Premier Issue

GW2k

Gateway Magazine

Spring 1995 • *"Getting the most out of your Gateway 2000 connection"* • Volume Number One

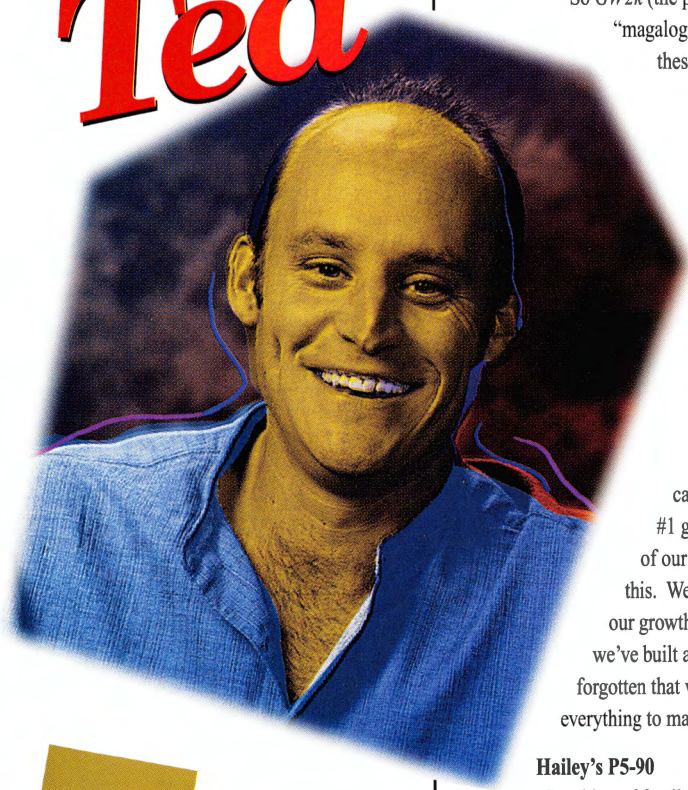
Entering The Online Zone

Even More Tech Tips!

Gateway's New Spot Shop

Great Ways To Enhance Your Gateway System

A Letter From Ted



The year 1994 was incredible for Gateway 2000. We added over a billion dollars in revenue and over 2,700 people to serve you better. We made some mistakes, learned a lot, got stressed, made some real improvements, and still managed to have fun in the process.

Dear Friends,

Yeah, I'm green. No, not having health problems. Nor did I have my teeth capped. Just some over-excited graphic artist going out on a limb to make our new publication look cool and different. Welcome to the premier edition of *GW2k: Gateway Magazine*.

This publication is the result of a lot of hard work from a bunch of dedicated people here at Gateway. We debated the name for a long time, finally coming to the conclusion that if Prince could do it, so could Gateway. So *GW2k* (the publication formerly known as the *Monitor*) it is. Internally, this project was called the "magalog." But it's more than a magazine, more than a catalog, more than a newsletter — it's all these in one. We received a lot of input from you on the once sporadically produced and now defunct *Monitor*. In response, we've incorporated more tech tips, more insightful industry information, and more unique products in our new rag. The *Gateway Magazine* will continue to improve and evolve, but keep in mind this publication is for you, our customers. We truly appreciate your input on how we can make it better.

Blending Our Talents

The year 1994 was incredible for Gateway 2000. We added over a billion dollars in revenue and over 2,700 people to serve you better. We made some mistakes, learned a lot, got stressed, made some real improvements, and still managed to have fun in the process. We've added many great new people on the Gateway team. Some with a ton of experience and some with none. And as we blend our talents and experience, I'm convinced we will serve you better than ever.

I recently penned Gateway's top 10 goals for 1995. And the top five goals fall under the category of "keep doing what we've been doing, only better." Improving tech support is our #1 goal in '95. We want to have the best tech support in the industry, and we will. The addition of our Kansas City facility (great city, great BBQ, great views, cool people) will enable us to do this. We had to face the fact — there just aren't enough people in Sioux City to properly support our growth. And for some reason, not everyone wants to live here (OK by me, I like it small). So we've built a great team in KC (soon almost 1,000 strong), and you'll be the beneficiary. We haven't forgotten that we are here because of you; and you're part of our family. And we're going to do everything to make you the most satisfied customers on the planet.

Hailey's P5-90

Speaking of family, the other day we were all standing around Hailey's P5-90 with a 17-inch monitor watching her learn the cool software in the Kid's Backpack. Yes, she's my beta tester, and yes, my five year old has a P5-90 — it's really the whole family's system, but Hailey seems to monopolize it. (Good thing she doesn't know the password on my Liberty, the main system I use.) Anyway, I got to thinking, as there's like five of us crowded around the PC, "there's got to be a better way." PCs are becoming the focal point of our homes and offices. There *must* be better ways for people to use them, enjoy them, and to improve the way they live, work, communicate, learn and play. Especially with technology accelerating so rapidly with more processing power, storage and communications capabilities. But how are we going to get the most out of it? We need a Destination™ for all this. Not sure how we're gonna get there, but you'll know once Gateway's arrived.

It's a Trip

Well, I hope you like our premier issue of *GW2k: Gateway Magazine*. Check out the articles, scads of tech tips, cool software bundles we've assembled, accessories, awesome add-ons, functional furniture, and fun items from our Spot Shop. It's really a trip writing a letter that will be read by well over a million people (yes, our circulation is actually bigger than *PC Magazine's*). Wow, Gateway's come a long way. Enjoy!

GW2k

"Getting the most out of your Gateway 2000 connection"

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Phil gives you a few short cuts to run Windows even faster! Also, find out just what that "booting clean" thing can do for you.

Welcome to the premier issue of the *Gateway Magazine*, your cyberspace connection. We're excited to be bringing you even more ways to enhance all your computing adventures!

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Show your true colors and sport these Gateway wearables with pride! It's what the fashionable computer user is wearing today.

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At last! Now you can get additional accessories for your Gateway system.

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GW2k Spring 1995

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Through the messages, information and offers presented in the *Gateway Magazine*, we strive to nurture and build our relationships with you, our valued customers, and to continually give you new and better ways to use your Gateway 2000 system.

How To Reach Us?

Direct all comments, questions and/or contributions regarding the *Gateway Magazine* to Gateway 2000, *Gateway Magazine* Staff at the above address, fax number, or through the Internet at editor@gw2k.com. We want to know what's on your mind and reader contributions are welcome!

Toll free from Canada
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Industry News

by Rob Cheng, *Gateway 2000 Director, Desktop Products*

Boy ... what a way to end the year! The Pentium thing caught us all by surprise, and some important lessons have been learned by Intel, the industry, and yes, our customers too. Intel learned what it feels like to write off over $400 million; we in the industry learned what it feels like when our high-profile CPU supplier has a hiccup; and our customers learned that PCs are not perfect. All in all, some tough lessons, and the customer lesson may be the toughest of all.

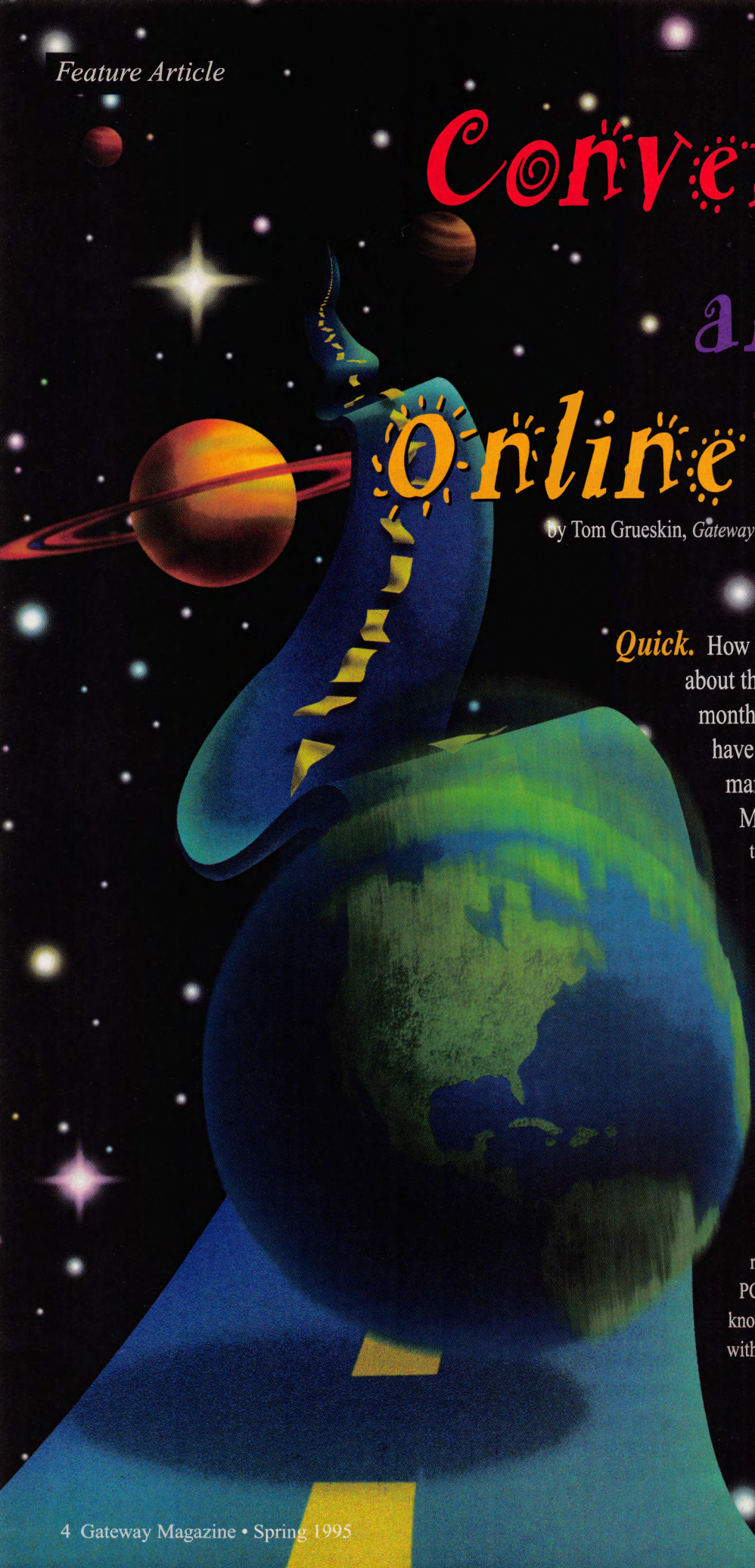
It's funny, because at Gateway 2000 we had a lot to look forward to last year. Most forecasts indicated that the '94 holiday season would be a PC bonanza. And it was. Clothing and other typical holiday purchases actually declined while the PC industry chalked up a record quarter. The Allman Brothers played at Gateway's annual party, and they even bought a few computers before they left. Of course, we were worried about Compaq's record inventories and how long it would take them to sell $2.3 billion worth of inventory. Compaq may need to start date-coding their computers, same as milk and eggs.

Well, what do we have to look forward to this year? Windows 95? Cross your fingers and start planning now. Windows 95 will change the way we work and compute, but there will be a learning curve and maybe some additional RAM for those of you with only 4MB. This is also Gateway 2000's 10th anniversary year, and we have plenty in store. Lots of cool things on the marketing road-map, new features such as 3-D graphics and surround sound. And wouldn't it be cool if there was a CD changer that could shuttle multiple CDs just like your car stereo? Maybe a special computer for you Gateway connoisseurs. Then there's the information high-way. We think this is the year. With all the talk about convergence and the InfoBahn, there's been little talk about computers that will make it all possible. A computer that's easy to use, includes great multimedia, integrates your other home electronics, great for the entire family, and the Destination of our national information highway structure. It should also have a great price.

Rock on.

Convergence and the Online World

by Tom Grueskin, *Gateway 2000 Resident Online Geek*



Quick. How many articles have you seen about the Internet in the past three months? What percentage of them have you started reading? How many of them have you finished? My answers to those questions: too many to remember, maybe half, and two or three. Really, a large chunk of these articles was not about the Internet specifically. More generally, they have been about the new world where the Internet exists and about the shocking pace that it, the online world, has been expanding.

New world? More hype, right? Yes, but out here in South Dakota we don't think the hype is unwarranted. There really are some wild things happening that will significantly affect most of us over the next few years, regardless of whether or not we own a PC, let alone a modem, or if we actually know how to do anything very interesting with that modem.

Illustration: Bill Madden

How Do I Get There?

For many people who are interested in exploring the online world right now, the most pressing issue is the choice of the online service. Without understanding the real differences between these choices, it's hard to know for sure if you've made the right choice.

Fortunately, in a sense, there is almost no wrong choice, only better ones. That's because the big three commercial services, America Online, CompuServe and Prodigy, are well developed enough at this point that most people can easily grasp and begin using some things that make the online world so popular. But as each of the services can successfully boast about one thing or another that is unique to them, one of them could very well be a better fit for you than the others.

One way of differentiating between the services is by thinking of them as television broadcast channels. In the same way that ABC, CNN, ESPN, FX, MTV and the Weather Channel distinguish themselves with the content they provide, and subsequently by the types of people who regularly tune in, so do the different commercial online services. They all have their own style, their own flavor and character.

An important difference between online networks and broadcast networks is that you, the user, get to meet and interact with other users in a way that broadcasters can only dream about today. Full interactivity.

Another difference is the various interfaces used by each of the online networks, or what their software looks like to the user. All broadcast channels have the same interface, whether or not you use a remote control. You only have to know how to switch between the channels and know when the desired program is being broadcast. Imagine if there were a different set of commands to make your TV tune in ESPN. Or CNN. Or HBO.

Yet another difference is billing. If the online services model prevailed with broadcast and cable TV today, you would be receiving a separate bill each month from ABC, NBC, CBS, CNN, ESPN, etc.

For a more complete comparison of the pros and cons of the different online services, see the February 21, 1995, issue of *PC Magazine*.

The Internet

What about the Internet, the mother of all online networks? What's it like? "That's like asking what the phone system is like," said Vince, one of our local online gurus. Ask a stupid question, get a stupid answer? Not quite. Vince rather succinctly addresses the nature of the Internet. Things like your location do not matter anymore (a great thing no matter if you're calling from New York City, Hong Kong or South Dakota).

In the same way that it doesn't matter whether you call someone from a pay phone, your office phone or a cellular phone on a boat, the kind of computer you use also does not matter on the Internet. If you can forget about performance (for just this moment), an old Gateway 16MHz 386SX with a 2400 baud modem connects just as easily as a $25,000 Silicon Graphics multiprocessor workstation with an $8,000/year T1 connection.

OK, so this new world is really big. Almost anyone can use it. And, it's going to change our lives. But, these online networks are not going to be able to do this by themselves, no matter how interconnected.

From the user's standpoint, the Internet is quite a bit like the phone system. You can go wherever you want as long as you know the number, or the IP (Internet Protocol) address in this case. You can potentially reach out and touch any one of about 30 million users worldwide. In fact, there are coffee makers, vending machines, and best of all, Paul's hot tub, on the Net with their own IP addresses. And since most of the commercial online services are beginning to provide more and more access to the Internet, getting out there will not be a big issue in the future.

Now What?

OK, so this new world is really big. Almost anyone can use it. And, it's going to change our lives. But, these online networks are not going to be able to do this by themselves, no matter how interconnected.

While PC technology continues to evolve along some very predictable paths (bigger, faster, cheaper), two more new and important technological developments will also be taking place. One will take place over the next two years and will give your PC brand new abilities. The other is beginning to happen today and will supercharge your connection to the online world.

The one that will happen inside your PC is Voice+Data, or fax/modems capable of handling your blabbing while connected to

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(continued from page 5)

another computer. This will give you the ability to call someone and talk to them, with your voice, and use programs on each other's computers. Both at the same time.

And, guess what? This will be cheaper and more flexible than almost any other form of communication, next to yelling out the front door at your neighbor. If you are doing this via a worldwide network (the Internet, CompuServe — whatever), it will no longer matter *where* you call but only *how long* you stay connected.

For most of us though, trying to do this over our current phone lines is kind of like what would happen if you tried to run a watermelon through your garbage disposal. It might actually work but it's going to take a long time.

So, doing this and the other cool things that people haven't discovered yet in the new world are going to require better connections than 28,800 baud (the best that's currently available). Way better. Fortunately, help is on the way in the form of fatter pipelines. This is the second of those two technological developments, the one that is beginning to happen today, slowly. For some people, this will be fiber. Others will get ISDN. Both will do their bit to make it all real.

Uniquely Positioned

We are currently putting the finishing touches on a software product that should help tie a lot of this together. Known internally as the Information Highway CD, this product will provide some practical guidance for those customers who are perplexed about how and where to begin their first adventures in the online world, as well as those who have already ventured out and now want more.

This excites us out here in North Sioux City, South Dakota, (and in Kansas City, Sioux Falls, Dublin and Singapore, too) because it is going to allow us to improve our ability to work directly with you, our customer. The more powerful your PC becomes as a communication device, the more valuable your direct relationship with Gateway 2000. And having a friend in the business is going to take on a whole new meaning.

Just find us @GW2K.com!

Online Tips

by Phil Ellis, *Gateway 2000 Technical Writer, Customer Support*

Drivers. This is a common topic of discussion these days. What's a driver? It's a software program that allows your computer to communicate with your sound card, CD-ROM, video card or numerous other peripherals. The Gateway BBS has all the current drivers for your computer, and they're easy to obtain. Having the latest drivers will assure you compatibility with other software and hardware and help you achieve trouble-free computing. Go ahead and take a look on the Gateway BBS and download to your heart's desire. It's free, fast and good practice using your modem.

Q. I downloaded a driver file from your BBS. Now what do I do with it?

A. Make a test directory on your hard drive and copy the downloaded file to the directory. Next, you need to expand the file. If the file that you downloaded has an .exe extension, just type the file name and hit Enter. The file will decompress and become many files, one of them usually being a Readme.txt file containing setup information. If the file has a .zip extension, then you'll have to use PKUnzip to decompress the file.

PKZip is a utility widely available and used solely for the purpose of compressing and decompressing a group of files for easy transfer from a BBS. This utility is available on the Gateway BBS and most other BBS's for that matter. The name of the file is PKZ204.EXE, and it is a self-extracting file. Expand the file, and you will see PKUNZIP.EXE appear. All you have to do to use this file is type PKUNZIP and the name of the .zip file and hit Enter. The file will decompress in the same manner as an .exe file. Then install the drivers as you would any other drivers. If you're unsure how this is done, there is usually a file called Readme.txt or some variation thereof that will explain the proper procedure.

A good way to retrieve messages from the Gateway BBS or any other BBS is to use an off-line mail reader. Instead of racking up a large phone bill reading messages on-line, there are programs available that will automatically log onto your favorite BBS, retrieve the messages you want, and hang up, all in just a few minutes. This way you can take your time reading and responding to messages, and not accrue excessive on-line time. You may also compose new messages in the same manner. There are a number of shareware programs available, and they can be found on most BBS's, including ours. To find them, log on, and at the main menu, type L (for File Libraries), 8 (for Misc. Files and Patches), 3 (for Off-line Mail Readers) and hit Enter. This will take you to the files where you can then decide which one you want. Remember, these are only available at 605-232-2224 and not through the 800 number.

Trying to find us online?

Reach us at the following:

- GW2k BBS: 605-232-2224
- GW2k Download Service: 800-846-7562
- Prodigy: Jump Gateway
- AOL: Keyword: MOO
- CompuServe: Go Gateway
- Internet Usenet Group: alt.sys.pc-clone.gateway2000

Internet addresses:

- tech@gw2kbbs.com
- custserv@gw2kbbs.com
- sysop@gw2kbbs.com

And for any comments on the new rag, send a note to: editor@gw2k.com

Well, now that you're wired up to your favorite online service, you're going to be posting and reading messages like there's no tomorrow. Posting a message is pretty easy. Below are a few suggestions to help you get your point across the first time and in a courteous fashion.

1) When you post a note requesting technical support, leave as much detail as possible. Leave your system configuration and specific details concerning the situation. This will ensure that you receive an appropriate answer the first time.

2) If you're responding to someone else's note, you might want to use "message quoting." In other words, copying the original note, pulling out the relevant parts and incorporating them into your response makes it easier for readers to understand your message. Off-line mail readers copy the original note automatically, so all you have to do is delete the parts of the note you don't want. Also, it's a good idea to insert >> symbols in front of the original poster's lines to differentiate between your and his/her note.

3) When posting a message, don't use all capital letters. THIS IS CONSIDERED SHOUTING and is also difficult to read. Of course, if you feel like shouting, feel free. We all have to shout sometime.

4) Most importantly, enjoy yourself and get the most you can out of your on-line experience.

As a Gateway 2000 customer,

you are automatically a member of an exclusive club — Club Gateway™ — just by owning a Gateway 2000® system. Now you have all the privileges of membership — like terrific values on peripherals, upgrades and software packages. And you'll receive the *Gateway Magazine* every quarter with new specials in every issue!

Take a look at the deals we have in store for you. You'll find a variety of products to enhance your PC. Whether your Gateway system is at home or in the office, sometimes a bigger screen, color printer, or the newest software titles are just what you need to take your computing to new levels. Browse through the following pages where we feature some of our hottest bargains. If you have questions, want to order, or wonder what else we have for you, friendly Gateway representatives are just an 800 number away. Give us a call!

These offers only available to Gateway 2000 customers. So have your Gateway 2000 customer ID handy when you call. Pricing and availability are subject to change.

Monitors

Dimensions: W - 14.1" D - 15.2" H - 14" (includes base)

15-Inch Color Monitor

Using state-of-the-art technology, the Gateway 2000 15-inch color monitor will give you brighter, crisper colors, a clearer image and a sharper focus. The 15-inch monitor produces high-quality screen images and features ultra-high resolution up to 1280 x 1024, and 0.25 Panasonic KXL-D720 dot pitch. This screen is a perfect focal point for today's high-end programs.

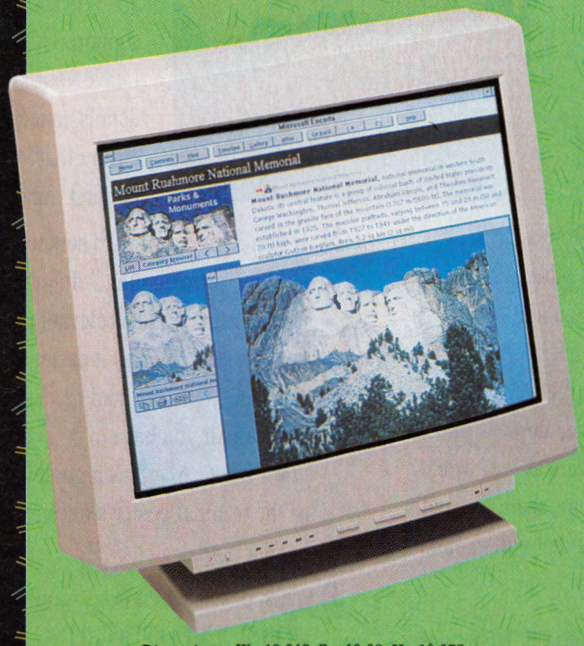
$379

Dimensions: W - 16.10" D - 17.10" H - 16.40" (includes base)

17-Inch Vivitron™ Monitor*

Give your eyes a break! This 17-inch color monitor is non-interlaced, which means no more flickering screen. Using Sony® Trinitron® tube technology this monitor gives you the highest quality screen images available. It also has an ultra-high 1280 x 1024 resolution and a 0.26 fine dot pitch. This monitor is compatible with VGA, extended VGA, Super VGA, XGA and the new VESA® ergonomic standards. Your eyes will thank you for the cleaner and clearer images.

$639



Dimensions: W - 18.91" D - 19.88 H - 18.87"

20-Inch Color Monitor*

Say "give me a really big screen?" You got it. The Gateway color monitor features a brilliant, 20-inch display, with a super-high refresh rate (80Hz at 1280 x 1024) for a flickerless display and compatibility with any graphics mode. Ergonomically designed, this 20-inch monitor supports non-interlaced resolutions up to 1280 x 1024 and offers easy access to horizontal and vertical auto-sizing with the front-panel user controls. Low magnetic and electrical field emissions comply with Swedish MPR-II guidelines. So you're safe from any harmful emissions even with this monster screen!

$1599

**These monitors cannot be shipped via U.S. mail because of size restrictions.*

Quad-Speed CD-ROM Drive
Wavetable Multimedia Kit

Give your computer the multimedia experience of its life with a new quad-speed CD-ROM drive wavetable multimedia kit from Gateway 2000! We're one of the first to carry the innovative Ensoniq Soundscape sound card. Your computer will be transformed into a symphony of sounds, and you'll get the power of multimedia — all for a great price.

- Quad-speed CD-ROM drive
- Ensoniq® Soundscape™ Wavetable sound card
- Altec Lansing ACS-31 speakers with subwoofer
- Microsoft® Encarta™ '95 Multimedia Encyclopedia
- Corel Photo CD Sampler
- Blue Ribbon Sound Works' SuperJAM! jr.

$399

Double-Speed CD-ROM Drive
Wavetable Multimedia Kit

Gateway 2000 has teamed up with Altec Lansing, one of the premier speaker manufacturers for the home and car, to develop high-quality speakers exclusively for Gateway customers. The ACS-5s rock at louder levels, and the frequency response is well-balanced for crisp highs and thumping bass. Plus, we've included a great package of software to this kit: Microsoft Encarta '95; Corel Photo CD Sampler; and Blue Ribbon Sound Works' SuperJAM! jr.

- Double speed CD-ROM drive
- Ensoniq Soundscape Wavetable sound card
- Altec Lansing ACS-5 speakers
- Includes all software listed above

$279

Ultra Fast

Quad-Speed CD-ROM Drive

Faster than a speeding bullet. Able to leap tall buildings in a single bound. Well, maybe not leap buildings. But Gateway's quad-speed CD-ROM drive *is* twice as fast as a double-speed CD-ROM, giving you a throughput of 600KB per second! Will it turn you into Superman? No, not even Lois Lane, but it will give all your software applications better and faster performance. Your screen images will flow like they do on television with full-screen, full-motion video — no herky-jerky slow-motion scenes coming across your screen. Is it a bird? A plane? No, it's a quad-speed CD-ROM drive from Gateway 2000! $159

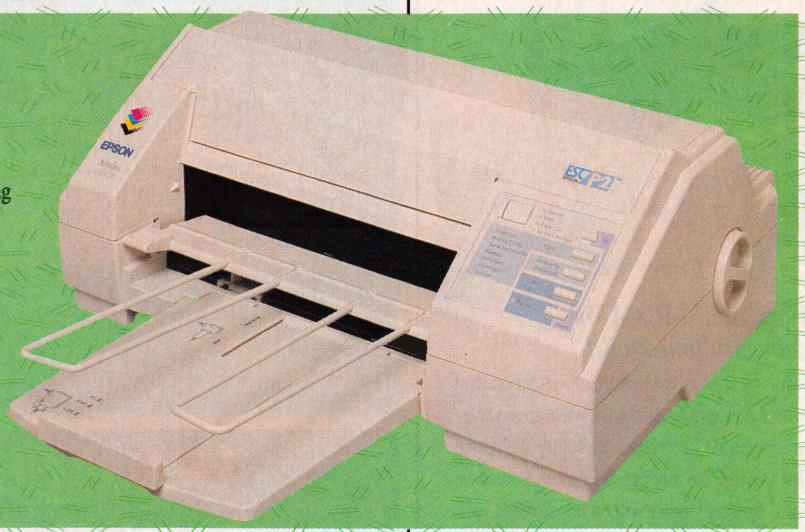
Why Quad-Speed?

One of the most important components on today's computer is the CD-ROM, the device that makes it possible to run such multimedia extravaganzas as Microsoft Encarta, the Flight Pack, and other software applications that put a PC at the cutting edge of technology. Curiously for such a critical component, the CD-ROM has long been one of the slowest components in the PC. The original "single speed" readers transferred data at about 150KB per second. This was fine for accessing simple data files and installing software, but when the MPC2 (Multimedia PC level 2) standard emerged, software publishers started writing games and other applications requiring large amounts of data to "stream" off the CD-ROM. Thus, the bare minimum standard today is a "double-speed" CD-ROM capable of doing 300KB or better. Of course, the industry moves so that newer and faster hardware is common and new applications quickly consume all your available space and speed. Gateway's new "quad-speed" CD-ROM is capable of pumping out data at the blinding rate (for a CD-ROM, anyway) of over 600KB, making for smooth and seamless presentations of full-motion video and amazingly quick software installations.

If you're in the market for a new system or CD-ROM drive, you won't want to settle for anything less than quad speed!

CLUB GATEWAY
800-846-5210

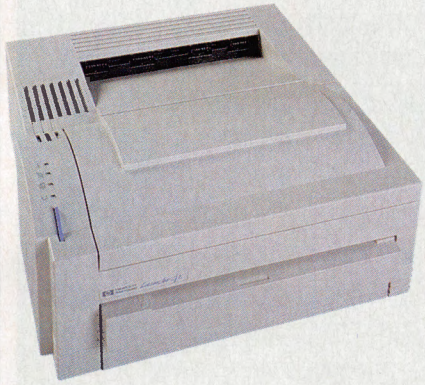
Hours: Monday - Friday 7 AM - 10 PM CST, Saturday 9 AM - 4PM CST
Phone: 800-846-5210 • Toll free from Canada: 800-846-3609 • Fax: 605-357-1023 • FaxBack: 800-846-4526
Payment Options: Visa®, MasterCard®, American Express®, Discover®, COD Cashier's Check or Gateway 2000 DuoLine™ MasterCard Card issued by Dial National Bank, Des Moines, Iowa
Warranty: Call for details



Epson® Stylus™
Color Ink Jet Printer

The Epson Stylus Color Ink Jet Printer will have you sailing through your printing with flying colors! The customized Windows driver gives you extra-fast processing. The 360dpi turns out high-quality print resolution, and exclusive technology produces a precise dot that eliminates "feathering," common in other personal jet printers. Use the 720dpi mode on specially coated paper for even more brilliant colors!

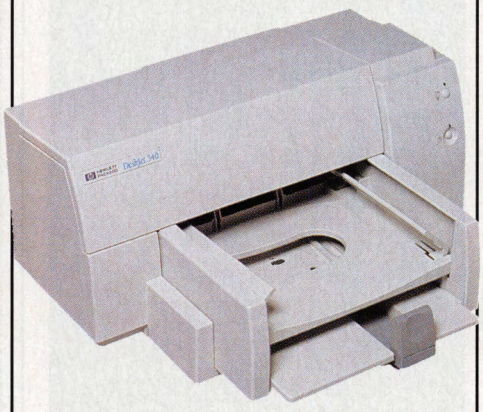
$529 *(includes cables)*



Hewlett® Packard 4L
*Laser Printer**

Here's the scoop: the HP 4L Laser Printer gives you the best 300dpi print quality you can get for the money. It's equipped with enhanced PCL 5 and 26 scaleable typefaces so you can print full-page 300dpi resolution-enhanced graphics without adding extra memory. It comes standard with 1MB standard HP Memory Enhancement technology that effectively doubles your printer memory.

$559 *(includes cables)*



Hewlett Packard DeskJet 540
*Inkjet Printer**

This HP printer gives you the options you're looking for in an inexpensive printer. Choose clear, sharp, 600 x 300dpi black printing on plain paper for professional-quality printing. Or choose the color option, adding impressive detail to your important projects and business presentations. Either way, you get a variety of built-in typefaces and TrueType scaleable fonts for Windows™ to give your documents a polished look.

$299 *(includes cables)*

$339 *(includes color kit and cables)*

$39 *(color kit separately)*

Epson ActionLaser 1100
Laser Printer

A printing pace of four pages per minute and superior laser printing capabilities can be yours at a personal laser price with the Epson ActionLaser 1100. Its advanced features include edge-smoothing technology for extra-sharp printing of text and graphics, along with 22 fonts and 1MB memory. Is ease of setup a concern? Don't sweat it, included Printer Control Panel software for Windows and DOS® allows for easy setup and control from your PC and provides on-screen status messages.

$399 *(includes cables)*

**Sorry, Hewlett Packard printers not available to Canadian customers.*

Epson ActionLaser 1500
Laser Printer

A top-of-the-line printer at a great value. That's what you'll get with the Epson ActionLaser 1500 Laser Printer. It's designed to meet your high-quality personal laser printer needs and is capable of producing a superior output at six pages per minute. Your letters, lecture hand-outs, and newsletters come out with crisp, sharp images, solid blacks and smooth "jag-free" lines at 300 x 300dpi. The ActionLaser 1500 also features 14 resident fonts, 13 scaleable to any size; and a versatile, high-capacity 150-sheet input tray.

$479 *(includes cables)*

Lexmark 4039
10 Plus Printer

We're not talking a George Jetson printer here, but we are talking about tomorrow's technology. The Lexmark 4039 Printer features a fast RISC processor, so it switches between PostScript Level 2 and enhanced PCL5 printer languages automatically and prints at a remarkable 10 pages per minute at true 600dpi. Quick Start utility gets you up and running fast, plus the environmentally sensitive design features an ozone-free print process and Power Save mode. And networking flexibility is built right in for future growth!

$1279 *(includes cables)*

How to choose your printer

So you have this awesome computer, and you've been producing some truly impressive things with it. It would be even more impressive if you had a hard copy of your work. You need a printer. We'll be glad to lend you a hand as you consider printer options. All printers on these pages have been tested for compatibility with Gateway 2000 PCs. And we include the cables and drivers so once you choose your printer, all you have to do is plug it in.

Now, do you want an ink jet printer or a laser printer? For your home or small office, an ink jet printer is what you'll need to print on envelopes, transparencies, letter and legal-sized paper. For good quality and value, and if ease of use and setup are important to you, then an ink jet printer is the answer to your printing needs.

Laser printers are a step up from ink jet printers. Buy a laser printer if you need excellent quality printouts and require a fast printing speed for large volumes of material. Laser printers should be your choice for your business; or for printing on several sizes of paper, including transparencies, envelopes and labels, at a faster speed with sharper type and crisper graphics. If you plan to use a printer with a network of computers now or in the future, laser is the way to go. Today's laser printers are becoming very affordable, making it possible for you to also have laser performance in your home.

Not sure how to set a printer up for Windows? Open Control Panel in the Main group and double click on the Printers icon. Next, click on Add, and choose a printer from the list provided by highlighting it and clicking on Install. A dialog box prompts you for a diskette or CD containing the driver for your printer. Give it the correct path to the driver. If you have a Gateway system CD then it would be in the WFW3.11 directory. After you give it the path, click on OK and your driver will install. Click on the "Set as Default Printer" button. Next, click on Connect and choose the proper port for your printer — it will most likely be LPT1. Finally, close the Printers box and you're ready to print.

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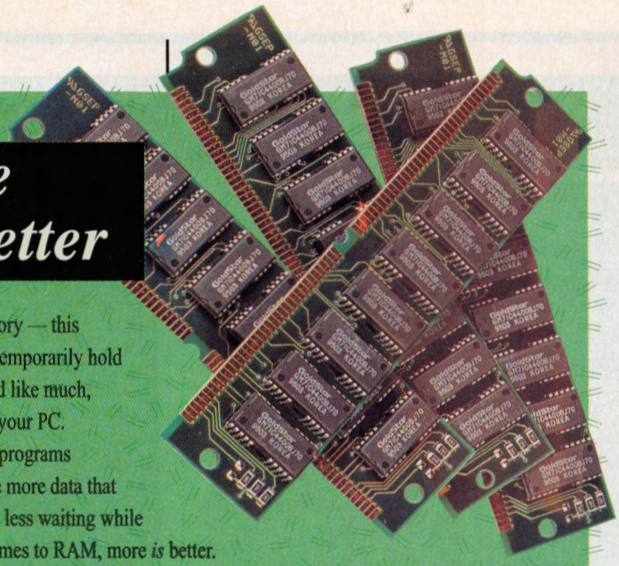
Payment Options: Visa, MasterCard, American Express, Discover, COD Cashier's check or Gateway 2000 DuoLine MasterCard Card • Warranty: Call for details

When More Really Is Better



RAM. Random Access Memory — this refers to computer memory used to temporarily hold programs and data. It may not sound like much, but what it does for you is speed up your PC. The more RAM you have, the more programs you can run at the same time and the more data that can be processed instantly. It means less waiting while your computer "thinks." When it comes to RAM, more *is* better.

RAM Upgrades

Due to the volatility of the DRAM market, please call for current pricing.

RAM-Alama Ding-Dong

Want to upgrade your memory but not sure how? If you can use a Phillips screwdriver, you can add RAM. First, unplug the machine, making sure you're grounded. With the screwdriver, remove the screws holding the case and cover together. Locate the existing SIMMs (memory modules). There will be some empty slots next to them where you'll add the new memory. On most motherboards, you have to tilt the SIMM at a 45-degree angle; slide the module into the slot and tilt up until it snaps into place. Remember: when adding memory, do so in pairs (banks) on the Intel motherboards and singly on most others. Your manual should have the specifications. You might have to move a switch or two if your computer is a few years old, otherwise the machine will automatically recognize the new memory.

Keep in mind, if you have parity SIMMS, buy parity SIMMS (same with non-parity). You can mix the two, but just make sure you don't put one of each in the same bank, or you could experience problems.

Add-Ons

STORAGE DEVICES.....

HARD DRIVES

730MB IDE Drive

128KB multisegmented cache, 10ms, 17Mb/s DTR (disk to buffer)

$319

1GB IDE Drive

128KB multisegmented cache, 10ms, 17Mb/s DTR *(disk to buffer)*

$399

1GB SCSI Drive

512K buffer, approximate 10ms access, fast SCSI II (Adaptec® SCSI controllers are also available.)

$675

(BIOS upgrade to achive optimal capacity may be needed with these hard drives. Ask your Gateway sales representative for details.)

TAPE BACKUP UNITS

Colorado Memory Systems® Tape Backup Units

A Colorado Memory Systems internal "Jumbo" or external "Trakker" tape backup unit will prevent a lost data disaster by backing up your important files *before* an accident happens. Both the Jumbo and Trakker are QIC-80 compatible and come complete with powerful DOS and Windows software, offering command-line, menu-driven and an intuitive user interface to customize and automate backup. Rapid data compression provides 250MB of capacity at snappy transfer rates up to 9.4MB per minute! The Trakker plugs into the parallel printer port providing an ideal solution for portables or multisystem backup needs. We've included one formatted tape cartridge.

Jumbo 250 Internal Tape Backup **$149**

Trakker 250 External Tape Backup **$259**

Tape Cartridge Five Pack

A five pack of 250MB tape cartridges gives new meaning to "give me five." **$75**

Colorado Memory Systems Digital Audio Tape Drive

The Digital Audio Tape (DAT) Drive can typically store an enormous 4GB on just one cassette tape. The industry standard format uses the DCLZ data compression to increase the storage capacity and transfer rate, and it's also compatible with all other DAT products. The DAT drive performs backups, selecting files individually or in groups for added flexibility. The data can be written to the tape at lightning-fast speeds up to a 44MB per minute.

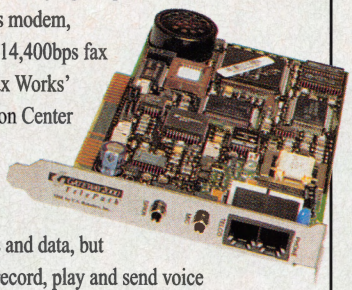
$995

COMMUNICATION.....

MODEMS

Gateway 2000 TelePath™ IIv Fax/ Modem Communication Center

Everything you ever wanted in an internal fax/ modem — including a great price! The TelePath IIv is a 14,400bps modem, V.32bis, with 14,400bps fax capability. Fax Works' Communication Center allows you to not only receive and transmit faxes and data, but you can also record, play and send voice messages. It's compatible with the standard AT command set, and is downwardly compatible with lower modem speeds. Plus it features programmable speaker volume control



$99

NETWORK CARDS

SMC® PCI Ethernet Adapter

$149 SMC PCI combo network card

3Com® Ethernet Adapters

$119 16-bit Triple Media Card supports BNC, AUI and Twister Pair media

$99 16-bit Twisted Pair Card

National Semiconductor Ethernet Adapters

Infomover™ brand NE200plus™ Ethernet cards

$89 Triple Media Card

$69 Twisted Pair only Card

OVERDRIVE PROCESSORS

Rev up your PC inexpensively with an Intel® OverDrive™ processor! Call for information and pricing.

VIDEO CARDS

We have several video cards available. Please call us for information on system compatibility and pricing.

PORTABLES OPTIONS.....

LIBERTY™ OPTIONS

- Infrared desktop module **$99**
- External floppy drive **$109**
- Carrying case **$79**
- Battery Pack **$99**
- AC adapter and power cord **$65**

Traveler's Pack

Includes external floppy drive, extra battery, PCMCIA TelePath XJACK® 14.4 and carrying case. **$399**

HANDBOOK® OPTIONS

- HandBook AC adapter and power cord **$49**
- Leather carrying case **$55**
- Extra NiMH batteries **$49** each
- HandBook external floppy drive **$99**

HandBook Power Pack Special

Keep an extra HandBook AC adapter, power cord on hand for charging up your portable *anywhere*. For extended power on the road, we'll throw in an NiMH battery! **$69**

COLORBOOK²™ OPTIONS

- Battery Pack **$99**
- AC adapter and power cord **$29**
- Port Replicator **$49** each

COLORBOOK™ OPTIONS

- AC adapter and power cord **$49**
- Carrying case **$49**
- Extra NiMH batteries **$119** each

Traveler's Pack

Includes extra NiMH battery, PCMCIA fax/modem, plus fax and communications software.

- With PCMCIA 96/24 fax/modem **$199**
- With PCMCIA TelePath XJACK 14.4 fax/modem **$279**

Combo Pack

124-key AnyKey® keyboard, 15-inch color monitor, Microsoft mouse 2.0 and Gateway cow-spotted mouse pad. **$449**

HARD DRIVE OPTIONS

You may purchase a larger hard drive to replace the original drive in your portable PC. Please call for additional hard drive options.

PORTABLE OPTIONS

Ask your sales representative about specific option compatability with your current portable PC.

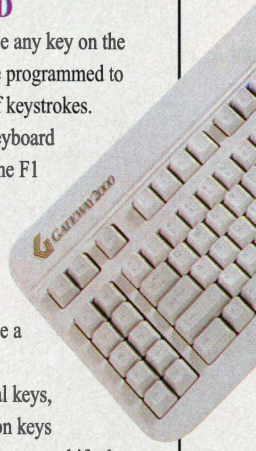
- External tape backup unit **$259**
- Panasonic® KXL-D720 PCMCIA Portable External CD-ROM Drive. Includes PCMCIA card and cable. **$299**

PCMCIA Cards

- 96/24 fax/modem. Includes fax and communications software. **$99**
- TelePath XJACK 14.4 fax/modem by Megahertz®. Includes fax and communications software. **$159**
- BNC Ethernet adapter **$159**
- Twisted Pair Ethernet adapter **$129**
- IBM® Token Ring adapter **$399**

KEYBOARD.....

ANYKEY KEYBOARD



It's called the AnyKey because any key on the 124-key custom keyboard can be programmed to perform any function or series of keystrokes. You can even create your own keyboard layout. Go ahead and program the F1 key to say, "Gateway 2000 is the best!" The programming you create can be stored on your hard drive for quick reprogramming. Features include a numeric pad and a separate, full-function cursor pad with diagonal keys, plus two complete sets of function keys located along the top and left side, an unshifted asterisk, two backlash keys, an adjustable repeat rate and a software tutorial.

Dimensions: W - 20.13" D - 7.88" H - 2.25"
Cord Extended: 89"

$45

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GW2k

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- Intel® 100MHz Pentium™ Processor
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- 7-Bay Desktop Case
- AnyKey® Keyboard & MS Mouse 2.0
- MS-DOS® 6.22 & WWF 3.11
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Article

Can Never Get Enough of DRAM

by Rob Cheng, *Gateway 2000 Director, Desktop Products*

You heard it here first! A subtle flaw has been detected in commonly marketed memory modules placed in most computers. This flaw, initially detected by a whale scientist in Antarctica, affects graphical instructions associated with certain obese operations executed in subzero temperatures. Just kidding, but I think that the entire Pentium incident was a planned publicity stunt by the incredible Intel marketing organization. Truly brilliant.

But seriously, DRAM (Dynamic Random Access Memory, or just Memory) is one of the most important decisions made during the purchase of a PC. Aside from the CPU itself, the amount of DRAM in a PC defines the performance of the PC more than any other subsystem. Why? DRAM is similar to the short-term memory in your brain. All kinds of miscellaneous information is stored in short-term memory for easy access. Problems occur when you run out of short-term memory; you get stressed, yell at your spouse and kick the dog. Since your computer can't do these things, it starts storing information in long-term memory, better known as your hard drive. This is great, except it's dog slow. And it's your computer's way of stressing out, and not running optimally.

DRAM (Dynamic Random Access Memory or just Memory) is one of the most important decisions made during the purchase of a PC.

To make matters worse, software developers are creating fantastic and feature-rich applications, but each successive application requires more DRAM.

And then, we have Windows 95. One flaw in DOS is that the memory manager is rather inefficient. And the Windows 95 memory manager has been entirely rewritten to maximize memory performance. Furthermore, some of our internal tests indicate that an additional 8MB of DRAM will give a more superior performance than moving to the next processor level. This is great news for people trying to scrape a little more performance out of their computers. A Windows 95 and memory upgrade might get some older PCs running almost like a new one.

All the dynamics indicate that industry demand for DRAM should be growing. And it is. The amount of DRAM per system has grown 20% over the last six months. In fact, some customers invest more money in DRAM than in a CPU! We also anticipate that '95 DRAM demand will continue to grow. The rub is that DRAM is priced and purchased as a commodity. All the best and worst of our capitalist society are reflected in DRAM availability and pricing.

The overriding factors in DRAM availability and costs are basic market fundamentals — supply and demand. Simply put, DRAM demand is on the rise, and the problem of supply is improving, albeit slowly. Worldwide DRAM supply is dictated by humongous investments in large high-tech plants that take years to build. In fact, DRAM manufacturing is more complex than the technologies used to manufacture a CPU.

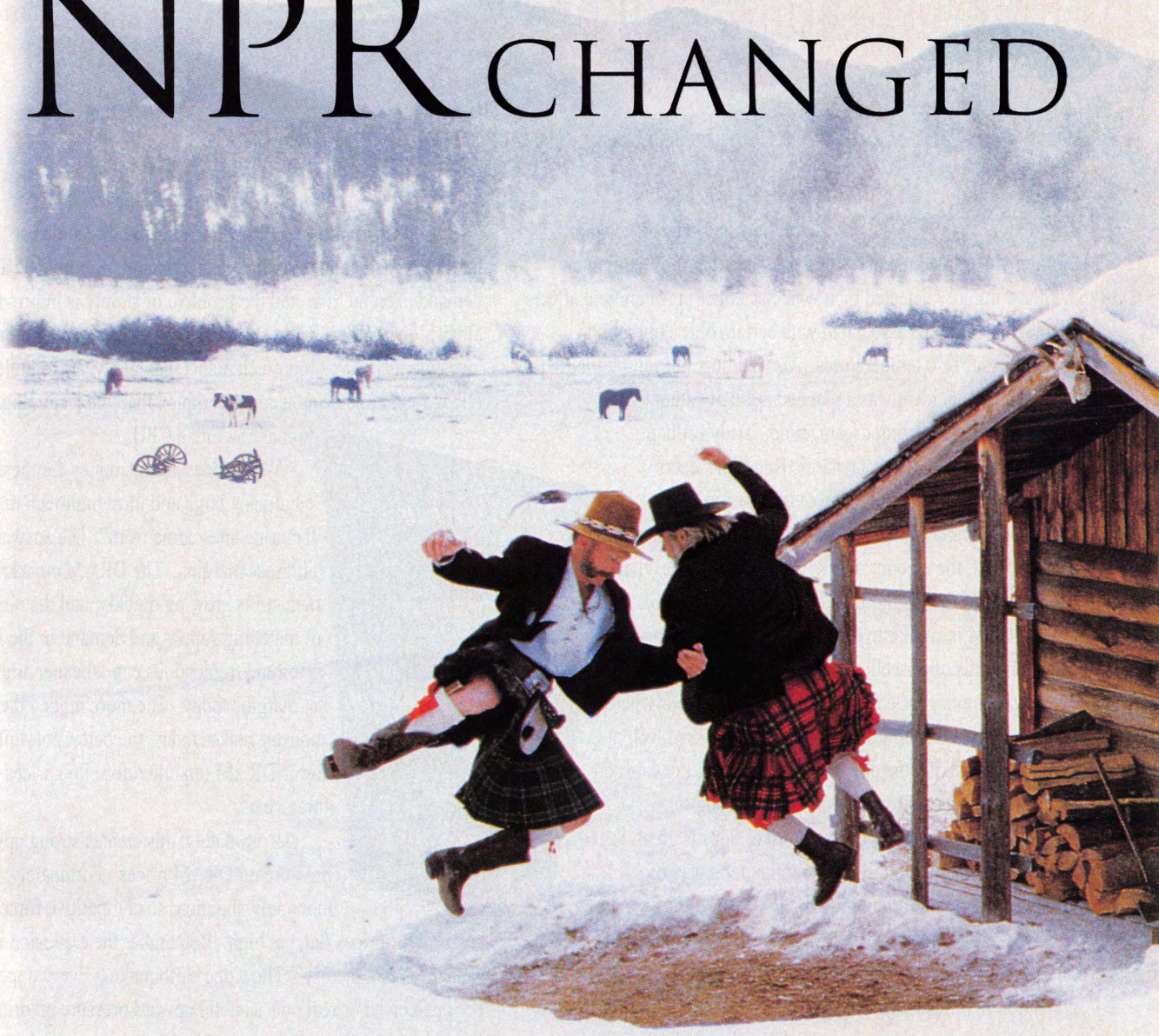
Where does all the money for these fabulously large and ultra high-tech manufacturing sites come from? The answer: very fat gross margins. The DRAM guys know that demand is growing quickly, and the only prayer of matching supply and demand in the long run is to fund tremendous capital expenditures with fat margins today. The more money the DRAM industry makes today, the better possibility for lower DRAM (and therefore PC) prices in two to three years.

Unfortunately, this creates strong upward pressure on DRAM prices. Fortunately, it's not a monopoly situation, so competitive forces keep prices flat, yet high. Remember the explosion in the Japanese resin factory? The Kobe earthquake? Every opportunity be it perceived or real puts a subtle upward pressure on pricing. People panic and start hoarding DRAM creating artificial holes in supply. Don't want to point fingers at anyone, but we all have to act responsibly to continue to give customers the best value today.

So, demand is up, and supply is flat, and barriers to entry are rather high. Not good for an industry with a track record of reducing costs and improving value quarterly. Fortunately, there are a few developments that will abate this trend. New memory technologies are being developed that will increase the amount of memory that one chip can hold. The general hope in the industry is that this new technology will allow supply and demand to eventually meet. Hold on to your hats, because it should be an interesting year.

DRAM is becoming a more and more important performance factor of your PC. Today's software applications demand more, and Windows 95 will beg for it. Our advice is to buy as much as you can during the purchase of your PC. The sooner we increase demand today, the quicker we can realize lower prices in the future.

NPR® CHANGED



If there is one thing we all have in common, it is a need to express ourselves. For some folks in Wyoming that need gets met every time they tune in to National Public Radio's® *The Thistle & Shamrock*® show, which airs Saturday evenings on Wyoming Public Radio. (That's 91.9 on your FM dial.)

Now aside from having a need to express themselves, NPR also has a rather urgent need to be heard. Which begins to explain why they're such keen users of Microsoft® Word 6.0.

You see, NPR is all about intelligent communication. So it stands to reason that they'd use an intelligent word processor. Especially if they were trying to do something like show the station that a Celtic music program could be the biggest thing to hit Chugwater since the blizzard of '69.

For such a job they'd surely want to add charts and graphs. They'd want to drag stuff from one document and drop it into another. They'd want automatic formatting. They'd want to whip up a table of contents. Simply put, they'd want to make their point so well that the station's staff would be happy to change their programming. And why shouldn't they be? NPR already knew how it would make their listeners feel.

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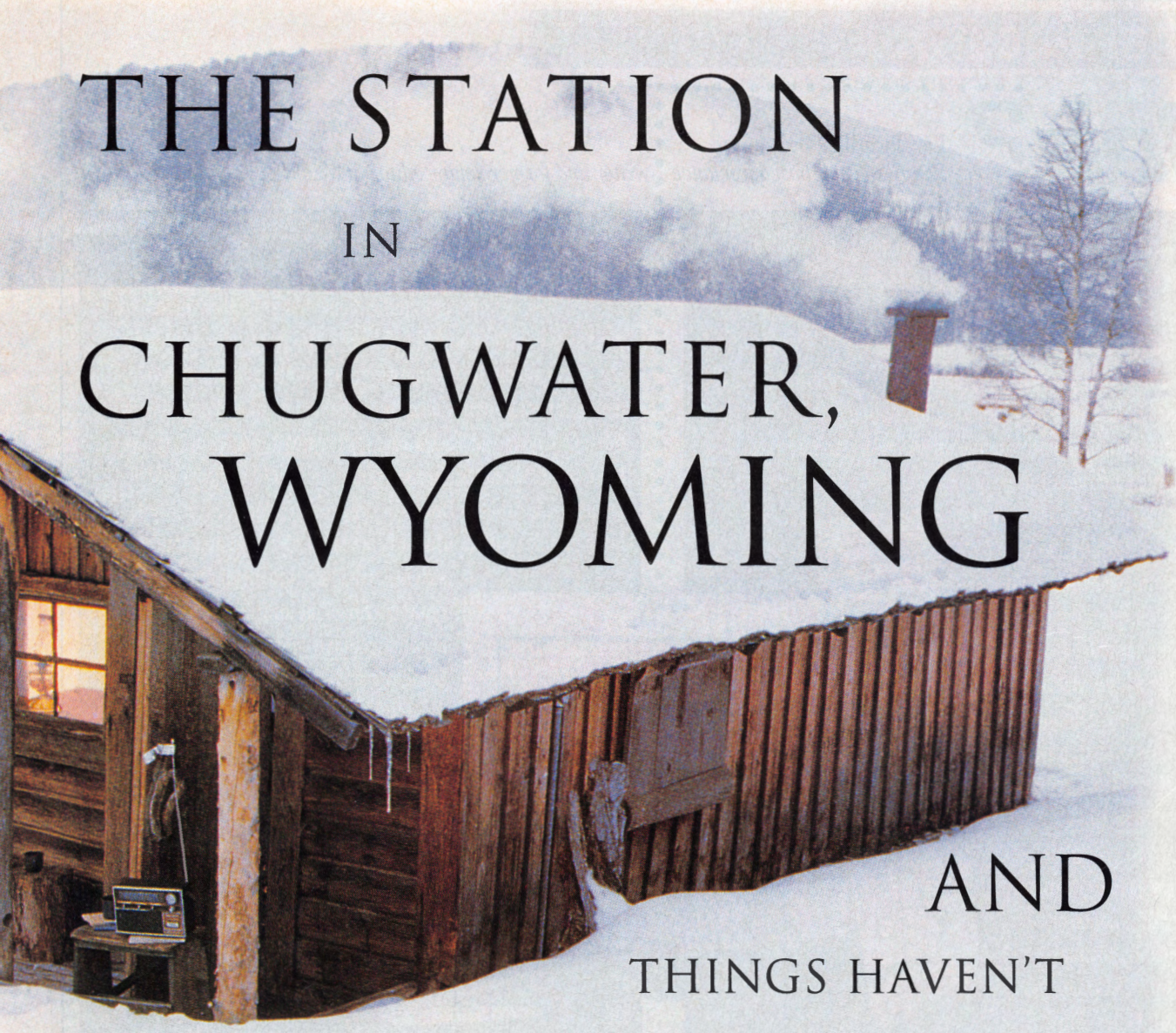
THE STATION IN CHUGWATER, WYOMING



AND THINGS HAVEN'T BEEN THE SAME SINCE.

Of course we're not going to say Chugwater would have turned into a cultural wasteland if it weren't for *The Thistle & Shamrock* show. We're just saying that the more clearly you get your point across, the more likely it'll be heard. (Something to think about next time you're looking for a raise.)

And now for a word from our sponsor: If you'd like to hear a little more about Microsoft Word 6.0 or any of the other fine products that make up Microsoft Office, just ask your Gateway rep when you buy your Gateway PC. We're pretty sure you'll be impressed with the reception.

Microsoft®

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Editorial

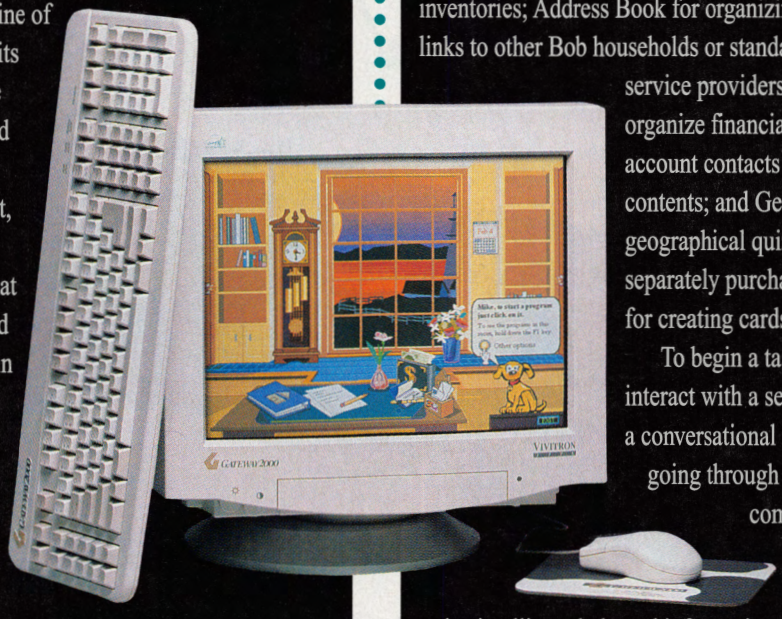
What About...

Bob?

Lisa Picarille,
San Francisco-based freelance writer and former senior editor at MacWEEK *and* InfoWorld.

Microsoft Corp.'s very ambitious push into the consumer market is being lead by a bespectacled, yellow smiley face named "Bob." Announced at the January Consumer Electronics Show in Las Vegas, and due out March 31, 1995, Bob is Microsoft's attempt to simplify using a PC by offering users familiar images of rooms and non-threatening cartoon-like characters which replace traditional menu-driven interfaces.

Apple Computer Inc., which earned early praise for the simplicity of its Macintosh line of computers, will try to make its computers even easier to use with its forthcoming Copland operating system. But not everyone uses a Mac. In fact, IDC, a leading computer market researcher, reports that Apple's marketshare dropped from 9.4% in 1993 to 8.5% in 1994. Even so, critics have said PCs have to be much simpler in order to be embraced by the masses. Microsoft Chairman and CEO Bill Gates thinks his company is on the right track with Bob and promises that the Redmond, Washington, software giant will add more interactive capabilities to its other products.



Originally code-named "Data Wizard" and later "Utopia," Bob is based on the research of Clifford Nass and Byron Reeves, two Stanford University experts in the field of communications between humans and machines. Bob, which has already been tested with more than 1,200 users, is being referred to as a "social interface." With Bob, users choose from 14 intelligent agents, which include a dog named Rover, a rat named Scuzz, a rabbit named Hopper, and an elephant named Hank, who learn an individual user's preferences and level of expertise, and offer the appropriate help.

In addition, Bob offers users a "Home" environment that streamlines navigation. Users can custom decorate their home environments and even change the scenery outside. Bob allows users to assign special symbols for their existing DOS and Windows programs, so they can launch them from any room.

Bob also offers eight applications that are tightly linked to automate common household tasks. The programs included are Letter Writer for composing quick notes and correspondence; Checkbook for electronic management and payment of bills; Calendar and To-Do List for organizing dates and tasks; Household Manager, for managing household projects and inventories; Address Book for organizing addresses; E-Mail links to other Bob households or standard e-mail and Internet service providers; Financial Guide to organize financial information such as account contacts and safe-deposit-box contents; and GeoSafari, an educational geographical quiz game. Users can separately purchase MS Great Greetings for creating cards and invitations.

To begin a task with Bob, users interact with a selected cartoon guide in a conversational manner rather than going through menus and complex commands. These guides provide program choices for specific tasks, intelligent help and information. For example, to find out how much money is in a checking account, users simply type into a cartoon balloon, "what's my checkbook balance?" The animated guide responds by starting the Checkbook applications and then gives the balance. If an overdraft was discovered and a call to the bank required, the guide instructs users on how to "hot-key" to the To-Do List or Calendar application to enter a reminder to call the bank.

But all this ease of use comes with a hefty memory requirement. Bob requires 8MB of RAM and takes up 30MB of hard disk space. Fortunately, the majority of multimedia systems come standard with 8MB RAM, although some PCs are still out there with only 4MB. Bob also requires Windows 3.1 or higher; a 486 processor; a super VGA, 256-color monitor; and a mouse or compatible pointing device. To take advantage of Bob's E-Mail and Checkbook's on-line features, users will need a modem.

SOFTWARE GALORE

You can never have too much software to enhance your Gateway 2000 system! We've put together incredible software bundles so you can get your hands on top-selling software names at the most affordable prices.

Heard of "edutainment?" Well, it's a buzzword in the industry that means educational yet entertaining software programs. Gateway's bundled some exhilarating programs that teach as you indulge in experiences like flying a combat mission, running through caves, or whipping up gourmet cuisine. Gateway offers many other great software packages, and we'll continue to bring you the most popular and newest software applications on the planet. Call us today for more information on all our software titles!

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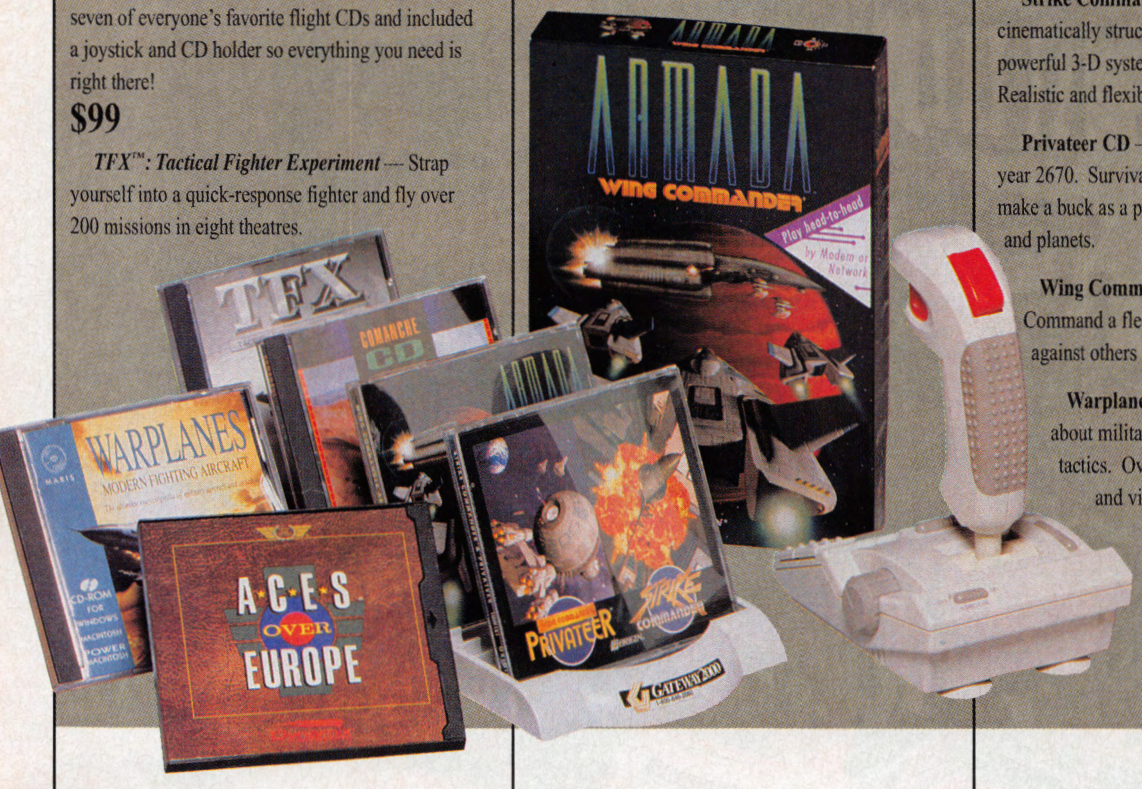
Gateway 2000 Multimedia Flight Pack

Soar to new heights with this fun-for-the-whole-family combination of CDs. We've put together seven of everyone's favorite flight CDs and included a joystick and CD holder so everything you need is right there!

$99

TFX™: Tactical Fighter Experiment — Strap yourself into a quick-response fighter and fly over 200 missions in eight theatres.

Aces Over Europe — Recreates the most comprehensive set of aircraft and flying aces of any WWII flight simulator.



Maximum Comanche® — The most popular helicopter simulator ever. CD includes all three Comanche games plus ten bonus missions.

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Warplanes — An interactive encyclopedia about military aircraft, their armaments and tactics. Over 500 aircraft including photos and video footage.

Kid's Backpack™

Learning really can be fun! This collection of seven exciting software applications was designed specifically for kids. We've included a microphone to encourage interaction and a CD holder to help keep things neat.

$99

Sesame Street®: Numbers — Join your favorite friends on Sesame Street in a game where you learn about numbers while you're having fun.

My First Incredible, Amazing Dictionary — Introduces kids to 1,000 words and their meanings through spoken words, text, pictures and animation.

The Cat Came Back — Meet old Mr. Johnson and his pesky cat, and turn rhymes into song in Sanctuary Wood's™ computer-based book.

The Yukon Trail™ — Strike it rich on the Yukon Trail! Talk to actual historical figures while you plan your route and travel to Dawson City, headquarters of the 1897 Gold Rush.

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Starter Pack

The Multimedia Starter Pack has everything for the multimedia fledgling! You get seven stupendous software applications, a convenient CD storage rack and Allsop's CD cleaning kit.

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TuneLand™— Howie Mandel as Lil' Howie, a lovable animated playmate, in the first fully-animated interactive cartoon. Good for hours of playing, singing and learning.

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The LawnMower Man™— As twisted as Stephen King's psychological thriller, "The LawnMower Man." Cyperjobe has entered Virtual Reality within the world's computer networks and now seeks revenge against Dr. Angelo.

Sitting on the Farm™— Turn pictures into animation, words into song, and questions into answers with this interactive story for kids. French, English and Spanish versions on the same disk.

CD Deluxe Pack 1.0 MPC — Four programs on one CD. **Mavis Beacon Teaches Typing!® 2.0, U.S. Atlas 4.0, World Atlas 4.0,** and **Chessmaster 4000**.

Take time out to think fast about new software packages coming soon from Gateway 2000!

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800-846-5210

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GW2k

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Article

Give Me... Liberty

by Bob Burnett, *Gateway 2000 Director, Portable Products*

The new Gateway 2000 Liberty has started a fervor. It appears the computer marketplace was caught off-guard by a portable that's lightweight, has ultra-fast performance, a big color display and is still a great value. This combination would normally be like diametrically opposed forces instead of all being part of one machine. What does all this mean for you? Read on...

"The first thing you'll notice when you open the Liberty is the screen: It looks huge." *Mobile Office, March 1995*

The Liberty screen looks huge for two reasons; one, it is huge; and two, a special technology allows the frame around the screen to be especially thin, thus creating the "huge look."

The big display on the Liberty is really the right size for today's applications. For instance, with word processing documents in Windows, even 8-point text is easy to read on a Liberty — without eye strain. Try this on an 8.4-inch or 9.5-inch screen and you'll be hitting the Visine in no time!

"... a great tool when you're on the go: Switch it off, and it remembers where you were; turn it on again, and you're right where you left off — without having to wait for the system to reboot. I love this feature..." *ComputerLife, March 1995*

The Liberty is designed with an "Instant On" feature so that rebooting is a very rare event. Instead of turning the unit off, you "suspend." Instead of turning it on, you "resume." This is a real treat — it saves you tons of time because you don't have to reboot, restart applications or reload data files. It also saves battery life because all these activities force the CPU and hard drive into power-hungry modes for extended periods.

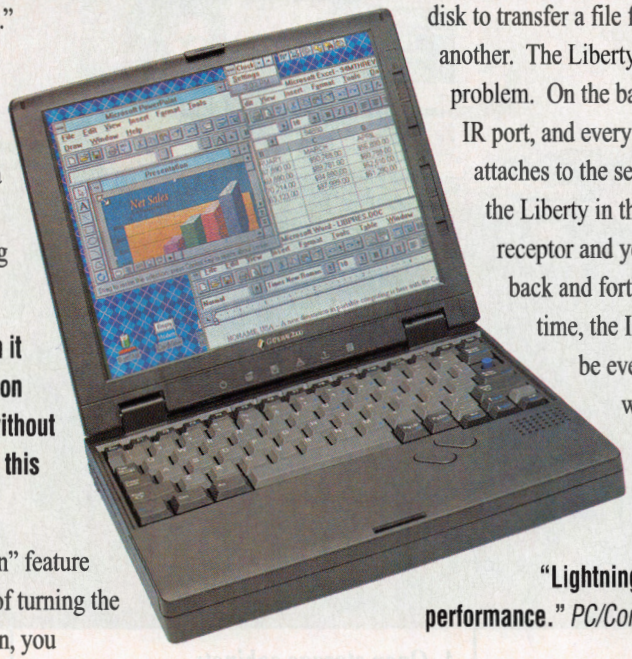
And the Liberty is intelligent. Close the lid and it automatically suspends. Also, try to remove the hard drive or battery pack, and it automatically suspends — a unique safety feature to prevent damage to the system or data. A press of a button resumes the system.

"Typing agility is helped immensely by a generous 3-inch wrist rest..." *PC/Computing, March 1995*

The Liberty was designed with special touches to make typing comfortable; a large palm rest, and flip out feet to allow you to adjust the keyboard angle. Also, the Liberty has conveniently located, independent insert, delete, page up and page down keys and inverted T cursor keys for easy editing and scrolling.

"Another handy feature is the system's infrared transmitter/receiver, which allows it to communicate with another infrared receptor attached to the serial port of a desktop PC." *ComputerLife, March 1995*

If there was a unit of measure for being cool, the infrared (IR) portion of the Liberty would break the scale. Everyone who's ever used a computer has found themselves looking for a blank floppy disk to transfer a file from one computer to another. The Liberty uniquely solves this problem. On the back of every Liberty is an IR port, and every unit has an IR receptor that attaches to the serial port of a desktop. Place the Liberty in the general vicinity of the IR receptor and you're ready to move files back and forth. No cables to connect! In time, the IR feature of the Liberty will be even more useful. Windows 95 was developed with IR in mind, and IR-ready printers are just around the corner.



"Lightning-fast Windows performance." *PC/Computing, March 1995*

Most portables are not designed with performance in mind. The Liberty bucks that trend. This is important for more than just the obvious benefit of getting work done quickly.

Although the Liberty has excellent battery life, the reality is: it's not how long your battery lasts that's important but what you accomplish while the battery is alive. A system with great battery life but bad performance isn't a great system. In fact, if a company spends a bunch of time touting battery life, it maybe a sign they're hiding a poor portable performance. The Liberty has the best of both — great battery life and it's the fastest 486-based portable in the world, so you'll always be at optimal productivity.

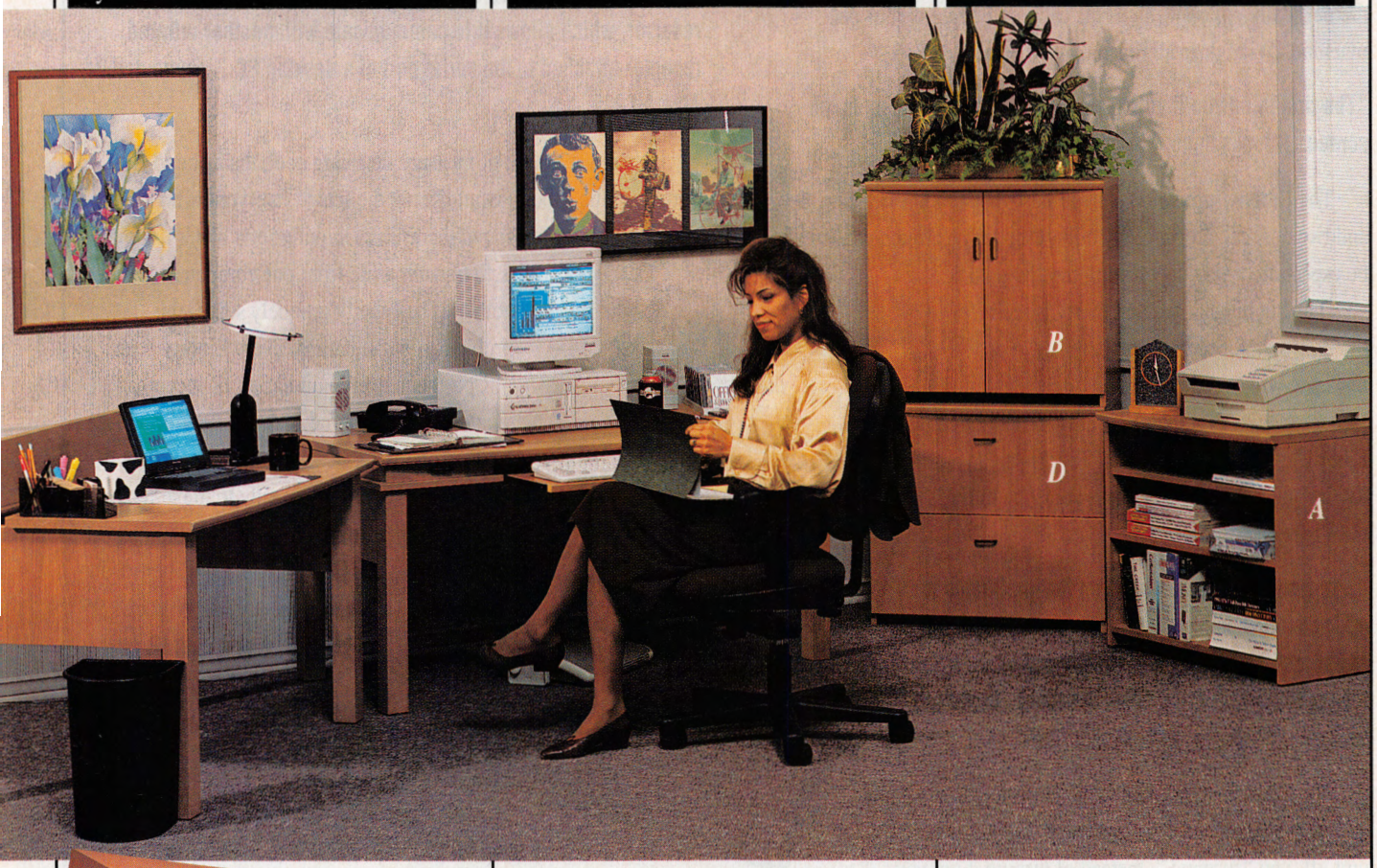
"Its big screen, light weight, rich feature set, and reasonable price demand your consideration." *Mobile Office, March 1995*

turnstone Furniture

You're all set. You've got your Gateway 2000 computer and ... well, where are you going to put it? The right furniture will make computing more comfortable and allow you to be more productive even if your only challenge of the day is saving the people of Xicon 6 from the invasion of the sinister purple-eyed monster.

Gateway 2000 is proud to offer a sampling of turnstone® furniture from Steelcase. Furniture that works with your home PC ... not against it.

Turnstone furniture combines smart products with smart designs and offers them to you at smart prices. Each piece is backed with a 15-year limited warranty and comes with a 30-day money-back satisfaction guarantee. Please add $15 ($30 for Canadian customers) per item for shipping and handling. Delivery via UPS within 10 days. Items are shipped unassembled and go together easily with a new snap-and-lock system.



Stackable Storage

Storage how you want it! Roomy and attractive, these pieces will help you organize your computing area. Any of the storage cabinets can be stacked or used as a stand-alone unit. All come with your choice of color and woodgrain finish.

A. Open storage cabinet:

30"L x 22 1/4"W x 28 1/4"H

ts665-05 Melamine **$139**

ts665-15 Veneer **$259**

B. Storage cabinet with wood doors:

30"L x 22 1/4"W x 28 1/4"H

ts665-06 Melamine **$179**

ts665-16 Veneer **$299**

C. Storage cabinet with glass doors:

(not shown)

30"L x 22 1/4"W x 28 1/4"H

ts665-07 Melamine **$199**

ts665-17 Veneer **$319**

D. Storage cabinet with lateral file drawers:

30"L x 22 1/4"W x 28 1/4"H

ts665-08 Melamine **$219**

ts665-18 Veneer **$339**

(lateral files cannot be stacked)

Stacking Kit

Extra stability and protection is provided with the turnstone stacking kit. Steel plates and foam pads will provide added stability and prevent your cabinets from getting marred or damaged so you can reconfigure them later. ts665-20 ..... **$9**

Casters

Add casters to your stackable storage cabinets for easier mobility. ts665-31 Pack of four **$7**

(casters cannot be stacked)

turnstone Furniture

Interactive Desk

The Interactive desk is perfect for any Gateway 2000 desktop computer. Its sleek design and user-friendly features, including two drawers and pull-out keyboard shelf, combine to provide convenience as well as good looks. A small curve in the back of the desk allows cords and cables to hide behind your Gateway computer and keep your desk neat and tidy.

58"L x 29"W x 28 1/4"H

ts665-02 Melamine **$269**

ts665-12 Veneer **$399**

Docker Desk

Any Gateway 2000 portable computer will work great on the Docker desk! The Docker's compact size and clean modern design make it the perfect choice for any room. A unique flip-door in the back of the desk allows for easy storage and access to files and small supplies.

48"L x 29"W x 28 1/4"H

ts665-03 Melamine **$259**

ts665-13 Veneer **$379**

Surprise!

Poundcake

Chairs

And the perfect compliment to any desk — the Surprise!™ and Poundcake™ chairs!

The Surprise! chair has four adjustments — seat height, back height, plus variable back angle and recline tension. Surprising convenience, comfort, design and quality at a price that really is affordable!

ts305-01 Surprise! **$199**

Colors: Grey Tweed (pictured), Wine, Black

The Poundcake uses shape-shifting foam that forms to your individual contours to provide top-quality support. Easy-to-use adjustment controls will make this the most comfortable chair you have ever experienced. (With adjustable arms.)

ts375-01 Poundcake **$349**

Colors: Wine (pictured), Medium Blue, Black, Dark Green, Grey Tweed

Finishes

turnstone furniture comes in a variety of finishes to suit your needs, tastes and current furniture style.

Melamine

- Clean, modern appearance
- Won't scratch or fade
- Heat and water-resistant
- Environmentally friendly and lasts for years

Mahogany *Cherry* *Black*

Veneer

- Real wood. Warm, visually and to the touch
- Co-habitates perfectly with existing woods
- Soft rounded corners

Mahogany *Cherry*

Chairs

Wine *Medium Blue* *Black*

Dark Green *Grey Tweed*

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Murphy's Law

Anything that can go wrong, will.

By Steve Sturgeon, *Gateway 2000 Press Relations*

Good old Murphy. I don't know who he or she was, but the law is as durable as any that Moses brought down from the mountain. If you're like me, Murphy touches your life many times — almost every day, probably. The guy in line in front of you at McDonald's orders 20 Big Macs with no "special sauce." You need to be at an important appointment and your always-dependable, speedy route is suddenly clogged with traffic. The list goes on.

Last December, Murphy reared his/her ugly head in a big way. Here are roughly 2.87967 factors that headed for an ironic collision:

Factor 1: The fourth quarter is always the busiest time of year for Gateway and everyone else in the PC industry.

Factor 2: PC purchases were at an all-time high. In 1994, International Data Corporation estimated that 18.4 million units were purchased, an increase of 23% over last year!

Factor 2.87967: Intel's Pentium processor staked out its position as the most powerful, affordable mainstream CPU — able to efficiently run all the latest demanding business and multimedia applications. If you watched *any* TV, you couldn't miss an Intel commercial, unless you were watching C-Span.

So, what could possibly disrupt this pretty picture? A bug in the Pentium chip, you say? Come on. Bugs are a part of the business. Just look at the past as per a recent story in the *Wall Street Journal*.

— The Apple III had so many bugs when it was introduced in 1980 it had to be redesigned. The company discontinued the model in 1984.

— In 1987, the new Intel 386 chip had a math flaw; Intel fixed it but resulting chip shortages forced the company to take a charge against earnings. A math flaw in Intel's 486 chip meant Compaq Computer Corp. was forced to delay some product introductions. Intel corrected the flaw before many chips were shipped to PC makers.

— Motorola's floating-point unit of some versions of its PowerPC 601 chips ran slower than specifications required. Apple began using the slower chips this year to upgrade older Macs, informing consumers that the chips were slower.

So why would a very minor flaw in the FPU (floating point unit) of the Pentium chip cause such a brouhaha? Intel maintains that users with the flawed chip will only experience imperfect results once every 27,000 years when conducting extensive divide calculations, and that anyone who does not perform such calculations has nothing to worry about. In fact, Gateway had not received a single complaint about the flaw until the attention devoted by the media to the FPU eventually took its toll.

Refreshment Course in PR 101

You see, Intel had become accustomed to its role as the number-one chip supplier and keeping up with the pressure of being first to market with the hottest technology, so they overlooked a major fact. Intel is now a *consumer* company. Guess what? That Intel Inside campaign actually worked! That's right. Consumers now recognize the name Intel almost as easily as Coke, Tide, Sony and Chevrolet. So Intel could run, but they could not hide from consumers.

Intel eventually offered to send a replacement chip to any customer who wanted one. This was the *right* thing to do. Give Intel an "A+" on their final exam in public relations. But give them a "C" on their mid-term, since it took a few tries to get it right.

Strike 1: Intel knew about the problem and still shipped a flawed chip, however minute the flaw. This did not sit well with customers.

Strike 2: Intel failed to realize its presence in the consumer market and thus, how the average consumer would react to Intel's policy of "*we'll* determine whether or not you need a new chip."

Swing and a Hit: Intel announced a no-questions-asked replacement policy. Now *this* was what our customers want to hear — that the company they bought from will fix its mistakes.

Home Run: Intel strengthened the Pentium's image by backing it up with a *lifetime guarantee.* Will we see that from IBM and the PowerPC?

Intel learned a valuable lesson and became somewhat of a martyr for the rest of the computer industry. Microsoft was taking notes while Intel's Andy Grove was called to the front of class. Not about to make the same mistake, Bill Gates and company delayed the release of Windows 95 until it was right. They turned their work in late, but they *will* get an "A" for extra credit.

A precedent has been set in the industry. And we're all winners as a result. Intel learned that customers want the latest technology quickly, but more importantly they want it to work the first time out.

The future no doubt holds another series of events that will happen because they can. But even Murphy would have to admit we can all look forward to more dependable PC products from now on.

by Phil Ellis
Gateway 2000 Technical Writer, Customer Support

Getting an error on your Gateway 2000 Pentium processor-based system once every 27,000 years or so? The newly updated Pentium chip is available, and if you would like it, the quickest way to obtain it is by calling Intel at 800-628-8686. You can also get the updated chip by calling Gateway Technical Support. Just by flipping a lever on the processor ZIF socket, out with the old and in with the new, down with the lever, and you're off and running, flaw free.

When you want to save the position of your desktop, you don't have to click on the "Save Settings On Exit" option. Just hold the shift key down and double click on the file drawer (-) at the top left of the Program Manager.

If you have programs in your Startup group but occasionally you don't want them to start, you may bypass this group by holding down the shift key while Windows is loading.

If you have an Ensoniq SoundScape card in your system and are having difficulties getting sound out of a DOS-based game such as DOOM or MadDog McCree, download the version 1.2 drivers from our BBS at 800-846-7562. These files are in the Sound Card Library, and the names are Endsk1.exe and Endsk2.exe. When you install these drivers, you are asked if you have a Sound Blaster or SB-compatible card installed. Unless you have more than one sound card in the system, you should answer NO to this. If you didn't do this, run the SSINIT program, and under the hardware settings place a check mark in the SB Emulation box and the Enable Joystick box.

When your machine is booting, you'll see the message: "Starting MS-DOS..." If you hit the F5 key, your system will bypass your config.sys and autoexec.bat and go directly to a C:\ prompt. You might have heard the term "booting clean" to describe this step. To see what your Startup files actually do, hit the F8 key. Each line will appear, and you're asked to hit Y to load or N to not load each line individually. This is a good tool for troubleshooting, as you can see where any error messages occur, or if you simply want to see what each command in the Startup files does.

Q. I just bought a new Gateway computer, and it came with a Vivitron monitor. I seem to have a line running horizontally through the whole screen. Is this a problem?

A. The line that you see is a "damper wire" and is on all Sony Trinitron picture tubes. This wire is used to dampen vibrations of the aperture grille. This grille is a feature of Trinitron technology, which allows more light to pass through the screen, giving the Trinitron monitor more color and brightness than other monitors. It will appear more with a white background, however, so you might want to change the background color to a light blue if the line seems to be prevalent in your display.

A fast solution to a lot of "Not Enough Memory" errors is to run the Memmaker /Batch command. If your DOS-based game requires expanded memory, however, you can't use this tip. Then follow these steps:

1. Type Memmaker /Batch and Enter.
2. When you get a display on the screen, hit Enter twice. You should then be at the C:\ prompt.
3. Reboot the system.

Q. Is there anything I should be doing to maintain my system's hard drive?

A. If you have DOS 6.2 or higher, it's a good idea to periodically run Scandisk and Defrag on the hard drive. They will optimize the drive, report any problems, and attempt to correct them. If you're adding or deleting programs, this leaves spaces on the hard disk where there's no longer data. Defrag will get rid of these spaces, leaving more room on the hard drive and making your programs run a bit faster. Scandisk fixes any defects or bad spots on the drive. To run Scandisk, at the C:\ prompt type Scandisk and hit Enter. When you run Defrag, try the following command: DEFRAG C: /F /B. The /F will defrag the full drive and the /B will reboot the machine when Defrag is done.

Making sure you have a recent backup of your hard drive is one of the most important and least considered tasks of owning a computer. No matter what size or kind of computer you have, they're all subject to the same little monsters that cause your hard drive to crash, and at the most inconvenient times! There's a very simple and relatively inexpensive way to make sure you're prepared for this unlikely but possible event. Get a tape backup unit (TBU). And it just so happens that we sell them (see page12). If you can run a Phillips screwdriver then you can install a TBU, and this could save you future headaches.

Spot Shop™

Show your spots with pride! Check out our udderly cool selection of Gateway 2000 apparel and gift items. We have everything from caps and sweatshirts to pens and mugs, and we're even offering our famous cow-spotted mouse pads. You're sure to find something for everyone on your gift list. And while you're at it, pick up a little something for yourself!

A. Cow-Spotted Mouse Pad *(Not shown)*

Here they are — our coveted cow-spotted mouse pads! If everyone wants your cow-spotted mouse pad, tell them to buy their own Gateway PC! Or, get them their very own Gateway mouse pad. **$4.95**

B. Cow-Spotted Mug *(Not shown)*

Our whimsical cow-spotted mug holds 11 oz. of your favorite beverage. Get a whole herd of them for your entire family! **$4.95**

C. Black Mug

This attractive 12-oz. mug features the Gateway logo in gold on a black background. It's microwave safe and perfect for the home or office **$5.95**

D. Brass Pens

Just like the ones in "highbrow" department stores (except for the price)! These high-quality ballpoint pens are a terrific value.

High-quality black twist pen **$5.95**
Cow-spotted click pen **$1.35**
Set of six cow-spotted pencils **$1.35**

E. Cow-Spotted Note Cube

This cow-spotted cube of self-adhesive notes will be a fun addition to your desk. **$8.95**

F. Can Cooler *(Also shown on page 14)*

Keep your canned beverages cold on hot summer days in cow-spotted style with our insulated cooler. **$2.95**

G. Bottle Cooler

This insulated cooler sporting the Club Gateway logo will keep your bottled beverages icy cold while you have fun in the sun! **$4.95**

H. Umbrella *(Not shown)*

We've got you covered in any kind of weather with this large umbrella. It's made of a heavy durable cotton that will provide you with dependable protection for years to come. The umbrella is classic black in color, featuring one white panel displaying the Gateway 2000 logo **$18.95**

I. Cow-Spotted Cap *(Not shown)*

If you like the cow-spotted look, you'll love this cap! Made of 100% cotton and fully adjustable! **$14.95**

J. Denim Cap

Our denim cap features a suede bill and the Gateway 2000 logo on the front. This cap is a classic you'll enjoy wearing everywhere! **$14.95**

K. Wool Cap

This adjustable wool cap looks great on the golf course or anywhere! Available in white or black with Gateway 2000 logo on front. **$12.95**

Special thanks to Plaza Bowl, Sioux City, Iowa, for letting us play in their alleys!

O

O. Sweatshirt with Embroidered Logo

Our classic cotton crew has tons of special features. Cut from 80/20 combed cotton fabric, this sweatshirt holds its fit wash after wash. With a rib V-inset, side-seam construction and reinforced stitching, this sweatshirt is stylish *and* durable. Features large Gateway logo embroidered on the front in white or black. Black sweatshirt/black logo or white sweatshirt/white logo.

Available in sizes S, M, L, XL **$34.95**
XXL **$36.95**

L. The Clipper

This easy-care jacket featuring a water-resistant poly/cotton fabric is a classic you'll enjoy for years to come. The white outer shell is accented with a contrasting navy lining in the stand-up collar. It features caped-front styling, adjustable cuffs and a vented back.

Available in sizes S, M, L, XL **$58.95**
XXL **$61.95**

M. The Sonoma

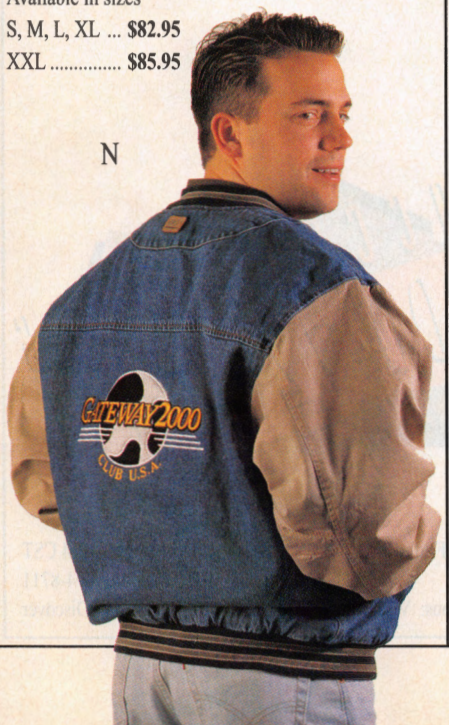
You'll get terrific style and 100% cotton comfort with this jacket. It features a sand-washed cotton outer shell in tan, leather trim and a soft cotton chambray lining. The zipper is covered with a windflap, and the cuffs adjust for maximum comfort.

Available in sizes S, M, L, XL **$61.95**
XXL **$64.95**

N. The Cumberland *(Also shown on page 22)*

This denim favorite is accented by khaki sleeves and ribbed-knit trim at the neck cuffs and waist. The jacket is fully lined in a quilted twill and generously cut for unrestricted movement. Plus it sports the Gateway Club logo. You'll wear this hip jacket everywhere!

Available in sizes
S, M, L, XL ... **$82.95**
XXL **$85.95**



N

S

P. Club Gateway Denim Shirt

You'll stand out from the rest of the herd with this Club Gateway denim shirt. Made from 100% cotton indigo denim, this long-sleeve shirt is stylish and comfortable.

Available in sizes S, M, L, XL **$36.95**
XXL **$38.95**

Q. Club Gateway Twill Shirt *(Shown on page 22)*

This all-occasion khaki is always appropriate. Featuring quality 100% cotton twill fabric, our Club logo is positioned above the left front pocket.

Available in sizes S, M, L, XL **$37.95**
XXL **$39.95**

R. Polo Shirt

Our 100% cotton pique polo will become one of your favorites. Featuring classic two-button styling, this wardrobe basic looks and feels great. Available in black, white or mushroom (mushroom features a contrasting black collar.)

Available in sizes S, M, L, XL **$26.95**
XXL **$28.95**

R

S. Rugby Shirt

This white rugby is a favorite with our employees. Made of heavyweight cotton, this shirt features a twill collar, rubberized buttons, and of course, our logo!

Available in sizes
S, M, L, XL **$33.95**
XXL **$36.95**

T. Cow-Spotted T-Shirt *(Not shown)*

Get cow-spotted T-shirts for your whole family! Wear these 100% cotton T-shirts as casual wear, beach cover-ups, sleep shirts, or whatever you're in the M-O-O-O-D for!

Available in sizes S, M, L, XL and XXL..... **$10.95**

Size Comparison Guide

Polos, T-Shirts, Sweatshirts, Rugby shirts:

	S	M	L	X-L	XX-L
Men's	36-38	40-42	44-46	46-48	50-52
Women's	6-8	10-12	14-16	18	20

Jackets

	S	M	L	X-L	XX-L
Men's	36	38-40	42-44	46-48	50-52
Women's	6-8	10-12	14-16	18	20

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Payment Options: Visa, MasterCard, Discover, Personal Check and COD Cashier's check

PC Software & Supply Accessories

Protect your investment and eliminate downtime caused by liquid spill, contaminants, environmental hazards, dust, etc. with a computer cover. These vinyl computer dust covers are anti-static to safeguard your computer from any unnecessary electrical currents such as static electricity. They're designed to remain securely in place and protect your computer, keyboard, and printer from everyday mishaps. PC Software and Supply also offers surge protectors, templates, cables, anti-glare screens and storage cases. If you don't see the product you are looking for listed here, please call and ask because we offer many additional products.

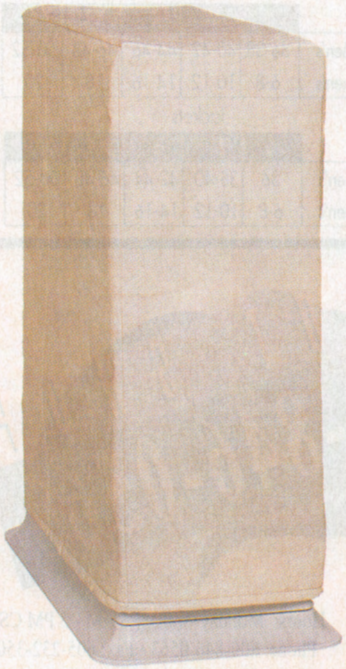
Keyboard Skins

These "skins" consist of Ultraflex material which is see-through allowing you to view and use your Gateway 2000 124-key AnyKey keyboard or the standard 101-key keyboard with or without the cover. With the "form-fit" design, they follow the exact contours of the keyboard and keys.

2001 101-key keyboard **$12.95**
2000 124-key AnyKey keyboard **$12.95**

Keyboard Dust Covers

3327 101-key keyboard **$7.95**
3328 124-key AnyKey keyboard **$7.95**



Monitor Dust Covers

Monitor covers are available in all sizes and dimensions, even for those of you who have your speakers attached or want to cover your desktop case as well. They come in an almond color and are durable for years of use.

3324 14/15" monitor **$12.95**
3340 17" monitor **$21.95**
3347 20" monitor **$19.95**

Case Dust Covers

To protect the bulk of your investment, cover your tower, Baby AT case, or your mini desktop case with this durable cover. They are also available to cover your monitor and case simultaneously.

3325 Mini desktop case **$12.95**
3335 Desktop or Baby AT case **$13.95**
3332 Tower case **$12.95**
3326 Standard CPU only **$12.95**

Case and Monitor Dust Covers

3321 Mini desktop and 14" monitor **$16.95**
3333 Baby AT and 14" monitor **$18.95**
3334 Baby AT and 15" monitor **$18.95**
3336 Baby AT and 17" monitor **$19.95**
3322 Standard CPU and 14" monitor . **$16.95**
3320 Standard CPU and 15" monitor . **$16.95**
3315 Standard CPU and 17" monitor . **$19.95**

Printer Dust Covers

Printers come in various sizes and shapes and have a variety of features. With the numerous printers available, we have covers specifically designed to protect them all. Some include your choice of having the trays covered or uncovered.

3073 Epson Stylus 800+ **$12.95**
3075 Epson Stylus Color **$17.95**
3401 Epson AL 1100 ..... **$13.95**
3071 Epson AL 1500 ..... **$15.95**
3024 HP 520 & 520C **$14.95**
3052 HP 540 ..... **$17.95**
3024 HP 560C **$14.95**
3036 HP 4L **$11.95**
3037 HP 4P **$15.95**
3020 TI Micro Laser Plus Turbo **$13.95**
3003 Panasonic KXP 2123 ..... **$12.95**

Speaker Dust Covers

Don't forget to protect your speakers on your multimedia system. Protecting your speakers will also protect your investment because you want to keep your high-quality sound clear and enjoyable.

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Surge Protectors

Don't forget the surge protector to complete your computer setup. These surge protectors can be plugged directly into the wall or into a strip with a cord plugging into the wall.

9704 Wall mount six outlet **$29.95**
9708 With cord six outlet **$39.95**
9709 Wall mount six outlet with fax/modem **$44.95**
9697 Wtih cord seven outlet with fax/modem **$59.95**

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What's on the minds of our Customers

Gary & Melanie Bennett

Dear Gateway:

I would like to commend you on the quality of the computers you build. My wife and I are missionaries here in Rwanda with CBInternational. When we were in the states back in 1992 we purchased a 386SX desktop computer from you. Ever since we purchased the computer it has performed flawlessly.

In April of 1994, when the war here started, we were trapped in our home for five days before we finally were evacuated to the airport. One of the last things we did before leaving our home was store our Gateway computer and other valuable electronics in the attic of our home. Our home was located next to one of the army barracks, and there was incredibly heavy fighting going on all around us. It actually took us awhile to get things into the attic. We would put up a few things, the fighting would start up, and we would be forced to huddle back in the hallway till the next lull in fighting. Because of this we weren't able to put the computer into its boxes, we just basically threw it all up in the attic just as it was. When we left our home that day we weren't sure we would ever see it again.

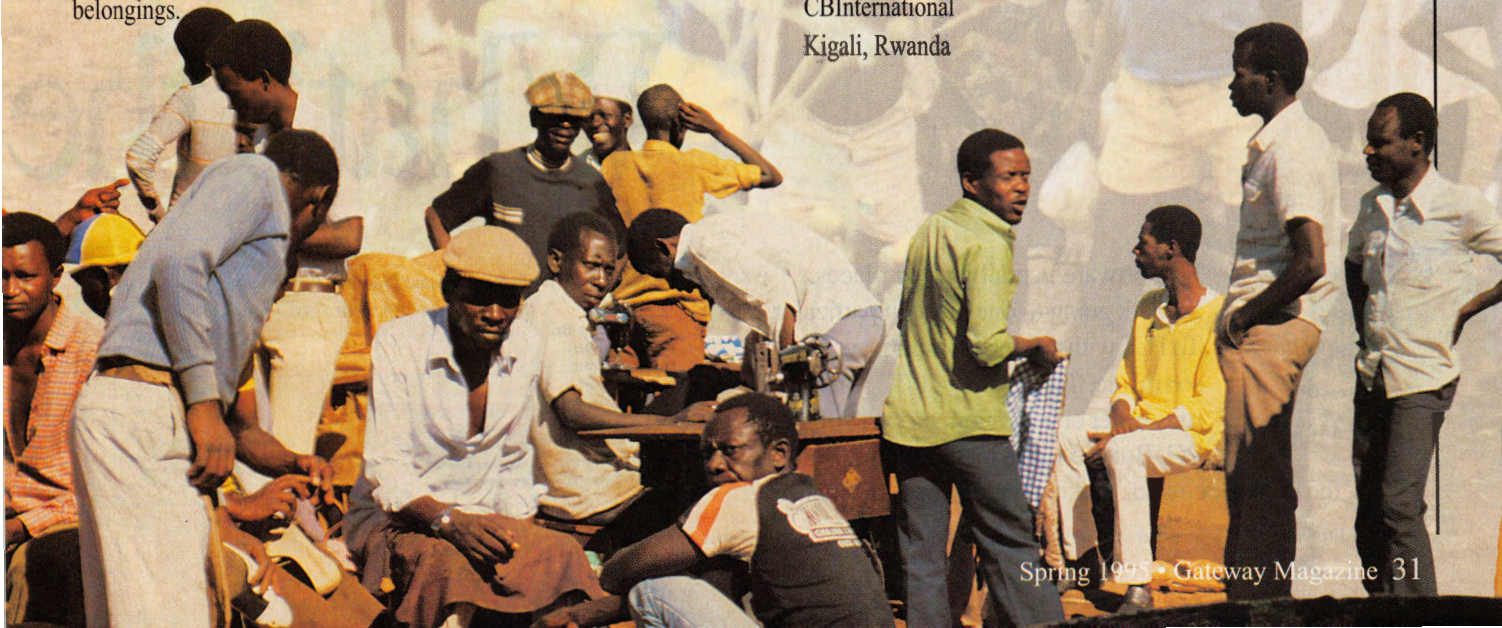
We finally were able to return to Kigali on the first of August. Upon our arrival we discovered that our home had been nearly destroyed by the fighting, and most of what wasn't destroyed had been carried off by the victorious soldiers. As we sifted through what little was left in our house we discovered our Gateway monitor laying under a pile of rubble. In another room of the house we found the CPU, and out in the backyard we found the keyboard. At the time we thought it was all ruined, but we hauled it off to a storage room with the balance of what was left of our personal belongings.

Last week I was really bemoaning the fact that I had lost so many files on my Gateway, so my wife suggested I dig it out and see if I could recover anything. I told her I was sure it wouldn't work. After all it had been in the attic of the room which took a direct hit from a mortar, and it had fallen eight feet when the ceilings collapsed. Not to speak of the fact it had been getting rained on because of the holes in the roof. The sun was also beating down on it for four months. With the monitor's case being all but destroyed (there are big skid marks where it slid across the floor), I was positive it would never work. At my wife's insistence I finally decided that just for fun I would see if I could recover any of my files from the computer. The first problem I had was that the cords had been lost so I had to use some old lamp cords and alligator clips to power it.

When the moment of truth came, my wife and I held our breath and then gasped as the computer started and the monitor even came on! As we began pushing keys the computer responded and the display on the monitor was as crisp and vivid as ever. We discovered that absolutely everything worked on the system and that all my files were there in good condition!

Once again let me express our appreciation for the quality and durability you put into your computers, it is worth a lot when those computers are being used clear over here in Africa. I can see now why our home office in Wheaton, Illinois, recommends that we purchase Gateway 2000 computers.

Gratefully Yours,
Gary Bennett
CBInternational
Kigali, Rwanda

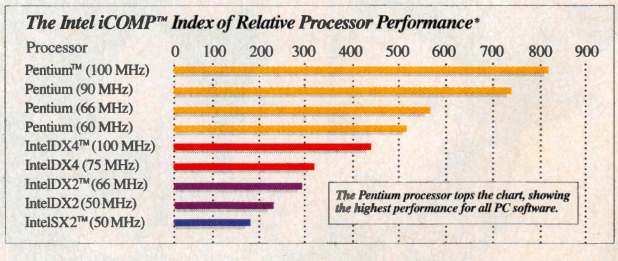


What's the

intel inside

pentium PROCESSOR

PC software is really going places. And it's going to one place in particular. To PCs with the Intel Pentium™ processor inside. The fact is, all PC software runs better on a Pentium processor-based PC. But the more incredible the software, the more it demands Pentium processor performance.



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big attraction?

And there's another reason to make sure the Pentium processor is inside your next PC: economics. A more powerful PC lasts longer, since it will still have plenty of horsepower when tomorrow's applications come along. That, plus the fact that these PCs are now so affordable, makes today the right time to buy a Pentium processor-based PC.

So look for the Intel Inside® Pentium Processor symbol on your next PC. Because nothing runs today's PC software better.

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