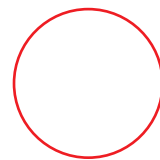


Letters



Write to *What PC?* Editorial, 32-34 Broadwick Street, London W1A 2HG. We offer a £20 book token for the best letter each month

CD mishaps

The October edition of *What PC?* was exactly what I'd been looking for for ages.

It was the first time I had seen such a comprehensive review of reference software and it provided a very useful list of potential purchases. I know there is plenty of stuff out there but it isn't that easy to find out what products are actually available.

The one overriding question that remains, is whether a CD-ROM is durable enough to have £750, in the case of Encyclopaedia Britannica, tied up in it.

If I buy such a fantastic reference work in book form and my kids have a mishap with it – a page gets torn or stained – the rest is left intact. A set of books might easily last a few lifetimes. If a CD gets sat on or scratched it's dead and buried. Do suppliers offer any replacement facilities for such tragedies? After all, you have bought a licence to use the software and not just a piece of plastic.


What do you think?

Stephen Wade

<steve@destry.demon.co.uk>




In normal use a CD-ROM will last for ever – or at least until it's so out of date you won't want to use it any more. But in the event of an accident rendering a disc unusable you can usually get a replacement for a small fee



Readers' handy tips

As a regular reader of your magazine and particularly the 'Question Time' section, I rather think I am not the only person who often spends several hours at a time figuring out how to get my software to do what I want it to do.

But isn't it a euphoric feeling when at last you've cracked it? And aren't you always dying to tell everyone about your great triumph? Well, it occurred to me that it would be a great idea to include in your magazine a section made up of contributions from readers so they could do just that – share their useful little discoveries with others.



For example, my own first tip would be about using the 'Create Envelope' tool in MS Word for Windows 95 7.0. It seems that Word automatically inserts an address in the 'delivery address' box only if it finds one consisting of three, four or five lines. If an address is six lines or more, Word will ignore it completely. You can always get round this by remembering to highlight the full address before clicking on 'Create Envelope', but you could also think about saving time in future by ensuring that as many of your addresses as possible are the 'right' length (placing the postcode next to the town name, for example, could save you a line).

I'd love to hear other readers' 'discoveries'.

Michelle Mendoza, Buckinghamshire

to cover handling and the cost of the new disc, which is negligible.

However, problems will arise if a CD is damaged beyond recognition because the return of the faulty disc is a pre-condition of most replacement schemes.

Insecure postcards

While enjoying receiving my regular copy of *What PC?*, which is even more interesting coming bundled with the revamped cover disc, which is simplicity itself to use and navigate through, I have one small complaint to make.

With the increase in security that we are seeing today, why do your competition forms carry the request that, when completed, they should be pasted onto the reverse of a postcard? This simply advertises to all that the entrant

October competition winners

Two Canon Multipass 10 printer/fax/scanner/copiers should now be on their way to the first-prize winners from our October competition, Mary Molloy of Leeds and Glenn Morgan of Romford. Meanwhile, 15 runners-up will each receive a copy of Print Shop Deluxe from Brøderbund. They are: Edo Bogataj, Slovenia; Mr S A Chambers, Liverpool; Dr I A Cree, Broxbourne; Mr M Dadson, East Sussex; Chris Davies, Cheshire; Peter Eyett, Norfolk; B G Grant, Bury St Edmunds; Roger Hannaford, Shrewsbury; Andy Miller, Burwell; Mr K Plows, Wallsend; Frank Roberts, Exeter; Jane Thorp, Northampton; Peter Watson, Manningtree; Belinda Winder, London; and Darren Yates of Bradford.

Congratulations to all our winners.

owns or has access to expensive equipment. I can understand that receiving a deluge of entries requires someone to open and sort the envelopes, but surely your mail room has access to an automatic letter opener, which halves the labour required?

So come on *What PC?*, give us a chance to retain our security and let us use envelopes!

John A McDonald,
106212.2062@compuserve.com

Although we feel that the security risk posed by sending us your address on the back of a postcard is marginal, we take your point. The mailing house which collates competition entries already opens any that are received in envelopes: it's just easier if they're on a postcard.

However, from this issue it's official: you can send competition entries in an envelope or on the back of a postcard – the choice is yours.

You can also write to us via e-mail at:
whatpc@cix.compulink.co.uk
70007.5417@compuserve.com

Please note that any letters sent to us by e-mail will be printed along with the sender's e-mail address, unless we are specifically instructed otherwise.