Word processing continues to be a core application of microcomputers. The huge Windows word processing market supports a wide range of products, but three major contenders fight for first place: Lotus Development Corp.'s Ami Pro for Windows, WordPerfect Corp.'s WordPerfect for Windows, and Microsoft Corp.'s Word for Windows. Because all these products sell at the same price ($400), word processor battles are won on features, ease of use, ease of learning, and user loyalty. As the standard hardware on America's business desktop continues to improve, these behemoths claim ever greater resources in their constant struggle to be all things to all people. WordPerfect wants 32MB of disk space and runs best with at least 8MB of RAM; Word takes 24MB; and even Ami Pro wants 16MB of disk space. With swap files and temporary work files, all use even more.

Additionally, because all of these products use WYSIWYG (what you see is what you get) displays of text, graphics, tables, and other document elements, they place a tremendous demand on the video subsystem. If your computer's graphics capabilities aren't up to speed, the display may be jerky or slow. You'll need at least a 486DX PC running at 33 MHz, 8MB of memory, and a VGA or Super VGA monitor with 320x200 display memory.

All three products reflect trends in Windows word processing — even Ami Pro, which lags a release cycle behind Word and WordPerfect. Because specialized layout tasks have become the province of ordinary word processors as well as personal computers, these products include sophisticated features for graphics, tables, charts, drawing, columns, and page and color effects, as well as specialized headers and footers. Producing a nice table is no longer enough. You now also have the option to create borders of varying thickness and shading, shade the columns import, resize, and drop graphics, and manipulate text (or special effects such as drop caps or rotated fancy fonts).

In addition, each of these products anticipates that the user will want to integrate information extracted from a spreadsheet, database, or some other program. So they provide DDE, OLE, and conversion filters to ease the construction of complex documents. These powerful features are of no use, of course, if they are too difficult to learn and use. Like other feature-rich Windows products, such as spreadsheets, the top three word processors come with such interface bonanzas as tabled dialog boxes (which give you access to different sets of options as if they were pages in a binder) or shortcut menus (which pop up with context-specific commands when you click the right mouse button).

GOOD HELP IS EASY TO FIND. For more complex features, users are investing in better help. WordPerfect, Word, and Ami Pro include extensive tutorials, on-line support, and — in the case of Word and WordPerfect — animated mini-tutorials for special tasks such as graphics manipulation.

All three of the products, for example, have carefully constructed systems that walk a user through mail merging for form letters or mailing labels. (Earlier versions of these programs simply gave users instructions.) Recognizing that printed documentation often gets read less than electronically networked documentation, they get lost and never reaches the user's desk. All of the products have increased the detail and comprehensiveness of their on-line documentation. By consulting context-sensitive and carefully cross-referenced help systems, users can almost succeed in using these products without consulting the printed manuals.

Finally, these vendors recognize that different users prefer different ways of doing the same things. Some people like lots of icons and prefer to do things with the mouse, others want menus and keyboard shortcuts. Whatever your preference, the products all try to find a way to let you customize the user interface to your liking. The complex macro languages included in all three of the products serve as tools to further transform the regular word processing product into an advanced document management system especially tailored to your needs.

SUIT ALTERNATIVE. All three products in this comparison are also available in integrated office suites. For a higher price, you can get not only word processing, but a spreadsheet, database, various other applications, and at least some degree of integration. Lotus SmartSuite 2.1 combines Ami Pro with 1-2-3, Freelance Graphics, Approach, and Organizer for $795; Microsoft Office Professional bundles Word with Excel, PowerPoint, Access, and Mail for $999; and WordPerfect teams up with Quattro Pro and Paradox in the $995 Borland Office. We will take a close look at the three office suites in our May 9 product comparison.

John Lombardi is president of a major university and the author of five books. He has been working with computers since 1967.

WAR OF THE WORDS

Armed with ever-expanding features,
the three superpowers
of Windows word processing -
Ami Pro, Word, and WordPerfect
fight for word domination
Executive summary

Windows word processing has come of age, and the latest version Word for Windows, effectively take advantage of the Windows graphical environment. Even WordPerfect, the quintessential text-stream word processing system, has managed to hide most of its internal operations under a very pleasing Windows interface.

We found Microsoft Word for Windows 6.0 to be the best all-around word processing program. Strong in all areas, easy to use and learn, and accompanied by fine manuals and on-line help, Word is a mature product. WordPerfect will especially appreciate its devotional and running features, and Word for Windows' close association with its Macintosh counterpart positions it as a strong cross-platform product.

Ami Pro for Windows 2.0 is not as sophisticated as Word or WordPerfect, but it is by far the best product for layout requiring multiple frames and graphics elements. It scored second overall. Frames in Ami Pro work intuitively and without complications, and the program handles complex text formatting tasks with ease. Ami Pro also offers the cleanest backward compatibility with its previous versions. It falls short only in the area of graphics, but WordPerfect is so much better, the comparison is misleading.

We evaluated Windows word processing using real-world tasks designed to test functionality in four categories: basic editing and formatting; proofreading and editing; mail merge; layout; tables; and document management. WordPerfect and Word are particularly strong in all areas. WordPerfect is the better application for tables and mail merge. The best version of Ami Pro may well catch up, but it is currently behind the curve.

WordPerfect for Windows 6.0 would have fared better were it not for some crippling bugs in the current release. Filled with features, it used some of the most powerful word processing module and the best grammar checker, and equipped with WordPerfect Score, the powerful and best word processor for text-based applications and especially for legal applications, where its early implementation of tables of authorities, multiple lists, footnotes, and endnotes, and other tools were wonderful. WordPerfect 6.0 improves the Windows interface, and the previous version, but the program hangs at times during graphics operations. The method for selecting text or formatting by inserting special codes in the text seems to be superior to the previous version, but the user must still use the RealText commands to inspect these code while moving and changing text. In our tests, the results were disappointing. This incompatibility with the previous version makes the implementation of graphics takes or frames less effective and less smooth than in Word and WordPerfect.

After each test, we looked at how the product made the task easier or more difficult. As an extra point of view, we compared the results and the results of the following test that can be done.

In our opinion, the product is the best and worth the price of the applications, and the price is worth the performance. The test of each product was not prejudiced. We determined the best and worst on applications, and we computed the basic test score for those categories based on these configurations.

In general, each product has its own strengths and weaknesses. We determined the performance and the price of the applications, and the price was worth the performance. The test of each product was not prejudiced. We determined the best and worst on applications, and we computed the basic test score for those categories based on these configurations.

Performance: faster editing and formatting. We opened an AMI version of the test document on the system and made some changes to prepare for our long document task. We found for and replaced double-ended dashes with the correct single one, double hyphens with spaces, and a particular text string formatted as normal with styles. We looked for the ability to combine search attributes, used a searching function with a specific search, and tested the product's capability to save search criteria. We also looked for ways to compare different documents using various file extensions, and commands such as, for example, find and delete, cut, and paste, and by opening two text documents and moving, copying, and hiding text from one to the other. To test each product, see HOW WE TEST, page 96.
Ami Pro for Windows 
Version 3.0.1

The article discusses Ami Pro and its features, which provide an interface to Ami Pro's rich text editor and a range of editing and formatting options. It mentions Ami Pro's ease of use, its compatibility with Windows, and its ability to handle complex documents efficiently. The author notes that Ami Pro is designed for both novice and experienced users, offering a variety of tools and features to enhance productivity.

WordPerfect for Windows 
Version 6.0

The article highlights WordPerfect for Windows, emphasizing its advanced features and capabilities. It notes that WordPerfect is known for its seamless integration with Windows, allowing users to take advantage of the operating system's capabilities. The review mentions the software's ability to handle complex documents, its rich set of formatting options, and its ability to produce professional-quality documents. The author also notes that WordPerfect is suitable for users who require a high level of control over their documents, as it offers a wide range of customization options and tools.

Word for Windows 
Version 6.0

The article covers Word for Windows, discussing its features and capabilities. It notes that Word is designed for users who require a high level of control over their documents, offering a wide range of formatting options and tools. The review mentions the software's ability to handle complex documents, as well as its ability to produce professional-quality output. The author also notes that Word is suitable for users who require a high level of control over their documents, as it offers a wide range of customization options and tools.

Performance: Basic Editing and Formatting

This section discusses the performance of the software in terms of basic editing and formatting. The author notes that all three products offer powerful editing and formatting tools, but each has its own strengths and weaknesses. The review mentions that Ami Pro is particularly good at handling complex documents, while WordPerfect excels in terms of its rich set of formatting options. Word, on the other hand, is noted for its ease of use and its ability to handle a wide range of tasks.

Performance: Proofreading Utilities

The article mentions that all three products offer proofreading utilities to help users catch errors and improve their documents. Ami Pro is noted for its ability to catch single-letter errors, while WordPerfect is praised for its advanced grammar checking capabilities. The review also mentions that Word is particularly good at catching spelling errors, making it a useful tool for users who need to produce high-quality documents.

Summary

All three products provide a good range of features and tools for editing and formatting, but each has its own strengths and weaknesses. WordPerfect is particularly strong in terms of its rich set of formatting options, while Word is noted for its ease of use and its ability to handle a wide range of tasks. Ami Pro is particularly good at handling complex documents, making it a useful tool for users who require a high level of control over their documents. Overall, the review recommends all three products for users who need a powerful and flexible word processing application.

Proofing Utilities

None of these products are perfect, but they all provide a range of tools for checking spelling and grammar. Word has a spell checker that can catch common errors, while WordPerfect has a more advanced grammar checker. Ami Pro is noted for its ability to catch single-letter errors, making it a useful tool for users who need to produce high-quality documents.
Ami Pro has extensive mail-merge capabilities, but it was not easy to select all the members of a company and then print only one envelope or label for that address. Ami Pro uses a macro function to permit the merging of Avery labels by number. This process, while effective, is harder to use than the corresponding functions in WordPerfect and Word, which include the special mail-merge function within the merge dialog. Ami Pro’s mail-merge function is not as flexible as it does not have a test run to check data, and you cannot merge to another document on-screen without merging to an off-screen file first, although there is a process to view each merged document before sending it to the printer. Nonetheless, it is much faster than Word, and what it accomplishes, it accomplishes very well.

Performance: Mail Merge

WordPerfect has extensive mail-merge capabilities, but it was not easy to select all the members of a company and then print only one envelope or label for that address. WordPerfect uses a similar function to Ami Pro’s, but it is more flexible, as it allows you to select any group of names or addresses and print only the ones you want. WordPerfect also has the advantage of being able to create envelopes and other mail-merge files directly from within the program, without having to create separate files for each envelope or label.

Word has strong mail-merge capabilities, but it was not easy to select all the members of a company and then print only one envelope or label for that address. Word’s mail-merge function is not as flexible as it does not have a test run to check data, and you cannot merge to another document on-screen without merging to an off-screen file first, although there is a process to view each merged document before sending it to the printer. Nonetheless, it is much faster than Word, and what it accomplishes, it accomplishes very well.

Performance: Layout

Word accomplished our elaborate formatting tasks, but it was not easy to select all the members of a company and then print only one envelope or label for that address. Word’s mail-merge function is not as flexible as it does not have a test run to check data, and you cannot merge to another document on-screen without merging to an off-screen file first, although there is a process to view each merged document before sending it to the printer. Nonetheless, it is much faster than Word, and what it accomplishes, it accomplishes very well.

WordPerfect did not accomplish our elaborate formatting tasks, but it was not easy to select all the members of a company and then print only one envelope or label for that address. WordPerfect’s mail-merge function is not as flexible as it does not have a test run to check data, and you cannot merge to another document on-screen without merging to an off-screen file first, although there is a process to view each merged document before sending it to the printer. Nonetheless, it is much faster than Word, and what it accomplishes, it accomplishes very well.

Performance: Tables

Word is the easiest of the four for managing tables, but its table functions do not have as many complex formulas as WordPerfect. Tables in Word can be used for simple data entry, but for more complex calculations or data analysis, WordPerfect is the better choice. WordPerfect’s table functions are more comprehensive, with features such as sorting, filtering, and data analysis.

WordPerfect is the easiest of the four for managing tables, but its table functions do not have as many complex formulas as WordPerfect. Tables in Word can be used for simple data entry, but for more complex calculations or data analysis, WordPerfect is the better choice. WordPerfect’s table functions are more comprehensive, with features such as sorting, filtering, and data analysis.

Performance: Long Documents

WordPerfect has a sophisticated table function, but it lacks the powerful formula capabilities and rich formatting options of WordPerfect. WordPerfect has a sophisticated table function, but it lacks the powerful formula capabilities and rich formatting options of WordPerfect. WordPerfect has a sophisticated table function, but it lacks the powerful formula capabilities and rich formatting options of WordPerfect. WordPerfect has a sophisticated table function, but it lacks the powerful formula capabilities and rich formatting options of WordPerfect.
Ami Pro's network installation is slightly different from the other two products. The administrator decides whether he wants local directories for mailboxes, documents, lists, and directories or whether they will be shared on the network. Both programs, however, are capable of running on a Windows Workstation or a Windows NT Workstation. Ami Pro requires you to run NODE.EXE from the NODE directory on the network. This works fine, but a more direct approach would be more efficient.

Other than the number of licensed copies running concurrently, the administrator has decided how much the program should do. NODE.EXE copies received mail and distributes it to the appropriate mailbox. SmarterMail also copies received mail to the appropriate mailbox. WordPerfect can perform all the functions of the mail client and networking capabilities. You can send mail and route documents, which allows users in a workgroup to add annotations or revisions to the same document. During installation, the system administrator automatically recognizes your mail system and adds it to a menu option. WordPerfect's networking capabilities are not as robust as SmarterMail's, but for small workgroups, it is sufficient.
Ami Pro for Windows

Word for Windows

WordPerfect for Windows

Summary

Ami Pro’s superior implementation of frames makes layout tasks a breeze.

Word accomplished all of our layout tasks, though not without much study and trial and error.

WordPerfect has a host of layout tools, but the Reveal Codes window is critical to accurate placement.

lustror runs the LICENSE.EXE program. This allows the administrator to set the number of licensed copies for all Lotus applications that can run concurrently. You can also use the “Lock” feature—particularly on a network—to ensure that only authorized users can access the software. Ami Pro will recognize the user logon and lock the document if the user is not authorized to access it.

Ami Pro’s annotation and revision capabilities are limited compared with the other products. This can make it problematic if you are looking to maintain a record of changes or comments on a document. However, it is still a useful tool for those who need a simple application with basic annotation and revision features.

Ami Pro did a fine job of importing the Word 6.0 file, although some of the formatting was lost. It worked well with the WordPerfect 5.2 file and even converted it into a Word 6.0 format, which was not possible with the other products. WordPerfect was also able to seamlessly export to WordPerfect 6.0 format, making it a great choice for users who need to work with both WordPerfect and Word 6.0 formats.

WordPerfect’s macro language is much more powerful than Ami Pro’s, allowing you to create complex macros that can automate repetitive tasks. WordPerfect’s macro language is also very flexible, allowing you to create macros that can be triggered by almost any event, such as a menu selection or a keystroke.

WordPerfect’s Reveal Codes window is a great tool for real-time document development. It allows you to see the underlying code for a document, which can be useful for troubleshooting and debugging.

Ami Pro’s price point makes it a great choice for those on a budget. It provides a good balance of features and functionality, making it a great tool for users who don’t need all the bells and whistles of the more expensive products.

WordPerfect is the best choice for users who need a powerful and flexible word processor. Its macro language and scripting capabilities make it a great tool for automating repetitive tasks and creating complex workflows. The Reveal Codes window is a great tool for real-time development and troubleshooting.

WordPerfect is the best choice for users who need a powerful and flexible word processor. Its macro language and scripting capabilities make it a great tool for automating repetitive tasks and creating complex workflows. The Reveal Codes window is a great tool for real-time development and troubleshooting.
The principal documentation for Ami Pro is a 620-page user’s guide with a detailed index. Organized around topics such as Enhancing a Document, Using Text and Text Frames, or Modifying a Document, the manual describes the features and functions of the program with explanations and examples. In addition, Ami Pro has a style sheet guide that explains the characteristics and features of all the ready-made styles included with the program. A Working Together Bonus Pack describes a series of macros included with the program that help Ami Pro work with other Lotus Windows applications, especially Lotus 1-2-3, Release 4 for Windows.

Ami Pro has an on-line installation tutorial that introduces users to its features as well as on-line documentation of the program and the macro language. The on-line information is somewhat less extensive than what is provided in WordPerfect and WordPerfect’s on-line help is generally available, although it is not as sophisticated as Word or WordPerfect.

Score: Very Good.

WordPerfect has user-friendly printed documentation as well as extensive on-line help. A Getting Started booklet provides a quick but thorough introduction to the features and power of the product as well as information on installation and setup. Learning WordPerfect is an extensive, directed tutorial using ready-made files. A Guide to WordPerfect’s Draw Version 2.1, which is an integrated part of this package, leads the user through information on how to use charting and graphing tools. The help for on-line WordPerfect users, of course, is the almost 1,000-page WordPerfect Reference Manual, which is an alphabetical guide to every command and feature in the program. The manual’s explanations are technical and comprehensive and include cross-references to related materials and some examples.

Novice users can try the interactive tutorial in WordPerfect’s on-line documentation. Combined with step-by-step instructions for common tasks, the interactive tutorial is user-friendly enough for the user to become quite proficient. WordPerfect’s on-line documentation is comprehensive, with many examples and short reference entries. Novice users will try their hand at the easy clear explanations. WordPerfect also offers in-context help everywhere in the program. WordPerfect’s macro manual is also on-line with complete documentation.

Score: Excellent.

Support Policies

Lotus offers unlimited free support via a toll-free line, which is open around the clock from 9 a.m. Monday through 9 a.m. Saturday Eastern time. Support is also offered via a 24-hour, toll-free fax-back service. It is available via private BBS and a CompuServe forum, as well as the GroupWares and private BBS. A fee for corporate support plans is available. Ami Pro has a 90-day money-back guarantee. Score: Excellent.

WordPerfect has discontinued its policy of unlimited free support, offering in-context help and a support plan. The free plan provides 180 days of toll-free support, Monday through Friday in East Coast hours. In addition, Lotus and Microsoft offer free (though not toll-free) telephone support for their products. WordPerfect Corp. has a recent decision to limit free support to 90 days.

Score: Very Good.

Technical Support

Each time we spoke with the support personnel, they were helpful and patient. It did not matter how basic or complex the question was. They always went beyond the manual; they explained the program worked and what options were available. They then guided us to the fix worked. We were on hold once for 3 minutes. Score: Excellent.

The support technicians we spoke to were knowledgeable and easier to understand. We were able to get through on the first call without wasting time on the floor support line, which requires a password. The technicians explained the technical problems and afterwards offered to walk us through the installation setup. The technicians explained what was causing the problems, and what options we had to solve them. Score: Excellent.

Value

Ami Pro is priced at $495, and though not as strong as the equally priced Word, it represents a very good value. Its easy use of frames for graphics makes it the best for complex layouts, but its lack of some sophisticated features reduces its value somewhat. Much of the difference between Ami Pro and WordPerfect is due to the version lag. Score: Very Good.

Among the three products reviewed here, Word 6.0 is the best value. Its $495 price gets you an extremely capable word processing program, but it lacks some of the advanced features that make WordPerfect a good value. In our experience, most people need WordPerfect’s advanced features for less than $250.

Score: Excellent.

Company: Lotus Development Corp., 4th Floor, 9 New Montgomery Street, Boston, MA 02108. Tel: (617) 421-4100. Fax: (617) 421-4104.

Company: Microsoft Corp., 1101 Pacific Ave., Redmond, WA 98052. Tel: (206) 466-5000. Fax: (206) 466-5008.

Company: WordPerfect Corp., 200 First Ave. S., Seattle, WA 98104. Tel: (206) 381-7077. Fax: (206) 382-5101.
HOW WE TEST / from page 60

Windows word processors

Table of contents: insert odd and even headers and footers; and indent document breaks (section, page, etc.) to separate sections. We also looked for document management functionality, such as master and sub-document options and an appropriate filing system for particular products. We then reviewed specific product attributes that fully integrated the outlining, indexing, table of contents, and master document functions.

File management: We looked for and tested functions that are normally carried out by a separate file management utility, such as Windows File Manager. For example, we tested how well each product could search by date, author, keywords, and text strings. We examined each product's abilities to perform operations such as Move, Copy, Rename, Create Directories, Check File Size, and Change File Attributes.

To receive a satisfactory score, the product had to perform simple file and document management, such as searching summary information, file names, and file types. Products earned extra points if they could do complex searches (using Boolean logic: multiple file patterns, or combinations of various criteria), provide a thumbnail preview of a found document, or save searches.

Workgroup and networking: To test workgroup and networking features, we installed the application on a win32 network and made note of any problems we encountered. Next, we tested each product's ability to share directories across a local area network. We examined how well each product handled annotations and document revision and collaboration. In addition, we tested the product's mailbox capabilities, security options, and search capabilities.

To receive a satisfactory score, products had to install on a network and pass basic network tests such as sharing documents and directories without losing information. They also had to allow users to attach annotations and mark revisions in their original documents.

Import and export: We tested each product's ability to import documents created in the previous release: Ami Pro 2.0, Word 2.0, and WordPerfect 5.1. For example, we created a document in WordPerfect 5.2 and imported it into WordPerfect 6.0. The document consisted of heavily formatted text, with headings, footnotes and drawings. We compared the original document with the imported document after a hard copy was printed and looked for any problems. After importing the document into the current version of each product, we then exported it back to the previous version and again looked for any differences in formatting. We also looked for the product's ability to automatically recognize a file format.

To receive a satisfactory score in this category, the product had to support at least its own prior releases. We raised the score based on how well formatting was retained, and how many other import and export filters were available. We factored in speed by awarding extra points to products that were particularly fast. We also tested to see if the product automatically recognized the file format during importing. Last, we tested related features, such as importing styles or style name only.

Macro: For this scoring category, we tested basic macro functionality, including recording, combining, and inserting macros to icons, menus, and keyboard combinations. We did not test the full programming capabilities of the macro language. In each product, we created two macros that, when combined, inserted a footer into an open document. The footer contained the file name, author's name, and last date used.

To receive a satisfactory score, each product had to be able to record keystrokes and save them to a file, provide a visible indication that recording was in progress, and be able to pause, resume, and stop recording a macro. The product also had to run our macro when we selected the file from a pull-down menu or performed a key combination. Macro files had to be available for other users on the network.

OTHER SCORES:
The remaining categories (documentation, support policies, technical support, and value) follow our standard scoring criteria. See "How We Test," December 12, 1993, page 77, for details.

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