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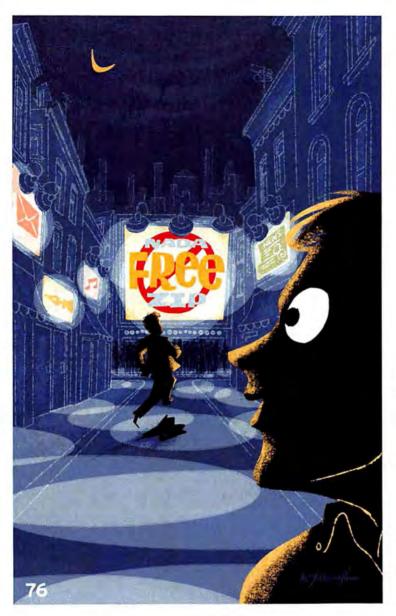
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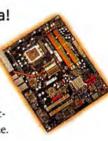
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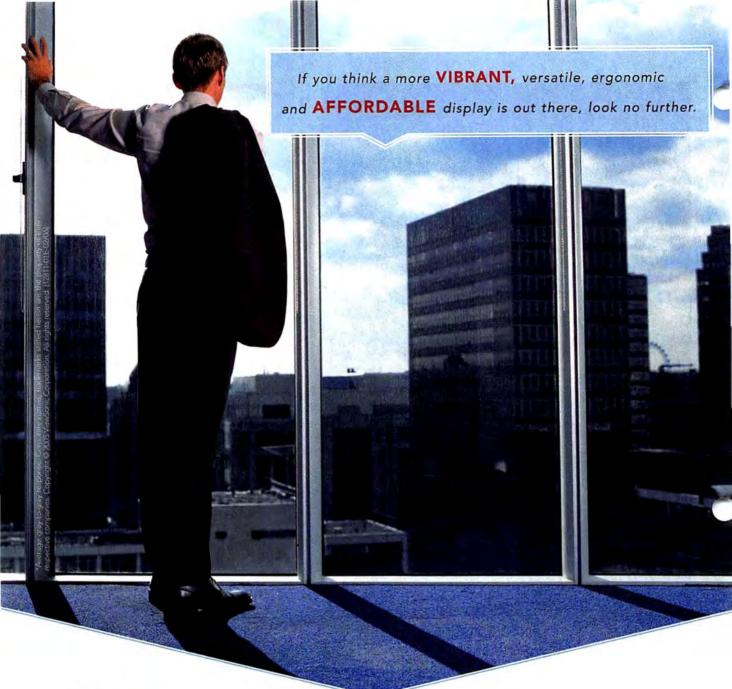
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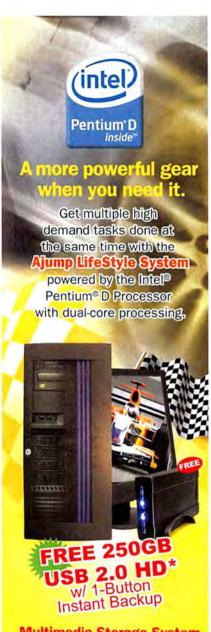
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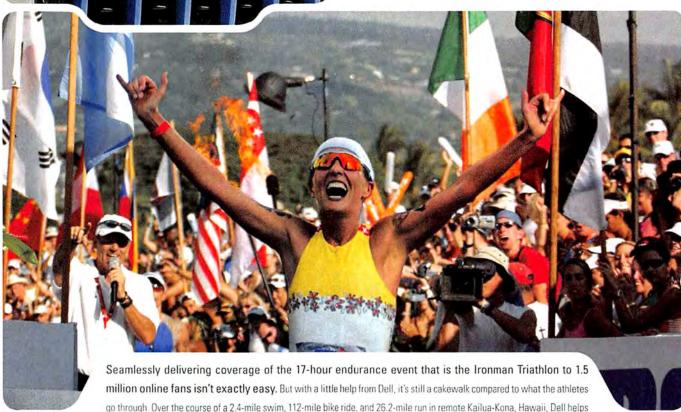
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Living in the Free World

More and more great software and services are gratis. But for how long?

FOR AGES, PC WORLD'S annual cover stories on the Web's best freebies were newsstand blockbusters. And then an odd thing happened: We quit doing them. The planet's supply of no-charge gems seemed to be dwindling, as some acquired price tags and others simply vanished.

Recently, however, free stuff has come roaring back. Which is why, once again, the words "Best Free Stuff" are gracing a PCW cover.

The feature story inside. "101 Fabulous Freebies" (page 76), reflects the efforts of three intrepid freebie hunters: the article's author Dylan Tweney, and Associate Editors Laura Blackwell and Liane Cassavoy, who doubleteamed the project to reality.

Dylan, a PCW contributor for a decade, confesses that

he fretted at first about finding enough winners to fill the article. "In the old days," he remembers, "free stuff was full of quirky interfaces and bugs."

No longer. In fact, he says, "assuming you've paid for Windows, almost everything else you use could be free, and you could be happy." (Linuxheads, of course, will contend that you don't even need to pony up for an operating system.)

Why the renaissance of free? Some of our picks-such as the OpenOffice.org suite-come from the booming opensource community, whose volunteers give away some terrific software.

Even for companies that hope to turn free stuff into profits, the cost of doing cool things on the Web is plunging. For instance, many sites and services are built on existing open-source code, giving their developers a big head start. Google



FINDERS OF FREE STUFF: from left, Liane Cassavoy, Dylan Tweney, and Laura Blackwell, the team behind this issue's cover story.

and others offer automated advertising networks that let sites subsidize themselves with ads, without hiring an army of salespeople. Then there's the evershrinking cost of disk space, now pennies per gigabyte; these days, services can afford to give you plenty of elbow room for your e-mail, photos, or documents.

FREE TODAY, GONE TOMORROW?

FOR SOME FREE-STUFF purveyors, all this good news seems to have led to a new bout of the old dot-com bug known as irrational exuberance. Lately, I've met more than one giddy CEO who has postponed the little detail of figuring out how to make a buck. Some of them point to Google, which has pocketed billions by placing text ads on free services, and which famously launches new products without a strategy for monetizing them.

Any company can fantasize about being the next Google-even Microsoft, whose new Live services have a Google-esque, ad-based business model. Whether any can succeed is a different matter.

> And it's an issue that even those of us who merely consume no-charge goodies need to ponder. A company without a rational plan for staying in business is one that you can't depend on to meet your needs and protect your info.

> Smart freeloaders should keep these tips in mind:

- Don't use an unproven no-cost service as the primary repository for critical data you can't replace.
- · Consider upgrading to fee-based versions of tools; paying customers are enti-

tled to be fussier, and your purchase might help ensure the provider's solvency.

- Check out support options before you need them, to make sure they exist.
- Always ask yourself one simple question: What would you do if a favorite freebie suddenly went away?

The bottom line is that the mortality rate for these sites, services, and software is likely to remain high. (Of the 60 or so items we recommended in our March 2001 "Free Stuff" feature, only half are still around and still without charge.)

So enjoy the free ride—I sure am—but be careful out there. It's a lot easier to savor a free lunch when you're not completely dependent on it.

Harry McCracken is editor in chief of PC World. Contact him at mageditor@pcworld.com; read his blog at blogs.pcworld.com/techlog.

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IV Your Wav

FROM IPTV TO CELL PHONE SERVICES, NEW TECHNOLOGIES ARE POISED TO CHANGE HOW AND WHERE WE WATCH TV-NOT TO MENTION THE PROGRAMMING ITSELF. BY DAN TYNAN

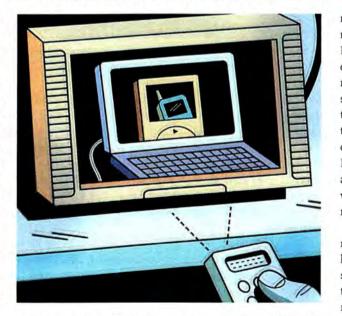
TO CO-OPT AN old slogan, the revolution may indeed be televised-but not on the TV that you grew up with.

The idiot box and the Internet have finally collided. From Internet Protocol Television (IPTV) to video over broadband and cellular networks, the nature of TV is changing before your eyes.

Such services intend to let you watch whatever you want, whenever you want, on devices ranging from big-screen displays to cell phones. They may also provide broad access to alternative content-and to smarter, weirder, more personal forms of television.

TRIALING FOR DOLLARS

SIMPLY PUT, IPTV employs Internet protocols to deliver TV shows and other content



over private high-speed networks. The technology promises to combine the interactivity of the Net with Hollywood's vast vaults of content. But most people may have to wait several years to get IPTV-

and even longer before it delivers on all of its potential.

Someday IPTV will bring the latest Web collaboration features to your living room, so you can rate TV programs, view other people's recommendations, or even exchange messages while watching. IPTV's massive pipes will deliver high-def channels, movies on demand, fantasy sports and gaming, and (eventually) user-controllable multiple camera angles for live concerts and sporting events. IPTV carriers will also gather anonymous viewing data that will help marketers send you more-precisely targeted ads.

In addition, the technology might even let you turn your home into a mini-broadcast studio, says Ed Gracyzk, director of marketing and communications for Microsoft's TV division, which provides software for IPTV services such as AT&T's U-verse TV.

"If TV brought the world to your living room, IPTV can bring your living room to the world," Gracyzk says.



PORCINE PROGRAMMING: VIEWERS of Dave TV have access to channels such as BBQTV, where you can watch folks grilling ribs.

A bigger draw for most people may be so-called "triple play" services, in which a single company delivers entertainment, broadband access, and phone services via one fat pipe (followed up by an even fatter bill). If your mom calls while you're watching Survivor, her Caller ID information appears on your set, so you can hit the pause button and pick up the phone (or not).

Such technology is "the stuff of The Jetsons," says Gartner analyst Laura Behrans, "and it's tantalizingly close."

However, to deliver IPTV to the masses, telephone companies like Verizon and AT&T (which gained its IPTV service by buying SBC Communications) must expand their fiber-optic networks, which are currently available only in parts of the United States (see the chart on the next page).

IPTV providers also must jump through the same regulatory hoops that cable companies have faced. "Having to secure a FiOS franchise in every town has been our biggest roadblock," says Shawn Strickland, vice president of product management for Verizon's FiOS TV service.

Today's IPTV offerings are more like typical cable or satellite service, albeit with spiffier program guides and search tools. For example, most of FiOS TV's 180-odd channels are delivered via the same technology as cable TV; only the interactive programming guide, search tools, and video on demand are true IPTV services. More advanced features are still several years away.

FROM NET TO SET

OTHER OPTIONS FOR disgruntled cable and satellite subscribers are available now via broadband. Buy a set-top box from a company such as Akimbo, Dave TV, or ITVN and hook it up to your cable or DSL modem, and you can discover a brave new world of TV programming. Typically, these services offer channels of content, either streamed "live" like traditional broadcasts or delivered on request as a download to watch later.

The problem is unearthing something worth watching, let alone paying for. For example, the freebies among Dave TV's 100 channels of streaming or downloadable video include BBQTV (where you

watch people cook meat) and Wheels.tv (collections of racing videos). But some shows, like The Girls of Asian Love Palace, cost up to \$25 apiece. Because Dave TV distributes or sells content from virtually anyone who has a video and a marketing agenda, it's a bit like the Web equivalent of a public-access cable station.

For a fee of \$5 per month (plus a \$99 set-top box), ITVN offers content ranging from "Live TV" (obscure streamed programming-a recent entry showed Lance Armstrong playing Frisbee golf) and the Lacrosse Channel to the Silver Screen Network (old movies) and an impressive quantity of X-rated material, ITVN's remote control even has a panic button you can press to blank the screen if someone walks in while you're watching, say, Miss Piggy Gets Jiggy (an actual ITVN movie).

Akimbo's 111 channels feature content you may actually have heard of, including programming from the BBC, Cartoon Network, CNN, Discovery Kids, and the History Channel, as well as original Web video from sites like Rocketboom.com and iFilm.

But Akimbo is strictly a download service. Select the shows you want from an onscreen guide or from Akimbo's Web site, and they will show up on the \$70 set-top box within an hour or two, or overnight. Also, since you frequently must pay for the programs (on top of the service's \$10-per-month charge), your monthly costs could end up exceeding your cable bill.

Higher-quality programming might be on the way, however. At press time ITVN was planning to roll out an

IN BRIEF Tidbyte

> **BEATING BLUR: The latest** hot feature in digital cameras is antishake technology, which helps reduce photo blurriness resulting from a shutterbug's jitters. Several leading camera makers have introduced antishake features in their affordable point-and-shoot lines.

> The cameras combat blur in assorted ways. The \$400 Casio Exilim EX-Z850 employs that company's own Anti Shake DSP software, while the \$500 Sony Cybershot DSC-H5 and the \$400 Cyber-shot DSC-H2 attack the problem with hardware, using a moving optical element in the lens to counteract slight hand movement.

> The \$350 Pentax Optio A10 uses sensors that detect camera shake and in turn adjust the CCD image sensor's settings to compensate for the movement.

> A fourth method involves increasing the camera's sensitivity to light, or its ISO setting. The higher the rated ISO capability, the better. Until recently, the ISO setting on most point-andshoot models topped out at ISO 400. But three of the eight cameras we tested for this issue (see the chart on page 68) support an ISO setting of 800, and the new \$399 Fujifilm FinePix F30 is rated at ISO 3200.

on-demand music video service called Pulse, while Akimbo has signed a deal with MovieLink that will make Hollywood movies available for download (for fees).

SMALLER SCREENS

WHEN STEVE IOBS announced last fall that iTunes fans could buy episodes of Lost and Desperate Housewives for \$2 a pop. a market for portable TV shows emerged overnight. And services like MobiTV and Verizon's Vcast let cell phone owners watch TV on the go.

If your eyes can handle TV shows playing on screens as small as an inch on the diagonal, MobiTV's \$10-a-month service (available in the United States on Cingular, Sprint, and a few regional carriers) streams content from CNN, MSNBC, and other stations to a supported handset.



IPTV PIONEER: TODAY, Verizon's FIOS TV looks like cable or satellite TV, but with a more sophisticated program guide and search tools.

Verizon's \$15-per-month Vcast lets you watch live TV, but only on phones that support Verizon's high-speed EVDO wireless service-and only in markets that offer it. Cingular recently announced plans to offer 18 channels of video as part of its \$20-amonth Media Net package. The service will include 3- to 5-minute clips from popular

programs such as King of the Hill and That's So Raven.

But don't expect to be watching Desperate Housewives on your handset any time soon. Mobile TV is more likely to promote conventional TV than to supplant it, says Kurt Scherf of Parks Associates. NBC, for example, says that iTunes helped boost ratings for The Office. And the producers of ABC's Lost plan a spinoff for Verizon phones called Lost Video Diaries, Each 2-minute "mobisode" will have characters and plots that don't appear on the TV series. Similar mobisodes for Paris Hilton's The Simple Life are also said to be on the way.

TUNE IN TOMORROW

NEW WAYS TO distribute digital video may change the way you find as well as view programs. In the future, Gartner analyst Allen Weiner predicts, you'll discover your favorite shows via recommendations from friends on social networks, or through video sharing sites such as Revver and YouTube or search engines such as Blinkx and Truveo.

You can't yet watch Monk or Firefly reruns on demand, but that day is certainly coming. Don't touch that dial.

SERVICES

NEW TV OPTIONS FOR LIVING ROOMS AND CELL PHONES

EMERGING SERVICES DELIVER TV programming either in streams (much like live TV) or as downloads on request.

IPTV	Format	Platform(s)	Availability	Notes	
AT&T U-verse TV find.pcworld.com/52564	Live programming	Set-top	San Antonio, TX	AT&T's offering will feature more than 200 digital channels, plus on-screen Caller ID and the ability to record four different programs simultaneously. Pricing and future availability were unavailable at press time.	
Verizon FiOS TV www.verizon.com/fios	Live programming	Set-top	Boston; Dallas; New York; Southern California; Tampa, FL; Washington, DC	Base package provides 180 channels of digital TV, including 22 HD and 47 music channels, for around \$35 a month. Add another \$35 for basic broadband and \$400 (standard definition) to \$1300 (high-definition with DVR) for the set-top box.	
BROADBAND TV					
Akimbo www.akimbo.com	Download	Set-top or Windows Media Center PC	Nationwide	Akimbo has an easy TiVo-like interface and lots of mainstream content, including pro like Fawlty Towers and National Geographic specials. Besides the \$70 set-top box and monthly fee, most shows require an additional on-demand charge between 50 cents	
Dave TV www.dave.tv	Streaming and download	Set-top or PC	Nationwide	Much of Dave TV is free (that is, ad-supported) and downloadable to portable devices as w as to your PC or set-top box (\$100 to \$200). But the content is weird and hard to find, and on-demand programs cost from 50 cents to \$25 apiece.	
ITVN www.itvn.com	Streaming	Set-top	Nationwide	If you love obscure sports, old 8-movies, and adult fare, ITVN might be for you. The service costs \$5 a month, plus \$100 for the set-top box. Lacrosse TV and XTV Network (adult) cost a additional \$10 and \$30, respectively.	
MOBILE TV					
MobiTV www.mobitv.com	Streaming	Phone	U.S., UK, Canada	For \$10 a month, MobitY streams live and packaged content from 30-plus channels, from to ESPN to Toonworld, to your phone. Alltel, Cingular, Sprint, and some regional carriers o the service; you'll need a phone capable of displaying high-quality video.	
Verizon Vcast find.pcworld.com/52562	Live programming and download	Phone	181 U.S. metro areas	Service beams music, video, and 3D games to your Verizon cell phone for \$15 a month (plus on-demand fees).	



imagine having a better view of the big picture.

Imagine the potential you'll see in the 940T from Samsung. Thanks to its ultra-thin bezel, this 19" workhorse lets you move almost seamlessly from one monitor to another. A 1000:1 contrast ratio (1500:1 on the 17" 740T) renders graphics and type crystal clear — reducing eye strain to help keep you sharp, productive, and more profitable. With award-winning displays from Samsung, it's not hard to imagine. To learn more, visit www.samsung.com/monitor



STORAGE

A Faster, Denser **Hard Drive Debuts**

BOOST IN CAPACITY AND PERFORMANCE ADDS TO APPEAL OF PERPENDICULAR DRIVES.

THE REORIENTATION OF hard drives has begun: The first drives to use perpendicular magnetic recording (PMR) technology to pack more data into less space are out. And our tests reveal that they not only boost storage capacity but perform faster as well.

In our tests of the Seagate Momentus 5400.3 and its non-PMR 5400.2 predecessor. the PMR unit showed a modest boost overall, completing its runs in about 7 percent less time; results just for sustained throughput were even more impressive with a 15 to 17 percent gain. The PMR drive's greater areal density has little effect on seek speed, a component of many of our tests, but helped when our tasks focused on sustained throughput with sizable files.

PMR aligns the magnetic markers on a hard-disk surface in a different way to increase areal density so you can store more data on every platter. Existing technology was approaching its areal density limits, and drive manufacturers spent several years working to overcome the problem. The result for you is more and cheaper room for your data-which is no small concern in a world moving to high-definition media.

INSIDE THE DRIVE

TO VISUALIZE THE difference between today's longitudinal and the new perpendicular recording, picture a drive platter. The bits of data on the disk are represented by mag-

TEST REPORT

NEW DRIVE SHOWS ITS METTLE

A DISK USING perpendicular magnetic recording technology handily outperformed an earlier generation on our copying tests and kept a slim edge on other tests.

	Deline	Time in seconds to complete:			
PRODUCT	Drive technology	Copy files & folders	Copy large file	Find file	Symantec Virus-Scan
Seagate 160GB Momentus 5400.3 find.pcworld.com/52480	Perpendicular	290	228	132	108
Seagate 120GB Momentus 5400.2 find.pcworld.com/52478	Longitudinal	340	274	136	119

CHART NOTES: Both 5400-rpm, 2.5-inch drives had 8MB of buffer and used the ATA-100 interface. Shorter times are better. Bold denotes best score. Tests conducted by the PC World Test Center. For details on how we test, go to find.pcworld.com/52482. All rights reserved.



SEAGATE'S NEW 160GB Momentus 5400.3 drive with PMR technology (top) and the older 120GB Momentus 5400.2 drive.

netized particles with their poles oriented one way or the other. Until now, they have been aligned parallel to the disk surface, like concentric rings formed by tiny dominoes. PMR stands those dominoes on end-also in concentric circles-meaning you can squeeze far more dominoes into a given surface ("How It Works: New Drive Technology" at find.pcworld.com/ 52532 shows the difference).

Toshiba has already shipped 40GB and 80GB, 1.8-inch PMR drives. At press time, only Toshiba's Megabeat MP3 players, sold in Japan, feature them, but they'll be in various consumer electronics devices and laptops soon. The second taste of PMR comes courtesy of Seagate's new 2.5-inch Momentus 5400.3 line, which ranges from 30GB to 160GB. The 160GB model is now the biggest notebook drive available, surpassing the previous 120GB notebook champ. The new drive not only has more storage, it uses less energy and gives off less heat, making for quieter, cooler micro PCs and digital video recorders. One caveat: Many BIOSs do not support drives larger than 137GB natively. Systems with Windows XP SP1 and later, as well as Linux, though, supplant such BIOSs and can recognize the full 160GB.

FUTURE DISKS

SEAGATE PREDICTS THAT relatively soon PMR technology will deliver at least a fourfold increase in capacity. That means 2-terabyte, 3.5-inch single-platter disks for desktops; 1TB, 2.5-inch disks for laptops; and even 50GB for tiny 1-inch drives in MP3 players in the near future.

Headroom for tomorrow is good, but how much do you gain today? The highestcapacity (500GB), 3.5-inch drives currently on the market have an areal density of 125 gigabits per square inch; the PMR Toshiba models and the Momentus 5400.3 have 133 gbpsi. That's a measurable, if marginal gain, but compared with the average drive's approximately 100 gbpsi, it's a significant improvement.

With a winning combination of more storage and greater speed, the new drives should be a welcome addition to your storage arsenal. And they cost about the same \$2 per GB as current drivesyou'll find the 160GB Seagate drive kit for \$320 (list).

-Jon L. Jacobi



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CONSUMER ALERT

Should the Internet Play Favorites?

BUSINESSES MAY BE CHARGED FOR EXPRESS HANDLING OF THEIR DATA PACKETS.

YOUR FAVORITE WEB sites may be relegated to the Internet's slow lane if the companies that run its backbone network have their way. Proposed services from telecommunications and cable companies would let ISPs and other Web businesses pay extra to receive preferential treatment for their data

packets carrying everything from video to music to text over the Internet. Such packet prioritization would deliver a more responsive Web to those sites' visitors-a valuable perk for high-bandwidth services like streaming video.

Prioritizing content based

on type-meaning giving first crack at available bandwidth to services that need a quick, uninterrupted data flow, such as streaming media-is supported by both consumers and content providers. But charging the providers extra for special delivery of these packets is opposed by some Internet firms and consumer groups.

Critics argue that the scheme goes against a basic tenet of the Internet, that all packets are treated equally. They claim that prioritization will allow established firms with deep pockets to stack the virtual deck against smaller, potentially in-

novative competitors. Critics also fear that qualifying Internet traffic paves the way for telecom and cable providers to lock out certain companies and services-for example, those offering competing Voice-over-IP services or audio and video downloads.

Telecoms and cable firms counter that the proposal does no such thing. "We will not block, impair, or degrade content, applications, or services," said Walter B. McCormick Jr., president and CEO of the U.S. Telecommunications Association, when he testified before a Senate committee earlier this year. Those who favor prioritization argue that such services will give incentives to the telecom and cable firms-by giving them a new revenue stream-to upgrade their networks, which will boost overall service quality.

Both sides are lobbying Congress and the Federal Communications Commission. Those in favor of packet prioritization want no

E-MAIL

BUYING A WAY INTO YOUR INBOX

IN A MOVE seen as yet another threat to Internet neutrality, America Online and Yahoo say they'll charge bulk e-mailers for guaranteed delivery of their messages to AOL and Yahoo inboxes.

The companies will use the third-party e-mail accreditation system called Goodmail CertifiedEmail to allow bulk e-mail to bypass their own filters, which typically block some 80 percent of junk mail before it enters an ISP's network.

Because CertifiedEmail would be visually distinguished as approved mail, order transactions, newsletters, and marketing messages would neither be mistaken by recipients as spam or identity theft ploys nor be accidentally blocked by an ISP's e-mail filter, says AOL spokesperson Nicholas Graham. Yahoo says it will use the Goodmail program only for transactional messages, such as bank statements and receipts.

Many in the Internet community give the plan a resounding thumbs-down. Fifty nonprofits, including the Electronic Frontier Foundation, Gun Owners of America, MoveOn.org Civil Action, and the Association of Cancer Online Resources, are pressuring AOL to quash what they call the "e-mail tax."

Critics insist that charging for access to inboxes could hurt small businesses and Internet retailers who can't afford to pay the fees. "Those who did not pay would increasingly be left behind with unreliable service," says Eli Pariser,



executive director of MoveOn.org. For nonparticipants, the existing get-pastthe-spam-filters game would continue.

Goodmail charges bulk e-mailers \$2 to \$3 per 1000 messages and claims to do background checks on its clients. Analysts say the system will have no measurable impact on cutting down spam volumes and will confuse recipients.

-Tom Spring



you could if you wanted to

Maybe your ideas are just too big for a standard sized desk. Here our Fit System® Units are connected to create a workstation that you can add to until you run out of floor space or ideas. The point? To show you that Anthro's built-in modularity lets you



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60"w Fit System* Standard Unit



Fit System® Console Unit



24"w PrinterCart

change to existing laws, while opponents want to codify network neutrality principles in new telecom legislation to ensure that all Internet packets remain on equal footing. A bill proposed in March, the Internet Non-Discrimination Act of 2006, would ensure network neutrality and expressly forbid companies from favoring the transmission of data from sibling companies. The bill's passage is uncertain, however, and recent drafts of the overhauled telecom laws do not appear to include these protections.

CONTROL AND COST

NETWORK OPERATORS ARE looking to recoup the cost of the fiber-optic cable and other infrastructure pieces that

make a high-speed Internet possible. They argue that the upgrades are necessary to

deliver such innovations as highdefinition videoon-demand and high-quality teleconferencing. They expect businesses and consumers to share

the cost of network upgrades. The current hands-off regulatory approach has let the Internet thrive, according to the operators, who insist that market competition would prevent abuse of packet prioritization by their industry.

Opponents allege that discrimination is not only more than theoretical, but has already occurred. Vonage CEO Jeffrey A. Citron said before the Senate committee that smaller network opera-

Critics argue that the scheme goes against a basic tenet of the Internet.

tors had blocked his company's VoIP service so it could not compete for phone customers in the regions those operators covered. Citron also said that businesses already pay for bandwidth, and that additional charges are basically double-billing.

New technology, such as the forthcoming IPv6, a new Internet standard with builtin packet prioritization, may mandate a tiered Internet. But telecoms and cable firms hope

> prioritized Internet traffic arrives much sooner.

However, with broadband competition often limited in many areas to one DSL and one cable provid-

er, Kenneth DeGraff, policy analyst for Consumers Union, the nonprofit consumer group that publishes Consumer Reports, warns that we need to protect network neutrality so as to "avoid a world where telephone and cable wires get to decide what you get over the Internet versus you telling those wires what you want."

-Anush Yegyazarian

VIDEO

No Copying With First HD Video Players

FIRST VERSION OF ANTIPIRACY RULES FOR NEXT-GEN DVD DOESN'T ALLOW CONSUMER COPIES.

BY THE TIME you read this, the first high-definition video players should be on sale. These initial models, however, won't let you make copies of commercial content. Manufacturers expect to add this capability to later HD DVD and Blu-ray Disc products.

The recently adopted interim Advanced Access Content System spec protects prerecorded content in both formats contending to succeed today's DVD. But members of the consortium that developed the specification were unable to agree on its so-called managed copy component, which will dictate how content providers will be able to authorize customers to legally copy con-

tent, whether for free or for a fee, to a home server, another disc, or devices such as portable media players.

"We are still working out the policies for that," says Richard Doherty, spokesperson

for the AACS Licensing Association. The interim spec was released so that consumer electronics firms could begin delivering players of AACSprotected content; the final spec, not expected until late spring at the earliest, will likely allow studios to offer a vari-



ety of copying capabilities that could vary from title to title.

In early March, Toshiba said its first HD DVD players. the \$499 HD-A1 and the \$799 HD-XA1, would be on sale by the time you read this, while Pioneer's \$1800 Elite BDP-HD1 and Samsung's \$1000

BD-1000 Blu-ray Disc players were due later this spring.

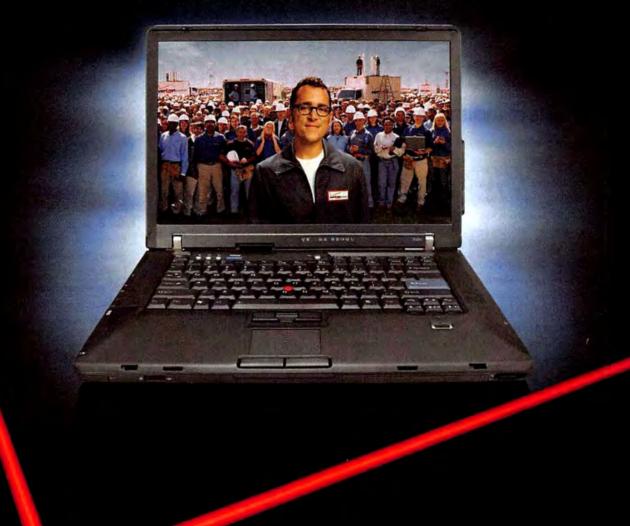
All of these players were expected to incorporate the interim AACS spec, and they won't support consumer copying or sharing over

a home network. Unless you can't imagine wanting to copy prerecorded high-def movies for use on other devices or as a backup, consider waiting for equipment that will give you more flexibility with your new high-quality content.

-Melissa J. Perenson



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The High Cost of High Definition

PLUS: ROBOTS CONTINUE TO INVADE: SEAGATE PACKS 12GB TO AN INCH.

WANT HD? BUY A NEW PC

The Buzz: Are you thinking you can use your computer as a quick way to try out the new Blu-ray or HD DVD discs before committing to a living room player? Well, think again. Playing prerecorded HD movies on your PC won't be a simple matter of adding a new optical drive. In November we reported that most current monitors don't support the HDCP copy protection standard high-def content requires. Recently. news emerged that existing ATI graphics cards that had advertised HDCP support don't really have it. In fact, at press time no shipping graphics boards fully supported



HDCP. Factoring in the cost of a new drive, a copy of Vista (XP won't support encrypted Blu-ray or HD DVD discs), a new graphics board, and a new monitor, PC-based HD is starting to look pretty costly. Bottom Line: Anyone who's recently spent \$500 on a stateof-the-art graphics board or \$1000 for a wide-screen monitor deserves better.

ROBOSAURS REVISITED

The Buzz: Sony may be out of the household robot market-it killed off its Aibo robot dog this Januarybut our dream of a semiuseless robot pet in every home isn't dead yet. The latest sure-to-be-hot robotic creation comes from Caleb Chung, one of the inventors of the Furby. Ugobe's Pleo, a little robotic dinosaur, uses over 30 sensors to explore and interact with its environment and features a number of distinct emotional states as well as some amazingly lifelike move-

ments. The critter should be available this fall for around \$200 (see www.ugobe.com). Bottom Line: First we had a

dog-then we had two dinosaurs (Pleo and WowWee's Roboraptor). So is it me, or are robots evolving backwards? RoboTrilobite must be just around the corner.

GIVE 'EM AN INCH...

The Buzz: Not much is certain in this world. Death, taxes, ever-increasing hard-drive capacity, andwell, that's about it actually. The last of these will get a big boost this fall when Seagate bumps the capacity of its 1HERE\NOW

PXN8.COM: Free, basic image editing using an Ajax-based Web interface.

BELKIN FLIP: This \$85 Mac Mini-styled KVM switch also lets you listen to music on one machine while working on another, find.pcworld. com/52486

FLASHGOT: Cool Firefox extension helps you batch-download links in one click, find. pcworld.com/52488

NEWSVINE.COM: Browse the latest community-filtered news and start your own column. SPONGECELL.COM: Intelligent, free online calendar. It even interfaces with your cell phone.

> inch hard drives to 12GB. Though flash memory is making inroads in devices like CompactFlash cards, small MP3

players, and cell phones, a 12GB drive is significant. That much flash storage won't be affordable for quite a while, and 12GB is enough space to make video storage on small devices practical.

Bottom Line: Seagate's pushing the drive for video-ready cell phones, PDAs, and portable media players. I'm just looking forward to an update to its 5GB "hockey puck" drive-no more juggling USB thumb drives for me.

You can contact PC World Senior Editor Eric Dahl at eric dahl@ pcworld.com; visit find.pcworld. com/31643 to read additional Plugged In columns.

FUTURE TECH

A Cell Phone/Projector?

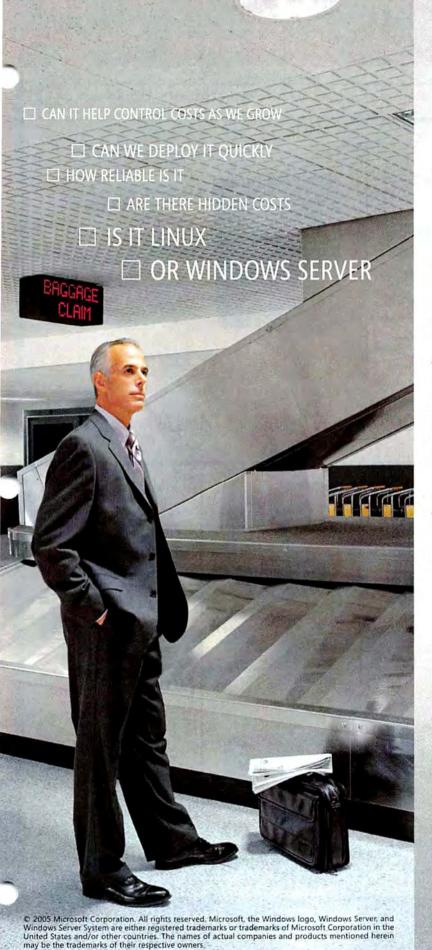
GENERALLY I'M ALL for miniaturization. But when that means a 2-inch or smaller screen on a device that's supposed to play video, something's gone sideways. That's



where Light Blue Optics' tiny PVPro projector comes in (find.pcworld. com/52512). The matchbook-size, laser-based projector can create a 15inch-diagonal video image, and the

whole assembly is small enough to be integrated into cell phones, portable video players, and laptops. Light Blue Optics' current prototype projects a monochrome image for that retro-PC-display look, but the com-

pany plans to have a full-color version ready by year's end.



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–Rick Dempsey, Chief Information Officer, Rayovac

RAY VAC

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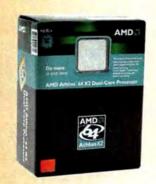
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ONLINE OMITS WEAKEST LINK NOT-SO-FAST BROADBAND

MAINFRAME TYRANNY REDUX?



YOU DIDN'T INCLUDE System-Suite (now by V-Com). I've used this program successfully for years. It doesn't slow my system down or plague me with intrusive pop-ups-just a box saying new updates are available.

Rick Nieber, via e-mail

ANTIVIRUS SOFTWARE: CONFLICTS, DEBATES

IN YOUR ARTICLE "The New Virus Fighters" [March], the first-place product BitDefender 9 Standard was listed as "superior" and "inexpensive," so I downloaded an evaluation copy.

My evaluation was short-lived. You state, in part, that "speed was sluggish." My machine came to almost a screeching halt (I am running a Dell XPS, big and fast). It took me hours to figure out that the download brought with it a file called vsserv.exe. Not until I got into Task Manager/Processes to stop this executable could I uninstall this "superior" product.

Editor's response: The file vsserv.exe is the BitDefender Virus Shield. The company says such problems likely stem from users' having other antivirus software installed or not properly uninstalled. (In general, you should not run two antivirus programs at once.) Also, while it hopes to increase its U.S. tech support, BitDefender recommends that people use its 24/7 live chat support, which routes inquiries

-Narasu Rebbapragada

Mel Stricker, Valrico, Florida

I REALIZE THAT you can't test them all, but I was surprised that you didn't include NOD32 from Eset, about which there seems to be a lot of buzz lately.

Greg Randis, via e-mail Editor's response: We chose not to review NOD32 because we were told its upgrade, while forthcoming, would not be available until soon after the article's publication.

-Narasu Rebbapragada

COPY PROTECTION

CONGRATULATIONS ON A well-written, well-researched article ["Hollywood vs. Your PC: Round 2," March]. Few people who I've talked to have even heard of these copy protection schemes, and few believe that any company would try to impose such anticonsumer measures.

You mention that "As happened with the backlash against Sony BMG's copy protection technology, users must reject bad DRM schemes." I go a step further: Since Sony is the primary content company pushing these hardware schemes, I am boycotting Sony products.

Consumers must band together to boycott the entire industry if content controllers refuse to show reason with respect to these schemes. The MPAA and RIAA should be reminded they exist because of their consumers, not in spite of them.

Jeffrey Wherry, via e-mail

AS ONE OF the "rabid BitTorrent users" referred to in your article, I nevertheless empathize with the MPAA and others who feel such downloading is theft.

My suggestion: Look at BitTorrent sites that require you to register and log in before you can download. You must also "seed" as much as you "leech"-or you're blocked from newer releases and must wait or even be blocked entirely.

Name withheld by request, via e-mail

ONLINE BANKING DEFENDED

DESPITE THE CAUTIONS in the March Consumer Watch ["Banking on the Web: Risky Business?"], I prefer to do financial transactions online. Transaction security is excellent, as long as the user employs it. If people pay attention, the system will work just fine. Whether online, in person, or over the phone, customer data and transactions are entered into the same computer system.

I wish all transactions were paperless, mainly for security. I've had checks misdelivered by the post office and cashed fraudulently. It is almost always the human that is the weakest link, and online transactions completely bypass it.

Rick Cunnington, Tucson, Arizona

TAX PREP PROGRAMS

I WAS DISAPPOINTED that your review ["Intuit's TurboTax Retains Its Crown-Barely," Reviews and Rankings, March] did not include the many other Web-based tax programs available. I'm sure a lot of people would like a comparison that goes beyond TurboTax and TaxCut.

Dennis M. Kenealy, via e-mail

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to a larger staff in Romania.

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SO-SO BROADBAND

"BROADBAND TO GO" [March] looked at Verizon Wireless's BroadbandAccess service. My first impression of it was that I must be doing something wrong-it was not my idea of broadband. The article seems pretty favorable, but it states that complex Web pages could take 20 seconds to several minutes to load.

B. Nelson, via e-mail

COVER LINE EXPLAINED

THE COVER OF the March PC World indicates that you will tell us how to "share any printer." Where is that information located? I looked through "Get More Out of Your PC" but didn't find it.

Malcolm Howard, via e-mail

Editor's response: It appears in the sidebar on converting an old PC into a server (pages 72-73). We regret the confusion.

-Eric Dahl

WEB APPS? NOT SO FAST

HARRY MCCRACKEN REALLY turned cheerleader-esque in his editorial about Web apps [Up Front, March]. Dude! It's the mainframe computer all over again. The PC liberated us from the autocracy of mainframe administrators lo these many years past. Now folks have rediscovered the mainframe model-and its control. Once all your data is on a given Web site with its Web-based software, you can't get away and must obey all the site's rules.

Nigel Mends, via e-mail

PC World welcomes letters to the editor. We reserve the right to edit for length and clarity. Send e-mail to letters@pcworld.com.

CORRECTIONS

MARCH'S "GADGETS TO GO" (News and Trends) should have said that Royal's EZVue Vista USB flash drive will come in versions ranging from 128MB to 1GB.

In March's "The New Virus Fighters," we should have called the free version of Grisoft's application the AVG Home Edition.

PC World regrets the errors.

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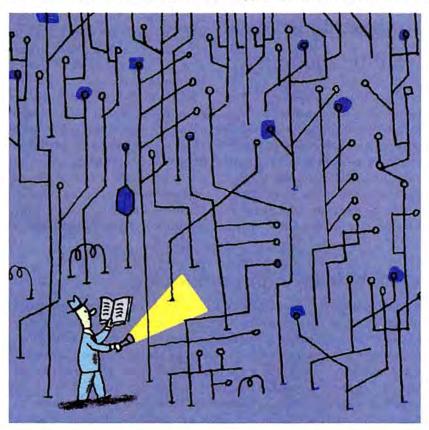


CONSUMER WATCH

TOP TIPS FOR DODGING PESKIEST TECH GOTCHAS GETTING THE MOST FROM A FINGERPRINT SCANNER SPEED UP PC DELIVERY: PICK A STANDARD MODEL

The Ultimate Tech Consumer Guide

Twelve tips to cope with (or bypass) the hassles of buying and using tech gear.



AFTER MORE THAN five years of writing about the numerous pitfalls that plague technology consumers, one can't help but pick up some pointers. So here's my compendium of tips to help you avoid persistent tech problems and maybe even save a few bucks, too.

Protect your tech: Take steps to guard your portable devices against ill-placed lattes, thieves, and other hazards. Use common sense: If you're headed for the tennis court, for example, consider leaving the Treo behind. Register your tech gear as a hedge against warranty questions. Ask your insurance agent about coverage for computers and other homeoffice equipment-you might be surprised at what your homeowner's policy doesn't address. For more on protecting your devices, see find.pcworld.com/52094 and find.pcworld.com/52096.

Make security seamless: While you might squirm at the thought of some software company surreptitiously reaching into your computer and implanting bits of code, do you really have the time and the patience to personally administer to every security patch, virus definition,

or update that comes along? For most users, the safest way to ward off threats is to enable automatic updates. And set up regular system backups, just in case.

Pare and compare prices: Online pricing engines such as Shopzilla.com and PCWorld.com's Product Finder (which uses PriceGrabber.com's pricing engine) can help you unearth the lowest pricesbut we recommend going with the best price from a company you're familiar with. We've consistently found that buying from a company you've never heard of is asking for trouble, from bait-andswitch sales tactics to counterfeit goods or even credit-card fraud. And be sure to pay with credit cards; debit cards provide less consumer protection.

Go offline: If a retailer (Best Buy for example) offers the option, consider buying your item online and picking up the product at a nearby store. That way, you'll enjoy the convenience of online shopping without the shipping charges-or the wait for delivery. If there's a problem, returns will be easier-but don't forget to ask about restocking fees.

Manage your rebates: If you're counting on a rebate, study the rules and keep careful records. Web sites such as Rebate-Tracker.com, as well as manufacturers' own sites, can help you do this.

Get a side of RAM: Remember to budget for extras such as RAM, software, memory cards, or other peripherals. Frequently the best "deals" turn out to be pretty bare-bones-and you do want to be able to store more than five or six photos in your new camera, don't you? For more advice on planning for key add-ons, see find.pcworld.com/52098.

Protect your privacy: Does that online software outlet you patronized once really need to know your mother's maiden name? Of course not. When completing transactions online, provide only essential information (generally, your name, an e-mail address, billing address, and credit card number). Opt out of everything else, including offers to choke your in-box with spam. Consider using a secondary e-mail account-say, a free one from Hotmail or Yahoo-for online shopping and other such transactions. Use strong passwords with combinations of letters and numbers, and don't store them on a PC that others can access. For more password tips, visit find.pcworld.com/52102.

Help yourself: If there's anything more aggravating than trying to decipher cryptic error messages, it's spending time on hold waiting for a tech support rep 12 time zones away. The good news: There are lots of support resources online if you know where to look. Start by entering your error message or a brief description

Consider creating a second e-mail account just for online shopping.

of the problem into a search engine. That often leads to forums where you'll find feedback from other users who've had the same or similar problems. Check the vendor's site-many have user forums and tech support chat. For more tech support tips, visit find.pcworld.com/52104.

Read the fine print: What you don't know can hurt you, especially if it's buried deep within the legalese of an End User License Agreement. At the very least, you can boycott companies that don't make their EULAs easily available before you buy, and look for phrases such as "automatic renewal" that should raise a red flag. For more on software licenses, see find.pcworld.com/52106.

Do the right thing: Don't use-or let your kids use-illegal file-sharing software. Pay for the music, software, and other intellectual property you do use. Donate your old PC to a school, nonprofit, or charity-or find a recycling center that'll know what to do with it. See find. pcworld.com/52108 for more on recycling and find.pcworld.com/52110 for more on donating online.

Pass it on: Help an elderly neighbor set up a new computer, teach a class on online safety at a local school, or build a Web site for a resource-strapped youth group. One of the best things you can do as a savvy tech user is to share your knowledge with family, friends, and colleagues. The more educated we all are, the more efficient, accessible, and safe the world

PRIVACY WATCH

Protect Your Data, System With a Fingerprint Reader



BIOMETRIC FINGERPRINT READERS give you an easy method to log in to Windows-replacing a typed password with a fingerprint scan-and the software that accompanies many models can protect the privacy of your PC and data. Recently they've also

become inexpensive: You can find dependable ones for just \$30. Here's how to get the most out of a biometric reader.

Get a good scan: When you "register" your fingerprint with your scanner, its software creates a template to compare against future scans. One way to produce consistent readings is to place the very tip of your finger at the top center of the sensor and then roll your fingertip back onto the sensor plate. If your reader requires you to slide your finger along a sensor, take it slow and steady, from the first knuckle to the tip. Once you have a knack for this, you'll never be rejected again-not by your fingerprint reader, at least.

Use the reader instead of passwords: Most biometric readers come with password management software that lets you manage access to sensitive online accounts, encrypted documents, and anything else you secure with a password. Setup usually involves simply entering your user name and password into either a Windows dialog box or a Web page, and then holding down a vendor-designated hot-key while clicking the Submit button. Thereafter, the password manager will prompt you to scan in your finger rather than type your password. This feature can circumvent keystroke-logging spyware.

Take your passwords with you: If you use one PC at home, another at work, and a laptop while traveling, you probably don't want to enter all your user names and passwords into a password manager on three separate computers. Sony's FIU-810 fingerprint reader, aka the Puppy (\$155), solves the problem by storing all fingerprint records and account access settings. Just install Sony's biometric software suite on each of your PCs and register your finger once; any saved passwords will travel along with the Puppy.

Encrypt data: Most biometric software suites also provide some way to encrypt data, using your fingerprint scan as the key. This is the easiest way to prevent someone from reading sensitive files you store on a laptop or portable media. If your biometric software supports this feature, use it! If your laptop ever disappears while you're traveling, you'll be glad you did.

-Andrew Brandt



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of personal technology will become. And that can only be a good thing.

Speaking of passing things on, this is my last Consumer Watch column for PC World. I'm pursuing a new opportunity in educational publishing. Writing about consumer technology has been incredibly rewarding and occasionally frustrating-but always a lot of fun. So thanks to all of you who wrote in to share your stories, hassles, and insights. May your connections stay strong, your software secure, and your PC peaceful.

Anne Kandra is a contributing editor, Andrew Brandt is a senior associate editor, and Amber Bouman is an editorial assistant for PC World. E-mail them at consumerwatch@ pcworld.com, privacywatch@pcworld.com, or onyourside@pcworld.com. To read previously published Consumer Watch, Privacy Watch, or On Your Side columns, visit find.pcworld. com/31703, find.pcworld.com/31706, or find. pcworld.com/31709, respectively.

ON YOUR SIDE

Waiting-and Waiting-for a New PC

IT'S BEEN NEARLY eight weeks since I ordered a complete PC system with additional peripherals from Lenovo's toll-free number after shopping on the company's Web site, which promised delivery in two weeks. I have received the wireless router that I ordered at the time, but no computer or keyboard.

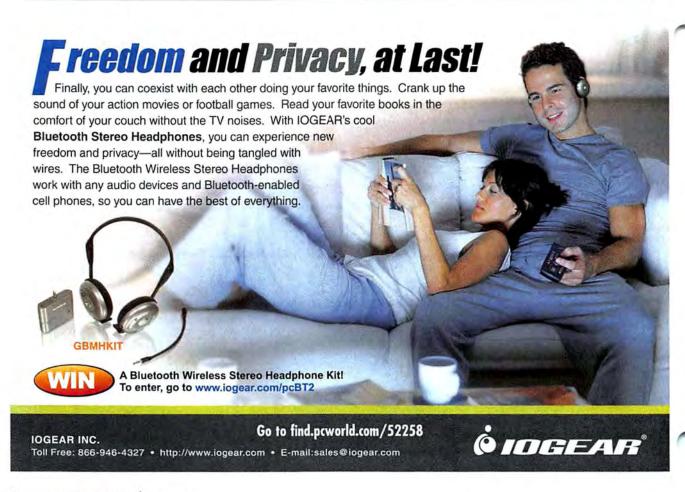
I followed up by e-mail a month after ordering, and was promised delivery in three weeks, but that date has now also passed. Please, please help!

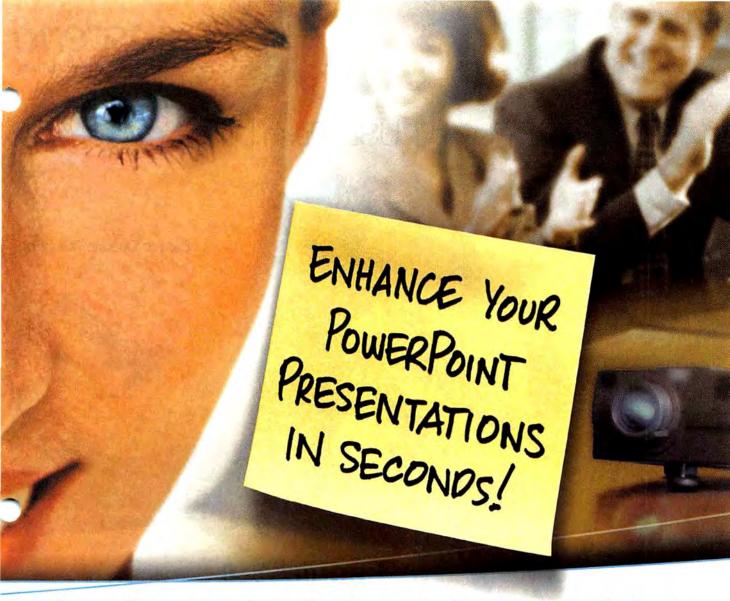
Karen Moore, Oak View, California On Your Side responds: A Lenovo official informed us that Moore's system had shipped the day after she wrote us, and she confirmed that she finally received it-more than nine weeks after she had called in the original order.

The Lenovo spokesperson acknowledged that Moore's computer should have shipped out much sooner, but said that a custom-configured system, such as the one Moore ordered, generally takes four to six weeks to arrivenot the two weeks she expected. The spokesperson speculated that Moore may have thought she had ordered one of the systems in Lenovo's Express program, which offers next-day shipping for commonly configured models.

If you're in a hurry to receive your new PC, other computer vendors also offer fast-ship programs-but you are generally required to pick from a few selected configurations.

-Amber Bouman





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SO YOU MADE a complete Bass of yourself by dropping a digital camera into the surf? I can help you retrieve the images; I can also help if you accidentally deleted a bunch of photos. The Hassle: My digital camera decided to take a dip in the ocean. Though I recovered it, the camera is toast. Is there any way to rescue the memory cardand all my precious photos?

The Fix: I can't give you a step-by-step for resurrecting the camera (I lost one that way, too). But I've successfully recovered photos on both an SD and a CompactFlash card. It's critical to keep the card submerged in water (salt water if necessary) to avoid corrosion.

When you're ready to start, soak the card in fresh water for a few minutes; rinsing isn't as good, since you need to remove the salt water from all internal contacts.

Air-dry it (don't use a hair dryer-it could damage the contacts). Gently clean the SD or SmartMedia contacts using a Q-tip and a small amount of isopropyl alcohol (don't saturate it). Once they're dry, lightly rub the contacts again with a clean pencil eraser. CompactFlash cards are tougher to work with. Using a small screwdriver, gently pry the enclosure

open just enough to slide the circuit card out. Work from the sides, not from the connector end. Then follow the steps above, starting with air-drying the card.

I'm not as optimistic about the camera. But if it's already dead, you can't hurt it, so go ahead and try the same rinsing routine outlined above. Then dismantle the camera, let it air-dry, and clean all the contacts. And keep your fingers crossed. The Hassle: I pulled my CompactFlash card out of my card reader while it was moving images to my PC. I can see some of the images on the card, but others aren't there at all and still other photos show up with only half an image. What's going on here? The Fix: You found out the hard way that you need to wait until all reads and writes are complete before removing a media card. (Ditto for any other external storage device-MP3 player, hard drive, or flash drive.)

You'll need a tool to resuscitate those files. For deleted files (nope, they're not in the Recycle Bin), the undelete program you already own may work. If not, try my favorite, PC Inspector Smart Recovery. It's free, it's easy to use, and it brings dozens of file types back to life, including all

the standards (JPG, BMP, TIF, and GIF), plus AVI, MOV, and many types of RAW files. The downside is that the program is slow: It took 10 minutes to recover three deleted files (find.pcworld.com/51658).

If your image files are corrupted (on a memory card or on a CD), try Image-Recall. The \$40 tool restores deleted files. recovers damaged files, and determines whether your card is damaged. A trial version (available at find.pcworld.com/ 51662) recovers ten images.

Once you've moved the image files from the card to your hard drive, use your camera to reformat the card. That way you'll repair any allocation errors and save new images contiguously; subsequent photos will write faster and be easier to recover in case of a mishap.

Contributing Editor Steve Bass writes the Bass Blog (see find.pcworld.com/50264) and is the author of PC Annoyances, published by O'Reilly (see find.pcworld.com/43818). Contact him at hasslefreepc@pcworld.com. To read his previous columns and newsletters, go to find.pcworld.com/50268.

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WHAT A DOPE: I took a bunch of short videos with my digital camera while holding it in portrait orientation. When I played them back, the videos were sideways. After hours of fiddling around and searching the Web, I discovered AVS Video Converter (find.pcworld.com/ 51668). This \$30 tool has dozens of

features for converting and editing videos. Besides handling conversions between 20-odd video formats, it lets me choose from about 40 effects, including adding titles, changing perspective, and splitting or joining videos. And yes, I can also rotate them. The trial version places a banner across the image.

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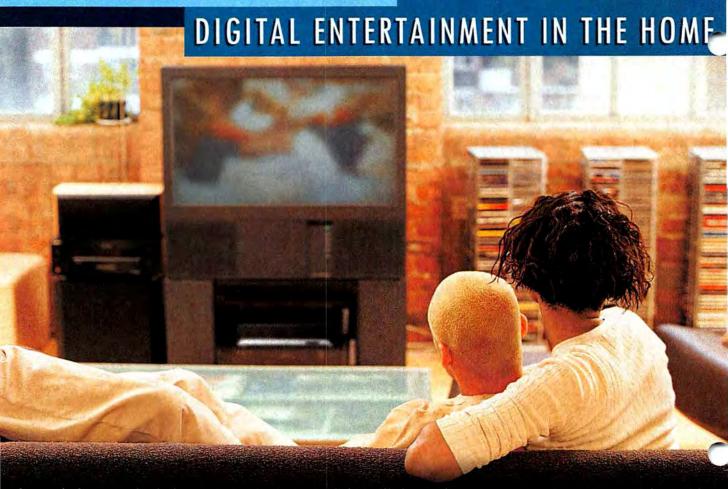
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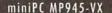
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GADGET FREAK

DAN TYNAN

Cars That Are Smarter Than You Are

Hot new auto gadgets are coming down the road-but beware privacy potholes.

A FEW GADGETS have truly changed my life. One was a dual-screen DVD player that we put in our aging minivan. Overnight we could take the kids on long road trips without constant whining, fighting, or Happy Meal toys whizzing past my ear while I was negotiating traffic.

Yet that DVD player is nothing compared with what's coming down the pike.

This year we'll see a whole fleet of automobile gadgets that combine navigation, safety, and entertainment systems, and possibly some products that deliver live video and Internet connections. But these gizmos certainly won't be cheap, and you may encounter speed bumps along the way.

AUTO MAGIC

THE CONVERGENCE OF auto and digital technologies is clear from devices such as the Pioneer AVIC-Z1 audio system (\$2250, www.pioneerelectronics.com, out this spring), which offers turn-

by-turn directions, connects to your iPod, and plays DVDs on a 7-inch LCD. Subscribe to XM Radio's NavTraffic (\$17 a month, including 150-plus channels of satellite radio), and the Z1 will alert you to traffic jams and suggest other routes. Garmin's StreetPilot 7200 (\$1616, www. garmin.com, available now) also features live traffic data from XM or Clear Channel on its 7-inch touch screen, along with SD Card support so you can load new maps or play MP3s and audio books.

This spring, Jaguar plans to offer an add-on entertainment system that plays back music, photos, or movies stored on flash memory cards such as SD, MMC, or Memory Stick, as well as a satellitebased antitheft service. If your car is stolen, you can call your service provider to find out where it is; or you can subscribe to a \$15-per-month plan that "breadcrumbs" your vehicle, tracking its precise location and speed every few minutes.

Once available only in luxury models. such tracking systems are becoming inexpensive and widespread enough for

every car owner to have one, says Hap Flaherty, vice president of marketing for MicroTrakgps in Dallas, which makes Jaguar's antitheft tracking system.

Microsoft is getting into cars in a big way. The software colossus provides navigation software for 61 models, as well as for the AVIC-Z1 and other add-on products, says Mark Spain, director of Microsoft's Automotive Business Unit. The company also recently teamed with European automaker Fiat to bring wireless Net connectivity to the road. When drivers see a warning light indicating a car problem, they can press a button on the Fiat's dash to receive an instant text response clarifying the issue, which the

car reads back aloud. Spain says such features will eventually reach U.S. cars.

The best may be yet to come. Comcast, Delphi, and Sirius plan to send live video feeds to the backseat, possibly in time for 2007's cars. Aeris Networks, which offers cellular communications services for fleet vehicles, says it's designing a system for delivering broadband movies and music

that's due before year's end.

BIG BROTHER ON BOARD

BUT YOU COULD pay a big price for all this cool stuff, and not just in money. If you can track your vehicle's movements, so can the cops or any attorney with a court order. Insurance firms will want your road data; some already offer discounts to customers who share their records (provided, of course, they don't drive like maniacs).

And when it comes to sharing your data with, say, a store or a restaurant that you drive by each day, data collectors are in the driver's

seat. That doesn't mean your car will get beamed ads every time you pass a KFC, but you might receive other marketing offers based on your driving habits. Every company offering these products and services vows to protect the privacy of such information, and maybe they will. But U.S. firms have an extremely poor track record on other forms of data sharing.

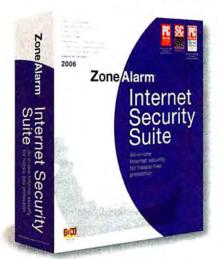
My advice? Don't drive blindly into this new car tech. Ease into it with your eyes open and your foot near the brake.

Contributing Editor Dan Tynan is the author of Computer Privacy Annoyances (O'Reilly Media, 2005). You can send e-mail to him at gadgetfreak@pcworld.com.

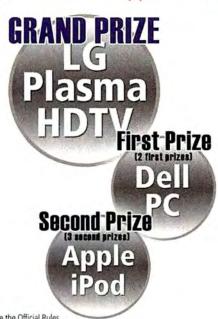


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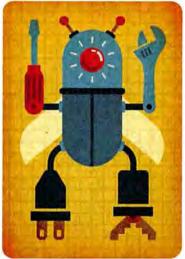
STUART J. JOHNSTON

Windows Media Player's Image Problem

Plus: Mozilla security woes, Java holes-and laptop battery life cut short.

I BET YOU never thought the album art that Windows Media Player shows while playing your favorite music could be the key to letting an attacker trash your computer. Or that downloading a new "skin" to change WMP's looks could open the door to your PC. But due to a problem with the way the player handles bitmapped images (.bmp files), that's just what might happen.

An attacker could use this hole to bypass your system's security and do anything from planting spyware to reformatting your hard disk for the heck of it. Aside from viewing poisoned photos of your favorite artists, or downloading music or a new skin from a questionable site, you can also be infected in more traditional ways, such as via booby-trapped links on a Web site or an HTML e-mail.



The bitmap image format is one of the most common. Unfortunately, the part of WMP that handles the display of bitmaps has a flaw that permits a malicious cracker to send you a file that literally drowns it with data. WMP then crashes, passing control of your PC over to whatever commands or programs your attacker has queued to hit next.

BUGGY MICROSOFT DRIVER DRAINS LAPTOPS

IF YOU PONIED up for a pricey new laptop using one of Intel's Core Duo (dual-core) mobile processors, you may not be getting all the battery life you paid for. The culprit is Microsoft's new USB 2.0 Advanced Configuration and Power Interface driver, which was introduced with Windows XP SP2. Ironically, ACPI is meant to help conserve power. But with this bug, using any built-in or external USB 2.0 devices can lead to extra battery drain. Microsoft released a partial workaround to PC makers last July, but it's deemed too complicated and risky for public release. Until there's a patch, save battery life by unplugging USB devices from your notebook when running on the battery.

Microsoft has distributed a patch to address this critical problem via Windows Update; you can also download it at find. pcworld.com/52144. All versions of WMP from 7.01 through 10 are at risk (but not earlier versions).

Don't delay in patching: At least two sites have already published code that takes advantage of this WMP hole, and it won't take a lot of effort to turn that code into a prefab component for use in a dangerous worm or virus.

JAVA HOLES

MEANWHILE, SUN IS dealing with its own security problems in its Java Runtime Environment, the so-called virtual machine that allows you to run Java programs. You most commonly get JRE as a plug-in so your browser can run Java applets.

A number of flaws could potentially let a cyberthug execute whatever code they want just by tricking you into clicking on a malicious link.

To check your JRE version, click Start and select Run; type CMD and click OK. At the DOS prompt, type java -fullversion and press Return. You're safe if you have J2SE (Java 2 Standard Edition) 5.0 Update 6 (which shows as 1.5.0_06) or J2SE 1.4.2_11-both already

IN BRIEF

Mozilla Woes

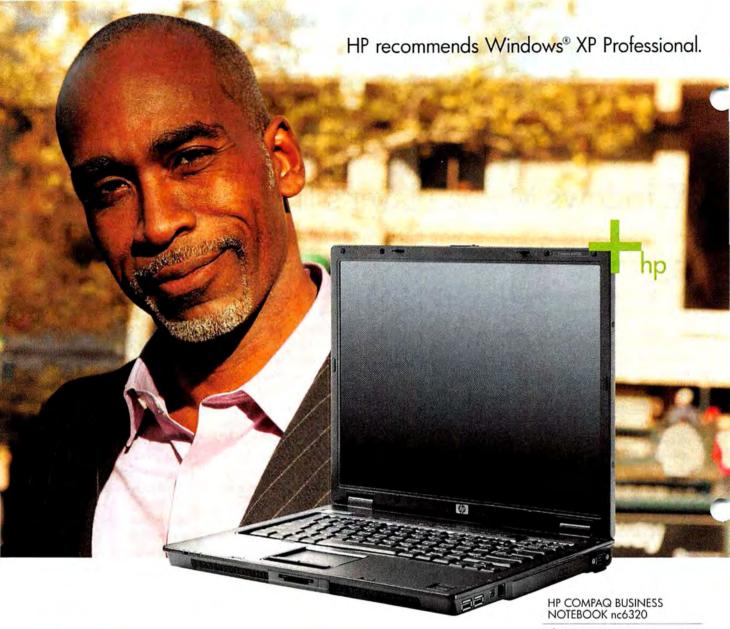
RESEARCHERS recently identified eight security holes in Mozilla's Firefox 1.5 browser and in pre-1.0 versions of Mozilla's SeaMonkey browser and e-mail suite, affecting Windows, Linux, and Mac users alike. Earlier Firefox versions are not affected. The worst of these flaws could result in an attacker taking over your system, but Firefox 1.5.0.1 and later or SeaMonkey 1.0 and later are safe. You should receive the Firefox updates automatically if you have at least version 1.5. Otherwise, get the latest Firefox at find. pcworld.com/52145 and the updated SeaMonkey at find.pcworld.com/52146.

contain the updated JREs. If you don't, jump over to find. pcworld.com/52148 for Sun's advisory and to download the patched updates.

Stuart J. Johnston is a contributing editor for PC World. Visit find.pcworld.com/31580 to see more Bugs and Fixes columns.

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EDITED BY NARASU REBBAPRAGADA AND DAN SOMMER

54 DELL ULTRASHARP 3007WFP

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RECEPTOR RADIO HD

- **58 PANTONE HUEY**
- 58 LINKSYS WIRELESS-G MUSIC BRIDGE
- 60 MOZILLA.ORG SEAMONKEY
- **64 HUMANCONCEPTS** ORGPLUS 6 PROFESSIONAL



Big Hard Drives Take Center Stage

Whether you need extra storage space for business or for home, we have a 1-terabyte drive for you.

HARD DRIVES

TEST IN TODAY'S FLOOD of enter multimedia, a terabyte of storage no longer seems unfathomably large. Nor is it as costly as you might think: We tested eight units ranging in price from \$800 to over \$1300, including two models from Buffalo Technologies, and one each from Anthology Solutions, Infrant Technologies, Iomega, LaCie, Maxtor, and

WiebeTech. Each drive offers up to 1TB of total storage, depending on configuration.

From the eight we tested, we picked Best Buys in two categories: direct-attached storage (DAS), which is suitable for a single user with big storage needs; and networkattached storage (NAS)ideal for multiple-user setups. In the NAS category, the winner was Infrant Technologies' ReadyNAS NV (\$1199),

PCW RATINGS



FOR A COMPLETE explanation of our rating system and for information about our test methodology, visit Superior find.pcworld.com/49902. Read more on page 72.

a speedy performer packed with a slew of features. Of the DAS models, the one we liked best was Maxtor's well-rounded OneTouch III Turbo (\$825).

If you want something to augment a single PC, directattached storage is your best bet. You attach a DAS hard drive via USB 2.0. FireWire, or external SATA (eSATA)and it's at least three times as fast as the speediest gigabit-

RANKINGS

- 65 AVANQUEST SMALL **BUSINESS PRO 2006**
- 67 CANON ZR500
- 67 APPLE MACBOOK PRO
- 69 KYOCERA KRI MOBILE ROUTER
- 70 CREATIVE TECHNOLOGY ZEN VISIONM
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56 TOP 5 ULTRAPORTABLE NOTEBOOKS

62 TOP 5 MAINSTREAM GRAPHICS CARDS

66 TOP 10 17-INCH LCD MONITORS

68 TOP 10 POINT-AND-SHOOT CAMERAS



ethernet-attached NAS units.

67

NAS boxes are only as fast as their networks, but they do have enough PC-like smarts (including a processor and an operating system) to store and serve files to anyone on the network, at any time. Since they're always accessible on the network, they make perfect multimedia jukeboxes for the home; if they are Universal Plug and Play or Digital Living Network Alliancecompliant, they can link to consumer electronics devices (for more on DLNA, see find. pcworld.com/52086).

DESIGN POINTS

WITH EVERY DRIVE we tested, we found setup easy and straightforward. The biggest differences in setup involved the connection interface and the drive configuration options (for features like RAID settings, folder sharing, and access permissions).

All of the NAS units we tested, and all but one of the DAS boxes (the \$799 LaCie d2 Big Disk is the exception) are user-accessible; as a result. you can swap out drives (and in some cases, upgrade capacity) as needed. Some models make this task simple: BuffaDIRECT-ATTACHED STORAGE

Maxtor OneTouch III Turbo

Best \$825

find.pcworld.com/52069

PCW Rating

• 1000GB

- 7200 rpm
- USB 2.0, FireWire 800/400
- · Cost per gigabyte: \$0.83

Features and specifications

- Performance
- · Overall performance: Good
- · Copy files: 139 seconds · File search: 87 seconds
- Bottom line: This model's performance and backup software beat the rest, but its dual 500GB drives aren't readily accessible.

WiebeTech SilverSATA II \$1332 2

find.pcworld.com/52066

- 1000GB • 7200 rpm
- External SATA-300, USB 2.0
- . Cost per gigabyte: \$1.33
- . Overall performance: Superior
- · Copy files: 80 seconds
- . File search: 79 seconds

· Overall performance: Fair

Bottom line: Blazing performance, quick-swap drives, and front panel access to RAID 0 and RAID 1 are pluses of this pricey eSATA unit.

lomega XL Desktop \$800

3 find.pcworld.com/52072

- 1000GB
 - 7200 rpm

 - USB 2.0, FireWire 800/400 · Cost per gigabyte: \$0.80
- - · Copy files: 299 seconds · File search: 83 seconds
- Bottom line: Inexpensive storage box lags behind others in performance, but it is user expandable with easy-swap drive bays.

NETWORK-ATTACHED STORAGE

Infrant Technologies ReadyNAS NV

Best \$1199

Find.pcworld.com/52074



- 1000GB
- 7200 rpm
- Gigabit ethernet
- Cost per gigabyte: \$1.20
- . Overall performance: Very Good
- . Copy files: 372 seconds · File search: 100 seconds
- Bottom line: The fastest NAS box we tested is loaded with features, and it's a breeze to upgrade. But its usable capacity is only 660GB.

Buffalo Technologies TeraStation Home Server \$899

2

find.pcworld.com/52082



- 1000GB • 7200 rpm
- · Gigabit ethernet
- · Cost per gigabyte: \$0.90
- · Overall performance: Good
- · Copy files: 645 seconds · File search: 88 seconds

► Bottom line: Media server support is appealing for users running a multimedia-centric home network; includes backup software.

Buffalo Technologies TeraStation Pro find.pcworld.com/52084



- 1000GB • 7200 rpm
- · Gigabit ethernet
- · Cost per gigabyte: \$1.00
- · Overall performance: Good
- . Copy files: 646 seconds
- File search: 105 seconds
- Battom line: This model lacks media server support but is simpler to upgrade than its second-place sibling, thanks to easy-swap drives.

CHART NOTES: Price and ratings are as of 2/16/2006. Total capacity for each drive is 1000GB (1TB), but available capacity varies. For more on these products and those that didn't make the chart, see find.pcworld.com/52514. For more on how we tested, see find.pcworld.com/49974.

lo's TeraStation Pro, Infrant's ReadyNAS NV, Iomega's XL Desktop, and WiebeTech's SilverSATA II all use a chassis design that makes swapping out drives a simple mat-

ter of sliding the drives in and out of a modular bay. But Anthology Solutions' Yellow Machine PT-400T. Buffalo's TeraStation Home Server, LaCie's d2 Big Disk,

and Maxtor's OneTouch III Turbo require considerable work with a screwdriver before you can remove a drive.

In order to achieve 1TB of capacity, each of the units

we tested combines their multiple drives into a single logical volume that Windows XP recognized as a unitary 1TB drive. Seven of the eight boxes that we tested used RAID to accomplish this task, while LaCie's d2 Big Disk used a technology called disk spanning for the same purpose.

With these external models, RAID is more about how you

are safeguarding your data than it is about the drive's performance. Both Iomega's XL Desktop and Maxtor's OneTouch III Turbo defaulted to RAID 0 (which stripes data across both drives). But unlike the Maxtor, the Iomega is not userconfigurable, which means you can't opt instead for the data redundancy that RAID

1 provides (mirroring, where the same data is written to both drives and total available capacity is halved). Wiebe-Tech's SilverSATA II ships by default in a RAID 1 setting (with a usable capacity of 500GB); you can change this setting easily, though, via the unit's front status panel.

Among the NAS boxes, the two Buffalo TeraStations and the Anthology Yellow Machine (which fell short of the chart) defaulted to RAID 5. (which stripes data across all four drives with parity but reserves a quarter of the total capacity for fault tolerance, in this case yielding a storage capacity of 750GB). If one of the drives fails, you can keep working and the unit will rebuild the array once you've replaced the failed drive.

In addition, the Buffalo devices support disk spanning and RAID 1. The Yellow Machine offers RAID 0, RAID 1, and RAID 1+0 (which works by striping data across two pairs of mirrored drive).

Infrant's speedy ReadyNAS NV uses the company's exclusive X-RAID (eXpandable-RAID) technology, which, as with RAID 5, uses parity to recover from losing a drive. This technology also lets you add

thology Solutions' six-license Retrospect 7.5 Pro, and Maxtor's Retrospect Express HD were the pick of the litter. WiebeTech's ultrafast Silver-SATA II ships sans software.

TORTOISE OR HARE?

THE PC WORLD Test Center evaluated each unit's performance based on how ably it copied and read a 3.1GB fold-

> When it came to the NAS boxes, drive perfor-

mance depended to a large extent on the speed of the product's ethernet hardware. Overall, the gigabit Infrant Ready-NAS NV X-RAID easily outdistanced its competitors. Buffalo's pair of entrants-the TeraStation Home Server and Tera-Station Pro-took significantly longer (12 and 18 percent, respectively) to complete our tests than the In-

Touch III Turbo, tested using

its USB 2.0 interface, took 62

percent longer overall than the

SilverSATA II to complete our

tests. The USB 2.0 LaCie d2

Big Disk (which missed our

chart) took 70 percent more

time on average, and the USB

2.0 Iomega XL Desktop was

the slowest, taking, overall, 96 percent more time than our

WiebeTech front-runner.

frant unit did, and the 10/100megabit Anthology Solutions Yellow Machine P-400T took a whopping 72 percent more time to finish the tasks.



A TALE OF TWO BUFFALOS: the TeraStation Pro (left) has easyaccess drives, unlike its sibling, the TeraStation Home Server.

drives without having to first back up, rebuild the array, and then restore the data. Unfortunately, this default configuration leaves you with only 660GB of usable storage.

The NAS boxes delivered a host of useful extras. For example, the Buffalo TeraStation Home Server and the Infrant ReadyNAS NV can act as printer servers for two USB printers. All of the NAS boxes are securely accessible via the Web, a convenience if you need your files while on the road. The Anthology Solutions unit has an integrated eight-port router.

Seven of the eight boxes came bundled with what we consider adequate (or better) backup software. Infrant's Genie Network Backup, Aner of files, copied a 3.1GB file, and performed a text search and a virus scan on a drive loaded with 14.1GB of data (for the DAS models) or 8.1GB (for the NAS units). Our results played out exactly as the products' connective technologies led us to expect. The DAS boxes delivered two to three times the speed of their NAS counterparts, with eSATA showing a striking advantage over USB 2.0. With one exception-Anthology Solutions' Yellow Machine, which was tested while directly attached to a PC-the NAS models were connected via gigabit ethernet switch.

The eSATA-based Wiebe-Tech SilverSATA II was the fastest direct-attached unit, by a large margin. Maxtor's One-

1TB FOR EVERYONE

IF YOU'RE LOOKING for topof-the-line performance and price is no object, the directattached WiebeTech Silver-SATA II is the box for you.

But we gave our Best Buy bouquet to the much cheaper Maxtor OneTouch III Turbo: This model manages a fine balance of price and performance, and throws in useful backup software, too.

Among the NAS models, our Best Buy pick is Infrant's ReadyNAS NV; this unit impressed us with its speed, its breadth of features, its software, and its overall design.

-Jon L. Jacobi





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DELL'S 30-INCH UltraSharp 3007WFP wide-screen LCD dwarfs other monitors—even big ones. And at a native resolution of 2560 by 1600 pixels, it can more than handle high-definition content. However, the \$2199 display is not a TV and it lacks features found on smaller LCDs. But if you're hell-bent on a 30-incher, it looks comparable to and is \$300 cheaper than its sole

UltraSharp 3007WFP

Dell

PCW Rating 84 Very Good

Impressive 30-inch LCD monitor is missing inputs available on smaller, cheaper models. List: \$2199

find.pcworld.com/52222

competitor, Apple's 30-inch Cinema HD Display.

The 3007WFP accepts DVI-Digital video input only, rejecting the component, composite, and S-Video inputs of its 24-inch sibling, Dell's UltraSharp 2405FPW (see find.pcworld.com/52230). This limitation keeps the 3007WFP from connecting to most DVD players. The \$2499 Apple display has the same setup, and both monitors' sole screen adjustment is brightness. The 3007WFP comes with no HDMI input and requires a DVI-D duallink graphics card supporting 2560 by 1600 resolution.

I found the shipping version of the 3007WFP comfortable to use. In addition to tilt adjustment, it has smooth height control. Its Apple rival has tilt only.

The 3007WFP was impressive in my subjective tests. Black letters appeared crisp against a white background, and flesh tones and bright colors looked pleasing. The 3007WFP played our test movie with minimal ghosting, and HD content looked sharp. I set the Dell monitor next to the Apple 30-incher and found both screens excellent, though I did perceive a faint pink cast on the Dell model.

It's natural to yearn for a



DELL'S 30-INCH WIDE-SCREEN LCD looks terrific but lacks Inputs found on smaller displays.

huge LCD, and the 3007WFP looks great, but for most people a 24-inch model will serve amply at half the price.

-Laura Blackwell

Boston Acoustics HD Radio Has Sweet Sound

DIGITAL RADIO

BOSTON ACOUSTICS' Receptor Radio HD is the first table-top AM/FM radio product to also deliver digital radio, the broadcast industry's answer to satellite. If your area receives digital stations—and you don't mind spending \$299 on what is, in the end, just a radio—then you'll like Boston's stylish unit.

The most compelling feature of digital radio (called, officially, HD Radio), is multicasting, in which a station divides its frequency into multiple channels. To move through channels, you adjust the tuning knob or press the up/down buttons on the remote control (about the size of a pack of chewing gum).



BOSTON'S RECEPTOR RADIO HD offers great sound and style.

This shipping radio handily locked on to both FM and HD stations (AM is spotty in my area), though it exhibited a slight delay in tuning to a station's second multicasting channel. Digital stations, marked with an HD Radio logo on the device's display, sounded subtly better than their analog FM counterparts.

Digital broadcasts lacked the hissing and crackling you can get with analog, and the bass sounded warmer and fuller. Audio gets a boost from the quality speakers. The second speaker is a separate piece for wider stereo sound.

The design of the Receptor Radio HD is impeccable. The display's blue text is bright, albeit a bit small for reading song metadata (such as the title and artist information) from across the room. You can store up to 20 presets, as well as connect an MP3 player through the auxiliary input. Other perks include a headphone jack and dual alarm clocks. If you can stomach the price, this unit will put you on the cutting edge of radio.

-Cathy Lu

Receptor Radio HD

Boston Acoustics
PCW Rating 80 Very Good

This well-designed though pricey radio is a great way to bring digital and analog broadcasts into your home.

List: \$299

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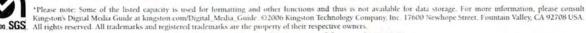














Alienware Moves Into Lightweight Field

OUR TOP 5 ultraportables chart welcomes three newcomers this month. Nonetheless, Lenovo's ThinkPad X41, a carryover from last time, maintains its leadership position, helped by a price drop of \$200 since our February rankings. Our other holdover, Acer's TravelMate 3000, holds on to second position.

The new number three is Fujitsu's LifeBook P7120 Notebook. Though this lightweight unit is the most expensive ultraportable in our current group, it's well designed and attractive, and has a twobattery option and a fine keyboard. The P7120 improves on the LifeBook P7000 by making its hard drive user replaceable, moving the optical drive from the left side to the right, and replacing hardto-read icons with standard LEDs on the screen hinge. And instead of residing in the hinge, the speakers now flank the battery, still remaining exposed when the laptop's lid is closed. The new position is a welcome change.

Alienware's first ultraportable, the impressive Sentia m3200, puts the companyknown for high-performance desktop PCs and heavy desktop replacement notebooks for gaming-on new ground. The Sentia turned in top-tier performance in our World-Bench 5 tests, and the unit offers a fine case design and a

AUENWARE **ALIENWARE'S ELEGANT** Sentia m3200 is the company's first ultraportable laptop, and a zippy performer.

bright display.

In fifth place, the HP Compaq nc4200 Notebook PC provides a great keyboard, one that any laptop user would be proud of, and yet the system weighs less than 4 pounds. Offering a superb layout, the keyboard has both eraserhead and touchpad pointing devices, both of which are uncommonly comfortable to use. This business-oriented laptop also has an external battery gauge, a powered USB port.

and built-in Bluetooth. However, no optical drive is built in, so you'll need to buy from HP's wide range of docks; a \$259 model houses an optical or second hard drive.

We also reviewed Systemax's Pursuit 4110 and Micro Express's Z3300. The Pursuit. which is sold online at Tiger-Direct.com for \$1380, narrowly missed the chart. The unit has a bright, 12.1-inch wide-aspect screen, an 80GB hard drive, and strong performance. Although the Pursuit is very similar to the Sentia m3200, Alienware's machine offers a better-designed case and superior documentation.

The Micro Express Z3300 is the fastest ultraportable we've tested and weighs only 3.4 pounds. But its battery life was the shortest we've recorded among ultraportables, and you will be stuck with its DVD-ROM/CD-RW combination drive; you can't order an internal DVD burner.

-Dan Sommer

ONLINE

FOR MORE information about the ultraportable notebook PCs reviewed in this chart, including testing details, go to find. pcworld.com/50932.

iia	ting its hard drive user	Offers a fine	is a fine case design and a gauge, a powered OSD port,			
	ULTRAPORTABLE NOTEBOOK	PCW Rating	Performance	Features and specifications		
1	Lenovo ThinkPad X41 Bost \$1999 BUY find.pcworld.com/50500	79 Good	WorldBench 5 score: 66 Fair Overall design: Very Good Tested battery life: 6:02	1.6-GHz Pentium M 725 12.1-inch screen 3.3 pounds DVD-ROM/CD-RW		
	Bottom line: Lightweight nolebook offers fair performance but excellent battery life; docking station houses the optical drive.					
	A ALM WILLIAM			• 1.73-GHz Pentium M 740		

Acer TravelMate 3000 find.pcworld.com/48906

\$2149



- WorldBench 5 score: 78 Good · Overall design: Good
- Tested battery life: 3:58
- 12.1-inch wide screen
- 3.2 pounds
- . DVD-ROM/CD-RW

Fujitsu LifeBook P7120 Notebook



- · WorldBench 5 score: 60 Fair . Overall design: Very Good
- . Tested battery life: 6:26
- 1.2-GHz Pentium M ULV 753
- 10.6-inch wide screen
- 2 8 nounds . DVD±R DL/DVD±RW

► Bottom line: Cleverly designed, stylish machine makes a fine ultraportable package. The only significant drawback is its high price.

Bottom line: Inexpensive model comes with two batteries, a four-in-one media-card reader, and an external optical drive.

Alienware Sentia m3200 \$1525 find.pcworld.com/52022

find.pcworld.com/52028



- WorldBench 5 score: 92 Superior • Overall design: Good
- Tested battery life: 2:53
- 2-GHz Pentium M 760
- 12.1-inch wide screen
- · 4.8 pounds . DVD±R DL/DVD±RW

Bottom line: Alienware successfully enters the thin-and-light arena. This fast notebook offers a bright display and a well-designed case.

HP Compaq nc4200 Notebook PC \$1549 find.pcworld.com/52024



- · WorldBench 5 score: 79 Very Good · Overall design: Good
- Tested battery life: 5:12
- 1.86-GHz Pentium M 750
- 12.1-inch screen
- 3.9 pounds
- · No optical drive
- Buttom line: This business-oriented laptop has no optical drive, but its marriage of portability and a great keyboard is hard to beat.

CHART NOTES: Prices and ratings are as of 2/16/06. Weight does not include the AC adapter, power cord, or optical drive.



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LCD CALIBRATION TOOL

IF YOU'VE EVER fought to get the photos you print at home to look like the images you've been adjusting on screen, an incorrectly calibrated monitor was likely at the heart of your problem. Enter the Pantone Huey, an inexpensive monitor calibration tool that works well so long as it plays nicely with your graphics board.

Setup is simple through the basic software, which offers

Huey

Pantone

PCW Rating 79 Good

The Huey monitor calibration tool is easy to use, though its controls are basic.

List: \$89

find.pcworld.com/52228

few adjustable settings. You change color temperature and contrast by selecting one of nine presets, several of which are optimized for specific situations such as photo viewing and gaming. Just stick the Huey sensor on your screen, and help the software along with an occasional mouse click as it flashes a series of color and gray patches on screen for the sensor to read.

The Huev conveniently provides periodic recalibration from every 10 seconds to every 4 hours-based on the room's changing lighting conditions. You place the sensor in its stand, facing you. As nighttime falls or as your overhead lights turn on, the software adjusts the monitor's color temperature and luminosity. When I covered up the sensor, the software dimmed my monitor; when I shone a light directly at it, the screen brightened.

Getting the Huey to function may require that you update your graphics board's drivers. I tried the shipping product on three PCs running Windows XP. The software worked as expected on the desktops with ATI Radeon X600 and nVidia GeForce2 MX boards installed, but the product was unable to calibrate an LCD hooked up to an ATI Radeon X300 card until I updated the X300's drivers

PANTONE'S Huey calibrates your monitor as lighting conditions change.

from ATI's tech support site.

If basic monitor calibration is all you need, you'll likely find the Huey's color presets and minimal features adequate and easy to use.

-Eric Butterfield

Linksys Music Bridge Links PC and Stereo

DIGITAL AUDIO

MY NOTEBOOK PC would make the best jukebox imaginable if not for its tiny speakers. That's why I tried the \$100 Linksys Wireless-G Music Bridge (WMB54G), which lets me stream music from my laptop to my stereo. It worked like a charm-that is, when it worked; unfortunately the product doesn't play well with all recent Wi-Fi routers.

Controlled by a simple desktop utility, the Music Bridge wirelessly diverts all PC audio from your networked Windows computer straight to your home stereo.

When I ran the screenless device on a network outfitted with a standard 802.11g router, wizard-based adjustment of the Music Bridge's Wi-Fi settings went smoothly. After hooking up the device to my stereo receiver using the supplied cable, I was soon streaming everything

LINKSYS'S MUSIC BRIDGE sends PC audio to

your stereo.

from Windows alert sounds to iTunes tracks from my 802.11g-equipped notebook.

The audio was mostly great, though I had occasional and irritating brief outagesparticularly when I tested with an 802.11b adapter.

This shipping version of the Music Bridge worked poorly with my Belkin Pre-N Wireless router based on Airgo Networks'

original MIMO technology. No fix exists at this time, but Linksys says that newer Airgo-based products,

such as Linksys's SRX400 router, don't have this issue. Also, to switch between PC

and stereo-system sound, you

must first shut down all music player software on your PC or you risk disabling all Windows audio-PC and stereo. Linksys says it is adding a warning to future releases.

Still, if you survive the setup and don't demand flawless playback, this clever device provides an affordable means of enjoying digital music on your home stereo.

-Yardena Arar

Wireless-G Music Bridge (WMB54G)

Linksys

PCW Rating 80 Very Good

This affordable music-streaming device doesn't work with all recent Wi-Fi gear.

Street: \$100

find.pcworld.com/52246

BUFFALO

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SeaMonkey Offers Browser, E-Mail, and Chat

INTERNET SUITE

VOLUNTEER DEVELOPERS have resuscitated a group of

Internet tools built by Netscape-whose spinoff, Mozilla, brought out the popular Firefox Web browser. Renamed SeaMonkey, version 1 of this free open-source suite integrates Web browsing, e-mail, chat, and an HTML editor in a robust, easy-to-use

package that works well despite a few bugs. (We recommend it in "101 Fabulous Freebies," on page 81.)

SeaMonkey's Navigator has standard browser features such as tabbed browsing, popup blocking, and cookie controls, but it lacks many extensions available for Internet Explorer and Firefox. Some useful Mozilla extensions work with Navigator, such as

PCWorld.com - Home - SeaMonkey Edt Yew Go Bookmarks http://www.powor V Search About NoScript Options... S Allow scripts Globally (dangerous) HOME NEWS REVIEWS HOW-TO DIGITAL DUO DOWNLOADS TOOLS PRODUCT FINDER MAGAZIN S. Allow poworld.com USE FIND.PCWORLD.COM S Temporarily Scripts Currently Forbidden ipe PCs WorkTack Sysware S Allow scripts Gobaly (dangerous) S Allow directorym.com Ge More fr S Temporari Sans C. S. Allow powerld.com S Temporarily allow directorym.com With a few simi help you from v Si Allow directorym.com your every woil Si Tomoraniy allow directorym.com S Allow mediaplex.com S Temporarily allow mediaplex, com radio shows, at S Alow medicines.com on the Internet S Temporary alow medi S Allow doubledick.net S Allow doubledck.net S Temporarily allow doubledick.net S) Terrouvanty allow do bledick ne 张 15 名 国 图

SEAMONKEY'S FREE INTERNET suite has tabbed browsing and includes useful extensions like this one for blocking JavaScripts.

the NoScript program for blocking JavaScripts and the Googlebar toolbar, which is similar to the Google Toolbar.

In my informal tests, browsing with SeaMonkey was the same as using IE or Firefox, except the Back button was bullet-fast. Several bugs remain, however: When I specified my own font style and size, for example, some pages rendered incorrectly, jumbling images with text.

E-MAIL, CHAT, AND HTML

THE SEAMONKEY Messenger e-mail and newsgroups program looks like its Mozilla and Netscape Messenger predecessors, but adds modern features such as a phishingdetection tool and the ability to view and access mail from several different accounts in a single inbox. Mozilla says that you should be able to import mail and address books from other Messenger clients as well as from Eudora, Outlook, and Outlook Express. While this held true for my Outlook Express mail and folders, I was unable to import mail or addresses from Outlook in my three attempts.

To access Internet Relay Zilla, an open-source IRC instant-messaging program.

For anyone accustomed to AIM, MSN Messenger, or Yahoo Messenger client software, the switch to ChatZilla will be jarring. Instead of a tool enabled by colorful buttons (and laden with advertisements), ChatZilla is less friendly; for example, you join chats by entering Web server addresses manually (links to several popular IRC networks, such as Moznet and Quakenet, are provided). ChatZilla is clearly designed for Web pros rather than for average, everyday users of chat.

As for the SeaMonkey Composer HTML editor (the old Netscape Composer), think of it as a light version of Microsoft FrontPage. It looks much like a word processor with big buttons for such operations as Publish, Link, Table, and Image, and it lets you work with a page's HTML code.

Despite SeaMonkey's rough edges, its bundling of a browser, an e-mail utility, and an HTML editor in one package is appealing. Though the suite isn't likely to convert many Firefox or Internet Explorer users, it will probably find a home with Web developers and others who pine for the Netscape era or who simply like having all their Web tools in a single wrapper.

-Dennis O'Reilly

TECH TREND

Big Storage, Small Cards



THINK THE MEMORY card in your camera or MP3 player is small? Well, you ain't seen nothin' yet. At only 15mm by 11mm, and a mere 1mm thick, SanDisk's fingernail-size microSD removable flash memory cards are unbelievably tiny. Originally designed for Motorola for use in the company's line of multi-

media cell phones, microSD Cards should appear this year in several new multimedia-enhanced phones.

By the end of March, SanDisk says, it will sell IGB versions of the microSD for about \$75, which is roughly the price you'd pay for the same capacity in a much-larger Compact-Flash or standard SD Card. The card will come with an adapter that lets it fit into a standard SD Card slot, so you can plug it into a more conventional reader or into a PDA or music player that has only an SD Card slot.

-Andrew Brandt

SeaMonkey

Mozilla.org

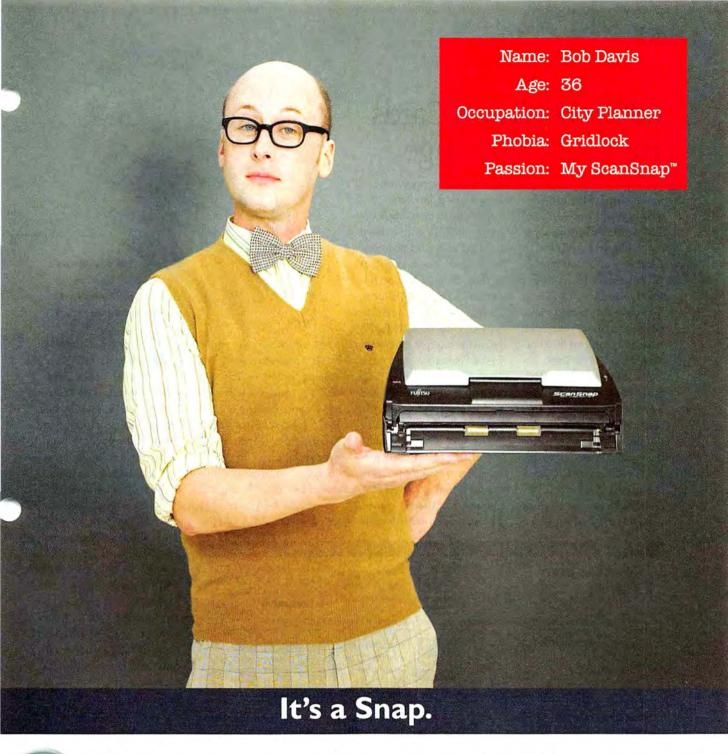
PCW Rating 80 Very Good

A browser, an e-mail client, and other useful Web tools combine nicely in this alternative to Internet Explorer and Firefox.

Free

find.pcworld.com/52254

Chat in either Messenger or Navigator, you open Chat-



My ScanSnap[™] scanner turns paper into profits. With the touch of a button double-sided documents become searchable PDFs, business cards become contacts. It's easy to install, comes loaded with the software you'll need and fits perfectly where my inbox used to be. Instead of managing paper, I'm managing my business. \$50 rebate available for a limited time.

For more information, visit Fujitsu at www.fcpa.fujitsu.com/83A5 or call 800-83I-8049 ext. 83A5.

THE POSSIBILITIES ARE INFINITE

Pundled software included in purchase (\$895 value)

...dobe Acrobat 7.0 Standard CardMinder 3.0

SCAN

ABBYY FineReader ScanSnap Organizer 3.0













6800 GS-Based Cards Fastest in Midrange

THIS MONTH WE tested five new mainstream graphics boards priced between \$150 and \$299, including three models based on ATI's midrange Radeon X1600 chip set. Of these, only PowerColor's fourth-place X1600 XT Bravo Edition (\$169) earned a spot on our chart; new boards from Asus and Diamond Multimedia fell short of the Top 5.

Of the three Radeon X1600 boards we evaluated, the Asus EAX1600XT Silent was the most noteworthy, thanks to a unique design that replaces the standard fan with a large but silent heat sink. Despite the appeal of this clever arrangement, the model's high price (\$209) and middling

performance prevented it from making the chart.

Cards based on nVidia's Ge-Force 6800 GS chip nabbed the first and third positions on the chart, due in large part to their class-leading performance. A welcome \$25 price drop helped EVGA's returning e-GeForce 6800 GS (\$175) retain the top spot it captured in the February issue's chart (see find.pcworld.com/52250), while the newly tested and slightly pricier (\$200) XFX Ge-Force 6800 GS placed third.

The XFX board amassed some of the best performance numbers of the group, notching wins in the Battlefield 2, Quake 4, and Doom 3 games. For example, in our Battlefield



2 test, which we ran at 1600 by 1200 resolution with antialiasing turned off, the XFX 6800 GS managed 47 frames per second, beating out the EVGA card's mark of 42 fps. Results from the same test with antialiasing turned on brought the two cards a little closer, but the XFX unit still achieved the better score—35 fps versus the EVGA's 32 fps.

Two cards based on ATI's aging Radeon X800 GTO chip round out the Top 5. Power-Color's overclocked Radeon X800GT016 (\$184) makes its inaugural appearance on the mainstream graphics boards chart, finishing a strong second, and Diamond's Multimedia Viper Radeon X800 GTO (\$180) takes the fifth spot.

In addition to the Asus card described above, another notable card that failed to make our chart was ATI's new \$199 All-in-Wonder 2006 Edition 256MB PCI. It replaces the discontinued X800XL All-in-Wonder, which held second place in our February chart. Although the new board has extras such as built-in TV/FM radio tuning capabilitiesand ships with dedicated video input and output breakout cables-its Radeon X1300based graphics chip struggled in our performance tests.

—Danny Allen

ONLINE

FOR ADDITIONAL INFOR-MATION about the graphics boards reviewed in this chart, including testing details, go to find.pcworld. com/52252.



➤ Bottom line: Despite lackluster performance results out of the box, it ships with user-managed overclocking software.

CHART NOTES: Prices and ratings are as of 2/21/06. All game performance times are in frames per second; higher numbers are better.

Give your people the systems to be more productive, and they will.

(It may sound crazy, but it's true.)





Acer TravelMate 4202WLMi

- Intel Centrino Duo Mobile Technology Intel Core Duo Processor T2300 (1.66GHz)
 Intel PRO/Wireless 3945 Network Connection (802.11a/b/g)
- Integrated DVD-dual drive (DVD±RW)
- 15.4" WXGA active-matrix display





\$1299 NOTEBOOK CDW 913995 200 TRADE-IN





- 2000 ANSI lumens SVGA projector
- Lamp life: up to 2000 hours, 3000 hours in economy mode
- 1-year limited parts and labor warranty



\$679.95 CDW 870665



Sony" VAIO" SZ120

- Intel® Centrino® Duo Mobile Technology - Intel® Core™ Duo Processor T2400 (1.83GHz)
- Intel® PRO/Wireless 3945 Network Connection (802.11a/b/g)
- Memory: 1GB DDR2
- Weight: 3.72 lbs 13.3" WXGA active-matrix display with XBRITE-ECO"



\$2099 NOTEBOOK



200 TRADE-IN





Sony Cyber-shot DSC-N1

- 8.1 megapixel digital camera
- Stores up to 500 VGA images
- 3" LCD monitor

\$499.95 CDW 866955

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OrgPlus 6: The Organizational Charting Expert

BUSINESS SOFTWARE

HUMANCONCEPTS' OraPlus 6 Professional is a well-trained one-trick pony. And it does that one trick-creating organizational charts-very well, once you take the time to get familiar with the program.

A graphics package with spreadsheet capabilities, Org-Plus is geared toward presenting employee data. You could chart other things-ideas or workflow-using its ample drawing, alignment, and formatting tools, but you would not be taking full advantage of the app. I tested a prerelease version of the \$295 OrgPlus 6 Professional, designed to chart 100 to 1000 employees.

You can loosely break up the program's new features into formatting, data manipulation, and distribution tools.

ASK OUR EXPERTS

\$5,257,000 Salary \$136,000 Employee Type full time Job Start Date 14-Dec-97 Organizational Unit Finance Headcount

ORGPLUS 6'S HOTSPOTS give you a way of adding a layer of information to an already crowded organizational chart.

Formatting enhancements include a free-form tool for putting a box anywhere on the page. This tool matches a corresponding one in Microsoft Visio, OrgPlus's main competitor. You can collapse multiple boxes into a single box to save screen space, and you can add pictures to boxes.

HOTSPOTS AND MORE

HOTSPOTS LET YOU add data to a chart without cluttering it up. After you include specific employee information in the hotspot, you can then assign the hotspot to an area of one or more chart boxes. When you mouse over the designated box area (and wait a few seconds), this information appears in a rollover graphic.

You can import data easily from Excel and ODBC databases using the Import Data wizard. Once in OrgPlus, the data populates the fields, and the app creates a hierarchical chart. In the window's right pane, you can then manipulate how you view and work with different subsets of data.

New to OrgPlus 6 is the ability to use Boolean-like parameters to search through fields to create custom reports; unfortunately, you can't save the parameters of a search. The new version has improved its Excel-style formulas and added context-sensitive chart legends, too. A legend could note, for example, that the box for any employee who makes over \$100,000 is highlighted in red. OrgPlus also lets you combine multiple division charts into one large chart.

I found OrgPlus easy to use once I read the Help menu tutorials and waded through the 412-page PDF manual (boxed copies have a printed manual). These aids helped me overcome the software's penchant for burying features deep in menus and behind unintuitive toolbar button icons. The interface is functional but not pretty; ditto for the templates and graphic formatting. Though I tested the program on a fairly robust desktop PC, the software was sluggish when I handled large charts, and I encountered a few screen refresh snafus. HumanConcepts says it has no other reported instances of these issues and suspects a software conflict on my PC.

OrgPlus 6 Professional is a solid package. If org charts are your thing, get it. If you use OrgPlus 5 Professional and have to massage and present large data sets aggregated from multiple divisions, version 6 is a worthy upgrade.

—Narasu Rebbapragada

Portable Drives

I NEED A backup drive for my desktop and portability for my laptop. The sea of external portable hard drives is making me crazy. What do you recommend?

Stella Rogers, Winnetka, California



Senior Associate Editor Melissa J. Perenson responds: If you plan to share the drive between your notebook and your desktop PC, I recommend buying a model whose capacity will give you enough room to back

up the files you want from both systems, as well as give you extra room to grow. Rather than buying just the smallest, cheapest drive you can find, look for the models with something more. Some drives feature shock mounting, which protects the device while it bounces around in your bag; others can even sense if you drop the unit, and can lock the drive's heads midflight to minimize damage on impact.

NEED INFORMATION OR advice about a buying decision? Drop us a line at askourexperts@pcworld.com.

OrgPlus 6 Professional

HumanConcepts

PCW Rating 79 Good

This niche program isn't glamorous, but it does what it does-massive organizational charts-very well. List: \$295

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Small Business Pro: Cheap but Hard to Use

BUSINESS SOFTWARE

PRICED AT \$90, Avanquest's Small Business Pro 2006 is a cheap, quirky, and ultimately unsatisfying grab-bag of disparate business tools. At first glance, its long feature list seems to offer great value, but compared with other accounting programs, it's too expensive and far too unpolished.

The shipping package of this single-user application includes tools for accounting, financial forecasting, and business plan creation. A payroll feature, the one obvious omission, will arrive with the 2007 version. Small Business Pro's licensing features are unusually customizable. You can buy additional user licenses for each individual accounting module. This is useful if, for example, you have more sales



SMALL BUSINESS PRO is inexpensive, but it has a nonstandard interface, inconsistent wording (as circled above), and speed issues.

people (who need access to customer information) than accountants (who work in the general accounting module). Unfortunately, the multiplelicense scenario requires an IP-based network, and the

client and server software can't run on the same machine, which makes Small Business Pro less flexible than small-business accounting programs that can run client software on the data server.

The small-business accounting functions are adequate though largely unimpressive. Unfortunately, an ugly, nonintuitive user interface makes them exceedingly hard to use. Rather than using Windowsstyle drop-down menus, most Small Business Pro modules depend on clickable Web-style icons, which you have to mouse over for help in figuring out what they do.

The app's menus aren't its only awkward feature. Unlike QuickBooks, which uses easyto-understand language, Small Business Pro has its own wacky take on accounting jargon. The software is laden with typos ("Wokspace," for example, evidently means Workspace), shows a shaky grasp of accounting terms (using the term "bank synchronization" for bank reconciliation), and

mislabels some features (clicking on the Income Tax Preparation icon does not prepare income tax). A clue to the language issues is the logo "Powered by Inventime," a French accounting program.

The application ran like a slug on my 2.4-GHz Pentium 4 PC with 768MB of RAM. Avanquest says that it's correcting the typos and terminology with a pending service patch release. It's also working on the performance issues.

Small Business Pro comes with Design and Print Business Edition (a desktop publisher) and Web Easy Professional 6 (a Web site creator), both of which have relatively conventional and understandable Windows user interfaces. Design and Print is basic but usable, though an included clip art CD offers dated 1998era graphics. The Web Easy app is better suited to creating personal and hobbyist sites than a small-business site.

Overall, Small Business Pro is no match for either Intuit QuickBooks or Microsoft Office Small Business Accounting. If you don't want to pay a couple hundred bucks for these programs, the \$50 you'd spend on Simply Accounting Basic from Sage Software is a better investment than this funky French import.

-Richard Morochove

GOTCHA!

Where's My HD Picture?



FINALLY, YOU'LL BE able to buy highdefinition movies on disc-and the devices that play them-at your local store. As observers had expected, HD DVD (the format backed by Toshiba and Microsoft) will arrive first, with players-the least expensive being Toshiba's \$499 HD-A1-and movies expected for sale by late March.

Before buying one of these play-

ers, though, you'd better check your TV's inputs. If you don't use a High Definition Content Protocol-enabled, HDMI connection, you may not get full, high-definition-resolution output from the player. HD DVD can't guarantee high-def output over analog component connections, or even over non-HDCP digital connections. Ultimately the content creatorsthe movie studios-control what you'll see. Industry insiders say that the studios don't plan to lower the resolution of images in their early titles, but that could change over time.

-Melissa J. Perenson

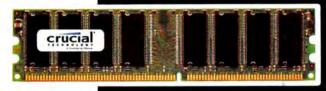
Small Business Pro 2006

Avanquest Publishing USA PCW Rating 59 Poor

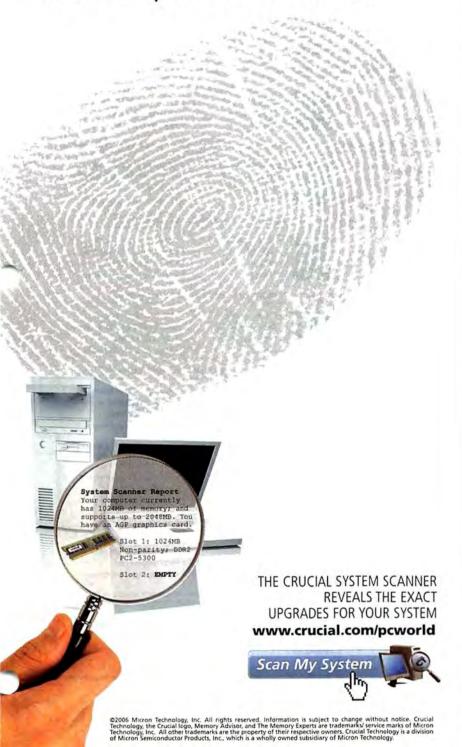
A low price and long feature list can't redeem a shoddy interface and slow performance. List: \$90

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The Memory Experts

New Displays Offer Convenient Designs

OUR CHART HOSTS Center a new Best Buy this month, the Dell UltraSharp 1707FP. The affordably priced model offers smooth adjustments and excellent features such as multiple USB ports and easy-to-use controls. The number two monitor, NEC's MultiSync 70GX2, earned top honors in our image quality tests, with fine text and great colors. Its NaviKey button offers incredibly intuitive control over screen adjustments.



DELL ULTRASHARP 1707FP

Other noteworthy newcomers on the chart include the ViewSonic VP720b, the IBM ThinkVision L171P, the Asus PM17TU, and the Samsung SyncMaster 740BF.

The pricey \$549 AG Neovo P-17 failed to make our chart. but it offers S-Video and component connectors.

-Kalpana Ettenson

ONLINE

FOR ADDITIONAL information about the LCD monitors reviewed in this chart, including testing details, go to find.pcworld. com/52490.

	17-INCH LCD	PCW Rating	Performance	Features and specifications		
1	Dell UltraSharp 1707FP Best \$299 find.pcworld.com/52036	82 Very Good	Graphics quality: 66.4 Text quality: 67.9 DVD motion quality: Average	Inputs: analog and digital Adjustments: multiple adjustments 8ms response time Response type: rise-and-fall		
	▶ Bottom line: This thoughtfully designed d	lisplay with easy swi	vel and pivot mechanisms also t	nas convenient USB 2.0 ports on its side.		
2	NEC MultiSync 70GX2 \$399 find.pcworld.com/52062	80 Very Good	Graphics quality: 73.4 Text quality: 75.4 DVD motion quality: Average	Inputs: analog and digital Adjustments: tilt and swivel adjustment 4ms response time Response type: gray-to-gray		
	► Bottom line: Despite its high price, this monitor's sharp text, bright graphics, and clean design make it a standout.					
3	ViewSonic VP720b \$369 find.pcworld.com/52064	76 Good	Graphics quality: 70.4 Text quality: 66.9 DVD motion quality: Average	Inputs: analog and digital Adjustments: multiple adjustments 4ms response time Response type: gray-to-gray		
	▶ Bottom line: With plenty of ergonomic adjustments and strong scores in our graphics tests, this display would suit graphics professionals.					
4	IBM ThinkVision L171P \$329 find.pcworld.com/52070	76 Good	Graphics quality: 63.2 Text quality: 66.5 DVD motion quality: Average	Inputs: analog and digital Adjustments: multiple adjustments Sms response time Response type: gray-to-gray		
	► Bottom line: Though this monitor made a	poor showing in our	image quality tests, its easy ad	justability impressed us.		
5	Asus PM17TU 5279 find.pcworld.com/52056	75 Good	Graphics quality: 72.0 Text quality: 75.4 DVD motion quality: Average	Inputs: analog and digital Adjustments: tilt adjustment only 3ms response time Response type: gray-to-gray		
	➤ Bottom line: This worthy performer displ	ays rine text and pre		AND ASSESSMENT OF A SECOND OF		
6	Samsung SyncMaster 740BF \$339 find.pcworld.com/52068	73 Good	Graphics quality: 69.1 Text quality: 74.1 DYD motion quality: Average	Inputs: analog and digital Adjustments: tilt adjustment only Zms response time Response Type: gray-to-gray		
	Bottom line: This display performed well in our tests, showing clean text. Included MagicTune software makes screen adjustments a breeze.					
7	Eizo FlexScan L568 \$549 find.pcworld.com/46180	72 Good	Graphics quality: 72.9 Text quality: 71.6 DVD motion quality: Average	Inputs: analog and digital Adjustments: multiple adjustments 25ms response time Response type: gray-to-gray		
	► Bottom line: Professional model delivers	excellent image qua	lity, especially for graphics. Ext	ensive controls are great for demanding apps.		
8	Philips 170P6EB \$370 find.pcworld.com/48524	69 Fair	• Graphics quality: 57.2 • Text quality: 63.3 • DVD motion quality: Average	Inputs: analog and digital Adjustments: multiple adjustments 8ms response time Response type: gray-to-gray		
	► Bottom line: A four-port USB 2.0 hub is the high point of this monitor; mediocre image quality is the low point.					
9	LG Electronics Flatron L17810 \$499 find.pcworld.com/48522	68 Fair	Graphics quality: 59.5 Text quality: 66.6 DVD motion quality: Average	Inputs: analog and digital Adjustments: multiple adjustments 8ms response time Response type: gray-to-gray		
	► Bottom line: This smaller version of the World Class-winning Flatron L19810 is the only 17-incher with automatic screen pivot and mirroring.					
0	Envision EN7410 \$250 find.pcworld.com/46186	67 Fair	Graphics quality: 69.7 Text quality: 71.2 DVD motion quality: Average	Inputs: analog only Adjustments: tilt adjustment only I6ms response time Response type: gray-to-gray		
	► Bottom line: A low price and surprisingly	good Image guality	draw attention to this analog-or	shumit-but so does its filmsu fool		



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Nero 7 Ultra Edition – The Ultimate Audio, Video, Photo, Data and TV Solution meets all of your digital media needs as you capture, create, edit, author, burn, backup and share, while providing the complete home entertainment experience.

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Canon's Inexpensive ZR500 Shoots Good Video

VIDEO CAMERA

IN THE VIDEO world, cheap used to be a dirty word, but no more. Canon's ZR500 shows how \$300 can get you a highquality-albeit bare-bonesminiDV camcorder. I looked at a shipping version.

The svelte ZR500 fit nicely in my hand. The 2.7-inch LCD screen was easy to view in all conditions but direct sunlight. The ZR500 shoots both stan-



CANON'S ZR500 TAKES great pictures for a \$300 camcorder.

ZR500

Canon

PCW Rating 80 Very Good

The ZR500 is a low-cost, simple, high-quality camcorder that lacks some features but takes good-looking video. Street: \$300

find.pcworld.com/52232

dard 4:3 and wide-screen 16:9 video onto miniDV tapes.

In my informal tests, the 25X zoom lens and single CCD took sharp video with strong color. Picture quality gets a little grainy and dull in low light, but the quality is superior to what you would

get from similarly priced camcorders. The built-in microphone captured reasonably good sound, and you can use the included microphone input to add a better one.

The ZR500 comes with two shooting modes: Easy and P (for program). The former dis-

ables most shooting options. You hit Record and the camcorder does the rest. The latter offers more control, with features like white balancing and shooting modes. The camera also has cheesy-looking wipes and special effects.

Like most budget products, the ZR500 lacks features such as still-image capture, support for flash memory, and manual controls. There's no USB connection or analog video input either, but you do get a standard FireWire port.

It won't replace a high-end camcorder, but the ZR500 is a pretty good choice for shooting simple videos-and the price is low enough to make it almost an impulse purchase.

-Richard Baguley

Apple's Sleek Intel-Based Laptop

EQUIPPED WITH A 2-GHz Intel Core Duo Processor, Apple's MacBook Pro looks great, runs great, and has some fine

LAPTOP

new capabilities. But it lacks several features, and it has the same performance issues as the Intel-Based iMac.

The MacBook Pro is a joy to use. At 1440 by 900 pixels, the screen is sharp and bright. It comes with a built-in Webcam, Front Row media-playing software, and an infrared remote control. The unit handles basic productivity tasks with aplomb, and Apple applications run very fast.

That said, our \$2499 shipping unit lacks standard PC notebook options such as an S-Video port, a modem, and a PC Card slot (its ExpressCard slot isn't PC Card-compatible). Its DVD write speed is only 4X, and it can't yet burn doublelayer media. The laptop also lacks a FireWire 800 port.

In benchmark tests conducted by our sibling publication Macworld, the MacBook Pro underperformed the 2-GHz iMac Core Duo in some tests and outperformed the G4-based 15-inch PowerBook



APPLE'S MACBOOK PRO is slim, sleek, and generally quite speedy.

in most tests; notable exceptions were tests of Microsoft Word and Adobe Photoshop. The next versions of these apps will be Intel-optimized, but for now they run through the Rosetta translation software. Macworld found that a single battery charge lasted for more than 3.5 hours with normal use. For additional details on Macworld's tests, go to find.pcworld.com/52462.

This laptop runs very well, but it lacks a few features and will benefit as more software is optimized for Intel.

-Narasu Rebbapragada

MacBook Pro

Apple

PCW Rating 79 Good

Apple's stylish laptop is fast enough for most uses but performs best with Apple's own Intel-optimized software, Street: \$2499

find.pcworld.com/52458



SMB? Meet EMC.

EMC Insignia - made for Small and Medium Businesses



EMC brings its leadership in storage and information management to businesses with 20 to 200 employees. EMC Insignia software and hardware products allow you to confidently store, manage, protect, and share your vital business information.

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Install trusted storage. Move up to an EMC CLARIION* AX disk array.

Exchange Storage Management

Spend less time managing Exchange with EMC Storage Administrator™ for Exchange SMB Edition — migrate, get failover, and allocate storage.

Storage Management

Get a clear view into how storage is being used and manage your storage for greater efficiency with EMC VisualSRM™ SMB Edition.

Backup & Recovery

Data recovery matters when bad things happen. **EMC Retrospect***: self-adjusting backup operations, AES encrypted backups.

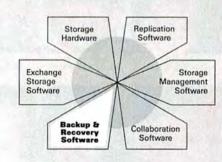
Replication

Every minute counts. **EMC RepliStor* SMB Edition** ensures no data is lost when a server goes down.

Collaboration

A winning team works together.

EMC eRoom™ SMB Edition creates secure web-accessible workspaces.



New! Retrospect 7.5

Faster performance, less management. Users can now recover their own files. Upgrade today at www.emcinsignia.com/upgrade

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Hilary Arteaga Missing Since 8/17/03



Ernesto Villarreal Missing Since 7/23/03



Melissa Delgado Missing Since 1/7/04



Taylor White Missing Since 7/12/02



Chaderia Mitchell Missing Since 5/28/01



Asha Degree Missing Since 2/14/00



Maimoona Carroll Missing Since 1/9/04



Julianna Ali Missing Since 6/30/02



Ta'Niyah Leonard Missing Since 10/19/02



Diamond Bradley Missing Since 7/6/01



Nathan Doyley Missing Since 8/4/04



Emil Emanuel Missing Since 10/2/01



Natasha Carter Missing Since 8/8/00



Michael Delamora Missing Since 2/8/05



Jaylan Simmons Missing Since 7/26/05



Brody Shelton Missing Since 3/19/04



Samantha Kibalo Missing Since 2/3/01



Iumila Vasquez Missing Since 12/19/03



Craig Frear Missing Since 6/26/04



Kevin Anderson Missing Since 3/31/04



Ptah Diamond Missing Since 5/27/01



Lydia Perkins Missing Since 10/26/97



Adrianna Wix Missing Since 3/25/04



Hope Brazil Missing Since 7/16/04



David Bertrand Missing Since 10/2/02



Julian Hernandez Missing Since 8/28/02



Karla Rodriguez Missing Since 10/20/99



Reya Lunetta Missing Since 6/28/02



Shawn White



Rilya Wilson Missing Since 1/18/01



Jacqueline Vasquez Missing Since 5/6/01



Kenny Magno ssing Since 8/27/01

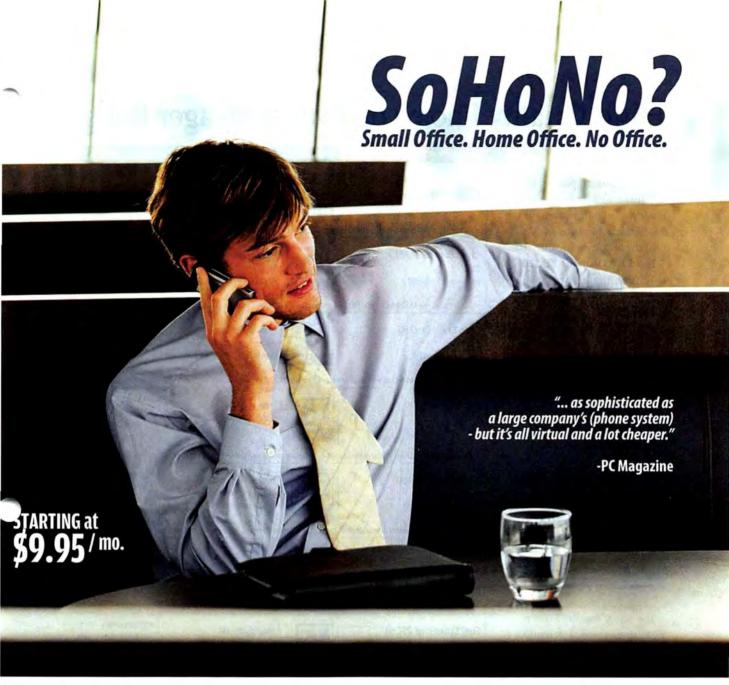
If you've seen any of these children, please call the NCMEC hotline at 1-800-THE-LOST.

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High-Quality Photos on Even a Meager Budget

YOU DON'T HAVE to drop a load of money for a camera to get great-looking photos. Of the three new models that made this month's chart, the least expensive camera delivered the best image quality.

The \$230 Olympus FE-120 took very impressive shots. The trade-off is that it lacks some of the exposure controls that many other models offer; also, it lasted only 203 shots in our battery tests. In contrast, the ultraslim Casio Exilim EX-S600 took 415 shots.



THE 9-MEGAPIXEL FUJIFILM FinePix E900 camera takes extremely sharp pictures.

The pricey Fujifilm FinePix E900 also earned high marks for its image quality. In particular, it received the best score for image sharpness.

Three Wi-Fi-enabled cameras missed our chart due in part to their steep prices and subpar battery life: the \$500 Canon PowerShot SD430, the \$500 Nikon Coolpix P1, and the \$400 Nikon Coolpix P2.

-Eric Butterfield

ONLINE

FOR MORE ABOUT the cameras reviewed in this chart, including testing details, go to find.pcworld. com/50968.

	POINT-AND-SHOOT CAMERA	PCW Rating	Performance	Features and specifications				
	Un hi da a da mare		Y27 - AT 274	• 6.2 megapixels				
	HP Photosmart R717	11:40	Image quality: Good	• 39mm to 117mm zoom				
1	Best \$270	00	Battery life: Good	• 9 scene modes				
1	find.pcworld.com/47128	Very Good	Overall design: Very Good	• 5.8 ounces				
	Bottom line: This feature-rich model comes with in-camera image advice and red-eye reduction, as well as extensive help menus.							
	Canon PowerShot A520	00	• Image quality: Fair	• 4.0 megapixels				
	\$200	674	Battery life: Fair	• 35mm to 140mm zoom				
2	find.pcworld.com/48083	Beetlesed	Overall design: Good	• 14 scene modes				
	пиа.ренополоничесо	Very Good	in a later of the	• 6.4 ounces				
4	► Bottom line: The A520 offers many features and manual controls for a very low price, but its battery life is limited.							
1	Casio Exilim EX-Z750	01	Image quality: Good	• 7.2 megapixels				
	\$380	(0)	Battery life: Superior	38mm to 114mm zoom				
3	find.pcworld.com/49024	Varu Cand	Overall design: Very Good	30 scene modes				
		Very Good		• 5.8 ounces				
1	▶ Bottom line: Slim model has very quick startup, a fine selection of manual controls, a 2.5-inch LCD, and an optical viewfinder.							
	Fujifilm FinePix F10	70	Image quality: Very Good	• 6.3 megapixels				
	\$329	W (6)	Battery life: Superior	36mm to 108mm zoom				
4	find.pcworld.com/48085		Overall design: Very Good	• 5 scene modes				
	ina.pcworia.com/40003	Good	Overall design, very dood	• 7.2 ounces				
	► Bottom line: The FIO has strong image quality, easy storage, and a high ISO setting, but images had significant noise even at lower ISO							
	Fujifilm FinePix E900	70	• Image quality: Very Good	• 9.0 megapixels				
	\$410	1 6	Battery life: Very Good	32mm to 128mm zoom				
5	find.pcworld.com/52092	N. Alband	Overall design: Good	4 scene modes				
١	mid.pcwortu.com/52032	Good	Oteran accign, acco	• 9.2 ounces				
	► Bottom line: Pricey model delivers high image quality and many controls. However, the image editing software is limited.							
1	Olympus FE-120		Image quality: Very Good	• 6.0 megapixels				
	\$230		Battery life: Fair	38mm to 114mm zoom				
6	find.pcworld.com/52052		Overall design: Good	• 16 scene modes				
	AND THE PROPERTY OF THE PROPER	Good	THE PERSON NAMED IN THE PERSON NAMED IN	• 6.7 ounces				
4	► Bottom line: Low-cost camera has high image quality yet few manual controls. Battery life is limited, and the LCD is only 1.8 inches.							
	Sony Cyber-shot DSC-H1	777	Image quality: Fair	• 5.1 megapixels				
_	\$400	I W M A	Battery life: Very Good	36mm to 432mm zoom				
1	find.pcworld.com/49033	Good	Overall design: Very Good	• 7 scene modes				
	*************************		Committee and the committee of the commi	• 21 ounces				
4	> Bottom line: This bulky model features a 12X optical zoom with optical image stabilization, but overall image quality is mediocre.							
1	HP Photosmart R817	757	Image quality: Good	• 5.1 megapixels				
_	\$299		Battery life: Poor	36mm to 180mm zoom				
8	find.pcworld.com/49030	Cood	Overall design: Good	• 9 scene modes				
	***************************************	Good		• 6.7 ounces				
-	> Bottom line: The R817 has in-camera red-eye reduction like the similar R717, plus a powerful zoom, but image quality is less impressive							
	Casio Exilim EX-S600	76	Image quality: Good	6.0 megapixels				
	\$350		Battery life: Superior	• 38mm to 114mm zoom				
9	find.pcworld.com/52042	Good	Overall design: Good	• 30 scene modes				
1	4.6 ounces Bottom line: Ultrathin model boasts long battery life and high ISOs: it lacks a control dial, though, so you have to push too many butto							
				• 5.0 megapixels				
	Casio Exilim EX-Z57	75	Image quality: Fair	• 35mm to 105mm zoom				
0	\$250		Battery life: Superior	• 23 scene modes				
	find.pcworld.com/48086	Good	Overall design: Fair	• 4.6 ounces				
-			ne modes, very long battery life, an	und minimum consumeron				

Wi-Fi Router Shares Cellular Broadband

WIRELESS

NEW EVDO NETWORKS from Verizon and Sprint support broadband-speed Internet access in ever-expanding locations, but service plans don't come cheap. And if your travel partners need Net access, too, the expenses for multiple plans can mount quickly.

Kyocera's \$299 KRI Mobile Router offers a clever alterna-

KR1 Mobile Router

Kyocera

PCW Rating 82 Very Good

A money-saving way for a team of mobile workers to share a single EVDO broadband account. Street: \$299

find.pcworld.com/52248

tive. Developed in partnership with D-Link, the KR1 is a Wi-Fi router that allows multiple Wi-Fi-enabled devices to share broadband access provided by a single EVDO PC Card.

I popped a Kyocera EVDO PC Card for Verizon Wireless's BroadbandAccess service into a slot on the back of a shipping router, ran the supplied ethernet cable between the router and a laptop, and completed a browser-based setup wizard. After that, I could easily connect a Wi-Fienabled notebook to the KR1 network-but only if I hadn't used the wizard to add encryption, since its arcane settings required changing a Windows



KYOCERA'S KR1 MOBILE Router lets you save money by sharing one cell-phone broadband connection among multiple Wi-FI devices.

default for Wi-Fi adapter security. Fortunately, you can adjust the router's encryption settings through the Web browser interface. Net access via the KR1 network felt like DSL and was similar to working with the EVDO card connected directly to the laptop.

One caveat: The product has a USB port for use with an EVDO phone, but this function requires carrier support that neither Sprint nor Verizon as yet provides.

-Yardena Arar



Creative's Impressive-Sounding Zen VisionM

MP3 PLAYER

DESPITE A FEW shortcomings, Creative's Zen VisionM is a great Apple iPod alternative. I tested a 30GB shipping model of the video-ready music device, which possesses the finest color screen I've ever seen on a portable player.

The \$330 VisionM sounded great, too, though audio codec support is a bit weak—with support for MP3, WMA, and WAV, but not for AAC, FLAC, or Ogg Vorbis formats. Still, the player works nicely with PlaysForSure subscription services such as Napster. In addition, it carries an FM tuner/recorder and a voice recorder.

The VisionM does more

than play music. It supplies a raft of options for photo and video viewing on the unit's



CREATIVE'S ZEN VISIONM audio player shows and tells.

beautiful 320-by-240-pixel screen. The device supports enough video codecs to keep video enthusiasts happy, and an included dongle lets you link the player to a TV.

I had no trouble navigating files on the VisionM, thanks to the player's touchpad interface. With the touchpad at the default sensitivity setting, a few quick flicks of my thumb allowed me to move through lengthy lists of artists and albums, though landing on a specific selection was sometimes challenging.

Unfortunately, the VisionM has a few drawbacks when compared to the 30GB videoready iPod. For starters, it's

about 1.5 times as thick, and you need a dongle to charge the player and sync files to it. Also, its MediaSource application needs work, especially when matched against Apple's slick iTunes. If you can look beyond these flaws, however, you'll find a capable portable media player with useful features and a stellar screen.

-Eric Dahl

Zen VisionM

Creative Technology

PCW Rating 84 Very Good

This iPod alternative offers good sound and a beautiful screen for viewing photos and video.

Street: \$330

find.pcworld.com/52236



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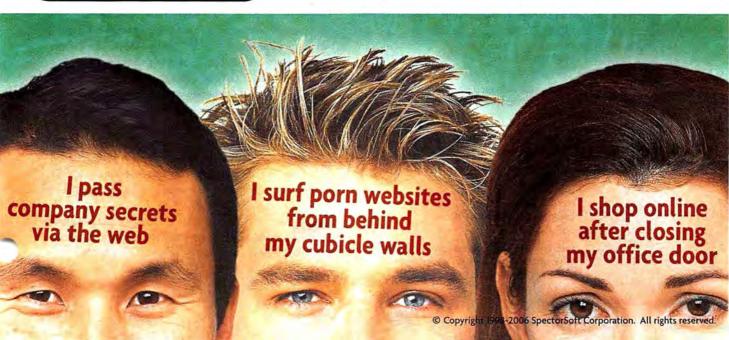
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SHORT LIST: VIDEO

Shoot, Edit, and Share Video



MAKE THE MOVE to making your own movies with a minimal investment: an inexpensive camcorder, low-cost video-editing software, and a free video-sharing application.

-Alan Stafford, Senior Writer



CAMCORDER Canon Elura 100, \$399 street find.pcworld.com/52032

The Elura 100 is a big step up from Canon's ZR series; though it includes 16-by-9 aspect ratio, it is still very affordable.



Adobe Premiere Elements 2, \$100 street find.pcworld.com/49876

One of the best \$100 applications you can buy, with tons of controls and ample instructions on how to use them.



VIDEO-SHARING APP Grouper, free find.pcworld.com/52034

This neat application lets you share movies on your hard drive with the world or with your own little group.

SHORT LIST: COMMUNICATIONS

Keeping in Touch

TECHNOLOGY GIVES US many ways to stay connected. Here are three interesting variations: free Internet video calls, a cell phone with keyboard, and better instant messaging.

-Anne B. McDonald, Senior Associate Editor





VIDEO VOIP

Skype Version 2, free find.pcworld.com/52214

Make Web-based video calls at no cost, using this new version of the popular Internet telephony software and a Webcam.



CELL PHONE

LG F9200, \$150 with Cingular service contract find.pcworld.com/52212

The keyboard-enabled F9200 handles e-mail, offers instant messaging, and takes photos-all at a reasonable price.



INSTANT MESSAGING

InteractiveGT IMSpellchecker XP, free find.pcworld.com/52234

Most instant messenger software doesn't have a spelling checker, but this program alerts you to suspect words.

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Microsoft's software and services bundle includes a free, basic Web site for your company. You can pay for monthly subscriptions to a block of 20 Web-based "applications," many of which are templates.

Google Toolbar 4

Free

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This is the toolbar you'll keep; it's simple, elegant, and useful. New features include type-ahead help in the search text box.

Canon PowerShot SD430

Street: \$500

find.pcworld.com/52040

Wi-Fi camera offers strong image quality but costs more than most point-and-shoot cameras.



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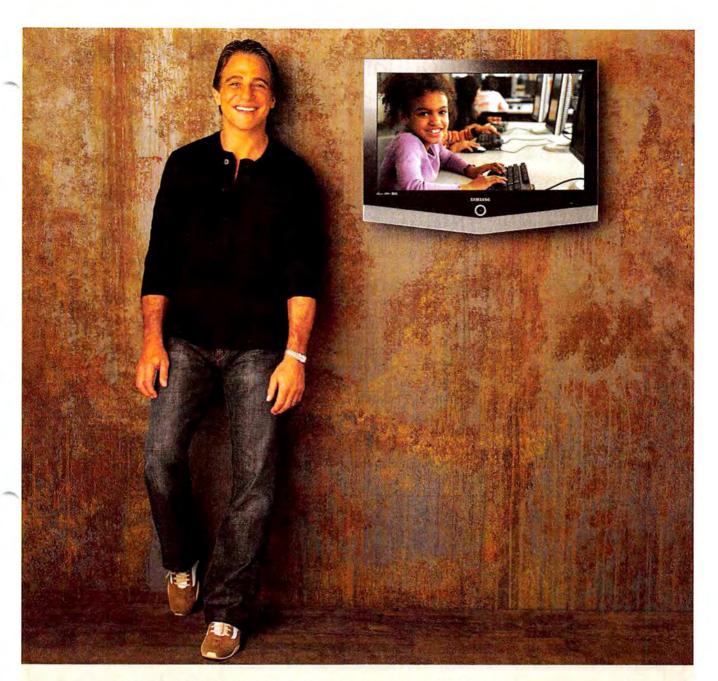


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Low-Cost, High-Performance Peace of Mind | Grisoft's AVG Anti-Virus solution delivers what users want

hether it is a small business or an enterprise-class organization, customers want the same things from their anti-virus solution. With damage due to viruses, worms, and other pests topping \$50 billion per year by some estimates, users want the solution to work with lethal precision. And they want the solution to be easy to install, easy to update, and easy on the wallet.

Customers in business of all sizes get that and more with AVG Anti-Virus from Grisoft (www.grisoft.com). "I get a lot of infected emails, but this software has caught it all," says David Inman, Technology Committee, AARP Tax-Aide. "No viruses have gotten through since I've been using AVG Anti-Virus. I really like it."

AVG Anti-Virus is available in versions tailored to support personal computers, SOHO environments of up to five computers, and networks of any size; the network edition includes a tool for central administration. But no matter what version is needed, all users get the same value-laden package of benefits with AVG Anti-Virus, which has received numerous independent awards. These benefits and features include:

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BY DYLAN TWENEY • ILLUSTRATIONS BY EDWIN FOTHERINGHAM



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tune up

Foxit Reader For viewing PDF files, Foxit Reader beats Adobe Reader hands-down. This program requires no installation just run the executable-and it launches in about 1 second. Plus, it includes some desirable tools Adobe that lacks, such as a "typewriter" that lets you edit any text in the PDF, not just in form fields.

Progress Windows Applications to be removed. (Approximate t Cottons

CCLEANER SCRUBS YOUR system to remove undeleted files, unwanted cookies, and other computer-clogging ephemera.

System Information for Windows Run the executable, and in a few seconds this little utility will tell you more than you could imagine about your computer's hardware, operating system, installed programs, and so on. What you do with that information is up to you-the tool doesn't offer diagnoses or advice.

PDF Creator This printer driver lets you create Adobe Acrobat files from any application, just by selecting Print from within that app and choosing PDF Creator as your printer. It offers a multitude of options for controlling the output, including the ability to password-protect PDF files to limit users' ability to print, copy, or modify the documents.

CCleaner Over time, your PC gets gunked up with old browser cache files, cookies, and other bits and pieces. CCleaner finds this digital detritus and zaps it.

Microsoft Tweak UI Control scores of hidden Windows XP settings, from determining what appears on your Start menu to specifying how users log on to your PC.

7-Zip It's just plain rude to send huge, uncompressed files. 7-Zip is a free utility that creates .zip compressed archives.

Putty If you need to connect to your Web server for maintenance, an SSH (Secure Shell) connection is safer than oldschool Telnet, because the connectionincluding the part where you type your

> password-is encrypted. This SSH client will do the trick very neatly.

OmniFormat Want to convert BMPs to IPEGs? GIFs to PDFs? Word docs to TIF image files? As fast as you can copy files into a specified target folder, OmniFormat will turn them into the precise kind of file you want. Note: In order to

use OmniFormat, you must install an adsupported PDF creation utility, PDF995.

find it

Google Desktop Harness the power of the Internet's most popular search engine on your own PC. Google Desktop indexes nearly every document on your hard drive and then includes those files in your Google searches. A sidebar displays information modules that you select, such as current news, updated items from recently visited sites, and local weather.



COPERNIC DESKTOP SEARCH adds a search field to the Windows taskbar.

MSN Search Toolbar With Windows Desktop Search This search tool indexes your hard drive and then delivers search results through a Windows application rather than relying on a Web browser. Also, it searches the Web via MSN Search, and can index your Outlook and Outlook Express e-mail.

Copernic Desktop Search Like Google Desktop and the MSN Search Toolbar, Copernic lets you search local files as well as Outlook and Outlook Express e-mail. But it gives you more control over your searches-for instance, letting you specify messages from a certain sender.

Free Download Manager If you're continually downloading files, this Internet Explorer companion can help. It speeds up single-file downloads, resumes interrupted downloads, manages your bandwidth usage, and schedules multiple file downloads for specific times. You can even use it to grab every page from a Web site.

FlashGot For Firefox users, this browser plug-in simplifies downloading, allowing you to download multiple files efficiently. It requires a download manager, and integrates that program's features into right-click menus in Firefox.

Project Gutenberg Like to read? Project Gutenberg has been creating electronic versions of the classics for three decades, and its library currently contains the full text of more than 17,000 volumes. Read them online, or get your own free CD or DVD containing thousands of titles.

Wikipedia Anyone can contribute to this online encyclopedia, so take its articles with a grain of salt. But Wikipedia is a clearinghouse for general info on almost anything. And you can access it from a PDA via Wapedia (www.en.wapedia.org).

Bartleby Like a reference library, Bartleby is home to several sources, including a dictionary, an encyclopedia, and various books of quotations. It offers audio pronunciations of words, a feature you have to pay for at other dictionary sites.

WordWeb This handy utility provides a dictionary and a thesaurus that work in any application on your computer. Simply highlight a word and press Ctrl-Alt-W (or click the taskbar icon) to get a definition, synonyms, and other information.

podAmigo podAmigo works with Podomatic, a Web service that helps you organize and download podcasts from all over the Web. You tell it what podcasts you want, and it creates daily "radio shows" for you-optionally mixing them with selections from your own music library.

Hyperwords This Firefox browser plug-in renders any text-on any Web pageclickable. Highlight a word or phrase, and a pop-up menu lets you submit the highlighted text to search engines, reference sites, online merchants, and more.

roam free

Collaboration and remote-access tools

LogMeIn LogMeIn simplifies checking your home PC from the road: Leave your home PC connected to the Web, sign on to a Web page, and the remote-access service shows your PC's screen in the browser. Then you control your PC from afar.

For links, see find.pcworld.com/52516.

WEB MAIL

THE NEW FACES OF WEB-BASED E-MAIL



A FEW YEARS ago, you'd have found little to differentiate one Web-based e-mail service from another. How times change. These days you'll see big contrasts.

The best of today's services, Gmail, behaves more like a Windows application than like a Web mail service. What's more, Gmail

can be a huge time-saver. Instead of making you sift through

your sent messages and your inbox to reconstruct an e-mail exchange, Gmail's interface presents every message in a threadthe ones you wrote on a given topic as well as those you received-in a single stack.

Gmail permits you to export and import contacts, and it allows you to set the replyto address to something other than your gmail.com address-features that most free Web mail providers don't have. It also gives you POP3 access (so you can download messages to a Windows mail program),

another rarity. And Gmail's 2.5GB of mail storage far outstrips other services' limits. These items make Gmail a fine replacement for your ISP's mail server: Use its Web interface when you're on the road, and a desktop program at home.

The traditional, forms-based Web interface of Yahoo Mail is quick and easy to use, and the service provides IGB of mail storage. Yahoo's synchronization utility lets you sync your Yahoo

Mail address book with Outlook, Outlook Express, or a Palm device. We also tested a beta of Yahoo Mail's upcoming Ajaxbased interface. This promising three-pane approach includes browser-like tabbed windows, an RSS reader, and the ability to search through attachments as well as through messages.

MSN Hotmail offers a respectable 250MB of storage to United States residents (others get 25MB). It has a Windowslike look, but the tiny buttons make the interface awkward, and the address book is limited to 650 entries. Its successor, Microsoft's Alax-based Windows Live Mail (now in beta) is an Outlook-like application-or an Outlook Express-like one, if you select that view-offering drag-and-drop convenience.



Best

GMAIL'S "STACKED" view of message threads saves time spent dredging through mailboxes. Just click each heading to open or close the message.

AIM Mail supplies 2GB of storage and integration with AOL Instant Messenger, so it can be good for IM addicts who want a generous Web mail account. But its large, animated ads are distracting-and screens can be slow to load. Netscape Webmail, with 250MB of storage, features large, easy-to-click buttons. On the downside, its address book lacks the capability to import contacts, and its help files aren't searchable.

GetByMail The free version of LogMeIn won't allow you to transfer files. For that, use GetByMail. Once you've installed the utility, you can use your e-mail account to send and receive files.

Backpack With this easy-to-use Web application, you or your group can create shared Web pages. Pages may include todo lists, notes, pictures, and more.

FreeConference.com Interested in hosting a 3-hour conference call with up to a hundred participants? You can set up calls via this Web site, and people join by calling a number that FreeConference.com specifies. These calls are rarely local, so use your cell phone (if it offers free long distance) to keep this service truly free.

PBwiki Wondering about wikis? PBwiki is a great introduction to these collaboratively created Web sites. You can launch a new, password-protected wiki in just moments. The free version has ads, and gives you only 10MB of storage.

iTeamwork This Web service helps groups keep track of complicated projects. After creating a project, you can add and assign tasks, and mark them complete. iTeamwork enables you to see at a glance what still needs to be done and by whom.

WriteBoard For collaborative editing, you can't beat WriteBoard. It lets you create, edit, and share documents with othersdirectly in your browser. You can even compare versions to see changes.

Groove Virtual Office Groove simplifies collaboration by letting you create shared workspaces where you and others can work on documents together, discuss plans, and more. After 60 days, the trial

BLOGS

BLOGGING TOOLS FOR EVERYONE

BLOGGING HAS COME a long way since the medium burst on the scene in 1999. Weblogs aren't merely vehicles for personal expression; many of them frequently break news, shape public opinion, and serve as lively channels for discussion.

You don't need to shell out money to start a blog when such outstanding free options abound. These free blog services can get you started, usually in less than 10 minutes.

Our favorite service is Blogger. The first major free blogging tool (launched in 1999), Blogger stays ahead of the game by remaining incredibly convenient to use and by offering a rich complement of features. If you have a Web server, you can use Blogger to publish your Weblog via FTP. But we like the easy way: hosting the blog on Blogspot. In about 5 minutes, we were able to create a blog, pick an appealing design, and

start posting. Uploading images is a simple process, and the service supplies a generous 300MB of photo storage.

Blogger is especially friendly to mobile bloggers. Can't get access to a computer easily? Send a picture or a text message from your phone to a special SMS address, and up it goes. Blogger's Audioblogger service even offers voice

blogging: Just call a special number, enter a code, and say your piece. Blogger converts the sound of your voice (up to 5 minutes' worth) into an audio file and posts it for all to hear.

Another excellent choice is WordPress.com, a hosted service built on popular open-source blogging tool WordPress. WordPress.com doesn't support remote blogging, but it does have a clean, responsive interface that makes creating and editing posts easy, and it lets you upload 25MB of images. The site offers an appealing array of prefor-

matted templates; but unlike Blogger, Wordpress.com won't let you edit the template code-you're stuck with its options.

The three other blogging services we reviewed are better suited for personal blogs than for professional ones. Aimed at a young audience, LiveJournal, MySpace, and Xanga Classic

> include features for easily creating lists of friends and then seeing those friends' posts. LiveJournal has plenty of customizable options, and it carries no advertising. My-Space, on the other hand, is rife with ads-but it lets you store an unlimited number of small images, and uploading music and image files is easy. Finally, Xanga Classic has lots





BLOGGER'S TOOLS FOR formatting posts are simple, but its ease of use is unmatched.

> of (often garish) blog-formatting templates, but it has advertisements, too, albeit more muted ones than on MySpace. Xanga offers 200MB of image storage and can be a good way to stay in touch with friends-but the smaller community means your friends are more likely to be on LiveJournal or MySpace.

version of Groove loses some features, such as file synchronization-but its core collaboration features remain usable.

Netomat This social networking service permits you to share information via a

PC or cell phone. Create a "hub" based on an RSS feed or your own content, and invite some friends; whenever the hub receives new photos or other content, the update gets beamed to every member of the group via SMS or via the Netomat Hub application, which runs on their computers or compatible cell phones.

getting used to-due to its many options and unconventional interface-but it provides a huge amount of control over your mail, including mail merges and a greater range of flexible filtering options than any other free e-mail client offers.



WRITEBOARD OFFERS COLLABORATIVE editing, allowing a group to create, edit, and share documents.

get to work

Business and productivity tools

Firefox Still using Internet Explorer? It's time you started using Firefox for most of your Web browsing-it's a faster, more secure, and more flexible Web browser.

OpenOffice.org Though it's a full-fledged, Microsoft Office-compatible word processor, spreadsheet, presentation package, and database, OpenOffice.org won't cost you one thin dime. It's solid enough (and sufficiently compatible with Office documents) that you may never have to invest in an office suite again.

ThinkFree Online Beta This office software, which runs in your browser, lets you edit Microsoft Office-compatible documents, spreadsheets, and presentations from any Internet-connected system. The programs are slow to load but work beautifully once they're running.

AbiWord If all you need is a word processor, try AbiWord, a lightweight and fullfeatured word processor that is compatible with Microsoft Word documents. It looks and feels a lot like Word, too.

Pegasus Mail A longtime favorite among e-mail power users, Pegasus takes a little

Thunderbird You may not care for Thunderbird's simple look, but its tight security and robust stability make it the top choice for managing e-mail on your PC.

Steganos LockNote Need to keep a secret? LockNote is a simple notepad with strong encryption. You set a password, and once you close the file, you won't be able to see the text (which is stored inside the Lock-Note executable file) without entering the password. And neither will anyone else.

Alleycode Here's a simple HTML editor for people who are comfortable with code but want some support for creating Cascading Style Sheets (CSS). Alleycode is not for novices, but it's efficient if you know your way around a Web page and need to do some quick editing.



COMPLICATED BUT POWERFUL, Pegasus has a sophisticated set of mail filtering tools.

Nvu Don't know much about HTML? Try Nvu, a sophisticated Web page editor that doesn't require any understanding of the underlying tags. What you see in Nvu is close to what you'll see in a browser.

SeaMonkey Mozilla.org's e-mail and browser programs have found new life in this suite of Internet tools, which includes a chat client and a capable HTML editor, and lets you sync your address book to a Palm device (see review, page 60).

keep in touch

Communications tools and services

Trillian Basic If you use AIM, ICQ, IRC. MSN Messenger, and/or Yahoo Messenger, ditch your proprietary clients and get Trillian Basic instead. Its clean, ad-free interface is a breath of fresh air.

eFax If you don't mind having your fax number in an area code other than your own, eFax is a big improvement on the fax machine that sits on your desk turning perfectly good paper into printed junk mail. You can send and receive faxes free of charge, viewing or printing them via the service's eFax Messenger software.

QNext This universal instant messenger service includes robust music-sharing and photo-sharing features. It's overkill for just chatting on AIM-but for sharing tunes and snaps, QNext is a kick.

SightSpeed For live video calls, it's hard to beat SightSpeed, which is simple to set up, neatly synchronizes lip movements and audio, and provides easy in-call controls. The free version permits unlimited one-to-one video calling.

Skype People who like to gab on the phone may like Skype, which has been offering free PC-to-PC voice calls

For links, see find.pcworld.com/52516.

(with text chat and file transfer capabilities) since 2003. It's easy to set up and has a huge user community. The current version makes video chat available. But Skype-to-telephone or telephone-to-Skype calls cost you money.

Festoon Beta This clever add-on for Skype and Google Talk lets users of these two services call each other. It gives video chat capabilities

to Google Talk. And it includes a number of trippy visual effects for spicing up your video calls-by placing your face in the middle of a daisy, for instance.



WITH SKYPE, you can chat (via video, voice, or text) with millions.

markably well done calendar and address book application for Windows. Even if you don't own a PDA, you might like using this organizer anyway, to help keep your life in order. It's free for anyone, not just for Palm customers.

Yahoo Widgets Formerly known as Konfabulator, this application puts "widgets" on your desktop that provide information such as stock

tickers, weather reports, and photos; alternatively, they can provide services, like running search engine queries or storing notes. Choose from thousands of widgets, or as many as your desktop can bear.

SyncNotes This is a sticky-note application that runs on your computer-and it features an online account that you can use to view and edit your notes from any Web or WAP browser.

FreeMind Psychologists say that an effective way to take notes is to put them in a "mind map"-a free-form tree structure that mimics the way your brain works. FreeMind does exactly that. It acts like an outliner-except that, instead of working with headings and subheadings, you create nodes and subnodes that branch from a central point. Each node can contain text, pictures, special icons, or colorful formatting. FreeMind is useful for taking notes in class, outlining books, or even planning a route to world domination.

Furl Like Del.icio.us, Furl lets you save your favorite Web pages in an online ac-

nail it down

Calendars and organizers

Yahoo Calendar If you don't object to an occasional ad appearing next to your appointment book, Yahoo's calendar is one of the best available online. Its Time Guides let you easily insert holidays, local weather reports, and events from Yahoo Groups into your calendar; and optional software syncs your calendar with Outlook, Outlook Express, and Palm PDAs.

Ta-Da List This straightforward to-do list manager lets you create lists, reorder items, and check them off when completedfrom the comfort of your browser.

Palm Desktop Designed to sync with the company's PDAs, Palm Desktop is a reDel.icio.us Forget browser bookmarks-Del.icio.us can keep track of your favorite sites much more easily, and from any PC online. When you post an item to Del.icio.us, you add keywords; afterward, you can search for items that you or other users have tagged with these words, making this site a handy search tool, too.

bines a calendar, a contact manager, a todo list, and a notes manager. Its EPIM Today view displays your day at a glance, and import and export tools enable you to share information with other organizers.



YAHOO WIDGETS INCLUDE attractive tools for searching Yahoo, displaying images, showing weather info, and more.

count that you can access from any com-EssentialPIM Free EssentialPIM computer. However, Furl lets you save the entire page-so even if the site becomes inaccessible later, you still have a copy.

share it

File sharing and storage services

FolderSync USB keys are great for shuttling files around, but how do you ensure that you have the most recent versions of your files? Easy: You use FolderSync to sync files between any two folders.

For links, see find.pcworld.com/52516.

SECURITY CHECK

A WORD TO THE 'WARE'-WARY

MALWARE IS MALICIOUS software-often installed secretly along with seemingly legit programs-that can slow your PC and spy on you. All software in this roundup has been scanned by PC World and found malware-free. For more definitions, see "Software Lexicon: Know Which Ware Is What" (find.pcworld.com/52518).

Lenovo recommends Windows® XP Professional



EVERY FAMILY NEEDS A BLACK SHEEP.

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New Thinking, New Thinkpad. The

lenovo.

Lenovo recommends Windows® XP Professional

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nkPad T60/Z60m 9 Cell Li-lon Battery

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ThinkPad Z60 notebook available with Intel® Centrino® Mobile Technology

ThinkPad Z60m

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system features Intel® Centinno® Mobile Technology Intel® Pentium® M Processor 740 (1.73GHz) Intel® ProWireless 2915ABG

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think express model

799 PN 2511-FEU

Option

ninkPad Advanced Mini Dock

\$219 PN 250410U

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distinctive innovations

e-button recovery and restore solution

system features

ssor 331 (2.66GHz)

Microsoft Windows XP Professional

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ThinkCentre A52 Tower

distinctive innovations

Rescue and Recovery™ - Or recovery and restore solution e-button

system features

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Microsoft Windows XP Professional

512MB memory

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BeinSync If carrying a USB key is too much trouble, use BeInSync to ensure that you always have access to your most critical files. It keeps folders, IE favorites, and Outlook e-mail and contacts automatically (and virtually instantly) synchronized between up to five PCs. You can share files with other people, too.

FolderShare Like BeInSync, FolderShare keeps data files synchronized between multiple computers. It won't sync Outlook data, but it does have an OS X version, so you can use it to sync between PCs and Macs. Note: Microsoft has acquired FolderShare's maker (also called FolderShare). A Microsoft representative says that the program will remain free.

Flickr This popular photo-sharing service makes uploading pics, sharing them with others, or posting them to your Weblog a breeze. If you upload full-size images, though, you'll quickly burn through the paltry 20MB monthly upload limit.

Kodak EasyShare Gallery Sure, Kodak wants you to upload photos so you'll be tempted to buy prints from its site. (And it'll delete your galleries if you don't order anything for a year.) But this site's usability, mobile-phone access options, and lack of upload restrictions make it our top pick for photo sharing. The photo prints look attractive, too. Tip: A 15-cent orderokay, \$1.65 with tax and shipping-is all it takes to keep your galleries alive.

Yahoo Briefcase Its interface is almost starkly simple-which is why we like Yahoo Briefcase. It's one of the easiest ways we know of to store and share files (up to 30MB of them) online.

BitTorrent You may have heard that some folks use BitTorrent to trade copyrighted music and movies. But it's useful for downloading legitimate content quickly or for sharing your own (though creating "torrents," or files you want to share, is quite a bit trickier than downloading them).

Avvenu Like many file sharing services, this one lets you access your files in a

For links, see find.pcworld.com/52516.

RSS READERS

DELIVERED: THE NEWS YOU WANT



IF YOU STILL take a hunter/ gatherer approach to finding news-visiting one Web site after another-it's time to join the modern world. RSS news-feed readers are a far faster and easier way to stay abreast of the news you care about. An RSS reader downloads specially formatted XML files from

the Web sites you're interested in and then displays all their news to you in one place-no more browsing from site to site.

Software-based news readers are generally the fastest, and it's hard to beat Abilon. This powerful, speedy reader offers you a choice of views: You can opt for a three-pane view with feeds on the left, headlines in the middle, and articles on the right; or you can switch to a two-column view. It has a built-in tabbed browser, too. One tool lets you quickly and easily post items to your Blogger, LiveJournal, or Movable Type blog. And finally, Abilon speedily imports and exports OPML (Outline Processor Markup Language) files, which are crucial for transferring your list of subscriptions to another news reader. Caveat: As of press time, Abilon's parent site (www.abilon.org) was down; this handy piece of freeware may be an orphan.

Other fine choices in PC-based news readers include Rss-Reader and Feedreader. While not as elegant as Abilon, both display your feeds simply and cleanly. With RssReader, you have the advantage of viewing all the stories from a feed or group of feeds in a single, tall, scrolling window; Feedreader, by contrast, displays the content from only one story at a time. However, Feedreader's keyboard shortcuts are more flexible. Both programs import large OPML files slowly.

If you use more than one PC, a Web-based feed reader may be a better selection. By far the best choice in this category is Bloglines. This site uses frames, so you see a list of your subscribed feeds on the left pane while you read the latest articles from each feed on the right. Shortcut keys help you speed through the news, article by article or feed by feed. Bioglines also supports the import and export of OPML files.



Best

WITH ABILON YOU can choose between this three-pane view and a more traditional two-pane display.

Another popular Web-based reader is NewsGator, which shows feeds in a clean, readable display. Unlike Bloglines, it doesn't use frames, so as you scroll down the list of articles, you lose the navigation controls that let you skip from feed to feed-pretty annoying. Also, NewsGator can import OPML files but it won't export them, so you can't transfer your feeds to another reader if you decide NewsGator's not your pet.

Web browser. What's unique about Avvenu is that it lets you browse files and view thumbnails of images from a cell phone or PDA, too. No need to upload files to a server-the files stay on your desktop.

lock it up Security and antivirus tools

Spybot Search & Destroy Spyware: It can slow your system, monitor where you surf, and even make your browser malfunction. Though no tool is a cure-all, Spybot is a powerful antidote to many ills. In addition to finding and deleting spyware, Spybot can continuously monitor your system for changes, giving you an opportunity to permit or disallow critical Registry modifications before they happen.

Lavasoft Ad-Aware SE Personal Another reliable tool, Ad-Aware scans your PC for spyware, uncovering digital snoops that lurk in memory or on your hard drive. The free version performs on-demand scans only, not continuous monitoring. But Ad-Aware catches some programs that Spybot misses (and vice versa).



SPYBOT SEARCH & DESTROY'S simple interface makes it an excellent starting point in your quest to defeat spyware.

Microsoft Windows Defender Yes, you do need another antispyware app. Though this beta software (formerly known as Microsoft Windows AntiSpyware) expires on December 31, 2006, it's worth downloading. Microsoft's tool catches spyware that other programs don't-including the dangerous rootkit carried by some Sony music CDs that were released last year.



BOTH CHIEF WHICH

All-in-One Secretmaker If you must use Internet Explorer, the least you can do is plug its security holes. All-in-One Secretmaker can help. It blocks banner ads and pop-ups, filters spam, and offers a collection of utilities for cleaning up and securing your system.

ALL-IN-ONE SECRETMAKER offers a vast array of options for ousting ads, cookies, spyware, and more.

ZoneAlarm This firewall keeps watch over inbound and outbound Internet connections, helping avert attacks by hackers and spyware programs. It offers greater control and is easier to use than Windows XP's built-in firewall. Make sure that you download the basic firewall, which is free for personal and nonprofit use, instead of the trial version of ZoneAlarm Pro.

Anonymizer This company hosts a free anonymous browsing service at its home page (www.anonymizer.com). Enter a URL, and Anonymizer displays the page you want-without revealing your IP address, your cookies, or any other informa-

tion to the sites you surf.

GRC Shields Up Think your PC is secure? Visit programming guru Steve Gibson's site to be sure. Shields Up is a convenient browser-based tool that checks for common vulnerabilities, such as open ports and hackable file-sharing services.

Trend Micro Housecall If

installing antivirus software isn't an option, do yourself a favor and visit this site regularly. Trend Micro's software runs in your browser to scan for and eliminate viruses on your computer.

AirDefense Personal Lite You should never lose sight of the security risks involved in using Wi-Fi. This simple program alerts you whenever you connect to an insecure wireless network or to a hotspot that you haven't designated as safe.

Avast Home Edition This easy-to-use antivirus scanner is free for noncommercial or home use. Unlike online scanners, it can perform a boot-time virus scan (the most effective way to catch viruses) and will continually monitor your system for threats. Avast is free, but you must register at the company's Web site to use the program beyond its 90-day trial period.

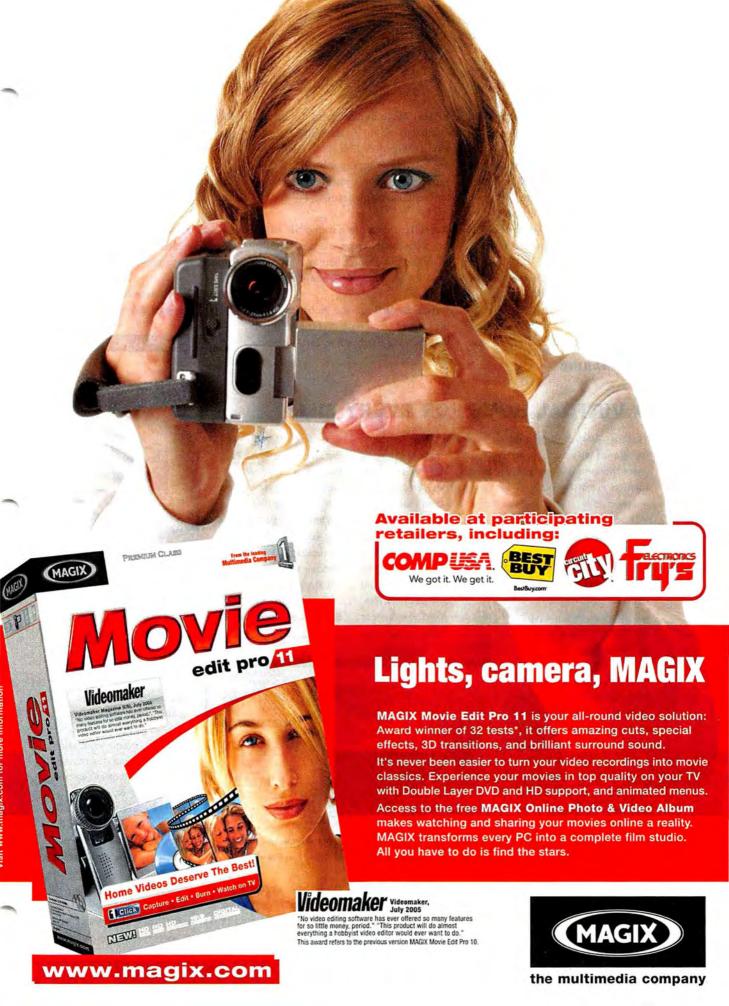
kick back

Google Picasa Forget the clunky image gallery software you got with your digital camera. There's no easier way to organize, touch up, and share photos than Picasa.

Irfanview For basic image editing, file format conversions, and the like, simple-touse Irfanview is your best bet. It installs quickly, doesn't take up much room on your hard disk, and supports a huge variety of image file formats.

The GIMP If you can't afford to spend hundreds of dollars on Photoshop but still need sophisticated image-editing software, consider the GNU Image Manipulation Program, aka the GIMP. It features an arsenal of image tools for retouching, layer-based composition, and more.

For links, see find.pcworld.com/52516.



Pandora Don't play the same song until you're sick of it. Enter the name of an artist or song you like, and Pandora will create a custom "radio station" for you that plays similar music, right in your browser. This service makes surprisingly good choices, and it uses your feedback to refine them further. And if you get tired of one station, you can just create a new one.

iTunes We don't call iTunes a slick music player just because it works with our beloved iPods. Its user-friendliness redefined the market, and it's still the easiestto-use audio player and CD ripper going.

Kristal Audio Engine Need to record a demo tape of your garage band? Kristal is your mixing deck. But you'll need some audio engineering expertise to make the most of this sophisticated audio mixing and sequencing platform.

Audacity This simple sound-file editor can import audio files in a variety of formats and can export them as .wav, MP3, or Ogg Vorbis files. It's a snap to use.

Google Earth Turn the globe into your plaything. Like some cybernetic angel, you spin the Earth, tilt it, turn it upside

down, or zoom in to take a closer look at almost anything: New York City, the Grand Canyon, or your own house.

Celestia When the world seems too small after all, launch Celestia. You can zoom through the solar system-and beyondfor real-time or accelerated views of planets, moons, comets, stars, and even the Hubble space telescope. Heavenly.

Dylan Tweney is a freelance writer and editor in San Mateo, California.

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VIDEO SHARING

A VIRTUAL HOME FOR EVERY FILM

YOU PUT A lot of effort into your home movies: recording them, and then editing them down to tight, 1-minute shows. To share these movies, you could burn them onto DVDs and mail them to your friends-but there's an easier way. Several hosting services let you upload your videos and then share themwith your friends or with the entire world-via the Web.

One of our favorites is Revver, a relative newcomer, Like the other services here, Revver sells ads that appear next to your videos-but unlike the others, Revver shares 50 percent of the ad revenue with you. To facilitate this, you have to enter a bit more information than on other sites. An optional utility, Revver Uploader, simplifies uploading files over 10MB. Revver does

not limit the size or quantity of files you can upload.

The service's playback interface is simple and reliable. Even if you didn't set up your videos as streaming files, Revver streams the video on playback. To protect ad revenue, the site captures the video so it can't be viewed outside Revver-frustrating if you want friends to be able to download your video files.

Comparatively basic, Putfile doesn't automatically stream video (you may have

to download a whole file before you can view it), but it works reliably and well. You can upload as many video or audio files as you like under 25MB (2MB for still images). A handy dropdown box lets you select the size of the video. Putfile doesn't support keyword tagging, so videos can be hard to find later.

Vimeo may be the easiest service to use. You can upload 20MB of video files per week. Videos are

not streamed on playback, but a link lets you save files locally.

Want to share lots of big files in addition to videos? Try Streamload Mediamax, a storage site that gives you 25GB of

> free online storage and permits file uploads up to 25MB. (You're limited to 500MB of downloads per month.) The browser-based upload tool is simple and elegant.

> For watching videos, Mediamax has a promising-looking frame-by-frame view that enables you to look at selected stills. However, many of the frames looked black in our tests, and the service's inbrowser playback didn't function either. Fortunately, Mediamax lets you download





on to each one. But it shares the ad revenue with you.

the original video files so you can play them back locally.

The lengthy approval process of Google Video may not appeal to amateurs, but the service reaches a large audience.



MAKING FREE CALLS OVER THE INTERNET JUST GOT EASIER! IT'S AS SIMPLE AS 1-2-3!

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Takes film scanning to the next level.

The i800 scanner from Microtek offers a lot of great features that make it a class leader, but what really makes it stand out from the pack is its new EZ-Lock" film carriers featuring spring-actuated tension grips. This carrier design keeps your film flat, for scans that are sharp from edge to edge. A full set of bundled software combining Automatic Color Restoration with Digital ICE technology for photos and film makes the i800 hard to overlook.

ScanMaker i800 Includes EZ-Lock" Film Templates

















With standard warranties dwindling, you need to decide whether to pay for coverage you used to get for free. Our survey of 2000 readers reveals some surprising data about extended plans.

Worth It?

WHEN I BUY SOMETHING, I want it to last. But if it fails prematurely, I want the company I bought it from to replace or fix it. Unfortunately, that's not always the way things work.

Vendors have severely cut the length of standard warranties for numerous products. Dell, for example, used to offer a threeyear standard warranty for many products, but has cut some down to one year and a few to just three months. If buyers

BY ALAN STAFFORD ★ ILLUSTRATIONS BY JONATHAN CARLSON

want the comfort and security of a lengthier warranty, they have to pay extra for it. Furthermore, products have become more complex and so are costlier to fix: also, many devices are now portable and thus are more at risk of failure. These and other factors are feeding a significant growth in sales of extended warranties, for which consumers spent \$16 billion last year-up 7 percent over 2004, says

Eric Arnum, editor of Warranty Week (www.warrantyweek. com), a site aimed at warranty management professionals.

But are these plans really worth your money? PC World decided to find out. We surveyed readers to discover how many of them purchased such warranties and how satisfied they were with the service they received. Of our 2031 respondents, 63 percent said they had bought extended warranties; 90 percent of those who used the warranty said their request had been honored with either service or a replacement product. And 80 percent of those who received help said they were satisfied with the outcome.

"I couldn't be more happy," says Loren Bergstedt of the service he got with Dell's extended warranties. Bergstedt, a retired civil engineer from Esko, Minnesota, always buys extended warranties on his laptops. When his two-and-a-half-year-old Inspiron notebook died. Dell had a technician there the same day; the next morning he had a replacement (a refurbished model). When the backlight on another laptop went out, a Dell tech came and replaced the screen while he waited.

ONLINE EXTRA

More Results

TO FIND OUT how satisfied users were with extended warranty service for different product categories, go to find.pcworld.com/52538.

However, 37 percent of survey respondents said they don't buy extended warranties, mainly because they think the plans are a rip-off, though a large portion also believes they're just too pricey. Most of them haven't regretted skipping itonly 23 percent of that group said they wished they had one when gear failed after the standard warranty expired.

Some people think that if a product is



MICHAEL BILLY, a computer design draftsman from Rochester, New York, got a good deal from Sears, which replaced his Kodak camera multiple times under a \$25 extended warranty plan he bought.

going to fail, it will do so soon after purchase, so the likelihood that you'll need coverage beyond the standard term is low. This has some truth for certain products. "There is a spike in front," says Jim Kahler, director of consumer support for HP's North American PC products line. "You pick up any flaws in manufacturing in the first 90 days; it flattens out [soon thereafter], then rises, especially with a mobile product," he adds.

In our October 2005 issue's "20 Things They Don't Want You to Know," we said that extended warranties are rarely a good deal, and we still think that's true for many products. Whether you should buy one depends on the product you're purchasing, who makes it, the store you're buying it from, and a raft of other factors. We examine these factors here and also boil them down to a cheat sheet of the top things you should think about when considering extra coverage (see page 95, "10 Extended Warranty Pointers").

HERE COMES THE PITCH

IF YOU BUY anything more complicated than a candy bar at a big-box electronics store, you'll almost certainly get pitched to purchase an extended warranty. Many product manufacturers will hit you up for

> one, as well. That's because these plans have become big business for both groups.

> For example, according to Joe Barkai, program director for Manufacturing Insights, an IDC market research firm, in 2004 Dell took in \$1.36 billion in sales of extended warranties, and spent only \$1.18 billion in servicing both standard and extended warranty claims-a profit of \$180 million. Warranties have become more important to the company's bottom line, too: 24 percent of Dell's net income in the first quarter of 2003 came from extended warranty sales; in the fourth quarter of 2005, that had grown to 37 percent, Barkai says.

Warranty Week's Arnum says Gateway also is one of the more successful PC makers in the warranty business, taking in three dollars in sales of extended warranties for every dollar spent to handle all of its warranty claims. That's partly because not all customers take advantage of extended warranty services. Dell and Gateway declined to discuss their profit margins on extended warranties.

Though coverage plans are profitable for stores and vendors, those providers vary on how hard they push the warranty and what products they will cover.

Steve Gusa, director of Best Buy's service contract business group, says Best Buy's salespeople are supposed to offer an extended warranty on anything that might carry a manufacturer's warranty. That includes items costing \$20 or less.

But in Wal-Mart stores, extended war-

ranties are available only on TVs priced \$300 or higher, or on computers. You can, however, add a warranty on products that cost as little as \$50 on its Web site.

Best Buy says it doesn't give its salespeople any financial incentives to sell extended warranties. Tom Miller, a former Best Buy salesperson from Myrtle Beach, South Carolina, confirms that, but says his store managers would eavesdrop on his conversations with customers, "and if you didn't push [an extended warranty], you'd be spoken to." On my visit to a San Carlos, California, Best Buy, I didn't get the hard sell-but then, I was only looking, not buying. I asked about warranties on TVs, and the rep seemed knowledgeable and willing to help. He was up-front about the limitations of the coverage, telling me that the plan-like most-doesn't cover image burn-in for TVs. The store's plans also do not cover accidental damage (most warranties don't, and those that do cost more).

Former Staples employee Chris Hankes says Staples doesn't pay commissions, but if a sales team met a monthly goal—for example, a percentage of sales with an extended warranty attached—team members would receive a small bonus, on the order of 15 cents per hour, which Staples confirms. That wasn't enough to get Hankes to sell them, but the bonus motivated other reps. Pushing a warranty is a common theme in posts by salespeople

at RetailWorker.com. Salespeople posting to the site's forums joke about code names for extended warranties—a good sale is a "hot dog," but a good sale with a warranty is a "chili dog with cheese."

A FINE-PRINT POLICY

EXTENDED WARRANTY CONTRACTS can be serviced by the brand-name manufacturer, the retailer (if it's a large outfit), or a third-party administrator. For example, N.E.W. Customer Service Companies administers extended warranties for Amwho bought them from retail stores. In theory, a manufacturer should know its products better and repair more of them than a store or service company. But you can't count on that to get better service.

Jack White, a retired civil engineer from Mesa, Arizona, says he bought a \$450 HP Pavilion desktop PC from Circuit City, and then purchased a warranty extension from HP at the end of the standard term. He paid a pricey (given his system's cost) \$210 for three extra years of coverage. When the PC started acting



Most warranties DO NOT COVER accidental damage and ones that do COST MORE.

azon, OfficeMax, and Wal-Mart, among other companies. N.E.W. says it has 2200 call center employees, who handle more than 8 million calls per year. Knowing who actually administers the warranty could help steer you to worthwhile plans if a provider that has proven to be helpful also covers you at another store.

In our survey, the percentage of people who were glad they bought extended warranties from Dell, the only manufacturer to receive enough responses to rate, was substantially higher than that of people

up, he called HP, which made him buy a set of restore discs (for around \$30). The discs didn't fix his PC, so HP sent him a box to ship the system to a repair facility. Seven weeks and many calls later, he got the PC back—and it didn't work. He ended up taking it to a local store, which fixed it in a day. "The warranty is still in effect until 2008," says White, "but I doubt that I'd go back to them again."

Many retailers sell three-year warranties that add only two years of coverage to the manufacturer's standard one-year

SURVEY RESULTS

Most Buyers Glad They Bought EXTENDED WARRANTIES

OF THE PEOPLE we surveyed who have purchased extended warranties, most are happy with them. The stores cited in the survey repaired devices at a comparable rate-38 percent on average. Best Buy was likelier to replace faulty devices with new ones.

COMPANY	If device replaced, received new/refurbished unit	Problem was resolved in less than 1 day	Average time to resolve a problem	Extremely satisified with extended warranty service	Glad to have purchased an extended warranty
Best Buy	47%/3%	22%	13.4 days	24%	74%
Circuit City	34%/15%	22%	10.4 days	26%	77%
Dell	38%/9%	10%	6.4 days	33%	87%
Average ^t	43%/7%	17%	9.7 days	31%	71%

CHART NOTES: Green denotes best score; red denotes worst score. Source: Survey of 2031 PC World readers from January 17, 2006, to January 29, 2006. FOOTNOTE: 'Averages include responses for all stores cited, not just the ones listed here.

warranty. These companies can market their warranty plans as three-year deals because they provide service during the first year; you can call either the store or the manufacturer. Wal-Mart, which only recently began offering extended warranties in stores, is an exception: Its terms explicitly state that service plan coverage begins immediately after the expiration of the manufacturer's labor warranty, so you're not paying for dual coverage.

Another gotcha: With many plans, if your product is replaced under an extended warranty after the original has expired, the extra coverage is no longer valid. So if you buy a four-year plan on a TV, and it goes kaput and can't be fixed 13 months after you buy it, you'll get a new TV-but if that one goes bad, it's on you. Usually you'll find this under "exclusions" or in the details of the plan's "lemons" policy.

Some plans offer additional services beyond just repair, making coverage more worthwhile. For example, some plans from Best Buy and Circuit City cover one annual cleaning or preventive maintenance for VCRs, camcorders, and TV/VCR combinations (you must take the product into a store). Both retailers cover one lamp replacement for projectors and projection TVs. Certain plans COST COMPARISON

SHOP AROUND for Extended Warranties

SERVICE PLAN COSTS vary-and you need to be aware of coverage overlap. For example, warranties from Best Buy, Circuit City, and CompUSA/Good Guys overlap a manufacturer's warranty period, meaning you're paying for double coverage.

COMPANY	\$2500, 42-inch plasma HDTV	\$400 digital camera	\$125 inkjet photo printer	\$40 DVD player
Best Buy	\$400/3 years	\$60/3 years	\$30/2 years	\$40/3 years
Circuit City	\$500/2 years	\$80/3 years	\$30/1 year	\$10/1 year
CompUSA	\$600/3 years	\$50/2 years	\$25/1 year	\$20/1 year
Dell	\$549/4 years ¹	\$59/2 years	\$37/2 years ²	n/a
Wal-Mart ³	\$388/3 years	\$44/3 years	\$19/2 years	n/a

CHART NOTES: Prices given are for comparable products; not all stores carry the same brands. Warranty periods listed are in addition to the manufacturer's coverage. n/a = not applicable. FOOTNOTES: 1Total warranty length; it is a Dell product. 2 A twoyear warranty on a Dell printer is \$29.3 Minimum product cost for warranty eligibility is \$50 on the Web site and \$300 in stores.

peworld.com/52078 for information on Visa's extended warranty program, find. pcworld.com/52080 for details on MasterCard's, and find.pcworld.com/52152 for American Express's. Check your issuing bank's terms to see if you're covered.

ARE YOU BEING SERVED?

WE'VE HEARD HORROR stories about extended warranties, so we were surprised to learn that most of the readers surveyed were happy with the service trouble on that score. Ohio and Wisconsin have suits pending against Best Buy in which they allege that the retailer, among other things, has misrepresented the attributes and benefits of its service plans, and that in many cases it has failed to honor its service plans. Best Buy settled a similar suit brought by New Jersey in 2004. The company would not comment on the pending suits.

Some companies fulfill the terms of service and then some. Michael Billy, a computer design draftsman from Rochester, New York, bought a Kodak DX3700 digital camera for \$199 from Sears and paid \$25 for an extended warranty. When the camera's media-card door wouldn't close a month later, Sears replaced the camera with a newer Kodak unit. Then it replaced the replacement when it broke. Billy went through two more Kodak models before asking for-and receiving-a comparably priced Nikon model as a replacement. He says, "When it comes to warranties, I listen to the pitch, price, and time limit, and what I like to hear is, 'We will replace the defective unit with another one of the same value or upgrade to the next model when possible."

Often, getting a replacement product is a relief, but in some cases it may work against you. Michael Baraz, an IT consultant from Chicago, purchased two >

You may automatically get EXTRA WARRANTY COVERAGE. thanks to your credit card.

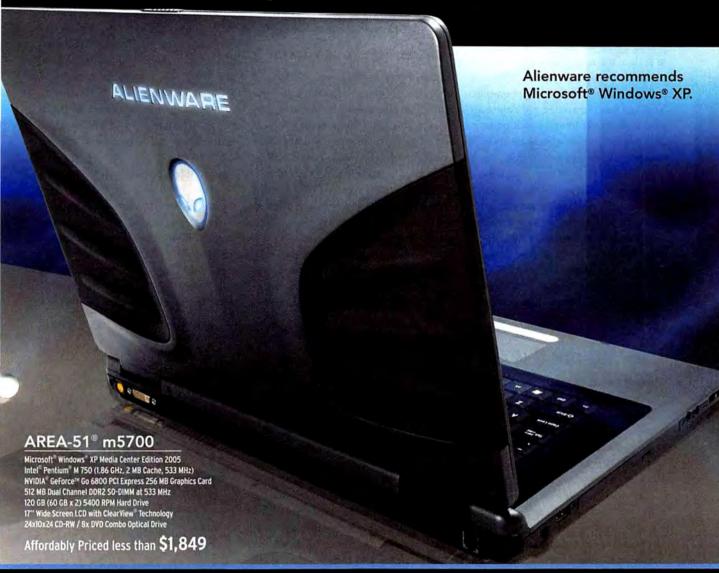
provide technical support, too-after all, it's often difficult to know when tech support ends and service work begins.

Tip: You may have an extended warranty and not know it. Some credit cards extend the manufacturer's warranty, usually doubling the term. If the product has a problem, you call a number to find an approved service location; you usually have to pay for repairs up front and then get reimbursed, and you won't get extra benefits like technical support. See find.

they received. Some 71 percent of those who bought coverage said they were glad they had done so. And 31 percent said they were "extremely satisfied" with service; 11 percent said they were "extremely dissatisfied." (See the chart on page 93 for individual vendor ratings.)

Overall, 48 percent of our survey respondents who purchased an extended warranty said they thought the salesperson described the coverage terms accurately. But Best Buy has seen some legal

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AREA-51 m7700

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Ericsson cell phones, one from Best Buy, the other from Circuit City, and paid for extended warranties for both. When the phones malfunctioned, the stores wanted to replace them with newer models, not fix them. Baraz had spent hundreds of dollars on accessories for the phones, so he didn't want new ones. He eventually paid Ericsson \$100 to fix both phones, and doesn't know why the retailers couldn't have done the same thing.

The situation that Baraz encountered is usually addressed in extended warranty contracts: The companies, not you, get to choose how they'll handle your problem. In our survey, 43 percent of the respondents had their faulty devices replaced with new ones, while 38 percent had their devices repaired. Overall, 7 percent of respondents got refurbished units; Circuit City was far likelier to use refurbs (it used them in 15 percent of cases), while Best Buy had a refurb low of 3 percent.

FIGHT FOR YOUR RIGHTS

REGARDLESS OF THE result of service. you may encounter roadblocks on the way, Larry Fritz, a Billings, Montana, psychotherapist, bought an Xbox at a local Best Buy, and an extended warranty. The console's drive mechanism failed. Rather than simply replacing his Xbox with a new one, the store rep told Fritz he would have to pay for a game the store bundled with its new Xboxes even though the game didn't appeal to him. When he complained, the rep agreed to remove the game, but then said she wouldn't give him the new controllers that were packaged with the Xbox. The old controllers worked fine: Fritz just objected to the rep's combative attitude. "I don't appreciate having to fight about it," he says.

You shouldn't have to battle to get good service with an extended warranty, and our survey indicates that in many cases you won't. But any warranty is, at heart, insurance against the unknown. If you end up needing it, it was a good buy; otherwise, you could feel ripped off. For some products-ones that use complex, unproven technologies, such as projection TVs, or those more susceptible to damage, like cell phones-buying extra coverage probably makes sense. You should still weigh reliability and cost, and whether you can tolerate an unexpected repair bill, when making a decision.

Alan Stafford is PC World's senior writer.

TIPS

10 Extended Warranty POINTERS

WHETHER AN EXTENDED warranty is a wise purchase depends on estimates-or guesses-on your part. These tips can help you make up your mind.

Read the terms before you buy: Nearly half of the people in our survey didn't read the terms of the extended warranty beforehand. You don't have to read the warranty in the checkout line-take it home. You can usually buy it later.

Determine the coverage term: Look for the word inclusive, which means the store's warranty overlaps with the manufacturer's-so a four-year extended warranty really gives you only three additional years on top of a standard one-year warranty.

Beware shipping charges: If the product needs to be sent in for service, you could get stuck with the tab.

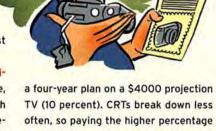
Consider accidental damage coverage: Most policies do not cover products that are damaged from falls, spilled coffee, or getting run over by the family truck. You'll pay more to protect against the oops factor, but it may be worthwhile for mobile products.

Know the cancellation terms: If you feel buyer's remorse, you can usually get a full refund if you act quickly, or a prorated refund down the road, provided you haven't used the warranty.

Look for extras: Many ex-Otended warranties cover replaceable items, such as projection TV bulbs, which can cost \$300 or more. But note how much TV you watch, and compare it against the expected lifespan of the bulb.

Investigate the product's reliability: CRT televisions, for example, hold up much better than sets with newer technologies. You can also predict device reliability by examining a manufacturer's record on this score. Find that data in PC World's annual Reliability and Service survey (see find. pcworld.com/52008) and Consumer Reports' reliability ratings.

8 Weigh plan cost vs. product cost: For example, Best Buy charges \$60 for a four-year plan on a \$200 CRT television (30 percent of cost) and \$400 for



LIMITED

doesn't make sense.

Shop around: A four-year plan for a Sony rear-projection TV set costs \$400 at Best Buy, \$525 at Circuit City, and \$600 at CompUSA.

Check your credit card terms: Some cards extend the manufacturer's warranty. But if you need something fixed, you may have to pay up front and be reimbursed.

Ferrari 4000

ECHNOLOGY



April/May2006



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Ferrari 4006WLMi

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- VGA, DVI-D signal connectors
- 300 cd/m² brightness
- 8ms gray-to-gray response time
- External power adapter
- Gloss black/red color

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Acer AL2416Wd

(ET.L6102.018)



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The Acer TravelMate 4400 features everything you need to perform at your best in today's business environment, including advanced graphics capabilities, wide-screen display and wireless connectivity. Moreover, because this notebook is powered by AMD Turion™ 64 Mobile Technology, you'll experience leading-edge 32-bit performance and seamless 32- to 64-bit migration. For added convenience get the ezDock Docking Station, your one-step connection to desktop peripherals.

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Acer TravelMate 4404WLMi

\$1,199

AMD Turion¹⁶ 64 Mobile Technology ML-34 Genuine Windows¹⁶ XP Professional (LX.T7806.091)

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(ET.L4108.068)

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- 8ms response time
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- Black color

\$279

(ET.L5209.005)

19" WIDE-SCREEN



\$219

(ET.1717B.M08)

Acer AL1717 Abm

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- 135° vertical viewing angle
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- VGA signal connector
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- 8ms response time
- Internal power adapter
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\$20 PRICE CUT!



\$239 (ET.1717B.MD8)

Acer AL1717 Bbmd

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- 1280 x 1024 native resolution
- 700:1 contrast ratio
- 150° horizontal viewing angle
- 135° vertical viewing angle
- Two 1.0W integrated speakers
- VGA, DVI-D signal connectors
- 300 cd/m² brightness
- 8ms response time
- Internal power adapter
- Black color

\$10 PRICE CUT!



\$205 (ET.1716B.012)

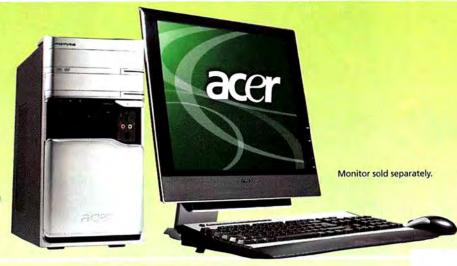
Acer AL1716 b

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- AMD64 Technology
- Enhanced Virus Protection'
- Cool'n'Quiet™ Technology
- HyperTransport™ Technology
- Genuine Windows® XP Media Center Edition
- 1GB DDR SDRAM
- 250GB2 SATA hard drive
- DVD-Dual drive (DVD+/-RW) and DVD-ROM drive
- 9-in-1 card reader for optional MultiMediaCard™, Secure Digital card, SmartMedia™ card, Memory Stick®, Memory Stick PRO™, CompactFlash® I/II card, Microdrive® or xD-Picture Card™
- ATI® Radeon® X550 graphics
- Gigabit LAN, V.92 modem
- One-year limited warranty³

or shipping. Retailer or reseller prices may vary

Prices shown are estimated street prices and do not include tax



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PD120D

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- PC and Mac compatible

Acer PD100

PD100

(EY.J2101.006)



(EY.J2201.012)

Acer projectors come with these accessories: remote control (batteries included) with laser pointer; carrying case; lens cap; CD-ROM user's guide; quick-start instructions; AC power cord; VGA (D-sub) to component/HDTV adapter; VGA (15-pin D-sub), composite video (RCA), S-video, USB and audio (mini-to-mini phone jack) cables.

For permanent placement of a projector in a conference room or classroom, you'll want an easy-to-install Ceiling Mount. Also, consider keeping a Replacement Lamp on hand for your Acer projector.

Replacement Lamp

(EC.J2101.001)

- Expected life in hours: 2,000 standard mode, 3,000 economy mode
- Designed for Acer PD120D and PD100

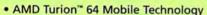
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(EZ.PCM03.007)

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Acer Aspire 3005WLCi

\$799

Mobile AMD Sempron[™] Processor 3300+ Genuine Windows[®] XP Professional (LX.A5506.028)

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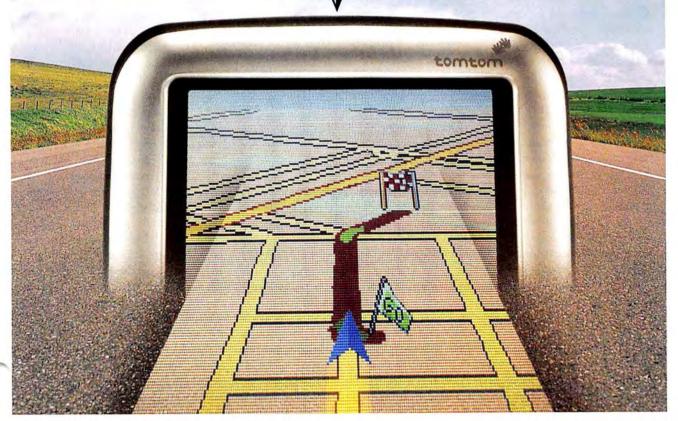


NEVER Ask for Directions AGAIN

Sick of dead ends? We tested free mapping sites and in-car GPS gadgets to pinpoint the ones that won't steer you wrong.

BY TRACEY CAPEN

TWO HUNDRED YEARS ago, when Meriwether Lewis and William Clark began their famed expedition, maps labeled much of the western United States as terra incognita-unknown territory. For today's traveler, terra incognita can be the next state, the next town, even the



next neighborhood. But unlike Lewis and Clark, we have a wealth of tools not only to help us get where we're going but also to find services —fuel, shelter, and the all-important latte—along the way.

For this review, I looked at four free Web-based mapping tools and five portable GPS navigation devices costing \$460 to \$600, all of which provide descriptive and graphical guidance in real time. These nine services and products may not always reflect the most recent road changes, but hey—your old paper maps will never update themselves.

Mapping Web Sites

THE FOUR ONLINE mapping sites I tried-Google Local, MapQuest, Windows Live Local, and Yahoo Local Mapswork in fundamentally the same way: You type in starting and ending addresses, and receive a map and written turn-

by-turn directions. Every site except MapQuest lets you turn a searched location into a start or end point for directions, via a menu that pops up when you roll your pointer over the loca-

tion's map marker. The coolest new feature, offered by Google Local and Windows Live Local, is dazzlingly detailed (albeit dated) satellite imagery of the U.S. landscape; using it, I zoomed in on my neighborhood and easily picked out my house.

I tested the sites by evaluating the ease of finding and getting directions to a location, and the accuracy of the directions. I also looked up two re-

cently opened businesses in my neighborhood (Starbucks and Peet's Coffee), a good test of whether each site's pointsof-interest database was up-to-date.

MICROSOFT'S EYE IN THE SKY

WINDOWS LIVE LOCAL (currently in a beta version at local.live.com) impresses on several counts. As with Google Local, a single mouse click lets you switch between a conventional map and a stunning satellite photo with your route superimposed. However, Live Local adds a third option that no other site offers: bird's-eye views. These crisp, low-altitude images taken by plane are available mostly for

0 Search | VAHOO LOCAL SON! O 40 San Francisc

YAHOO LOCAL MAPS depicts road congestion with icons: a yellow triangle for a traffic problem, green dots for smooth sailing.

metropolitan areas. Type in PC World's San Francisco address, for example, and you can see the cars driving by our building when the photograph was taken.

Other Live Local innovations include a cookie-based scratch pad for retaining locations so you can easily get to them on return visits to the site, and a click-anddrag approach to defining a map area for enlargement. You can also add pushpins

ONLINE

Maps for Your PC

FOR OUR review of two Windows mapping programs that you can purchase bundled with USB-connected GPS receivers, see find.pcworld.com/52540.

to a map by right-clicking on a location, after which you can add a note or get driving directions to (or from) a pin.

The site still needs some work on accuracy, however (not surprising in a beta product). Its mapping software placed a Starbucks at the address of a private home on a residential street. In my test for directions, it chose the faster routeby freeway-to get from point A to point B, but then it routed me through congested city streets on the reverse course.

Bottom line: The data needs refreshing.

but Windows Live Local's innovative features set a new standard in online mapping.

A NEW YAHOO GUIDE

I EVALUATED THE new beta of Yahoo Local Maps (maps. yahoo.com/beta), which uses Adobe's Flash technology. It definitely improves on the original version, with a friendlier interface and better organization. The new site also lets you create routes with multiple stops, a feature that none of its competitors offer.

A 'View traffic on map' option uses colored dots to represent current traffic speeds on major roads and highways,

but the feature was not always accurate. In my tests, it indicated that traffic at the toll plaza of the San Francisco-Oakland Bay Bridge was light at a time of day when Web-connected traffic cameras clearly showed a long, slow backup.

The site accurately found specific addresses, but in my test for directions, it pulled the same two-route trick as Windows Live Local did. And while the site's Flash underpinnings support some new tricks (for example, as you mouse over text directions, the corresponding portions of the route are highlighted on the map), they preclude the sort of right-click features found in Windows Live Local.

Points-of-interest listings were up-todate and nicely organized by distance from the current location. Registered Yahoo users can save favorite locations. Bottom line: Yahoo's site earns the mostimproved trophy; it's the best choice for point-to-point-to-point directions.

GOOGLE: MAPS, TOO

WITH GOOGLE LOCAL (maps.google. com), the ever-expanding company adds mapping to its array of no-cost services. A map of North America and Google's usual search field appear on the home page. To find a particular location, you simply type in the address.

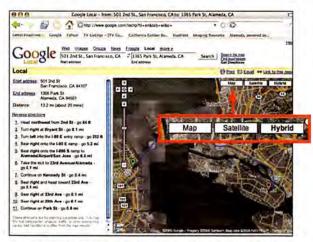
Getting directions is easy: You can either enter addresses in the start and end search bars or select a previously searched location as the start point ('From here') or destination ('To here') from the location's pop-up bubble. Most of my test routes worked well; but like the Microsoft and Yahoo sites, it routed me though slow city streets on the return leg of my test course.

Google Local's Satellite and Hybrid (with satellite imagery and superimposed routing graphics) views are its primary attractions. They don't really help with navigation, but they look great.

The business data seemed fairly current:

Google Local found relatively new Starbucks and Peet's Coffee shops in my town. Results of my search for "airports near New York," however, were disappointing, producing a collection of travel-related businesses in downtown Manhattan.

Google Local is thin on extras. For instance, it provides no means of directly sending maps to a cell phone (although some Java-enabled handsets and Black-Berry devices can access the service via the beta of a downloadable Google Local for Mobile application), and you can save only one address, a default starting point.



GOOGLE LOCAL LETS you click between maps, satellite images, and (shown) routing graphics superimposed on satellite photos.

But the outer-space views are pretty cool. Bottom line: Google has fun satellite maps, but otherwise the pickings are slim if you want more than basic mapping.

MAPQUEST: WEB PIONEER

FOR A NUMBER of years, MapQuest (www.mapquest.com) virtually owned Web mapping. It's so popular that it has verb status, as in "I mapquested it."

The site has the cold competence of a bank clerk. No maps grace the opening screen; instead, it presents you with one simple text box for finding a place or service, and another for entering the start and end addresses for directions.

In my tests, MapQuest found all the local Starbucks locations but not Peet's Coffee. Still, it has more search optionsincluding search-area radius, cities, and categories-than does Google Local. Map-Quest also lets you send maps and directions to your mobile phone, following a fairly painless initial setup; this service costs \$4 per month, but that's cheap insurance when you're on the road.

MapQuest did the best job of the four sites when I searched for airports around New York, though the results were more scattershot than I would have liked, including businesses as well as airports. In my local streets and highways test, it selected the correct route. The site uses a browser cookie to save recent searches.

Bottom line: It lacks its rivals' fancy features, but MapQuest delivers the goods in terms of basic mapping and directions.

MAPPING SITES

Free Services Improve Graphics, Features

SITES SUCH AS Windows Live Local and Yahoo Local Maps are establishing new standards for online mapping, which overall remains a terrific Internet resource.

	SITES	PCW Rating	Features	Bottom line
1	Windows Live Local local,live.com	90 Superior	Satellite, graphical, hybrid, and bird's-eye views Click-and-drag zooming E-mail and blog (MSN Spaces) support	Beta site. Handsome design and fea- tures such as bird's-eye views and easy zoom-in capability earned it top marks despite data glitches.
2	Yahoo Local Maps maps.yahoo.com/beta	87 Very Good	Routes through multiple destinations Graphical display of traffic jams Maps by e-mail and cell phone	Beta site. Flash graphics, multiple- destination support, and visual depiction of traffic jams almost lift Yahoo's site to Windows Live's level.
3	Google Local local.google.com	86 Very Good	Satellite and hybrid satellite/ graphical views Maps by e-mail; some cell phones supported via downloadable software	Though the ability to superimpose route data over satellite images is cool, in other respects Google Local is pretty thin on extras.
4	MapQuest www.mapquest.com	82 Very Good	Maps by e-mail, plus links; cell phone support by subscription Maps on PDAs via AvantGo	The granddaddy of mapping sites is accurate and covers the basics capably, but it's starting to fall behind on technology.

GPS for Your Dash

PORTABLE GPS DEVICES are addictive: The ability to quickly find gas stations and other services is a great time-saver.

Like the mapping sites, these devices don't always pick the fastest paths. But they almost always get you there-and if you miss a turn, they quickly calculate a new route. Most of the GPS models I tested store maps on external memory cards, so searches may take longer than they would with the usually pricier hard-drivebased devices. All have touch screens for data entry, speakers for voice directions. and suction-cup windshield mounts.

The Garmin, Lowrance, and TomTom products have built-in rechargeable batteries, so they don't shut down when you turn off the car engine, such as when stopping for fuel. (Units without batteries may have to recalculate routing when you get back on the road and restart them.) You can also connect a batterypowered GPS device to your PC to preload addresses, or use it when away from power-for example, while hiking.

TOMTOM'S MIGHTY GO 300

OUR TOP PICK, TomTom's Go 300, is an impressive package, from its extensive features to its smooth and streamlined maps and menus. At around \$600,

Bluetooth may account for part of the higher cost. With a Bluetoothequipped GSM/GPRS cell phone for connecting to the Internet, the Go 300 can download traffic and weather reports and other data (including comic voices for directions). These TomTom Plus services are free now, but they'll be offered by subscription beginning in 2007, the company says.

TomTom's maps are cleanly designed, the menu system is easy to use, and the unit is replete with extras such as the ability to tie speaker volume to your car's speed. Other pluses are a robust, flexible mounting bracket and a built-in help system.

One annoyance involved searching for points of interest: I couldn't look up a local Home Depot by simply typing in the business name. I had to input the category and go through a long and frustrating search. Fortunately, as you choose a category or address field (such as city or street), the Go 300's dynamic menus display recent entries or selections for that field, which can speed things up.

As a real-time navigator, the Go 300 is capable but not perfect. It delivered turn-



blends strong design with the ability to get traffic and other data.

by-turn prompts clearly and quickly, but also routed me along a slow path through town in my streets-and-highway test.

Bottom line: Slick design and good performance make the Go 300 a slam dunk, especially if you have a Bluetooth phone and are willing to pay for up-to-date traffic and other information-but local business lookups can be irritating.

GARMIN'S SOLID STREETPILOT

THE \$460 GARMIN StreetPilot c330 excels at the basics. Its 3.5-inch color touch screen is big enough for quick and easy reading, but the unit isn't so large that it takes over your dashboard; I wouldn't think twice about stowing it in a suitcase or overnight bag for use during a crosscountry trip. Its built-in maps cover the United States, Canada, and Puerto Rico, and (like the maps of other units) they are said by the vendor to include several million points of interest.

On startup, the screen confronts you with two big buttons: 'Where to?' drops you into a screen that has six categories, such as Address, Food, Fuel, and Lodging; 'View Map' shows your present location on a digital map, with good accuracy. All of the buttons, including the alphanumeric keys, are of a nice size for quick and accurate touch-screen data entry.

The graphics looked great, and turn-byturn directions were clear and precise. The product gives you multiple language and voice options; I favored the female





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voice with the alluring British accent.

The Garmin's screen could be brighter. but a reflective coating makes it readable in bright sun. Address searches proceeded relatively swiftly, but some points-ofinterest searches were painfully slow.

Bottom line: The c330 is a great choice for delivering affordable, no-frills navigation.

IWAY: FEATURE RICH

LOWRANCE MADE A valiant attempt to pack every possible option into its \$500 iWay 350c. It's the only device here that has a built-in hard drive (a feature usually found only in more expensive devices), making points-of-interest searches and other data access faster than with flash media-based devices. Other features include an optional QWERTY layout on the alphanumeric entry pad; a trip calculator; and the ability to zoom in on the map by drawing a box with your finger on the 3.5inch screen. A built-in FM transmitter lets you listen to directions while playing music stored on an SD Card.

Unfortunately, the iWay has a couple of difficult-to-ignore flaws. In my Mazda Mi-



ata, with its stiff suspension, the iWay's gooseneck windshield mount jiggled so badly that map reading was impossible most of the time. (This was not a problem in my softer-riding Toyota pickup.) Also, while the deeply layered menus are fairly well organized, entering street and business names took longer and felt more complicated than with other units.

The iWay generally provided accurate directions, although on one trip the map showed one thing and the voice prompt described another. Resetting to factory defaults seemed to correct the problem. Bottom line: With a more robust mounting bracket and a better-organized menu system, the iWay would be a great buy.

ROADMATE PUSHES BUTTONS

MAGELIAN'S \$600 ROADMATE 360 is unique in a couple of ways. Most obviously, it has an array of hardware buttons, which might appeal to some people. The buttons add bulk, however, and they didn't perform significantly better than the welldesigned touch-screen controls on devices such as the Garmin and TomTom.

I found the RoadMate's screen bright and easy to read in any light. It's the only model I tried that stores custom settings for three different users-ideal for shared use by family members. And it has my favorite data-entry system: As you begin selecting letters to fill in a data field-for the street name or city, for example—the RoadMate grays out the ones that would form an entry not found in its database. This helps minimize mistyped names and speeds up data entry.

The RoadMate's points-of-interest database was sensibly organized, though not completely up-to-date: It identified a local Starbucks quickly, but no Peet's Coffee.

The accuracy of the product's real-time navigation was about average for the units I looked at, as it got me from point to point efficiently in most cases. In one instance, however, it made me go around the block to get onto the San Francisco-Oakland Bay Bridge, when a simple left turn would have sufficed. The device

PORTABLE GPS

GPS Systems: More than Just Maps

TOMTOM'S GO 300 leads the pack, but Garmin's StreetPilot c330 is a good deal.

	PRODUCT	PCW Rating	Features	Bottom line
1	TomTom Go 300 \$600 find.pcworld.com/52466	83 Very Good	3.5-inch touch screen Internal battery; AC adapter Bluetooth for traffic and other subscription downloads	Top-notch industrial design, slick maps, fast lookups, and optional data service: justify the Go 300's high price.
2	Garmin StreetPilot c330 \$490 find.pcworld.com/52468	80 Very Good	3.5-inch touch screen internal battery; no AC adapter	The simple, easy-to-use interface and reasonable price make for a good value if you don't need extras.
3	Lowrance iWay 350c \$500 find.pcworld.com/52470	79 Good	3.5-inch screen Internal battery; no AC adapter MP3 player, 4GB hard drive	Its jiggly mount, complicated interface, and occasional accuracy glitch undercul this affordable, feature-rich model.
4	Magellan RoadMate 360 \$600 find.pcworld.com/52474	73 Good	3.5-inch touch screen No internal battery; AC adapter Extra hardware controls	Capable navigation and well-designed search but no 3D view (a serious draw- back); hardware buttons add bulk.
5	Fine Digital FineDrive 400 \$500 find.pcworld.com/52472	70 Good	4-inch touch screen No internal battery; AC adapter optional MP3 player	MP3 player doesn't work while naviga- tion system is on; no internal battery of AC adapter. Screen is handsome.

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also seemed a little slow to calculate new directions when I drifted off track.

This was the only unit in the group that lacked a 3D map view showing what the route ahead looks like from a hundred feet or so off the ground. Many drivers prefer the 3D perspective for navigating.

Finally, like the iWay, the RoadMate has a gooseneck mount that caused the device to jiggle on rough pavement.

Bottom line: A capable navigator and one of the better units for searching points of interest, but hardware buttons make the RoadMate larger than it needs to be.

FINEDRIVE: MAPS AND MUSIC

I'VE OWNED HALF a dozen MP3 players over the past few years, so the built-in digital music player in Fine Digital's \$500 (street) FineDrive 400 GPS device caught my attention immediately.

My verdict after using this product: Its digital music capability is not a good reason to buy it. Unlike the Lowrance iWay, the FineDrive can't simultaneously play

music and provide voice directions. And while the product works well enough as a navigation aide, some design shortcomings limit its usefulness.

Looking up addresses and services was relatively easy, but even on the 4-inch display (the largest in this group), the onscreen alphanumeric keys were too small to permit accurate typing with my largish fingers. That might be why the device comes with a small plastic stylus; unfortunately, there's nowhere to store it.

With visual cues and a speaker for loud, clear voice prompts, the FineDrive's turnby-turn navigation got me everywhere I wanted to go, though one of the routes it directed me on was a much slower path than I'd normally take. Also, my position on the digital map seemed a bit behind my true location, a lag that was especially noticeable when I passed through intersections. Finally, the map graphics, while perfectly readable, seemed a bit cruder than those of competing devices.

The FineDrive 400 comes with an SD

Card preloaded with maps of the 48 contiguous states and Canada, including millions of points of interest, a windshield suction-cup mount, and a power cable that plugs into your car's cigarette lighter. The unit's color LCD touch screen is bright and easy to read.

Bottom line: The FineDrive 400 provides workable, if not particularly elegant, GPS navigation. But it's pointless as a digital music player for the road.

Tracey Capen is a freelance writer and carpenter in the San Francisco Bay Area.



PALM'S GPS NAVIGATOR kit turns a Treo 650 into a great travel assistant.

charts. (Trimble's site lists other GPSequipped phones the service supports.)

Sprint customers with selected Sanyo phones and Garmin's free Mobile Manager application can pay \$10 a month to download turn-by-turn voice directions (text costs less). Cingular supports iPaq models hw6510 and hw6515. Windows Mobile PDA-phone hybrids with integrated GPS receivers; however, you must buy mapping software separately.

HANDHELDS

Using GPS With What You've Got

WITH CELL PHONES, personal digital assistants, and digital music players already cluttering your pockets or purse, adding a portable GPS may seem like inviting device overload. But you might not need a new gadget.

If you own a Windows Mobile- or Palmbased handheld (or a PDA-phone hybrid such as a Treo), you can buy kits such as Delorme's Earthmate GPS Blue Logger, Palm's GPS Navigator, Pharos's Pocket GPS Navigator, or TomTom's Navigator 5, which include mapping software and a Bluetooth GPS receiver, for \$150 to \$300. A cheaper option for Windows Mobile PDAs with a CompactFlash slot is Pharos's \$140 Pocket GPS Receiver.

Garmin, Hewlett-Packard, and Pharos also have PDAs with built-in GPS that generally go for \$425 to \$600 (less for models without mapping software-but then you'll want to buy your own). Garmin's iQue line includes Windows Mobile and Palm OS models; HP and Pharos offer only Windows Mobile-based PDAs.

MAP 'N' PHONE

GIVEN HOW MANY cell phones have integrated music players and cameras, you'd think that more of them would come with built-in GPS receivers. If you own one of the few that have GPS, you typically must pay a subscription fee to access mapping data from a server, and frequent map and direction downloads could eat into your airtime minutes.

Verizon, for example, charges \$10 a month for its VS Navigator applicationand-phone (Motorola V325) combo.

For outdoorsy people, Nextel's GPSequipped BlackBerry (7520 or 7100i) and Trimble Navigation's Trimble Outdoors service (find.pcworld.com/52256) provide street maps and topographical

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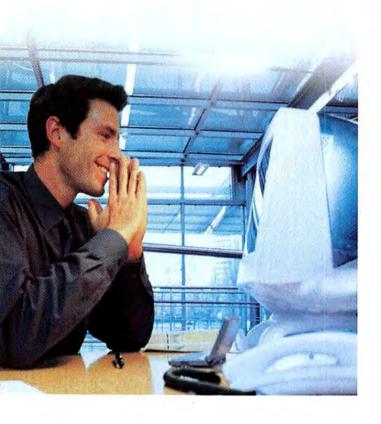
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Dynamic Web Content	/	2000	
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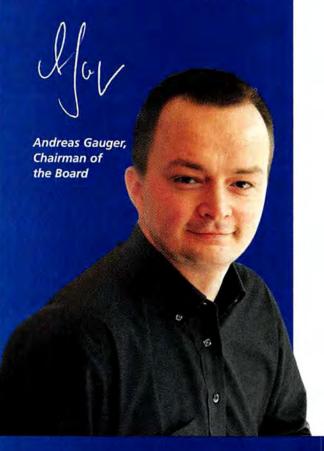
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GIGABYTE'S GA-G1975X motherboard for Intel CPUs (below). BOARI DFI'S LANPARTY UT RDX200 motherboard BY RICHARD BAGULEY . TESTING BY WILLIAM WANG (above). With support for dual-core CPUs and the latest graphics, motherboards pack more power than ever. The PC World Test Center's evaluations of 14 AMD and Intel models will help you find the best motherboard for your next computer.

WANT TO BUILD THE PERFECT PC? The first thing you'll need is a motherboard.

If the processor is the brains of your computer, the motherboard is its nervous system: It provides the pathways that allow the processor to talk to the other components. Finding the perfect motherboard means navigating a minefield of technical jargon and marketing buzzwords,

and it can be tricky for even the savviest PC enthusiasts. But with a bit of inside knowledge, you can determine which board is right for you.

Some of the best boards aren't even that expensive. Though our two top picks-Asus's \$215 A8N32-SLI Deluxe for AMD chips and its \$200 P5N32-SLI Deluxe for Intel CPUs-cost a significant chunk of change, other highly rated models come in at around the \$100 mark. Both Asus products provide a great selection of features, one of which is an external SATA port. In addition, they support nVidia's SLI dualgraphics card technology, another performance-friendly feature.

But even some less-expensive mother-

boards, like Gigabyte's \$105 GA-K8N

Pro-SLI, support dual graphics boards

We rounded up 14 motherboards and then set the PC World Test Center loose on them, using similarly priced Intel and 1111111 AMD dual-core processors (a \$450 3.2-GHz Pentium D 940 and a \$460 2.2-GHz Athlon 64 X2 4400+) and

fast memory (2GB of Corsair

THE RESERVE

and advanced RAID features.

DDR2-667 RAM for the Intel boards and 2GB of DDR400 RAM for the AMD models). Other components of the systems were identical. The Test Center ran our WorldBench 5 test suite and several of the gaming tests we use to assess graphics boards; however, it found few performance differences that we could attribute to the motherboards themselves. The seven boards designed for AMD processors were an insignificant three points apart on WorldBench 5. The \$120 Abit AN8 Ultra tied for the highest score, 123, but missed our chart due to poor ratings for design and features. DFI's \$169 Lan-Party UT RDX200 CF-DR wasn't very far behind with a score of 120. On the Intel side, the Test Center saw a slightly

> broader array of World-Bench 5 scores, rang-

> > ing from 107 for the

ing the processor you want while also offering the features and specs you need. FIRST, CHOOSE A CPU

NOW THAT MAINSTREAM dual-core processors are available from both AMD and Intel (AMD's least-expensive dual-core chip cost around \$300 at press time, while Intel offered a \$150 dual-core CPU), there are few reasons not to spring for one. But which should you get? At the moment, AMD's Athlon 64 X2 chips are the better choice for power users: In our tests, desk-

mance isn't a compelling factor in choosing among the motherboards in a given category. Instead, you should look for a

well-designed board capable of support-

top systems with Athlon 64 X2 CPUs have consistently outperformed Intel

> with similar specs and prices. Our motherboard tests bear this out: The AMDbased systems turned in an average WorldBench 5 score of 122, compared with an average of 110 for the Intel systems.

Pentium D-based counterparts

Motherboards are often catego-

rized according to the type of CPU socket they have. If you're looking for a board that supports dual-core chips, that translates into either a Socket 939 motherboard for AMD chips or an LGA775 board for Intel's Pentium D processors. In the latter (introduced in 2004), the pins reside in the socket instead of on the processor itself. Motherboards using older socket styles (such as the Socket 754 and Socket 478) can be decent choices for extremely low-cost systems.



Intel D975XBX motherboard to 113 for the Gigabyte GA-G1975X board. In tests of 3D game performance, we saw differences of only a few frames per second between systems with the same CPU.

These negligible differences in our performance tests convinced us that perfor-

A WORD ON CHIP SETS

ONCE YOU'VE DECIDED on a CPU. you'll want to look at the different chip sets that support that type of processor. The chip set provides the core logic and manages the motherboard's functions. Several companies (including ATI, Intel. and nVidia) make motherboard chip sets,

most of which offer the same basic features. The variants of nVidia's nForce4 chip set were the most widely used on the boards we looked at, though Intel's 975X Express has become increasingly popular for Intel-based motherboards.

If you want an Intel board that can run two ATI graphics cards, for instance, you might go for one that uses the ATI Radeon Xpress 200 CrossFire chip set (such as the Asus A8R-MVP), which supports ATI's CrossFire technology. If you'd like to build

a system that uses nVidia's SLI (Scalable Link Interface) multiple-graphics-card technology, you'll need a board with one of nVidia's nForce4 SLI chip sets.

Your CPU and chip set will determine which type of memory your system >

FEATURES COMPARISON

MOTHERBOARDS FOR ALL BUDGETS

LOADED ASUS BOARDS take top honors on our chart, but low-cost models like Gigabyte's GA-K8N Pro-SLI perform just as well.

	AMD-BASED MOTHERBOARD	PCW Rating	Performance ¹	Features and specifications	Bottom line
1	Asus A8N32-SLI Deluxe Best \$215 BUY find.pcworld.com/52168	83 Very Good	WorldBench 5 score: 121 Overall specs: Superior Overall design: Yery Good	NVidia nForce4 SLI X16 chip set SLI dual-graphics support (16X) 4 SATA-300 ports, 2 SATA-150 ports, 2 PATA ports RAID 0, 1, 0+1, 5 support	The A8N32-SLI Deluxe packs pretty much every feature you could ever want into one place, with plenty of options for overclocking. But it ain't cheap.
2	Asus A8R-MVP \$99 find.pcworld.com/52166	83 Very Good	WorldBench 5 score: 122 Overall specs: Yery Good Overall design: Good	ATI Radeon Xpress 200 CrossFire chip set CrossFire dual-graphics support (8X) A SATA-300 ports, 2 SATA-150 ports, 2 PATA ports RAID 0, 1, 0+1, 5 support	The ABR-MVP is a very solid motherboard for building a basic system. Though it lacks some of the features of other boards, it's also significantly cheaper.
3	Gigabyte GA-K8N Pro-SLI \$105 find.pcworld.com/52178	81 Very Good	WorldBench 5 score: 122 Overall specs: Very Good Overall design: Good	nYidia nForce4 SLI chip set SLI dual-graphics support (8X) 4 SATA-300 ports, 2 PATA ports RAID 0, 1, 0+1, 5 support	This full-featured model has a few quirks (such as poorly placed SATA sockets), but it makes life easier if you like to tweak your system for maximum performance.
4	DFI LanParty UT RDX200 CF-DR \$169 find.pcworld.com/52176	79 Good	WorldBench 5 score: 120 Overall specs: Good Overall design: Very Good	ATI Radeon Xpress 200 CrossFire chip set CrossFire dual-graphics support (8X) 8 SATA-150 ports, 2 PATA ports RAID 0, 1, 0+1, 5 support	This funky motherboard has some nice touches that could form the core of a cool gaming system, but it lacks a few important features such as SATA-300 support.
5	EVGA nForce4 SLI-AMD \$129 find.pcworld.com/52174	79 Good	WorldBench 5 score: 123 Overall specs: Very Good Overall design: Good	NYidia nForce4 SLI chip set SLI dual-graphics support (BX) 4 SATA-300 ports, 2 PATA ports RAID 0, 1, 0+1, 5 support	The nForce4 SLI-AMD is a solid, reasonably priced motherboard, though it omits some features (such as FireWire and digital audio) found standard on others.
	INTEL-BASED MOTHERBOARD	PCW Rating	Performance ²	Features and specifications	Bottom line
1	Asus P5N32-SLI Deluxe Best \$200 BUY find.pcworld.com/52186	83	WorldBench 5 score: 111 Overall specs: Very Good Overall design: Good	NVidia nForce4 SLI X16 chip set SLI dual-graphics support (16X) 4 SATA-300 ports, 2 SATA-150 ports, 2 PATA ports RAID 0, 1, 0+1, 5 support	This loaded model uses an innovative heat- pipe cooling system. The placement of the SATA ports right behind the second graphics card slot may be a problem in some setups.
-	mia.pcworta.com/52186	Very Good		- KAID O, I, OTI, 3 Support	Contraction for all sales and account and an
2	Gigabyte GA-G1975X \$229 find.pcworld.com/52202	81 Very Good	WorldBench 5 score: 113 Overall specs: Very Good Overall design: Good	Intel 975X Express chip set CrossFire dual-graphics support (8X) 4 SATA-300 ports, 2 PATA ports RAID 0, 1, 0+1, 5, 10 support	The unusual, four-fan cooling system draws heat away from the motherboard, but it's a tad noisy, and the bright blue LEDs that illuminate it may not appeal to all.
2	Gigabyte GA-G1975X \$229	81	Overall specs: Very Good	Intel 975X Express chip set CrossFire dual-graphics support (8X) 4 SATA-300 ports, 2 PATA ports	The unusual, four-fan cooling system draws heat away from the motherboard, but it's a tad noisy, and the bright blue LEDs that
3	Gigabyte GA-G1975X \$229 find.pcworld.com/52202 Abit AW8-Max \$230	81 Very Good	Overall specs: Very Good Overall design: Good WorldBench 5 score: III Overall specs: Good Overall design: Very	Intel 975X Express chip set CrossFire dual-graphics support (8%) 4 SATA-300 ports, 2 PATA ports RAID 0, 1, 0+1, 5, 10 support Intel 955X Express chip set No dual-graphics support 6 SATA-300 ports, 1 PATA port	The unusual, four-fan cooling system draws heat away from the motherboard, but it's a tad noisy, and the bright blue LEDs that illuminate it may not appeal to all. The AW8-Max has a multitude of features, and the Guru software and optional Guru Clock track what's going on inside the case.

CHART NOTE: All boards were tested with a 256MB EVGA GeForce 7800GT graphics board and two 250GB Western Digital WD2500KS hard drives configured in a striped RAID array, in a system equipped with a 550-watt Antec TruePower 2.0 TP2-550 power supply. For more extensive test results, see find.pcworld.com/52560. FOOTNOTES: 'Athlon boards were tested with a 2.2-GHz Athlon 64 X2 4400+ CPU and 2GB of Corsair DDR-400 RAM. Intel boards were tested with a 3.2-GHz Pentium D 940 CPU and 2GB of Corsair DDR2-667 RAM.

needs. Although both AMD and Intel boards support dual-channel memory (where pairs of DIMMs are used to boost memory bandwidth), the Intel boards support newer, faster DDR2 memory. We recommend buying the fastest memory your motherboard will accept. That means pairs of DDR400 DIMMs on the AMD boards we tested. The fastest memory the Intel boards support is DDR2-667, though they also take slower DDR2-533.

GRAPHICS AND STORAGE

MOST OF THE motherboards we tested offer dual-graphics capability, a gamingfocused feature that lets you run two graphics cards in tandem for maximum speed. Our tests have shown that this approach can seriously boost gaming performance (see find.pcworld.com/52136). Both ATI and nVidia offer graphics cards that support dual graphics. Two motherboard chip sets, ATI's own Radeon Xpress 200 and Intel's 975X Express, support ATI's CrossFire technology. nVidia's SLI technology necessitates using one of nVidia's nForce4 SLI chip sets.

All of the dual-graphics chip sets support a pair of PCI Express x16 slots, but nVidia's nForce4 SLI X16 was the first to dedicate a full 16 PCI Express lanes to each slot, increasing the bandwidth available to each card. Both of our Best Buys employ this chip set; however, whether the additional bandwidth will improve performance with today's graphics boards and games is debatable.

Fortunately, even less-expensive boards like the \$105 Gigabyte GA-K8N Pro-SLI have dual-graphics-card support. Just be aware that the two PCI Express x16 slots can limit your other expansion options. The trade-off is worthwhile if you want the option of running a pair of graphics cards, but Asus's P5N32-SLI Deluxe, for instance, leaves little space for PCI add-in cards as a result: The board houses only one PCI Express x1 slot and two standard PCI slots along with the two x16 slots.

FUTURE-PROOFING

WILL YOU BE ABLE TO UPGRADE?

YOU MAY HAVE a shiny new PC now, but what if you want a speed boost a couple months down the road? If you're hoping to upgrade your processor, you should pay attention to how long AMD and Intel plan to stick with their current CPU sockets.

Intel introduced the LGA775 socket in 2004, and the company's subsequent processors have all used it. According to spokesperson Dan Snyder, Intel's nextgeneration CPU will continue to use LGA775. But it's unclear whether you'll be able to upgrade to this processor (code-named Conroe) with current motherboards: Snyder could not say whether Conroe will work with existing chip sets.

Meanwhile, AMD plans to introduce new processors later this year to support the faster DDR2 memory that now works only with Intel-based motherboards. Those new chips will require a new socket called AM2 that's incompatible with today's Socket 939. AMD spokesperson Damon Muzony claims that the company will continue to support Socket 939 "for as long as there is a customer demand," though whether the company will introduce any new Socket 939 chips is uncertain.

Whichever motherboard you choose, storage connections are unlikely to be a problem, even if you're building a system for space-grabbing tasks like editing video or storing music and movies. Every motherboard that we looked at supplies enough parallel ATA and Serial

> ATA (SATA) connectors to attach more hard drives

should be plenty unless you're planning to use a sophisticated three- or four-drive RAID setup on your machine.

Every motherboard we saw supports RAID 0 (which combines two or more hard drives for speed), RAID 1 (where two drives mirror data so it's preserved if one drive fails), and RAID 0+1 (a composite of both approaches that requires twice as many disks). Most also support RAID 5, which uses three or more drives to blend speed and reliability. For users with vast storage needs, the Fox-

> conn 955X7AA board includes three separate RAID controllers, good for attaching

> > scads of 500GB drives.

But not all of the boards support the latest SATA standard, with its maximum transfer rate of 300 MBps; the Intel and DFI models support the older SATA-150 standard. That's not a critical factor, however, because no hard drive today (whether it supports SATA-300 or not) can max out the SATA-150 interface's bandwidth. So think of motherboards that provide SATA-300 connectors as offering a hedge against obsolescence. Two of the Asus boards and both ECS motherboards (the latter missed our chart) have an eSATA port, a new type of connector that lets

GIGABYTE'S GA-K8N PRO-SLI was one of many SLI-equipped boards we tested.

and optical drives than the average system needs; even basic motherboards like the Asus A8R-MVP provide four SATA ports and two parallel ATA channels. This



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you add an external SATA drive more easily. With a port multiplier, this single port can accommodate up to five drives.

WORKING WITH THE BOARDS

EVEN THE MOST full-featured motherboard won't do you any good if it's a pain to set up and work with. Most of the boards we looked at offer clean design and easy access to their ports and sockets.

But the more feature-packed models can get a bit crowded. For example, on the Asus P5N32-SLI and the nonranking ECS PA1-MVP, some of the SATA ports are right behind one of the PCI Express x16 slots. If you install a large graphics card, it may obstruct one or more of those

drive connections. On the Asus, that becomes a problem only if you plan to use two graphics cards (if you're using a

single graphics card, you should insert it into the primary PCI Express x16 slot, at a distance away from the SATA ports); but on the ECS, the primary PCI Express x16 slot

lines up with the SATA ports. Two other SATA ports remain unimpeded, but it is still an uninspired design.

In another odd layout decision, ECS put one of the PA1-MVP's chip-set components onto a large daughterboard that plugs into a proprietary slot that's nearly as wide as the motherboard. The card is large enough to impede airflow over the motherboard and leaves space for just one PCI Express x1 and two PCI slotssignificantly fewer than on many boards.

Carefully consider layout and design concerns like these when you shop (most vendors and online stores like NewEgg offer detailed images of the products).

And since a properly cooled system is a stable system, you should pay attention to cooling as well. Many of the boards add a fan to cool the chip set, but some take different approaches. The Asus and Abit motherboards use heat pipes-metal tubes filled with liquid that conduct the heat away. The Abit boards go a step further and put the heat sink in the back panel. That type of cooling helps you build a quiet PC, but it doesn't obviate the need for fans completely. Placing these heat sinks near the processor does

> mean that they can make use of the flow of air over the CPU, however.

several motherboards (from Abit, Asus, and ECS) include screens in Setup that supply easy access to all of these settings at once. The ECS boards also let you create four alternative settings that you can select with a press of a key at boot-very useful if you have different configurations for different tasks. The Abit boards provide the easiest overall overclocking experience: Their Guru software can even overclock the processor automatically, increasing the speed gradually to determine how far it can safely go.

Each motherboard we tried has at least four USB 2.0 ports on its back panel; but for connecting lots of devices, the Abit AW8-Max is a good bet. It has six USB

2.0 ports on the back, plus another two on an included PCI slot cover. The motherboards all supply

> "headers" that can connect to USB or FireWire ports built into your PC case.

> > All of the boards also

come with gigabit ethernet adapters, for connecting to a network and to the Internet. And the Abit, Asus, DFI, ECS, and Foxconn motherboards all include a second ethernet adapter, which can be

useful for running two separate networks (one for transferring files and another for Internet connections, say).

The trick to selecting a motherboard is to decide which features you want. Asus's A8R-MVP is a smart pick for a simple AMD system: It's inexpensive and its features will satisfy most users' needs. For a basic Intel PC, the EVGA nForce 4-SLI Intel (not on the chart) is a good choice, though it lacks a FireWire connection and other extras. Our Best Buys, Asus's A8N32-SLI Deluxe and P5N32-SLI Deluxe, are great for AMD and Intel power users. Both offer plenty of expansion and overclocking options that make building a high-performance system easy.

a serious heat-pipe assembly for silent cooling (left) and the optional Guru Clock (top) that tracks system temps. The Gigabyte GA-G9175X mounts four small but noisy fans in plastic ducts to direct hot air from the processor and the chip set out of the case. The ECS PA1-MVP uses a similar design, with a small fan and a plastic duct directing air out the back panel. It's quieter than the Gigabyte's fans, but still adds some noise.

THE ABIT AW8-MAX features

If your system has cooling to spare, you can try overclocking the CPU to gain a little extra speed. All of the boards we tested offer overclocking features. Most reside in the PC Setup program, which you can enter before the OS boots, and

Richard Baguley is a freelance writer based in the San Francisco Bay Area.

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EDITED BY ERIC DAHL AND DENNIS O'REILLY



HARDWARE TIPS

KIRK STEERS

Improve Your Image: 13 Simple Graphics Tweaks

THINK ABOUT THIS: You spend almost as much time in front of a computer monitor as you do sleeping. Shouldn't you do everything you can to make your viewing as comfortable and trouble-free as possible? If you've recently upgraded to an LCD monitor, you should know that tuning one of these devices is not the same as tweaking a CRT display's settings. Although the following tips focus primarily on LCDs, many of the settings and steps apply equally to CRTs.

(For more information on adjusting CRT monitors, visit find.pcworld.com/51538 to read my column from June 2003.)

GET THE LATEST DRIVER

NO MATTER WHAT type of monitor you're using, much of the quality of the image it shows depends on your computer's graphics card or chip set. Start by making sure you have the latest version of the driver for your graphics adapter; this is one of the easiest and most effective ways to optimize your graphics and avoid hardware hassles. In Windows XP, right-click My Computer, select Properties, click Hardware. Device Manager, and then double-click the entry for your adapter under 'Display adapters'; lastly, select Update Driver under the Driver tab (see FIGURE 1). Note that driver updates often require a PC restart to take effect.

For instructions on updating your drivers in previous versions of Windows, browse to find.pcworld.com/51540 and scroll down to "Update Your Drivers" in Lincoln Spector's "Windows Rejuvenated" feature from March 2005.

Stay away from beta versions of drivers that may be listed on your graphics card manufacturer's Web site. These are works in progress that are an invitation to troublesome PC behavior.

You configure your graphics card or chip set through Windows' Display Properties: Right-click the desktop and choose Properties to open this dialog box. The settings that you'll see vary from system to system and are determined by the installed driver, but all graphics adapters offer several important settings:

Screen resolution: On CRT monitors, the screen resolution-the number of dots, or pixels, that run vertically and horizontally across your screen-is scalable; you can raise or lower resolution settings without affecting image quality, so you can pick any supported resolution that pleases you. The same isn't true for LCDs, however, as they have a fixed number of pixels that define the display's native resolution. You'll see the monitor's best-looking, full-screen images only when it is set to that resolution.

Most 15-inch LCDs have a native resolution of 1024 by 768 pixels, while 17- and

134 HARDWARE TIPS

Keep your monitor looking its best by adjusting the device's own controls, as well as its Windows settings.

138 WINDOWS TIPS

Windows' Event Viewer lets you track your computing activities; a freebie offers more tracking options.

INTERNET TIPS

Stay safe on and off the Web by keeping your firewall, antivirus software, and spyware hunter up-to-date.

142 ANSWER LINE

Prevent new program installations from causing trouble; play all your audio file types at the same volume.

143 OFFICE TIPS

Get patches for your apps-and maybe some cool free add-ons-at Microsoft's Office Update site; brand your PowerPoint slides automatically.



FIGURE 1: INSTALLING THE latest graphics driver can improve speed and avoid trouble.

19-inch LCDs usually are 1280 by 1024. Any setting lower than the native resolution results either in letterboxing, which maintains image quality by shrinking the image to a compatible size, or interpolation, which keeps a full-screen image but adjusts for missing pixels, often sacrificing image quality as a result. The exception is when the lower resolution is half the native resolution, such as 800 by 600 pixels for a native resolution of 1600 by 1200; in this case, the resulting image is neither letterboxed nor interpolated.

Even though some LCDs have scaling algorithms that do a good job of smoothing images displayed at nonnative resolutions, you should always set the monitor to its native resolution. To do so, click the Settings tab in the Display Properties dialog box and adjust the slider under 'Screen resolution' (see FIGURE 2). Assuming Windows has properly detected your monitor, the native resolution will be the highest resolution available to you.

Color quality: The more colors your monitor shows, the more realistic its images. Most PCs have the power required to support the highest setting, usually labeled 32-bit. But if you're experiencing sluggish graphics performance (especial-

> ly if your PC uses system RAM for both graphics and standard computing duties, as many lowcost machines do), reduce the

color setting to speed things up.

Refresh rate: The annoying screen flicker of many CRTs is due to a refresh rate that's set too low. (Images on a CRT are constantly redrawn, or "refreshed," by an electron beam that zigzags across the screen.) Conventional wisdom says a CRT needs to be refreshed more than 72 times per second, or 72 Hz, to avoid causing eyestrain. Experiment to determine the setting that works best for you and your eyes; this may not be the highest setting the monitor supports.

With LCDs, screen flicker isn't an issue because the devices don't refresh the entire screen, just the pixels that change. A refresh rate of 40 to 60 Hz should be

fine for an LCD, unless its manufacturer says otherwise. What may be an issue to some LCD users, and especially gamers, is the pixel

Less

response time of the display, which is the time a single pixel requires to change from black to white and then

back to black. Older LCDs have pixel response times slower than 20 milliseconds, which leads to ghosting of rapidly moving images. Most LCDs sold today are said to be faster, but before you buy an LCD for gaming, read Laura Blackwell's "LCD Specs: Not So Swift" at find.pcworld.com/51542.

MONITOR MAKEOVER

WHETHER YOUR MONITOR'S an LCD or a CRT, don't be afraid to experiment with its controls. The right settings are the ones that look best to you, not the vendor's (or anybody else's) recommendation. You'll usually access the settings via buttons or knobs on the monitor bezel.

LCDs tend to be easier to tune than CRTs. You rarely need to adjust an LCD screen up, down, left, or right to fit it edge to edge, as you often must with a CRT. Also, many LCDs have a single button or setting that automatically tunes and positions the on-screen image. And finally, LCD monitors usually require few color or contrast adjustments when they're set at their native resolution.

Here are the settings you'll find on most LCDs, and how to adjust them. Note that the names of settings vary from one make and model to another.

Brightness and contrast: The bright-

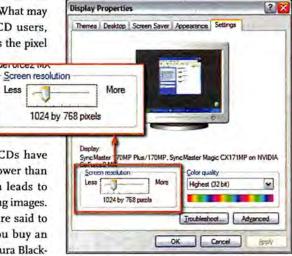


FIGURE 2: SET YOUR LCD TO ITS native resolution by adjusting this setting in Display Properties.

ness setting controls the intensity of the backlights on the display. LCDs tend to be much brighter than CRTs, so increasing the brightness may not be necessary or desirable. Adjust the contrast using a grayscale chart such as the one in the free

? 🔀 Effects Use the following transition effect for menus and toolitips: Use the following method to a Use the following method to smooth edges of so ClearType Gevenoe Show window contents while dragging Show shadows under menus Hide underlined letters for keyboard navigat Show window contents while dragging Hide underlined letters for keyboard navigation

FIGURE 3: ENABLE CLEARTYPE fonts in Windows XP to improve the legibility of text.

DisplayMate program (find.pcworld. com/51554) to maximize the number of viewable shades of gray. LCDs often lose detail at the dark end of the scale.

Color tone or color temperature: Different light sources emit slightly different tints of "white" light, from a cool bluish-white to a warm reddish-white. Most monitors offer at least three tones, or temperatures. to accommodate various lighting conditions. These settings may be labeled Mode 1, Mode 2, and Mode 3, or High, Medium, and Low. They may also use scientific labels that refer to the temperature in degrees Kelvin (K) at which superheated objects emit that color of white light. Common settings include a bluish 9300 K, a more neutral 6500 K, and a reddish 5000 K. Many monitors let you manually select the balance of red, blue, and green in your white light. Tweak the settings to see what temperature suits you.



FIGURE 4: CHECK THE INSTALLED version of DirectX with the Direct X Diagnostic Tool.

Information: This setting is included on some LCDs to tell you the current screen resolution, as well as the number of hours the display has been in operation and the number of hours that the backlight has been burning-nice statistics to know if you're buying a used LCD.

Horizontal and vertical positions: These settings allow you to center the screen

> image manually; however, most LCDs come with either an auto-tune button or other automatic position adjustments that should obviate using these manual controls.

Pixel clock and phase clock: These two settings appear under a number of names (including "coarse"/"fine-tune"), but they're usually listed with the image or picture controls. If you're stuck with an analog VGA connection that's acting up, tweak these settings manually rather than relying on the auto-conversion to correct so-called swimming pixels.

A few last points: Windows XP's ClearType font-smoothing technology will sharpen the text on an LCD. Click the Appearance tab in the Display Properties dialog box, select Effects, check Use the following method to smooth screen fonts, and click ClearType from the drop-down menu (see FIGURE 3). For more ClearType controls, try Microsoft's ClearType Tuner PowerToy (find.pcworld.com/52002).

DirectX is a Windows technology that enhances graphics and sound. Learn whether you have the latest version (currently 9.0c) via the DirectX Diagnostic Tool. Click Start-Run, type dxdiag, press (Enter), and look under the System tab for the version (see FIGURE 4). Browse to find.pcworld.com/51546 to download the latest DirectX version from Microsoft.

If possible, use DVI to connect your LCD to your computer. Such digital connections produce better images than a CRT's analog VGA link. If your LCD supports DVI but your PC's graphics adapter has only VGA ports, consider an upgrade; DVI-equipped graphics cards cost less than \$50 online. If your images are too dark even at your monitor's highest brightness, experiment with the gamma

TROUBLESHOOTING

First Aid for Your LCD

LCDs ARE EASIER to maintain than CRTs, but they still break on occasion. Here are two common problems related to LCDs, and how to fix them.

Blank screen: If the Power On light is illuminated but there's no picture, check the connection between the device and your PC to make sure it's receiving a video signal. If the cable is snug at both ends, connect a different monitor to your PC to ensure that both the cable and the PC's graphics card are good. If the second monitor shows an image, the backlight in your LCD may be dead (this is the most common cause of failure). A local computer shop can replace your backlight-or, if you're savvy, you can replace it yourself, although finding the right backlight and doing the actual replacement can be difficult. Before you go this route, research prices to determine whether buying a new display wouldn't be more cost effective.

Permanently pesky pixels: Most LCD manufacturers expect some bad pixels in their products and require a certain number of bad pixels-typically between three and ten-before they even consider the display defective. Check your LCD for bad pixels immediately after you connect the display for the first time. If you don't like what you see, try to exchange the monitor for a new one-in some cases, though, you may not be able to do so. Point your browser to find. pcworld.com/51998 to read about LCD vendors' dead-pixel return policy in Eric Dahl's "20 Things They Don't Want You to Know" feature from last October.

setting in Windows' Display Properties. (Check the ATI or nVidia tab under Display Properties. Settings. Advanced.)

Go to find.pcworld.com/31511 for past Hardware Tips columns. Send your tips and questions to kirk_steers@pcworld.com. We pay \$50 for published items. Kirk Steers is a PC World contributing editor and the author of PC Upgrading and Troubleshooting Quick-Steps from McGraw-Hill/Osborne Press.



WINDOWS TIPS

SCOTT DUNN

MAKE SENSE OF WINDOWS' LOGS VIEW PAST DISK-**CHECK RESULTS**

GET MORE EVENT INFO FOR FREE

Spot PC Trouble Early With Windows' Event Viewer

EVERY TIME WINDOWS XP or 2000 starts, it begins keeping a record of events that happen on your system. Not general events like "This user has started Solitaire ten times today," but highly specific details of Windows' startup, your log-in, the services that start and stop in the course of a session, system crashes, and much more. Windows even carries its own tool, called Event Viewer, for perusing that log. This program is handy for diagnosing Windows problems, but it's also useful for learning about what's going on under the operating system's hood. In fact, it's one of the first places you should look for clues if an unexplained problem with your PC crops up. Get your logs rolling: To start Event Viewer (depending on how your system is configured), select either Start-All Pro-

tomize next to the type of Start menu that you have (regular XP style or Classic). In either version, click the Advanced tab (if one is present). Check the option in the resulting window that will display the Administrative Tools or System Administrative Tools, and click OK as many times as needed. (Alternatively, you can find this utility in the Administrative Tools folder, which is located in Control Panel.) Event Viewer's left pane lists separate folders for the three types of events that Windows logs: Ap-

taskbar and choose Properties. In XP,

click the Start Menu tab and select Cus-

plication, Security, and System (in Windows 2000 the word Log

appears with each type). The System event log can be particularly useful for uncovering problems with hardware devices or

> with Windows itself. Click a folder to display the events for that type in the right pane (see FIGURE 1). You can sort the events by type, date, or other column heading, just as you can in Windows Explor-

> > er's Details view. The event icons in the right pane indicate their severity: Information,

Warning, or Error. When you want more information about a particular event, double-click its entry in

the right pane to see its Properties and to read a description of the problem. Regrettably, the description is rarely much help; see "Look elsewhere for answers" below for a more informative event resource.

Most of the logged entries can be ignored. For example, if you click the System icon on the left, the Event column on the right should include an entry numbered '6005' for every time you have started your PC. Each such entry signifies the beginning of the logging service when Windows loads. Similarly, a '6006' entry should appear for each time you shut down your system, indicating that you exited Windows properly and that event logging stopped. If there's no 6006 entry to correspond to a given day's 6005 entry, your computer probably stopped without using Windows' normal shutdown process, which can cause problems.

Ask Microsoft for more info: Some event logs can help you diagnose and solve problems. If the event's Properties dialog

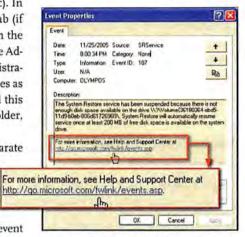


FIGURE 2: FIND OUT ABOUT cryptic entries via Event Properties' Help and Support link.

box doesn't say enough, scroll to and click the link just below 'Help and Support Center' in the Description box (see FIG-URE 2). You'll be prompted to send Microsoft some information about the event so it can look up the related topic. Click Yes if you consent. For example, I asked Microsoft about an error message telling me that System Restore had encountered a problem when it tried to back up a file. The Help and Support Center explained that, in these cases, System Restore stops creating restore points and stops monitoring changed files until another restore point is established. It also explained that I could get System Restore going again by creating a restore point manually.

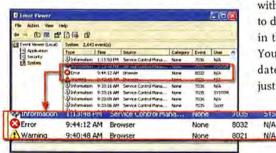


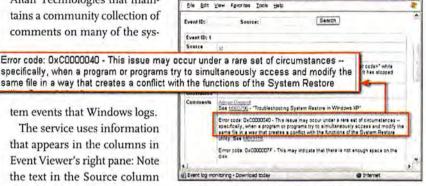
FIGURE 1: WHAT'S HAPPENING UNDER the hood? Event Viewer lets you read Windows' hidden log files.

grams (Programs in Windows 2000) • Administrative Tools. Event Viewer or Start. Administrative Tools. Event Viewer. If you don't see an Administrative Tools option on either of these menus, right-click the

Look elsewhere for answers: In many cases, unfortunately, the service reports that no Help topic is available, or the information it gives is too vague to be useful. If Microsoft has no help to offer, try

EventID.Net, a site hosted by Altair Technologies that maintains a community collection of comments on many of the sysSpector related in last July's Answer Line column (find.pcworld.com/51520; scroll to "Scan and defrag your hard drive").

Disk checks often occur after vou start your computer but before you log in to



E) EventID.Net - Microsoft Internet Explorer

FIGURE 3: DECIPHER OBSCURE INFO in the entries by searching EventID.Net's database of user comments.

The service uses information that appears in the columns in Event Viewer's right pane: Note the text in the Source column and the number in the Event column. Then browse to find. pcworld.com/51518, enter the

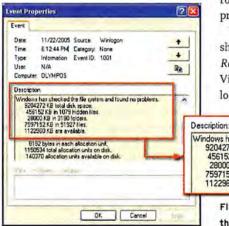
tem events that Windows logs.

event ID number and source info, and click Search. The site will open a summary of the event. Click the link next to Details to get the skinny from other users who have experience with the same issue (see FIGURE 3). Or enter the event ID or other unique snippet of text from the event in your favorite search engine to find more information about it.

Check chkdsk: Event Viewer is useful for more than just troubleshooting, however. For example, when Windows scans for and fixes disk errors (right-click the drive icon in Explorer, choose Properties, and click Check Now under the Tools tab), the OS records the results in Event Viewer. You can use the chkdsk /f command to automate your disk scans, as Lincoln

Windows. In such cases, though you may be able to see the scan results on screen. you may have no option (and no time) to save or print them. Not to worry: Event Viewer's log has it covered. Click the Application icon in Event Viewer's left pane (Application Log in Windows 2000). To find a particular event more easily, choose View-Filter. Under the Filter tab in the Application Properties dialog box, choose Winlogon in the 'Event source' drop-down menu, and click OK. To see the results in the Events Properties dialog box, locate and double-click the icon corresponding to the date of your error-checking chore (see FIGURE 4). To save or print the information, click the Copy icon in the topright corner under the up and down arrows, and then paste it into the word processor or text editor of your choice.

When you're done, reset the filter to show all log entries by choosing View. All Records. If you forget to do this, Event Viewer will switch back to showing all log entries the next time you start it.



Windows has checked the file system and found no problems. 9204272 KB total disk space 456152 KB in 1079 hidden files. 28000 KB in 3190 folders 7597152 KB in 51927 files. 1122960 KB are available.

FIGURE 4: EVENT VIEWER CAN show you the result of your disk-checking chores.

WINDOWS TOOLBOX

Event Log Explorer: Another Way to Examine Log Files

IF YOU FIND Windows XP's own Event Viewer helpful, you might like Event Log Explorer. This handy free utility duplicates the Windows event logs but adds several new features, including event descriptions that are viewable without your having to open a separate dialog box, log archives, and the ability to search events by date. The program also lets you save and load search settings, print log entries, and export them to multiple formats. Browse to find.pcworld. com/51526 for your copy.



Beef up your logs: By default, the information in Windows' event logs gets overwritten after just a week, and the log itself is limited to 512KB. To keep the data around longer, right-click one of the three logs in the left pane and select Properties. Under the General tab, adjust the 'Maximum log size' to something larger-for example, setting it to 2048 KB will quadruple the number of entries the log can hold. You can also adjust the overwrite options listed below this setting to maintain log entries for longer than seven days. If you think your maximum log size is big enough, you needn't specify a number of days to retain entries; simply select Overwrite events as needed to keep adding events to the log until it reaches maximum size and starts deleting entries. When you're finished, click OK.

Send Windows-related questions and tips to scott_dunn@pcworld.com. We pay \$50 for published items. Visit find.pcworld.com/ 31607 for more Windows Tips. Scott Dunn is a contributing editor for PC World.

INTERNET TIPS

SCOTT SPANBAUER

Bolster Your Defenses Against New Net Threats

ZOMBIE-PC ARMIES, ROOTKITS, browser exploits, and other Internet pests are more prevalent than ever. By taking a few minutes to strengthen your system's protective shields, you can stay free of the viruses, backdoor programs, and spyware currently prowling for victims. Here are my Internet safety kit recommendations for 2006 (see "101 Fabulous Freebies" on page 76 for more great downloads).

SAFER BROWSERS AHEAD

MICROSOFT IS HARD at work crafting a more secure successor to Internet Explorer 6 (visit find.pcworld.com/51994 to read Editor in Chief Harry McCracken's impression of the IE 7 beta). If you're careful, you can use IE 6 to browse the Web without getting burned by drive-by

INTERNET TOOL KIT 2006

MAKE SURE YOU have the most recent versions of these programs.

Firefox 1.5: Mozilla Foundation (free), find.pcworld.com/51630

Opera 8.5: Opera Software (free), find. pcworld.com/51632

Outpost Firewall Free: Agnitum (free), find.pcworld.com/51634

Zone Alarm 6: Zone Labs (free for personal use), find.pcworld.com/51638

Avast 4 Home Edition: Alwil (free), find.pcworld.com/51640

AVG Anti-Virus: Grisoft (free), find. pcworld.com/51642

Ad-Aware SE Personal: Lavasoft (free), find.pcworld.com/51644

Spybot Search & Destroy 1.4: Safer Networking (free; donations requested), find.pcworld.com/51646

downloads, especially if you keep the program patched via automatic Windows updates (go to find.pcworld.com/51626 for instructions on setting Windows to update automatically). Still, one wrong click in an ActiveX-control pop-up, and your machine could be hosed. Firefox 1.5

and Opera 8.5 shield you from ActiveX exploits simply because they don't run the sometimes-malicious scripts that are frequently embedded in Web pages. Like IE 6 with Windows XP's Service

Pack 2, the two browsers block pop-ups; but unlike IE (without the MSN Search Toolbar), they feature tabbed browsing that lets you move between open Web pages more easily. The good thing about browsers is that you don't have to limit yourself to using just one; all three will coexist happily on your system.

Windows XP comes with its own firewall, enabled by default in Service Pack 2 (if you don't have Service Pack 2, browse to www.windowsupdate.com using IE, ASAP). But the Windows Firewall blocks only incoming traffic, and it doesn't prevent nasty software that may already be running on your computer or in your browser from communicating back out to its author's server. I still recommend Zone Labs' free ZoneAlarm firewall for its easy-to-understand interface and warnings. Agnitum's Outpost Firewall Free is another excellent firewall. (See "Internet Tool Kit 2006" at left to download the programs in this story.)

After you install a bidirectional firewall, you'll need to disable the Windows Firewall by launching Control Panel's Security Center. Click the Windows Firewall link at the bottom of the window, select Off (not recommended) in the resulting dialog box, and then click OK (see FIGURE 1).

Grisoft's free AVG Anti-Virus remains my top pick for antivirus protection, but I also use Alwil's Avast 4 Home Edition.



FIGURE 1: TURN OFF THE FIREWALL in XP and replace it with one that monitors both outbound and inbound traffic.

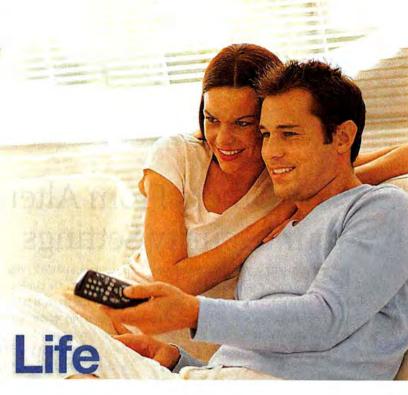
SPURN SPYWARE

WEBROOT'S \$30 SPY SWEEPER was our favorite antispyware tool in the roundup of 11 such products that we tested for November's "Best Defenders" feature (find.pcworld.com/51628), but three free products performed nearly as well as the fee-based programs did. For better results than we got testing them individually, use both Lavasoft's Ad-Aware SE Personal Edition and Safer Networking's Spybot Search & Destroy. When used in conjunction with your updated browser, firewall, and antivirus applications, these spyware detectors will greatly reduce your risk of being victimized-at least until something even more dangerous comes along. And whatever security tools you use, be sure they're set to update automatically and to scan your system on a regular schedule.

Send your questions and tips to nettips@ spanbauer.com. We pay \$50 for published items. Go to find.pcworld.com/31523 for more Internet Tips. Scott Spanbauer is a contributing editor for PC World.









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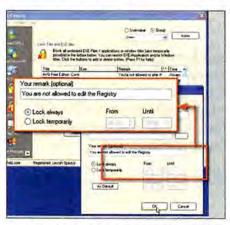
Stop Others From Altering Your Security Settings

IS THERE A WAY to prevent others from disabling my PC's security software, installing potentially harmful programs, and otherwise messing up my Windows configuration?

Arnoud Izerman, Rotterdam,

The Netherlands

IF THEY'RE SET up right, Windows XP's Limited accounts ("Restricted" accounts in 2000) offer some protection, but I know of a program that protects better.



CONTROL WHAT OTHER users can do with Salfeld Computer's \$30 User Control utility.

First, the XP way: Start by ensuring that yours is the only administrator-level account, and that the account has a password. Next, give all other users Limited or Restricted accounts: Select Start-Run, type control userpasswords, and press (Enter). In XP, select the other administrator accounts one at a time, and click Change the account type-Limited-Change Account Type. Or click Create a new account and follow the steps, selecting Limited as the account type. In 2000 (and many XP systems in organizations), pick the account, and click Properties. Restricted user · OK · OK. Or choose Add and step through the wizard, selecting Restricted user when the option appears.

To protect your administrator account when you're not at your PC, right-click the desktop and select Properties. Screen Saver. Choose a screen saver (if you don't already have one). Set the Wait value to a time you can live with (a duration less than 5 minutes may get on your nerves), and check On resume, display Welcome screen. Click the Power button, then the Advanced tab. Check Prompt for password when computer resumes from standby, and click OK in both dialog boxes.

Only the administrator can install software, change power management settings, or run Msconfig. But other accounts can still run undesirable programs that don't require installation, possibly disabling your real-time antivirus protection, among other dangers. Salfeld Computer's User Control utility allows you to set all sorts of controls on individual users and groups. You can whitelist or blacklist programs and Web sites, block access to Properties dialog boxes, and log URLs visited and programs run.

Browse to find.pcworld.com/51252 to download the 30-day trial version (the program costs \$30 to register).

EVEN OUT THE VOLUME

ARE THERE ANY applications that I can use to "normalize" the volume of all the MP3 tracks in my music library at one time?

Tim Durham, Gainesville, Florida YES, BUT I ADVISE against using these programs. Altering an MP3 or WMA file lowers the file's sound quality. Luckily, many music players can level the volume at playback. MP3 and WMA files contain a volume-leveling value, but it has to be set. In Windows Media Player 10, press <F3>, click Advanced Options, and select New files and all existing files in library (slow) and Add volume leveling values for all files (slow). Now click Search, and when the search is done, click Close.

To make Windows Media Player use this setting during your audio-file playback, click Now Playing, press <Alt>-V to open the player's View menu, and select Enhancements · Crossfading and Auto Volume Leveling. Click Turn on Auto Volume Leveling. (You can scroll through the player's other enhancement settings, which include a graphic equalizer and playspeed settings, by clicking the left and right arrows.) You can also use Windows Media Player 10 to level the volume when you burn tracks to a CD (most burning applications will do this as well). Press <alt>-T to open the Tools menu, and select Options. Click the Devices tab, and then double-click your CD or DVD drive. Select the Quality tab, make sure Apply volume leveling to music when it is burned is checked, and click OK twice.

Send your questions to answer@pcworld. com. Answer Line pays \$50 for published items. See find.pcworld.com/31577 for more Answer Line columns. You'll find Contributing Editor Lincoln Spector's humorous and other writings at www.thelinkinspector.com.

MSCONFIG REFERENCE SITE

I FREQUENTLY INSTRUCT readers to select Start+Run, type msconfig, press (Enter), and click the Startup tab to stop certain programs from loading automatically with Windows. Figuring out which programs should or should not autoload isn't easy, however. Richard James of Meriden, Connecticut, recommends Sysinfo.org, which lists autoloading files, along with concise and direct descriptions that help you decide whether a .exe file should always be running. Visit find.pcworld. com/51254 to search for a file name.

OFFICE TIPS

WOODY LEONHARD

Keep Office Apps Purring, With Help From Microsoft

YOU'VE BEEN TOLD time and again that you must keep Windows up-to-date to avoid calamity. But your OS isn't the only software on your PC that benefits from regular checkups. If Word, Excel, or some other Microsoft Office application starts acting persnickety, free updates downloadable from the company's Office Online page (office.microsoft.com) may help straighten out a few of the suite's kinks—and add some protection in the bargain.

Start by clicking the *Downloads* link in the page's left pane, and then choose *Check for Updates* (see **FIGURE 1**). The service works only with the Internet Explorer browser, and it may prompt you to download the ActiveX control required for the update. If this is your first visit to the site, you may have to return to the download page multiple times because you can't install all of the patches at once.

After installing the updates, browse the downloads for your version of Office by clicking one of the links near the middle of the Downloads page. Select the *Updates* links under the names of the Office applications. Any patches labeled 'Critical' or 'Security" have probably been installed already by the Office update. Still, this list will give you a better idea of the optional updates available for each program.

Once your apps are patched, click the Add-ins links for the programs of your choice. Not very many people will need the Latin and Cyrillic Transliteration tool (more's the pity), but nearly every Office user will appreciate the Remove Hidden Data applet for Word, PowerPoint, and Excel. This program can help you avoid serious embarrassment that can result when you accidentally preserve com-



FIGURE 1: UPDATE YOUR OFFICE programs by downloading patches from Microsoft Office Online.

ments and tracked changes in the finished version of shared documents. And people who want to embed near-real-time stock quotes in their Word and Excel files will appreciate the Stock Actions for the Research Task Pane tool, which automatically downloads quotes from the MSN Money Stock Quotes service (an Internet connection is required, of course).

OUTLOOK'S MEDIOCRE PHISH-CATCHER

IF YOU HAVE installed Office 2003's Service Pack 2 or any recent Outlook 2003 Junk E-mail Filter updates, Outlook scans each incoming message and assigns it a Phishing Confidence Level number. A high PCL brands the incoming message as potentially being from a phisher, and increases the message's likelihood of being shunted to Outlook's Junk E-mail folder, which displays messages in textonly format so that none of the links work and none of the pictures appear when you open (or preview) the message. To restore the links and images, you whave to

drag the message to a different folder.

Unfortunately, Outlook's antiphishing technology doesn't work very well. Although I have rarely seen a PCL-blocked message, the first one I encountered was from a big company that routinely sends me advertisements, at my request. You are better off just deactivating this feature, by selecting Tools•Options•Preferences•Junk E-mail and then unchecking the bottom entry under the Options tab, Don't turn on links.... (Read Spam Slayer at find.

pcworld.com/51562 to learn about three better antiphishing tools.)

BRAND YOUR POWERPOINT SLIDES

PUTTING A PICTURE, a drawing, or a line of text on every slide in a PowerPoint presentation is easy when you use the program's Slide Master feature. Simply open the presentation file and select View. Master-Slide Master. To place the same picture on all its slides, select Insert-Picture-From file, navigate to and select the image, and click Insert. To put a line of text on all of

the slides, type the text into one of the boxes-named Date Area, Footer Area, or Number Area-at the bottom, or use PowerPoint's drawing tools to create a custom text box. Select View-Normal. All of the slides (except the first one) will inherit the picture or text that you added. Bonus tip: If you want to place a picture or text in all your new presentations, click File New and choose a design template, if you wish, by selecting From design template in the right pane. Follow the steps described above to add your picture or text, and then select File Save. In the 'Save as type' drop-down menu, choose Design Template. In the File Name box, type Blank, and then click Save. From now on, all new presentations will open with the picture or text already inserted. To remove this from all new presentations, simply delete the Blank template.

Be sure to check out Woody Leonhard's latest guide to whipping Windows into shape, Windows XP Hacks and Mods for Dummies, at your favorite bookstore.

Toolbar Review

There has never been a better time to use a toolbar with your Internet browser. Toolbars can provide users with numerous features such as Pop-up Blocking, Driving Directions, Adult Content Filtering, Security Features, Spyware Detection, Games and more. Toolbars are a convenient and powerful addition to your browser, making it easier than ever to navigate the Internet.

The comparison chart below will help you decide which toolbar is right for you.

Toolbar Comparison Chart						
Toolbar Features:	Advanced Toolbar	Google	YAHOO!	msn ^v		
Search Engines	100+	1	1	1		
Search Tabs	√					
Blocks Pop-Up Ads	√	1	1	1		
Calendar Application	√					
RSS News Reader w/Ticker	/					
Auto Form Filler	1	√		1		
Adult Content Blocker	1					
Spyware Remover	1		1			
Homepage Protector	V					
Browser Tracks Eraser/Cleaner	1					
File Shredder	1					
Add Buttons for Software	1					
Add Buttons for Webpages	1	1	1			
Screensaver Launcher	1					
Games Links	70	0	10	10		
E-mail Provider Links	52	0	1	1		
News Provider Links	88	0	1	0		

With its vast array of features and incredible ease of use, the Advanced Toolbar stands out from the competition. It's a powerful web tool that allows you to choose from over 100 search engines, 80 plus news sources, 50 plus email providers and can be completely customized to meet your needs. The Advanced Toolbar does not record any user data, has a very straight forward privacy policy and is totally spyware and adware free. You can get a free copy of the Advanced Toolbar at http://www.advancedtoolbar.com and take advantage of everything this incredible toolbar has to offer.



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Abby Chaney	West Entrance	03/20/2004 07:28:03 AM	Key Authorized			AND STREET	
Pete Sussman	Records Room	03/20/2004 07:59:15 AM	Out of Schedule		0100	-02/20/2004011	A STATE OF THE STA
John Michaels	Computer Room	03/20/2004 08:00:03 AM	J' Avaluated	·entill	masan101	OUS/AND WESTER SWEET	1
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Juanita Banks	Computer Room	P 20/2004 08:18:52 AM	- 11		SHAPPINE	II F01002	200
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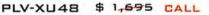
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BIG NEWS! To better serve you, our devoted readers, we have decided to eliminate unproductive time and effort spent checking nonessential elements like facts and speling. In keeping with the perpetually-in-beta services of companies like Google, Microsoft, and Yahoo, we hereby

extend to you a warm welcome to Full Disclosure, Beta Version!

You'll still get the same hard-hitting, incisive column as always-but thanks to the magic of beta, we won't be shy about passing along information we might have avoided in the past. For example, we won't hesitate in the slightest to recommend that if your computer seems to be infected by pernicious spyware, you should immerse the hard drive in a mixture of Pine-Sol and chocolate syrup-a tip one of our readers helpfully suggested, but which we haven't the time or inclination to try.

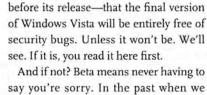
Emulating products such as Google Groups and Windows Defender, we intend to keep this column in beta for as

long as possible. This will help us continually improve the product by passing the testing work over to you. By all means let us know how useful you find our spyware tip-bearing in mind, of course, that this is not the final version.

Yet another great thing about going beta is that we will now be able to give you upgrades automatically, without any fuss or muss. For example, this just in: The Full Disclosure testing labs have determined that in our spyware tip above, maple syrup works even better. If this were a final shipping version, we would not have been able to slipstream you that fact so quickly. Actually, we don't have testing labs, but we do have a neighbor who is allergic to chocolate, which pretty much amounts to the same thing.

Being beta, we can compete more aggressively with other news sources, so

Are new ideas better? Never-ending betas let you judge for yourself.



we are now unafraid to report-months

And if not? Beta means never having to say you're sorry. In the past when we made an error, we would correct it publicly as soon as possible. Now we simply shrug and say, "That's beta. You should have known you couldn't rely on it." Our revenue model no longer permits the extensive testing that customers might expect from a shipping product.

Some may complain, "But Steve, you are shipping the product." We say, so are Google and Microsoft and Yahoo and the rest. If they can ignore such a minor detail, why can't we? Besides, the difference between "beta" and "shipping" products at Microsoft has been barely distinguishable for years.

> And beta enables innovation like this: 2 srv u btr, we r lso wrking on nu cmprssun teknikes 2 cram mo info in2 limitd spaces. Our new Full Disclosure Mobile service has been carefully crafted to display this compression only on portable devices, although we have received isolated reports of its appearance on big screens and on paper. Did we mention this is a beta version?

Contributing Editor Stephen Manes is cohost of PC World's Digital Duo (www.pcworld.com/ digitalduo) on public TV. Visit find.pcworld.com/31595 for more Full Disclosure columns.



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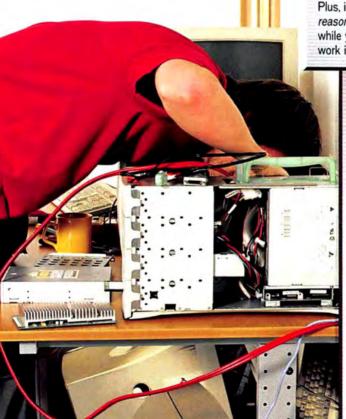
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