blind, Inc. in the form of text files on floppy disks. These files can be read by most text editors and Braille or voice output systems. Some titles may also be available on audio-cassette.
- Access Pack for Microsoft Windows, AccessDOS and Access Pack for Microsoft Windows NT is each a set of utilities that make it easier for users with motion related disabilities to use the keyboard and mouse. Users that desire visual feedback rather than sounds will also find Access Pack valuable.
- Microsoft distributes Dvorak keyboard layouts that make the most frequently typed characters on a keyboard more accessible to people who have difficulty using the standard "QWERTY" layout. There are three Dvorak layouts: one for two-handed users, one for people who type only with their left hand, and one for people who type only with their right hand.
- In order to make sure that vital information can be found by people who need it, most Microsoft products include an appendix on Accessibility for Persons with Disabilities in their standard printed and on-line documentation. These sections list available resources and describe features in the product that are useful for people with disabilities.
- There are many ways you can adjust the appearance and behavior of Microsoft Windows to suit varying vision and motor abilities without requiring any additional hardware or software. Application notes are available that describe the specific methods available for each operating system.
- Microsoft has established a group to make computers easier to use for people with special accessibility needs. This group works to make Microsoft products and services more

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accessible as well as promote accessibility throughout the computer industry. It also supports the development of a rich variety of third-party accessibility aids.

- TRACEBASE at <http://trace.wisc.edu/tcel/tbase/index.html> is a product catalog sponsored by the Trace Center, located at the University of Wisconsin-Madison. Different types of products are available for both MS-DOS and Microsoft Windows operating systems.

Other ways to modify Microsoft products include status indicators on a taskbar, bounce keys, installing chat, adjusting the mouse by adding color or animation, volume control, hot keys and filter keys, preset default text typeface, high-contrast text, mouse functions from the keyboard, repeat, slow, sticky, toggle and serial keys, adjusting the sizes of window titles, scroll bars, borders, menu text, icons and other elements.

The above features can be used alone or in combination to best suit an employee's needs and environment. The features can also be customized to create a personalized desktop that allows individuals to be their most productive. In addition, once the Access Pack has been installed, a user requiring a feature can access it without special assistance. When all features are turned off an employee who does not require the functionality should not notice any feature difference.

Microsoft developed these features in response to section 508 of the Rehabilitation Act. This law was written to ensure accessibility for government employees with disabilities. Access Pack for Windows can also help employers accommodate individuals with disabilities, as required under the Americans with Disabilities Act.

Windows NT Access Pack, Windows 95 Access Pack, Windows Access Pack and MS-DOS Access Pack (AccessDOS) can be downloaded from network services, including Microsoft's World Wide Web Site on the Internet, the Internet (Microsoft anonymous ftp server), Microsoft Download Service (MSDL), Microsoft FastTips Technical Library, and Microsoft Technical Support. They also can be obtained via the telephone number 1-800-426-9400, the TTY number of 1-800-892-5234 or via the Microsoft Subsidiary in the customer's country if they are outside of the U.S.

**Mr. Gates and the Year 2000**

***Here is some astute, common sense advice from Bill Gates regarding the event that looms before us all. I thought the tip on checking not only your own systems but also making sure your supplier and distributor are compliant as well was an especially smart idea.***

"From today forward, "triage" is the order of the day. Companies need to identify all their potential problems and prioritize their importance.

You want your main business system to be running on Jan. 1, 2000. In some cases, problems with secondary systems will have work-arounds that may include manual or automated processes.

Here are a few things you can do:

- Use up-to-date, off-the-shelf software where you can. Year 2000 problems are relatively rare in contemporary PC software from leading companies.
- Understand your vendors' definitions of "compliance." Though most major vendors use similar criteria, there's no agreed-upon industry standard for the term. Software companies may offer free service packs or fixes for most common applications that have Year 2000 issues. In many cases this will be sufficient, but in others more significant efforts may be necessary.
- Get the critical features of your main business systems running on newer systems and test that they work. Go back and add other features as you have time.
- Apply business-process reengineering. Simplify older, complex processes and involve employees at a more meaningful and responsible level. Simpler processes are far easier to automate and upgrade.
- Work with your partners. A supplier or distributor with computer problems could shut you down. Test interfaces with partners' electronic systems.
- Develop a contingency plan for failure. You may be able to devise a combination of manual systems and smaller (compliant!) computer systems that cover the key business functions you need to keep running.

It won't be an easy task. Every piece of hardware and software in a company--your company--must be examined for how it handles dates. But it can be done with a good plan that clearly establishes priorities.

Ultimately, the goal is to make the Year 2000 problem a non-event. It's going to take hard work by Information Technology (IT) professionals all over the world. The IT guys in Europe have an especially difficult challenge. With tight resources, they also have to implement financial systems that can handle the common European currency, the EMU, scheduled to begin Jan. 1, 1999.

If everyone pays attention to the right things and does a good job, the New Year celebration will be about what didn't happen. We'll be celebrating the fact that our computers just kept on running."

Copyright 1998 by Bill Gates  
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## Windows NT Deployment (with 5.0 description)

Here is an extract of a **White Paper on Deployment** written by Microsoft. The “we” used here is “Microsoft”:

The goal of this document is to help business customers find the *best* combination of Microsoft® Windows® operating systems and hardware platforms—today and for the future. To do this, we outline deployment guidelines for a variety of situations and provide supporting information to describe how we arrived at these recommendations. Of course, every business situation is unique. Systems should be thoroughly tested before deploying. **Also, if you have a deployment plan in progress, we recommend *staying the course*.**

Microsoft’s most important recommendation is to **move to 32-bit Windows-based applications**. These applications offer greater reliability, faster performance, and lower cost of ownership, better productivity, and increased security than 16-bit Windows-based and MS-DOS®-based applications. These 32-bit applications are also best poised to take advantage of new hardware and operating system innovations.

In choosing the best operating system, Microsoft believes that when businesses and organizations have a choice, they are **best suited moving today to Windows NT® Workstation 4.0**. Its feature set, reliability, security, networking, and manageability make it the premier operating system for businesses of all sizes.

### *Windows 32-bit Operating Systems*

- **Microsoft Windows NT Workstation 4.0** is the most powerful 32-bit desktop operating system with a focus on reliability, security, networking, and performance. **Windows NT Workstation 5.0**—a major upgrade to all versions of Windows—will be the premier desktop operating system for businesses and organizations. The product is currently in beta testing.
- **Microsoft Windows 95** is the easiest path to a 32-bit desktop operating system with the broadest hardware and application compatibility and lowest system requirements. **Windows 98**—an evolutionary upgrade to Windows 95—continues to be the easiest path to a 32-bit desktop *and* makes computing easier, more reliable, faster, and fully integrated with the Internet.

### *Windows-based Hardware Platforms*

- Because **PCs** are extremely powerful and flexible devices, they will continue to be the platform of choice for most businesses and organizations. **Network PCs (Net PCs)** are a new type of simple, easy to manage Windows-based PC for the business environment.
- **Windows-based Terminals** are a new super-thin Windows family client device. Expected to ship in 1998, they will provide a way to deliver 32-bit applications to legacy or remote desktops *until* hardware and applications can be upgraded to run on Net PCs or PCs. In addition, they can be used as Windows-based replacements for “dumb” terminals.

For businesses purchasing new systems or upgrading existing systems, Microsoft makes the following deployment recommendations.

### Choosing the best windows operating system

The Microsoft Windows family of operating systems features two desktop product lines: Windows 95 (succeeded by Windows 98) and Windows NT Workstation 4.0 (succeeded by

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Windows NT Workstation 5.0). A third Windows family operating system—Windows CE—is designed to be customized for specialized devices such as handheld PCs, telephones, and consumer devices. Because Windows CE is designed for specialized devices rather than general-purpose desktops, deployment recommendations are not covered in this document.

### The Windows Desktop Product Family Overview

As complementary products, all Windows-based operating systems are designed to work in mixed environments. They share the same graphical user and programming interfaces. They also help reduce total cost of ownership (TCO) by supporting the templates, policies, and features outlined in Microsoft's *Zero Administration Initiative for Windows*.

### Windows NT Workstation 4.0 and Windows NT Workstation 5.0

- **Windows NT Workstation 4.0**, with a focus on reliability, manageability, security, networking, and performance—is the most powerful 32-bit desktop operating system today. With the same, easy-to-use graphical user interface as Windows 95 and Windows 98, its multithreaded, multitasking architecture is designed to run 32-bit Windows-based applications more reliably and securely than other Windows operating systems, while also supporting many leading MS-DOS-based and 16-bit Windows-based applications. Windows NT Workstation 4.0 scales to a variety of platforms and processors—from newer laptops to multiple-CPU graphics workstations. Windows NT Workstation 4.0 offers robust security with protection down to the file level. Windows NT Workstation 4.0 is also designed for speed, offering *significantly* better price/performance than UNIX-based desktop systems. Windows NT Workstation 4.0 desktops are easier and less costly to manage than Windows 3.x-based systems. Increasingly, Windows NT Workstation 4.0 is pre-installed as the default operating system on new business systems.
- **Windows NT Workstation 5.0** will be the premier desktop operating system for businesses and organizations of all sizes. It will include the same key features as Windows 98, such as second-generation Plug and Play and power management as well as a "Web integrated" graphical user interface. It will significantly extend the reliability, security, networking, and performance advantages that make today's version of Windows NT the most powerful enterprise desktop operating system. Most importantly, when combined with Windows NT Server 5.0, Windows NT Workstation 5.0 will be the only desktop operating system to support all of the manageability capabilities that help businesses reduce total cost of ownership (TCO) an expected 50 percent or more over other Windows-based environments. For example, *IntelliMirror™* is a set of management technologies that benefits users and IT managers by combining the power and flexibility of distributed computing with the reliability and security of a tightly managed environment.

### Windows 95 and Windows 98

- **Windows 95** is the easiest path to a 32-bit desktop operating system. In addition to running 32-bit Windows-based applications, Windows 95 also runs with the vast majority of 16-bit Windows-based and MS-DOS-based applications. System requirements for Windows 95 are more modest than Windows NT Workstation 4.0, allowing customers to run it on systems with 16 MB RAM. Windows 95 includes several important features for mobile users, such as power management and Plug and Play. Finally, Windows 95 runs on a broader range of hardware devices and components than Windows NT Workstation 4.0.
- **Windows 98** will be an incremental upgrade to Windows 95. Building on Windows 95 innovation as the *easiest path to a 32-bit desktop*, Windows 98 will make computing easier, more reliable, faster, and fully integrated with the Internet. It will define cutting-edge capabilities, such as enabling powerful new hardware technologies and entertainment platforms, while at the same time maintain the best support for older

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Windows-based applications and technologies. For corporations, Windows 98 will provide new manageability features that help reduce total cost of ownership.

### ***Narrowing the Choices***

Finding the best Windows operating system requires answering *yes* or *no* to some simple questions. Resources for answering these questions appear below. *In general, for new business systems, Microsoft recommends purchasing new business systems with a fast Pentium or Pentium II, 32 MB RAM, Windows NT Workstation 4.0, and peripheral devices as needed.*

- 1. Are 32-bit Windows, 16-bit Windows, and MS-DOS-based applications supported in Windows NT Workstation 4.0?** Although they share the Win32 API, security and performance optimizations require some architectural differences between Windows NT and Windows 95. Windows 95 and Windows 98 offer the broadest support for running mixed application environments, including MS-DOS, 16-bit Windows, and 32-bit Windows. Windows NT Workstation is optimized to run 32-bit Windows-based applications, but also supports many leading 16-bit Windows-based and MS-DOS-based productivity applications. A list of compatible 16-bit Windows, and MS-DOS-based applications is available at <http://microsoft.com/windows/platform/info/16bit.htm> For software compatibility questions, talk with the application developer or see Microsoft's listing of retail applications that have received the "Designed for Windows" logo certification, available at <http://www.microsoft.com/windows/thirdparty/winlogo/>
- 2. Are all hardware components and peripherals supported in Windows NT Workstation 4.0?** For security and other optimizations, Windows 95 and Windows NT Workstation 4.0 support different device driver models. Although Windows NT Workstation 4.0 supports more than 4,000 different devices, Windows 95 was designed to support an even broader range of devices and peripherals. To check hardware compatibility, Microsoft offers a comprehensive listing at <http://www.microsoft.com/hwtest/> *In Windows 98 and Windows NT 5.0, shared Win32 Driver Model and Advanced Configuration and Power Interface features eliminate many differences among drivers, power management, and Plug and Play capabilities.*
- 3. Are systems running 32 MB RAM or more?** Windows NT Workstation 4.0 runs faster than Windows 95 on systems with 32 MB RAM. Windows 95 runs faster than Windows NT Workstation 4.0 on systems with 16 MB RAM. *In general, Microsoft recommends that new business systems be purchased with a minimum of 32 MB RAM.*
- 4. Is data and network security a primary business requirement?** Although many customers run Windows NT Workstation without having a strong security requirement, Microsoft recommends Windows NT Workstation 4.0 for maintaining highly secure environments. For example, on Windows NT every user must be authenticated on a system before gaining access to information. With Windows NT you can also enable discretionary access to resources all the way to individual files. *While Windows 95 provides adequate security in "trusted" environments, it is not possible to create a truly secure network.*

### Choosing the Best Hardware Platform

Windows-based hardware is available from hundreds of manufacturers in thousands of configurations, making it possible to find the right hardware at the best price point. In the next few months, most PCs will fall into three general categories:

- **PCs (including mobile PCs and workstations).** PCs are ideal for almost any computing situation—from sub-notebook portables to advanced 3-D graphics workstations. PCs generally include a full range of devices including CD-ROM, floppy drive, I/O ports, audio and video capabilities. With the expandability and flexibility to meet virtually every business need, PCs are expected to continue to be the platform of choice for most businesses and organizations. PCs also increasingly include the same

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manageability components typically found in Net PCs. Prices range from less than \$1,000 to well over \$4,000.

- **Net PCs.** Net PCs are a type of simple, easy-to-manage Windows-based PC for the business environment. As defined by the Net PC guideline, they must include all of the necessary hardware components to enable remote deployment and updating of applications and the operating system. A sealed case helps prevent "user induced" errors. Windows NT Workstation is the recommended operating system for Net PCs. Prices start at under \$1,000.
- **Windows-based Terminals (WBT).** Windows-based Terminals are a new "super-thin client" device for the Windows family product line. Designed to work specifically with Windows NT Server "Hydra," Windows-based Terminals provide a compelling Windows-based replacement for traditional "dumb" terminals. Windows-based Terminals help reduce TCO by creating a nearly 100% centrally managed environment. In addition, Windows NT "Hydra" can be used by corporations to deliver 32-bit Windows-based applications to legacy or remote desktop devices until systems and applications can be upgraded to run on PCs or Net PCs. Prices for new Windows-based Terminals will start at under \$500.

Once you have identified business needs, application software and supporting hardware requirements, along with the operating system, choosing the best Windows-based hardware platform requires aligning two criteria — how much flexibility do administrators want for changing systems *and* how closely do administrators want to manage these systems.

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Special

**Download your **FREE**\* 60-day trial of new Microsoft Project 98**

<http://www.microsoft.com/project/98trial/>

**Gain greater levels of control, communication and compatibility with New Microsoft Project 98.**

**Microsoft Project 98—get greater control over all your projects. All you have to do is give in to this free trial offer.**

Here's your invitation to see why new Microsoft Project 98 is even more effective than your current version. The whole program is yours now to put through the rigors of a real project during this special preview. See for yourself how it delivers:

### **Greater Control**

A completely re-engineered scheduling engine gives you far more scheduling and tracking flexibility. Task splitting is as simple as clicking and dragging on a Gantt Chart—model our tasks with real-world interruptions for real-world results. And now you can consolidate and cross-link multiple projects for an overview of all the details—including tasks and resource assignments.

### **Better Communication**

Powerful new workgroup and intranet support lets you easily keep your entire team informed and involved. Share information, delegate tasks and track projects status over electronic mail, your company's intranet—even the Internet. Plus, even better customizable Gantt charts now convey precisely what you mean.

### **More Compatibility**

The same familiar Office interface ensures ease of use. Database integration means your information can be stored and retrieved from a host of databases like SQL Server and Oracle. And improve support for Visual Basic For Applications and ActiveX makes it easier to build even more powerful custom solutions.

\* Connect time charges may apply

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### **Free Downloads Available**

We are listing three downloads in each category, but to see them all, you need to go to the Microsoft site at <http://www.Microsoft.com/msdownload/default.htm>

### **Betas**

*Internet Explorer 3.0* <http://www.Microsoft.com/ie/download/>

*NetShow Theater Server* <http://www.Microsoft.com/theater/download.htm>

*Internet Explorer 4.0* <http://www.Microsoft.com/ie/download/>

### **Web Browsers and Viewers**

*Internet Explorer* <http://www.Microsoft.com/ie/download/>

*Excel 97 Viewer* <http://www.Microsoft.com/excel/internet/viewer/>

*PowerPoint Viewers* <http://www.Microsoft.com/office/office/viewers.asp>

### **Internet Explorer Add-Ons**

*Internet Explorer Administrator's Kit* <http://ieak.Microsoft.com>

*NetShow* <http://www.Microsoft.com/ntserver/netshow/download.htm>

*Internet Explorer Administrator's Kit CD:* <http://ieak.Microsoft.com>

### **Microsoft Office Update**

*Word 97 Add-ins, Patches, Templates* <http://www.Microsoft.com/office/enhword.asp>

*Excel 97 Add-ins, Patches, Templates* <http://www.Microsoft.com/office/enhexcel.asp>

*Access 97 Add-ins, Patches, Templates* <http://www.Microsoft.com/office/enhaccess.asp>

### **Trial Versions, Product Add-Ons & Updates**

*Schedule+ Add-Ons* [http://www.Microsoft.com/scheduleplus/fs\\_sch.htm](http://www.Microsoft.com/scheduleplus/fs_sch.htm)

*Publisher 98 Trial Version* [http://www.Microsoft.com/publisher/98/trial/tip\\_mscom.htm](http://www.Microsoft.com/publisher/98/trial/tip_mscom.htm)

*Office Converters and Viewers* <http://www.Microsoft.com/office/office/viewers.asp>

### **Conferencing and Chats**

*Chat 2.5* <http://www.Microsoft.com/ie/chat>

*NetMeeting 2.1* <http://www.Microsoft.com/netmeeting/>

*V-Chat 2.0* <http://www.Microsoft.com/ie/chat/vcahtmain.htm>

### **Images and Interactive Media**

*PowerPoint Animation Player for ActiveX* <http://www.Microsoft.com/office/office/vieweres.asp>

*TrueType Fonts on the Web-Windows* <http://www.Microsoft.com/truetype/fontpack/win.htm>

*TrueType Fonts on the Web-Macintosh* <http://www.Microsoft.com/truetype/fontpack/mac.htm>

### **Web Publishing Tools**

*HTML Help for Authoring* <http://www.Microsoft.com/workshop/author/htmlhelp/default.asp>

*Posting Acceptor 1.0* [http://www.Microsoft.com/windows/software/webpost/post\\_accept.htm](http://www.Microsoft.com/windows/software/webpost/post_accept.htm)

*Web Publishing Wizard v1.52* <http://www.Microsoft.com/windows/software/webpost/>

### **Internet Development Tools and SDKs**

*ActiveX Control Pad* <http://www.Microsoft.com/workshop/cpad/default.asp>

*HTML Wizard* <http://www.Microsoft.com/workshop/author/html/htmlwiz.asp>

*Java SDK* <http://www.Microsoft.com/java/sdk/>

### **Server Software**

*Personal Web Server* <http://www.Microsoft.com/ms.com/ie/download/>

*Internet Locator* <http://www.Microsoft.com/netmeeting/ils>

*Proxy Server* <http://www.Microsoft.com/proxy/default.asp>

**Summer Fun**

***Need an office assistant this summer?***

How about hiring one of Microsoft's personality plus icons to help you? Cats, pups, and even rocks take on lively traits when Microsoft prepares them for their computer tasks. Go to [www.microsoft.com/office/office/enhancements/assistance.asp?prev=111111](http://www.microsoft.com/office/office/enhancements/assistance.asp?prev=111111)

Shakespeare's even auditioning for the part!

***From Chuck's desk down at Purdue:***

Believe it or not, there is a 3-D Flight Simulator in Excel 97. Apparently >the constant rain in Redmond has driven Bill's engineers to obsessive >flights of fancy. Below you'll find instructions on how to access a little >flight simulator that was inexplicably hidden by precipitation-maddened >programmers deep inside Excel 97.

>

>(1) In Excel 97, open a new blank work sheet.

>

>(2) Press F5 and type X97:L97 in the "Reference" box, then click OK.

>

>(3) Now hit your tab key once (you should end up in cell M97).

>

>(4) press "Ctrl" and "Shift" while clicking once on the "chart wizard" icon

>(the one at the top with the blue-yellow-red bar chart).

>

>Welcome aboard ! After a few moments you should be flying. Steer with the

>mouse, accelerate and decelerate with the left and right mouse buttons

>respectively, and look for the monolith with the programmer credits. You

>can exit the screen by pressing Ctrl + Shift + Esc.

>

>Enjoy the flight.....

>

***Remember the disappearing ink messages you sent as a kid?***

You can send email messages that appear to have no text if you know the message window background color of the recipient (usually white). Put the message in the font color that matches and when they get the message it will appear blank. They can read it by selecting the blank screen and changing the font color.

**Microsoft Standard No Charge Support Telephone Numbers**

**Desktop Applications-Group 1**

Unlimited no-charge support for usability issues (except Microsoft Access); two (2) no-charge incidents for development issues

	US	Canada
Microsoft Excel for Macintosh	425-635-7080	905-568-2294
Microsoft Excel for Win &OS/2	425-635-7070	905-568-2294
Microsoft Liquid Motion	425-635-3103	905-568-3503
Microsoft Office-Switcher Line	425-635-7041	905-568-2294
Microsoft Office for Macintosh	425-635-7055	905-568-2294
Microsoft Office for Windows	425-635-7056	905-568-2294
Microsoft Outlook	425-635-7031	905-568-2294
Microsoft PowerPoint	425-635-7145	905-568-3503
Microsoft Schedule+	425-635-7049	905-568-2294
Microsoft Word for Macintosh	425-635-7200	905-568-2294
Microsoft Word for Windows	425-635-9673	905-568-2294

**Desktop Applications -Group 2**

Unlimited no-charge support for usability issues

Microsoft Publisher	425-635-7140	905-568-3503
Microsoft Project	425-635-7155	905-568-2294
Microsoft Team Manager	425-635-7065	905-568-2294
Microsoft Works for Macintosh	425-635-7160	905-568-3503
Microsoft Works for MS-DOS	425-635-7150	905-568-3503
Microsoft Works for Windows	425-635-7130	905-568-3503
Microsoft Front Page	425-635-7088	905-568-3503

(plus 2 no-charge support incidents with programmability, external database connectivity and server extensions)

**Desktop Systems**

90 day no-charge support from first contact with an engineer

Microsoft Internet Explorer	425-635-7123	905-568-4494
Microsoft MS-DOD 6.0 & 6.2 Upgrade	425-646-5104	905-568-4494
Microsoft Plus!	425-635-7122	905-568-4494
Microsoft Windows 95	425-635-7000	905-568-4494
Microsoft Windows 98	425-635-7222	905-568-4494
Microsoft Windows and Windows for Workgroups	425-637-7098	905-568-4494

**Microsoft Windows NT Workstation**, 425-635-7018  
version 3.51-1 no-charge support incident

English: 425-635-7018  
French: 905-568-4494

**Microsoft Windows NT Workstation,**  
version 4.0, 90 days of unlimited no-charge  
support, starting from the first call to  
Microsoft Technical Support

**Microsoft Access**, 2 no-charge 425-635-7050 905-568-2294  
support incidents for assistance with  
development issues

**Hardware Products**

90 days no-charge support from first contact with an engineer

Microsoft Mouse, Intellimouse, Easy Ball, Natural Keyboard and Side Winder	425-635-7040	905-568-4494
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**Did you know that Microsoft has a WISH list telephone number to take your suggestions?  
It's 206-936-WISH.**

## **Tips and Tricks**

### **1. To see all the folders on your hard disk**

With Windows 95 you can open Explorer, select the drive and using the numeric keypad, press \*  
To close, double-click the drive icon and then press F5 to close all the folders.

### **2. To create a folder in Windows Explorer by keystroke**

Hold down the ALT key and press F+W+F

### **3. To create a folder in Internet Explorer**

Hold down the ALT key and press F+N+F

### **4. Is Exchange giving you Word?**

Microsoft Office for Windows 95 has an option called WordMail that allows Microsoft Exchange 32-bit Windows clients to use Microsoft Word as the default e-mail editor. If WordMail is installed, by default Word becomes the e-mail editor. So once you install WordMail, the Microsoft Exchange Windows 95 client will open Microsoft Word instead of the standard Microsoft Exchange send form when you click the New Message command on the Compose menu or the New Message button on the toolbar. To return to the standard Microsoft Exchange send form, click the Word Mail Options command on the Compose menu. Clear the Enable Word as E-mail Editor check box

### **5. The number 13**

When you try to change your Windows NT Domain password from a Microsoft Exchange client for Windows by clicking on Tools, Options, Exchange Server, and Password, you will receive the following error if the Windows NT Server's machine name is longer than 13 characters:

*The NT Domain password could not be changed. A required action was not successful due to an unspecified error.*

You can correct this problem by installing Microsoft Exchange Server 4.0 U.S. Service Pack 2.

**Where to Go for More Information**

1. We think the best place to start is right here at Welborne Associates.



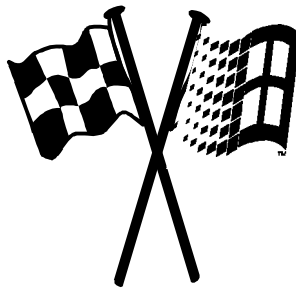
Jim Welborne is a



**Call us at 1-800-299-3584.**

2. Another place to start is simply <http://www.microsoft.com>

**The Finish...and You're a Winner with Microsoft**



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