

REVIEWS

One of the most popular and feature-rich word processors, Microsoft Word continues to battle Word Perfect for the high-level PC office/professional word processing championship. Version 5.0 moves Microsoft Word alongside Word Perfect 5.0 in functionality and performance. Filled with more capabilities, features, and bells and whistles than any other word processor, Word has pushed ahead the state of the art in PC word processing.

Version 5.0 has significant improvements that enhance Word's basic structure. It also has full support for networking (including file locking), and the package includes an OS/2 version. Over the years, Word has grown from a clumsy, page-oriented cross between a typesetter and a word processor to a smoothly operating word processor loaded with typesetting features. Word's speed and effectiveness have improved consistently, and Version 5.0 matches the market leaders.

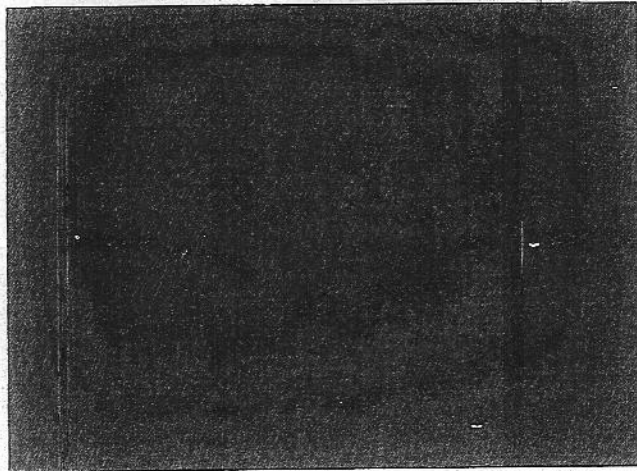
FEATURES:

Word 5.0 has virtually every feature currently available with any word processing system. It sports any editing function you can imagine, and includes the capability to use keyboard or mouse with both active all the time. Up to eight windows on the same or a different document can be viewed simultaneously. Windows open or close with ease, and switching between them is effortless. Columns (up to 22 newspaper columns per page), footnotes or endnotes, page-bottom annotations, hidden text comments, and a complete outlining utility emphasize the depth of features.

Word can display text on-screen in a number of ways, and you can switch among graphics, "show layout," text entry, and preview displays with just a keystroke. For example, one of several text displays shows lines as if all were formatted for 10-character-per-inch typewriter pitch, even if the printed version is to be output in a 10-point proportionally spaced font. This makes the task of entering and editing text easy, since you can see the whole line on the regular 80-column screen. A mere keystroke redisplay text instantly with line breaks as they will appear when printed, even though that may make the lines longer than 80 columns. The show layout mode shows columns, representations of graphics size, and text wraps; this mode is editable.

Further, an editable graphics mode shows such things as boldface, underline, italics, and small caps in graphics representation, although it does not display proportionally spaced or different-sized fonts. The graphics display also shows 43 rows of text, although the text is rather small and not easily read on some smaller displays. It is possible to be in both the show layout and graphics modes, or the show layout and text modes, simultaneously.

A new print-preview function displays an exact replica of the page as it will print with proportionally spaced and correctly sized fonts. The preview will show one page, two consecutive pages, or two facing pages. However, the display is quite



Microsoft Word 5.0 can open up to eight windows on a document. It also allows text to flow around an inserted graphic element, such as a Lotus 1-2-3 .PIC file.

Microsoft's Word 5.0 Pulls Ahead in War of Features

Offering an array of editing tools, it also handles complex document assembly, network support.

By JOHN LOMBARDI, CONTRIBUTING EDITOR

small, and like the 43-row text, may not be legible on some smaller displays. Word does not have a zoom capability to magnify the preview display; the preview does, however, show graphic elements as they will be displayed. Postscript print files cannot be displayed in preview.

Word 5.0 graphics support is strong, with virtually all standard microcomputer graphics formats accepted, although graphics editing is limited.

For offices using complex forms, Word 5.0 has a complete forms facility for handling preprinted forms or for creating fill-in forms. Form templates can include information that guides data entry, and then print only the entered data or the entire form. The forms feature permits the combining of data from form templates and data files.

Word supports only one index, one table of contents, and one footnote series. On the other hand, hyphenation characters can be found and deleted, and the spelling checker looks for obvious punctuation errors. Spreadsheets can be "warm-linked" (they can be updated, but the change must be invoked manually) and imported directly, but only in 32K blocks. The program comes with a variety of utilities to modify and combine printer definition files and to handle minimal file conversions. File management has been

beefed up to allow you to selectively mark files and then copy them to various subdirectories, much like an archiving feature. The library retrieval function lets you look for words across multiple files and directories; you can choose parameters, as well, such as searching only for words in files created after a certain date.

In short, Microsoft Word 5.0 now offers all the latest word processing features and utilities. While some features, such as its sort facility, are not as powerful as Word Perfect's, other capabilities, such as Word's math support and graphics inclusion, are easier to use.

PERFORMANCE:

A fine performer, Microsoft Word 5.0 handles normal editing chores effectively and efficiently. Cut and paste, search and replace, cursor movements, time or date stamping, and similar basic editing use a minimum of keystrokes or mouse movements. You can also edit and view multiple files simultaneously. Background pagination is either manual or automatic. Tabs are redefinable and align on-screen automatically. We rate basic editing excellent.

Layout tools handle, features like newspaper or side-by-side column generation, right and left orientation, selectable landscape or portrait printing, multiple

windows, and page preview. The side-by-side paragraphs and snaking newspaper columns can be displayed on-screen as they will appear or in sequence. The sequential display makes for faster scrolling and the side-by-side display shows the exact relationship of left and right column elements. Widow and orphan support is very nice, and the WYSIWYG page preview shows graphics. While not up to full WYSIWYG editing, Word's formatting capabilities have improved and we rate formatting very good.

Fonts in Word 5.0 can be changed; the display shows some characteristics (bold, caps, underline, italic) but not others (actual typefaces such as Times Roman or font size). Line lengths can optionally be shown accurately. The program supports a limited set of HP soft fonts, with additional support requiring another disk, free from the dealer or on CompuServe but an extra-cost item from Microsoft. Bitstream fonts are supported as well, and a coupon for them is shipped with Word. Color fonts are supported. Font support is rated good.

Style sheets, one of Microsoft Word's strongest suits and even better than Word Perfect's, offer a great set of services. Recording by example helps users less familiar with the style sheet concept manage styles effectively, although you can't view styles before they are selected. The tools for managing complex styles are extensive and effective. We rate style sheets very good.

The 130,000-word spelling checker and 220,000-synonym thesaurus handle normal checking and lookup functions easily. The spelling checker supports multiple dictionaries and languages, offers ample suggestions for unknown words, and maintains capitalization and punctuation with replacements. The thesaurus shows parts of speech. Slightly better than in Version 4.0, the spelling checker and thesaurus features earn a good score.

The mail-merging facility has a reasonably strong set of features, including if-else, ask, skip, next, include, and-not, and comparison operators. It will automatically skip bad records and handles a variety of logical statements and conditionals and other programming features. Forms are also supported. We rate mail merging good.

Microsoft Word's outliner is now superior to Word Perfect's. It is completely integrated with style sheets, and supports basic outlining, bullets in a variety of forms, and the capability to build text from an outline. Also, the outliner can expand or collapse levels in true electronic outliner form. We rate outlining very good.

The table-of-contents and indexing features handle three or more levels and formatting through the use of style sheets. The bookmarking facility lets you tag phrases, words, graphics, or spreadsheet information so that they automatically update when cross-referenced. Another feature, index cross-referencing, is also supported. However, only one index or table of contents per document is permitted. We rate table of contents and indexing good.

Footnotes include a windowing capa-

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bility, user-definable formatting, and either foot- or endnoting. On-screen numbering is also available. We rate footnotes good.

Microsoft Word's macro capabilities feature a keystroke recorder, variables, conditionals, keyboard shortcuts, and a host of programming constructs. Word has everything required to develop complex repetitive procedures. Capabilities include if-else, while-endwhile, variables, and all comparison operators. It also includes string manipulation and comparison operators including midstring, length, and concatenation. Macros may be nested and unlimited in length. A large collection of sample macros and comprehensive documentation may entice more users into taking advantage of this sophisticated utility. You cannot fully

reprogram the keyboard. We rate macros very good.

Word's graphic integration supports many file formats including PIC, PCX, EPS, TIFF, and HPGL. The graphics facility lets you produce boxes with fill patterns and provides some capability to scale, rotate, and crop images, but it could be more sophisticated.

Graphics can be integrated through the use of frames that hold the graphic and allow text to flow around an inserted graphic element. Graphics are imported into a document when it is printed, and only a tag line identifying the graphic file and the dimensions of the graphic frame becomes part of the saved word processing file. The advantage of this arrangement, of course, is that when the graphic is updated, as would happen with a Lotus

1-2-3 PIC file, the document will pick up the new graphic file when it prints. The disadvantage is that you don't see the graphic on-screen except in the preview mode. Word also includes a screen-capture utility. The graphics capabilities are on par with Word Perfect's; we rate graphics very good.

Printer support for Word covers a large range of printers and includes a printer program that lets you customize existing printer definitions or create new ones. Color, Postscript, and HP Deskjet printers are supported in addition to other laser and dot-matrix printers. While HPGL import files are supported, Word does not offer plotter drivers. Printer support is rated very good, surpassed only by Word Perfect, which offers support for a huge variety of printers, including several older machines that are not supported by Word.

Compatibility with other programs is inferior when compared to competitors such as Word Perfect, limited to ASCII and IBM's DCA/RFT transfer format. A range of file-transfer options is available from a third-party program sold by Microsoft. Microsoft also supports RTF transfers (to exchange files between Word programs, such as between Word 4.0 for the Mac and Word 5.0 on the PC). We rate compatibility satisfactory.

Microsoft Word 5.0 feels speedy and was very fast in our tests, approaching the speed of such rocket-sled word processors as Xywrite and Nota Bene. We rate speed very good.

DOCUMENTATION:

Word 5.0's documentation includes a road-map

flyer, a reference book, a printer information book, a sampler idea book, a pocket guide, keyboard information stickers, and the main user manual. Of special interest are the section listing all of Word's limits and specifications and the complete printer information manual. The books have good indexes and all the documentation is clear, full of examples, and elegantly presented. While the manuals are paperbound, they are on high-quality paper.

On-line help is great, with an index, a

BENCHMARKS

INFO WORLD

Office/Professional Word Processors

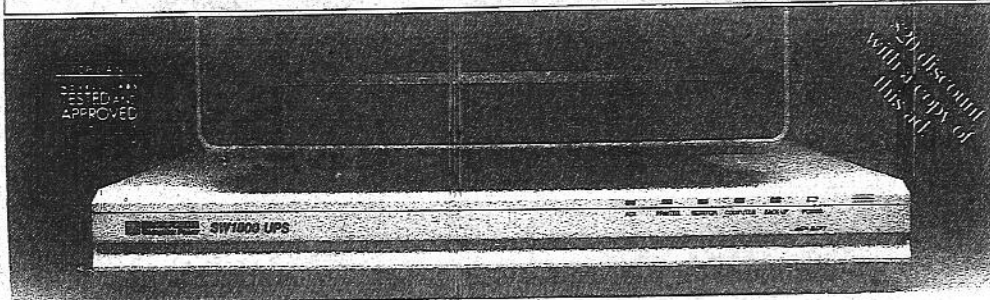
	Microsoft Word Version 5.0	Microsoft Word Version 4.0	Word Perfect Version 5.0	Xywrite III Plus Version 3.54
File				
Load	1	1	2	1
Save & continue	2	4	4	2
Import ASCII	2	1	Varies ¹	<1
Export ASCII	2	55	8	30
Import DCA	1:01	59	20	6
Cursor movement				
Top to bottom	1	<1	2	3 ²
Manual scroll	31	94	45	97
Reformat	12	11	20 ³	3
Search				
Last word	2	2	2	<1
Global replace	10	14	6	1
Append document	2	<1	1	<1

All times in seconds, unless otherwise noted (1:00 is one minute).

¹Word Perfect's Import ASCII score varied from eight to 15 seconds.

²Subsequent jumps in Xywrite were less than one second.

³Could not globally alter rulers/style sheets in Word Perfect. Score indicates the time required to alter each ruler/style sheet individually.



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REPORT CARD INFO WORLD

WORD PROCESSING SOFTWARE

Microsoft Word

VERSION 5.0

Criterion	(Weighting)	Score
Performance		
Basic editing	(50)	Excellent
Formatting	(25)	Very Good
Fonts	(20)	Good
Style sheets	(20)	Very Good
Spelling checker/thesaurus	(50)	Good
Mail merge	(25)	Good
Outlining	(20)	Very Good
TOC & indexing	(20)	Good
Footnotes	(20)	Good
Macros	(25)	Very Good
Graphics	(30)	Very Good
Printer support	(30)	Very Good
Compatibility	(40)	Satisfactory
Speed	(50)	Very Good
Documentation		
Documentation	(100)	Excellent
Ease of learning	(100)	Very Good
Ease of use	(200)	Excellent
Error handling		
Error handling	(75)	Very Good
Support		
Support policies	(25)	Very Good
Technical support	(25)	Very Good
Value	(50)	Excellent
Final score		8.2

PRODUCT SUMMARY

Company: Microsoft Corp., 18011 N.E. 36th Way, Box 97017, Redmond, WA 98073; (206) 882-8080.

List Price: \$450.

Requires: IBM PC or compatible; PC MS-DOS 2.0; 384K of free memory; two floppy drives, hard disk recommended; graphics card required for preview and graphics.

Pros: Powerful features and fine overall performance; wide applicability; easy to use and relatively easy to learn; very fast; mouse and keyboard interface; strong printer support; great documentation; excellent value.

Cons: High power includes some complexity; most downloadable font support is extra; no zoom in page preview.

Summary: Microsoft Word 5.0 for the PC offers extensive word processing editing, formatting, and printing tools with myriad special features for complex document assembly, mail merging, style sheets, and basic desktop publishing activities. Word is well-suited for demanding environments with multiple printers and complex tasks.

reference to the appropriate manual, and a link to the on-line tutorial where appropriate. Error messages are clear and the manual offers additional information.

Documentation earns an excellent rating for its comprehensiveness, clarity, and great examples.

EASE OF LEARNING:

Microsoft Word 5.0 is a complex package, filled with options and features. During installation, Word automatically installs for OS/2 or DOS. As a result, it takes time and attention to acquire the necessary skills to use it appropriately. About 40 minutes will get Word set up with its clear, effective, and error-proof installation program. Another hour will get you up and running with simple documents and correspondence. More sophisticated tasks take longer to learn, but users who read the instructions and follow through on the tutorial are likely to find that Word earns its very good score in the category of ease of learning.

EASE OF USE:

Microsoft Word is intended for serious word processing; those who master its myriad features will reap the benefits of a well-designed, well-integrated word processing engine. As you gain experience with Word 5.0, you'll find the availability of various ways to accomplish the same task or display the same text enhances ease of use. Speed keys, mouse support (Word is one of the most mouse-intensive high-end word processors), macros, and display options let experienced users accomplish tasks rapidly. The menu system and help screens provide information to guide users through less-familiar tasks.

Importing graphics or spreadsheets, attaching style sheets, formatting facilities, and the choice of automatic or manual pagination also enhance ease of use. About three hours of work will get most word processing users with moderate experience up to speed, but complete control of Word's many tools can take much longer. Word, like Word Perfect or Wordstar, is easiest to use if you are a frequent word processing user; as a casual user it is more cumbersome because of its complexity and wealth of features. It is easy enough to use for a simple letter or correspondence, but at that basic level, an executive word processor that keeps things simple, such as Professional Write, Timeworks' Beyond Word Writer, or Q&A Write, would be a better choice.

With Word's optional keyboard or mouse interface, and in comparison with the other complex professional systems, Word earns an excellent in ease of use.

ERROR HANDLING:

Word offers timed and automatic backup facilities. The program beeps before

exiting with unsaved files, and spill files capture editing changes. In the event of a power failure, if need be, much editing can be recaptured from these temporary files. The Undo is only one level deep and must be implemented before another major editing task occurs, a disadvantage; but the capability to undo a sort is a plus. Simple errors such as open drive doors produce clear messages and graceful exits. Error handling is very good.

SUPPORT:

Microsoft warrants Word 5.0 for 90 days with a fixed replacement or your money back if the program does not perform as documented. There is unlimited telephone support from 6 a.m. to 6 p.m., Pacific time, and bulletin board support is available. Support policies are very good.

Our experiences with Microsoft telephone technical support were good ones. We made calls to check on the capability of Word to print graphics in landscape mode on an HP Laserjet II (Word can, Word Perfect cannot) and to ask about how to tell Word where to find font files for automatic downloading. After a few minutes on hold, the technicians provided full, informed, and correct answers with additional information they believed might help us understand the solution provided. Technical support is very good.

VALUE:

At \$450, Microsoft Word 5.0 falls squarely into the high-end office/professional word processing category. With its wide range of features and improved performance in many tasks, Word easily earns an excellent in value. It is as good as the best in its category. □

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

RELATED REVIEWS

Office/Professional Word Processors

Product Comparison: Office/Professional Word Processing, January 23:

Displaywrite 4
Lotus Manuscript
Microsoft Word (4.0)
Multimate Advantage
Nota Bene
Office Writer
PC Write
Samra Word IV
Sprint
Total Word
Word Perfect
Wordstar Professional
Wordstar 2000 Plus
Xywrite III Plus

Arriba PIM Is Easy to Learn, Offers Useful Customization

But serious problems with the program's error-handling capabilities hinder its performance.

BY JOHN WALKENBACH
CONTRIBUTING EDITOR

Arriba, from Good Software, falls under the still vaguely defined category of personal information managers (see Product Comparison, November 7, 1988, Page 57). The product lets you store and retrieve practically

any type of information in an unstructured database. Arriba is highly customizable and can be adapted easily to handle information specific to individual needs.

Although it's not as sophisticated as Lotus Agenda, Arriba is significantly easier to learn and use. Unfortunately, we found several serious error-handling problems in this initial release that can

result in system crashes and destroyed data. The average user will never encounter most of these error-handling problems, but they detract from Arriba's otherwise smooth performance.

FEATURES:

Arriba can be run as a stand-alone program or as a TSR. If you run it as a background program, it might limit what you can do in the foreground since it uses about 200K of RAM. You can, however, remove it from memory if you need to.

This product is based on a file-cabinet model; information is stored in folders and notes. Arriba uses forms to add continuity to more structured data such

as phone lists and prioritized to-do lists. Eight predefined forms are provided to hold your information, and it's a simple matter to edit these forms or develop custom forms. The predefined forms include a name/address/phone list form, several to-do list forms, a property-tracking form for real estate agents, an auto maintenance form, and others.

Each folder can hold about 200 75-character titles. If you need more, you can simply nest multiple folders within another folder. For example, if you have 600 names in your phone list, you can group them in three subfolders under a main phone lists folder.

You can also cross-reference notes and

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DESKTOP CONNECTIVITY

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