



← FROM PAGE 81

As with the DIGI-PORT, here also we have to deal with very large data files. If you have a Geneve with a MEMEX card, you can reportedly play a file that will last maybe five minutes or so. What I heard when I was talking with Barry over the phone sounded very impressive (he played short samples of music and speech, the latter including Curly of the Three Stooges, if I remember correctly), but it can take up a lot of memory. At any rate, if you want more information on this product, which may have been released by the time you read this, you should contact Texaments, 53 Center Street, Patchogue, NY 11772.

**NEW PRODUCTS FROM ASGARD**

Recently I received two interest-

ing items from Asgard Software (P.O. Box 10306, Rockville, MD 20849). First, I received a review copy of Thumbnails y Francisco Garci, and second, I received a new issue of Reflections! The latter was especially welcome since the previous issue was sent out over a year ago, and the resumption of publication is evidence that the reorganization of Asgard (including the addition of Harry Brashear as an active partner in the operation) is having beneficial effects. Like many other companies that supply TI-related products, Asgard had been experiencing some problems in the prompt filling of orders, but the problems seem to be being worked out.

Back to Thumbnails...I should warn you that this program works only on the Geneve and not on the

/4A, but it is a great utility for those who like to work with MacPaint pictures. It's a program to put right beside JP Software's Macflx Pro by Peter Hoddie or Asgard's own Pix Pro by Jim Reiss. Asgard describes Thumbnails as "the ultimate organizing, cataloging and conversion utility for MacPaint pictures," and that may not just be advertising hype.

Thumbnails can catalog your disks and find all the MacPaint pictures on them. You can view the pictures or print them either in full-size or in "thumbnail" format (i.e., a reduced size that fits in a box on the screen or can be printed nine pictures to a page—now you know where the program gets its name!). You can clip your pictures and save the result in Page Pro 99 or TI-Artist format. This program—which also lets you "organize your MacPaint pics into a simple slideshow for viewing"—has a suggested retail price of \$12.95 (but include an additional \$3.00 for shipping and handling, if ordering by mail).

If you use PAGE PRO 99 (the popular desktop page publishing program for the TI), you'll want to get Asgard's new GOFER, a set of utilities by Dan Gazsy for Page Pro. It's available at \$12.95 (and—like most of Asgard's products—will run on the TI as well as the Geneve). GOFER includes upgrades (Asgard actually describes them as "complete rewrites") of "almost all the utilities included with Page Pro 99, plus many other additional little programs designed to let you get work done quicker and more efficiently." Whether it's columnizing text or converting art to and from TI-Artist format or modifying Page Pro 99 files, Gofer will help you do it, and Gofer will work with RAMdisks and hard drives.

Asgard's new Lineditor (\$12.95 plus S & H), written by Edwin Hall, can help you with super-large text files. If you find that you have more lines to edit than TI-Writer or My-Word is able to handle, then you may want to try out Lineditor. Like Gofer, Lineditor is able to work on either TI or Geneve and is compatible with various RAMdisks and the MYARC HFDC (Hard Floppy Disk Controller). It has one simple purpose: to simplify viewing and changing large text files. If that's something you're interested in, check out this program!

It's great to see good new programs continuing to come out from Asgard Software, and there are additional new products that I haven't even mentioned yet: the exciting arcade game Starbase Raiders by Joe Deleko (\$12.95), the utility program Video Tracker by Larry Tippet (\$12.95) to keep track of your videotapes (\$12.95), and the Mouse Development Package "for the programmer that wants to add mouse

support to his/her programs" (\$14.95). The last of these "contains extensively documented routines, with all source code, for Assembly, c99, Fortran 99/9640, and Extended BASIC programmers." (In case you were wondering, the MDP is supposed to enable you to "take advantage of both the Asgard Mouse and the MYARC Mouse.")

If you like games, you'll be glad to hear that in addition to its own products (including the new games Checkers, Colors, Ti-Pei and the already mentioned Starbase Raiders), Asgard is now distributing selected products from Notung Software (TI Casion), Comproline (Boxsteine, Living Tomb and War Zone), and Infocom (including six never-before-released adventure titles). Want to know more? Write to Asgard (see address above), and ask them to send you the Asgard Software 1991-1992 Entertainment Catalog!

**CONSUMER COMPLAINT DEPARTMENT**

No, I don't have a consumer complaint myself to make here right now, but I do have some suggestions as to in what way disappointed or frustrated Tiers should perhaps best respond to a situation where an order for a product has been sent but the product has not been received even though it has been several weeks (or even months?) since the order was sent. What should one do?

Since distributing TI software/hardware is rarely much of a money-making enterprise (most people who do it, I think, do it because they love the TI, and not because it puts groceries on the table) and since many "companies" are only made up of one or two people who can only work at it part-time, some patience needs to be exercised. Some companies that have had problems in the past in filling orders seem to taking steps to solve those problems.

As I mentioned in my previous column, those who have had trouble getting products from JP Software should contact Jerry Coffey (9119 Tetterton Avenue, Vienna, VA 22182), providing full information, and he will attempt to see that the problems are resolved. Likewise, I've reported on the steps Asgard has taken (viz. the new role of Harry Brashear in the company) to solve similar problems in Asgard's keeping up with things. My guess is that the TI community has more than its share of individuals who are trying to do more than they can realistically accomplish (hence the delays sometimes experienced), but I think that any conscious attempt to defraud is extremely rare.

On the other hand, when you've paid for a product, you have a right to receive either that product or, if you prefer, your money back, if the

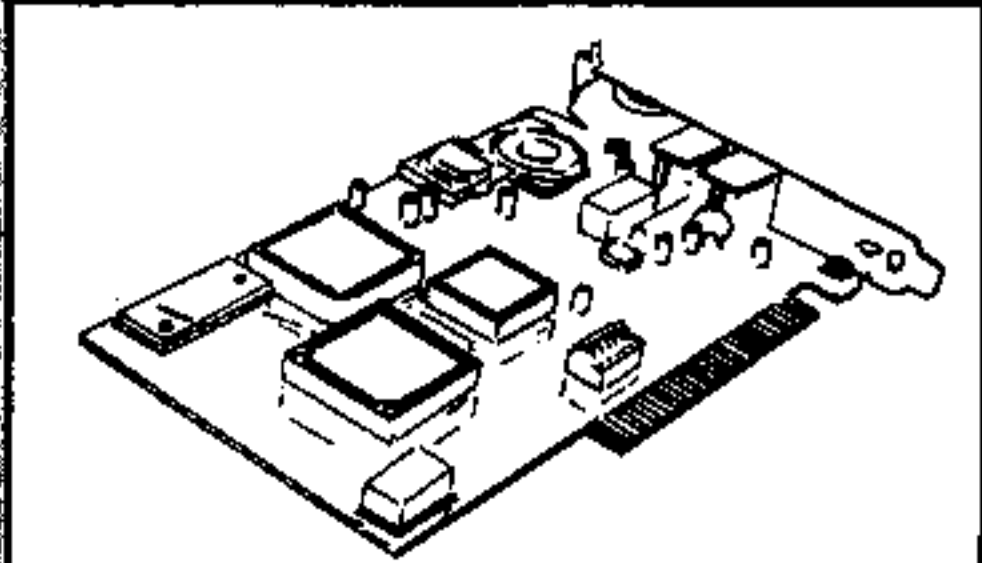
SEE PAGE 94 →

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◀ FROM PAGE 84

product is not delivered within a reasonable period of time. What then should you do? My advice is essentially this: write polite, courteous letters, but make them increasingly firm. Remind the person or company that this is the second (or third) letter you have written. If you have had no success after three or four attempts, you may have to suggest that you may be forced to take more serious action if you do not get a suitable response within a stated period of time (the suitable response being either receipt of the product or refund of your money, if you prefer not to wait any longer), but that more serious action should, in my opinion, be taken only after you have made several attempts in a "kinder, gentler" fashion to no avail.

I myself have appreciated the

patience that subscribers to the Genial Traveler have displayed in the rather erratic publication of this magazine on disk. (I've had as many problems, I think, as Chris Bobbitt had in getting out his recent issue of Reflections!) True, GT subscribers have usually received free bonus disks for their patience in waiting, but without their patience it would have been even more difficult (or perhaps impossible?) to keep this TI diskazine going.

By the way, if you are a subscriber to GT for Volume 3 and have not yet received your copy of GT 3/2 or GT 3/3, please send a note to Barry Traver, 835 Green Valley Drive, Philadelphia, PA 19128. I think I do fairly well at getting problems resolved, BUT it sometimes takes me a couple of tries.

I know that other TI companies

are also "struggling but 'hangin' in there," so my advice is this: (1) politely, firmly and persistently insist that you get either what you ordered or your money back (if you prefer that to continued waiting), and (2) try to encourage those TI vendors who you know have given much more to the TI community than they have ever received from it. In our orphan community, the "good guys" greatly outnumber the bad, but the "good guys" occasionally need some help and understanding to survive.

**THREE NATIONAL NETWORKS**

No, I'm not talking about ABC, CBS and NBS: I'm talking about (TI Forum) on CompuServe, (TINET on) Delphi, and (TI RoundTable on) GENIE. Since you can get a 2400-baud modem now for less than \$100 (and 1200-baud modems for even less money), telecommunications should be within the reach of most TIers, and I know of no better way to keep up with what's happening in the TI world on a day-to-day basis. I've probably mentioned this before, but I don't think I ever gave instructions before on how to sign up.

For CompuServe, you can buy a starter kit for \$39.95 or less at many computer stores or bookstores (or call 614-457-8600 voice). For Delphi, with your modem (not voice!) call 800-695-4002, press ENTER twice when connected, type JOINDELPHI at the Username prompt, and type DELPHIFREE. For additional information on joining Delphi, call 800-544-4005 voice.

For GENIE, set your modem for half duplex (a.k.a. local echo), call 800-638-8369, enter HHH when connected, and enter XTX99544, GENIE at the U#- prompt. For information voice on GENIE, call 800-638-9636.

Which one should you join? That's up to you. I can't offer you a really unbiased opinion, because I myself am the chief SYSOP (System Operator) for the TI RT on GENIE. Many TIers are on more than one network (just as many people watch ABC, CBS and NBC), since telecommunications is such an excellent way to keep in contact with other TIers across the country (and beyond!). On each, you will find (1) a message base, (2) a software library with thousands of programs available for the TI and Geneve, and (3) a regular schedule of "live" conferences frequently featuring well-known TI figures answering questions or commenting on developments in the TI world.

In addition, don't neglect local TI electronic bulletin boards, many of which are doing an outstanding job. Some are doing so good a job, in fact, that some TIers spend as much money phoning such boards long distance as other TIers spend on CompuServe, Delphi or GENIE! (If there is interest, perhaps I can suggest in a future column some local TI BBSs especially worthy of attention.)

The important thing is that we form as many links as we can with other TIers. One way to do this is to join a local TI user group (or a non-local TI user group, if there is no local group available!). Another way to do this is through telecommunications, so if you've never explored how you might become involved in this activity, I recommend that you check it out!

Well, once again, I'm out of space and time, so I hope I've said enough to demonstrate that the TI is still alive and well and living on planet earth, so keep on compuTIn!

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