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TEST DRIVE: Mobile Broadband

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50 BIGGEST PC ANNOYANCES



**[AND HOW TO
FIX THEM...]**

✓ **WINDOWS**

Blast Away Bottlenecks

✓ **INTERNET**

Zap Obnoxious Ads

✓ **HARDWARE**

Solve System Mysteries

✓ **E-MAIL**

Cure In-Box Headaches



monitor not included

HP COMPAQ d220 MICROTOWER

Affordable, Reliable

\$579 Lease for \$23
a month*

Intel® Pentium® 4 processor 2.40GHz
128MB DDR SDRAM Memory
40GB Hard Drive (5400 rpm)[†]
48X CD-ROM Drive[‡]
Integrated 10/100 Ethernet
PS/2 Scroll Mouse
Microsoft® Windows® XP Professional
1-1-1 (Parts/Labor/On-site) Limited Warranty**



monitor not included

HP COMPAQ d330 SLIM TOWER

Performance, Value

\$679 Lease for \$27
a month*

Intel® Pentium® 4 processor 2.40GHz
256MB DDR SDRAM Memory
40GB Hard Drive (5400 rpm)[†]
48X/24X/48X CD-RW Drive^{††}
Integrated Gigabit Ethernet
Microsoft® Windows® XP Home
Microsoft® Works 2003
3-1-1 (Parts/Labor/On-site) Limited Warranty**



monitor
not included

HP COMPAQ d530 SMALL FORM FACTOR

Small and Powerful

Best of CES 2003 Innovation Award,
D500 Series

\$699 Lease for \$27
a month*

Intel® Pentium® 4 processor 2.40GHz
128MB DDR SDRAM Memory
40GB Hard Drive[†]
Integrated Intel® Extreme Graphics 2
48X CD-ROM Drive[‡]
Integrated Gigabit Ethernet
Microsoft® Windows® XP Professional
3-3-3 (Parts/Labor/On-site) Limited Warranty**



monitor not included

HP WORKSTATION xw6000

Space Saving,
Dual Processor Performance

\$1,550 Lease for \$60
a month*

Intel® Xeon™ processor 2.40GHz
80GB Ultra ATA 100 (7200 rpm) Hard Drive[†]
512MB DDR SDRAM (ECC)
ATI FireGL Z1 128MB DDR Open
GL 3D Graphics
48X CD-ROM
Integrated AC97 Audio
Integrated Gigabit (10/100/1000)
Ethernet Controller
Microsoft® Windows® XP Professional
3-Year Worldwide Limited Warranty**
Get even more:
L1825 18" TFT Monitor: Add \$599



monitor not included

HP COMPAQ d530 CONVERTIBLE MINITOWER

Expandable

\$899 Lease for \$35
a month*

Intel® Pentium® 4 Processor 2.60GHz
with HT Technology^{†††}
512MB DDR SDRAM Memory
80GB Hard Drive[†]
Integrated Intel® Extreme Graphics 2
48X/24X/48X CD-RW Drive^{††}
Integrated Gigabit Ethernet
Microsoft® Windows® XP Professional
3-3-3 (Parts/Labor/On-site) Limited Warranty**



monitor
not included

HP COMPAQ d530 SMALL FORM FACTOR

Small and Powerful

\$799 Lease for \$31
a month*

Intel® Pentium® 4 processor 2.40GHz
256MB DDR SDRAM Memory
40GB Hard Drive[†]
Integrated Intel® Extreme Graphics 2
48X/24X/48X CD-RW Drive^{††}
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Microsoft® Windows® XP Professional
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- Integrated Bluetooth™ Wireless***
- Intel® XScale processor, 400MHz
- 64MB (56MB main memory)
- Microsoft® Pocket PC 2003 Premium

\$399



HP iPAQ™ 5550 POCKET PC

Secure, Wireless Productivity Tool

- Integrated WiFi 802.11b and Bluetooth™ Wireless***
- Biometric Fingerprint Security
- SDIO slot
- Intel® XScale processor, 400MHz
- 128MB SDRAM, 48MB ROM
- 1250 mAh Removable Lithium Ion Battery
- Microsoft® Pocket PC 2003 Premium

\$649



HP psc 2110 ALL-IN-ONE

Color printing, color scanning,
color copying

- Up to 4800-optimized dpi***
- HP PhotoREt III
- Up to 14 ppm text

\$149



HP LASERJET 1300

High-performance personal printer

- True 1200 dpi
- 20 ppm rich black text

\$399

HP printers got an A+
in 2003 printer satisfaction
survey in PC Magazine.



HP tc2120 SERVER

Dependable Value

Prices starting at:

\$499 Lease starting at
\$20 a month*

Intel® Celeron® or Intel® Pentium® processor
40GB Ultra ATA Hard Drive or 36GB U320
SCSI Hard Drive†

128MB Advanced ECC PC2100 DDR SDRAM
DIMM Memory, upgradable to 4GB

Integrated Dual Channel Ultra ATA-100
IDE Controller

Embedded NC7760 PCI Gigabit NIC
10/100/1000 WOL (Wake on LAN)

48X IDE (ATAPI) CD-ROM Drive

1-Year Next-Business-Day On-site Warranty**

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4-hour response: Add \$348



HP PROLIANT DL320 G2 SERVER

Flexible and Easy to Manage

HP ProLiant Servers Rank No. 1 in U.S.
Customer Satisfaction Report

Prices starting at:

\$1,374 Lease starting at
\$53 a month*

Intel® Pentium® 4 processor 2.26GHz/512KB
or 3.06GHz/512KB

128MB Total PC2100 Registered ECC DDR SDRAM
Memory, upgradable to 4GB

Integrated Dual Channel Ultra ATA/100
Adapter with Integrated ATA RAID 0, 1

Two 3.5" x 1" Non-Hot Plug Drive Bays

40GB ATA Hard Drive 1" or 36GB U320 Hard Drive (1")†

Two (2) integrated NC7760 PCI Gigabit NICs

10/100/1000 Ethernet NICs w/WOL and PXE support

Ships standard with the ProLiant Essentials Foundation
Pack, (including SmartStart™ and Insight Manager™)†
and supports other ProLiant Essentials tools like the
Rapid Deployment Pack

3-1-1 (Parts/Labor/On-site) Limited Warranty**



monitor not included

HP WORKSTATION xw4100

High Performance

\$999 Lease for \$39
a month*

Intel® Pentium® 4 processor 2.60GHz
(800MHz FSB)

40GB Ultra ATA 100 (7200 rpm) Hard Drive†

512MB PC3200 DDR SDRAM

NVIDIA Quadro NVS 200 AGP

48X CD-RW Drive††

Broadcom Gigabit 10/100/1000 NIC

Microsoft® Windows® XP Professional

3-Year Worldwide Limited Warranty**



HP PROLIANT ML330 G3 SERVER

Powerful Reliability

HP ProLiant Servers Rank No. 1 in U.S.
Customer Satisfaction Report

\$1,329 Lease for \$52
a month*

Dual processor capable

Intel® Xeon™ processor 2.80GHz

256MB ECC DDR memory, upgradable to
4GB memory

36.4GB U320 Universal Hard Drive†,
expandable to 402GB storage

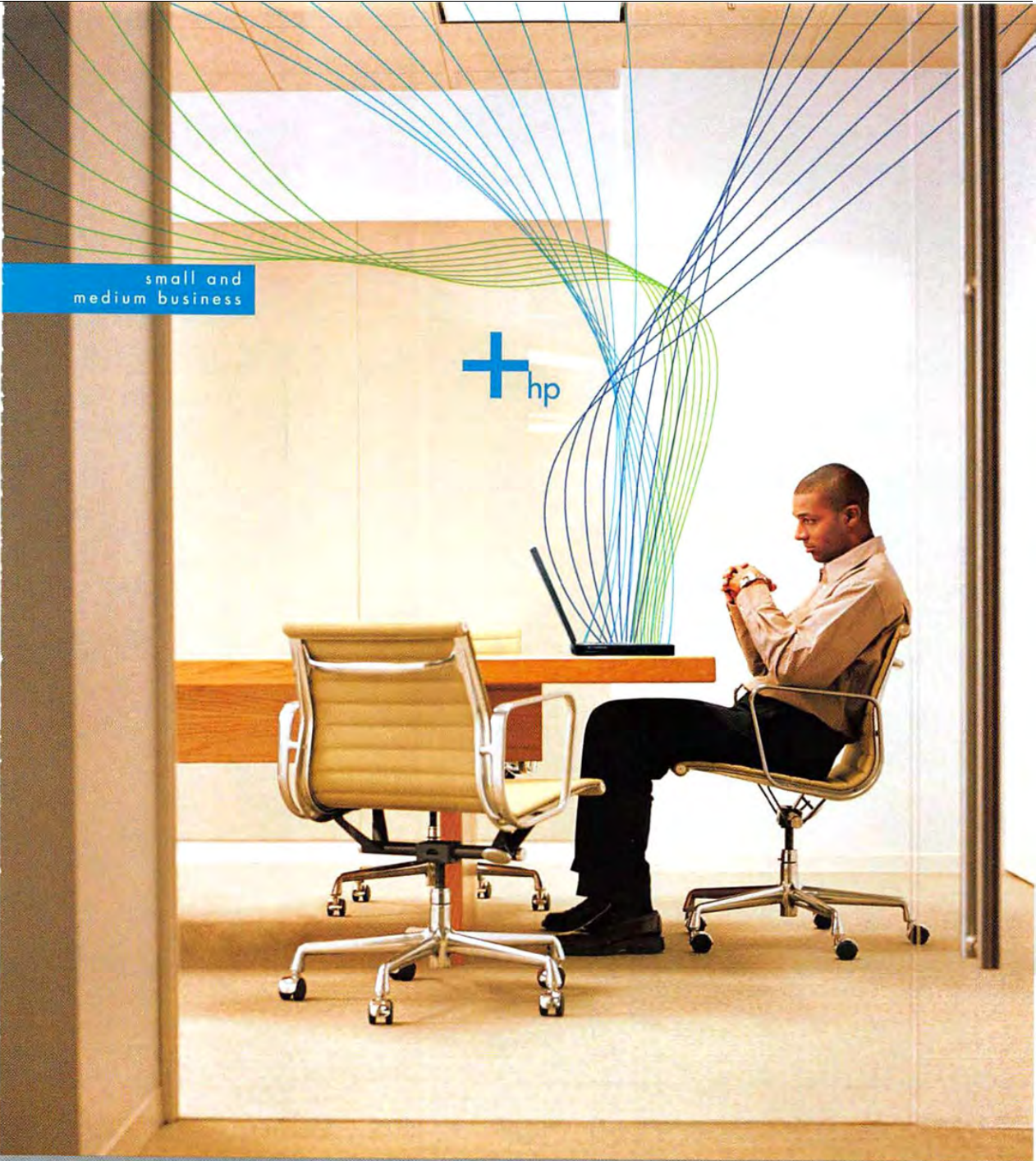
3 PCI slots

Embedded NC7760 PCI Gigabit NIC

Ships standard with the ProLiant Essentials
Foundation Pack, (including SmartStart™ and
Insight Manager™) and supports other ProLiant
Essentials tools like the Rapid Deployment Pack

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A man in a light-colored shirt and dark trousers is sitting in a modern office chair at a wooden desk. He is looking at a laptop. From the laptop, numerous thin, curved lines in shades of blue and green radiate outwards, filling the upper half of the frame. The office has large windows in the background, and another empty office chair is visible to the left of the man.

small and
medium business



Get the most out of your notebook.
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Now get the feature-rich HP nx9010 notebook powered by the Intel® Pentium® 4 processor for just \$1,029. If you want to do more for less, this highly evolved notebook gives you the features your business needs—built-in, secure wireless capability, Microsoft® Windows® XP Professional, a battery with six-hour stamina and a magnesium shell that can take what your mobile employees dish out. And with the nx9010, you get more than a notebook. You also get more reliability, more service and support, and more local expertise through SMB partners. Contact HP or a member of HP's SMB partner network.

HP recommends Microsoft® Windows® XP Professional.

HP COMPAQ nx7000 NOTEBOOK

Thin and Wide

\$1,699 Lease for \$66
a month*

Intel® Centrino™ mobile technology
(Intel® Pentium® M processor 1.40GHz,
Intel® PRO/Wireless Network Connection 802.11b,
Intel® 855 Chipset Family)

15.4" WXGA Display

40GB Hard Drive†

512MB SDRAM Memory

DVD Drive

56K Modem + 10/100 Ethernet

Microsoft® Windows® XP Professional

1-Year Limited Warranty**

COMPAQ EVO N620c NOTEBOOK

Slim and Light

\$1,699 Lease for \$66
a month*

Mobile Intel® Pentium® M processor 1.40GHz

14.1" TFT XGA Display

256MB DDR SDRAM

40GB SMART Ultra-ATA Hard Drive†

DVD Drive

Integrated Mini PCI 56K V.92 Modem**

Integrated 10/100/1000 Gigabit Ethernet

Microsoft® Windows® XP Professional

3-Year Worldwide Limited Warranty**



HP COMPAQ nx9010 NOTEBOOK

Mobile Value

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a month*

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256MB DDR SDRAM

30GB SMART Ultra-ATA Hard Drive†

24X CD-ROM Drive††

1.44MB Floppy Drive

Integrated Mini PCI 56K V.92 Modem**

Integrated 10/100 NIC

Microsoft® Windows® XP Home

1-Year Worldwide Limited Warranty**

HP COMPAQ nc4000 NOTEBOOK

Compact, Ultra Portable

\$1,699 Lease for \$66
a month*

Mobile Intel® Pentium® 4 processor 1.40GHz - M

12.1" XGA Display

40GB Hard Drive†

256MB DDR SDRAM

56K Modem + 10/100 Ethernet

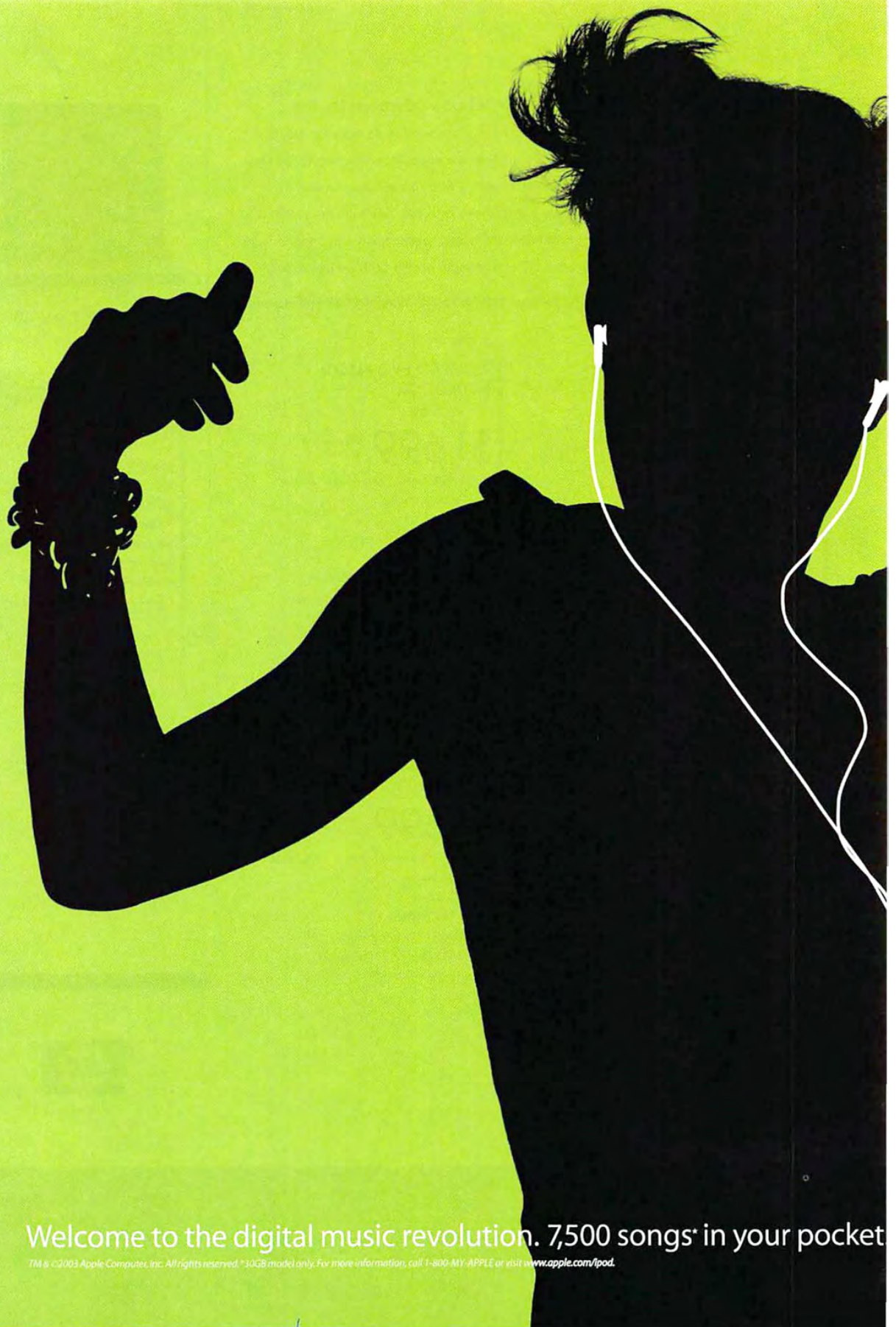
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A high-contrast, black and white silhouette of a person's head and arm against a solid yellow background. The person is holding a white iPod in their right hand, with a white cable extending from the bottom. The iPod has a small screen and a scroll wheel.

Apple iPod

Works with Mac or PC. Over a million sold. The new iPod.

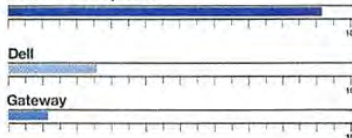
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2003 PC Magazine Service & Reliability Report: A



ABS® Awesome Desktops are powered by the Intel® Pentium® 4 processor with Hyper-Threading technology.

Customer Satisfaction ABS® Computer



Source: Resellerratings.com

August 10, 2003

If you are contemplating buying a PC, go with ABS. You will find out that there is a company out there provides blazing PCs at cheap prices and they still refer to you by your name rather than a number!

-- A. Shaykh from Kalamazoo, Michigan



NVIDIA FX 5900 Ultra (NV35)



VS.



ATI Radeon 9800 Pro (R380)

Realistic 3D Graphic Experience

ABS® Awesome 3500

420-Watt Full Tower Case w/Front USB 2.0 & Audio
ASUS SIS648FX Chipset Motherboard
512MB DDR400 Memory Upgrade to 1GB DDR400 @\$62
80GB 7200RPM 8MB Cache IDE Hard Drive
Lite-On 16X DVD ROM and Floppy Drive
Lite-On 52X24X52 CD-R/Writable Drive
NVIDIA® GeForce FX 5200 w/128MB 8X AGP w/TV-Out & DVI
ADI AD1980 6 Channel Audio
Add Creative Labs Sound Blaster Audigy Sound Card @\$65
Integrated 10/100 Mbps LAN Controller & V.92 PCI 56K Modem
Wireless Keyboard and Optical Mouse Set
Logitech Z-640 5.1 Surround Speakers
Corel WordPerfect Office 11
Various LCD & CRT Monitor Options

Intel® Pentium® 4 Processor
at 2.4GHz w/800MHz

\$859

Intel® Pentium® 4 Processor at 2.6GHz w/800MHz \$699
Intel® Pentium® 4 Processor at 2.8GHz w/800MHz \$999

ABS® Awesome 4500

450-Watt Antec Case w/Front USB 2.0 & IEEE1394
Gigabyte Intel® 865PE Chipset Motherboard
Dual Channel 512MB DDR400 Memory Upgrade to 1GB DDR400 @\$62
120GB 7200RPM 8MB Cache IDE Hard Drive
Lite-On 16X DVD and 52X CD-RW and 6-in-1 Flash Media Reader
ATI Radeon 9600 PRO 128MB 8X AGP w/TV-Out & DVI or
NVIDIA® GeForce FX 5600 w/128MB 8X AGP Video Card w/TV-Out & DVI
Realtek ALC655 Codec 6 Channel Audio
Add Creative Labs Sound Blaster Audigy 2 Sound Card @\$113
Intel® Pro/100 VE LAN Controller & V.92 PCI 56K Modem
Wireless Keyboard and Optical Mouse Set
Monsoon Planar Media 9 LCD Flat Panel Speakers
Microsoft Works 7.0
Various LCD & CRT Monitor Options

Intel® Pentium® 4 Processor
with HT Technology at 2.6GHz w/800MHz

\$1199

Intel® Pentium® 4 Processor with HT Technology at 2.8GHz w/800MHz \$1259
Intel® Pentium® 4 Processor with HT Technology at 3.0GHz w/800MHz \$1399

ABS® Awesome 5500

530-Watt Aluminum Case w/Front USB 2.0 & IEEE1394
Gigabyte Intel® 875P Chipset w/6 Dual Features Motherboard
Dual Channel 1GB DDR400 Upgrade to 2GB DDR400 @\$160
120GB SATA Hard Drive with Second Hard Drive RAID Option
Sony 4X DVD Burner & 6-in-1 Flash Media Reader
ATI Radeon 9800 PRO 128MB 8X AGP w/TV-Out & DVI or
NVIDIA® GeForce FX 5900 Ultra 128MB 8X AGP w/TV-Out & DVI
Realtek ALC655 Codec 6 Channel Audio
Add Creative Labs Sound Blaster Audigy 2 Sound Card @\$113
Intel® Gigabit Ethernet Controller & V.92 PCI 56K Modem
Microsoft Wireless Keyboard and Optical Mouse Set
Monsoon Planar Media 14 LCD Flat Panel Speakers
Corel Office WordPerfect 11 & McAfee Virus Scan 7.0
Various LCD & CRT Monitor Options

Intel® Pentium® 4 Processor
with HT Technology at 2.8GHz w/800MHz

\$1999

Intel® Pentium® 4 Processor with HT Technology at 3.0GHz w/800MHz \$2139
Intel® Pentium® 4 Processor with HT Technology at 3.2GHz w/800MHz \$2399

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Absolute Balance through Wireless Mobility

ABS® Zensation Z3 Notebook

Intel® Centrino™ Mobile Technology
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Intel® 855GM Chipset
Intel® PRO Wireless 2100 802.11b Networking

512MB DDR SDRAM

40GB Hard Drive

DVD/CDRW Combo Drive

14.1" XGA TFT Display 1024 X 768

56K V.92 Modem & 10/100 LAN

1 Firewire port & 2 USB 2.0 Ports

Firewire 1394

5 Hours Battery Life

5.40 lbs Travel Weight

Microsoft Windows XP Home Edition

1 Year Parts Warranty & Life Time Technical Support

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Upgrade/ Processor: Intel® Pentium® M 1.5GHz / 1.6GHz / 1.7GHz

Memory: 1GB DDR SDRAM

Hard Drive: 60GB / 80GB

Software: Microsoft® Windows® XP Professional

\$1389

↗ ABS® Recommends Microsoft® Windows® XP for Mobile Computing



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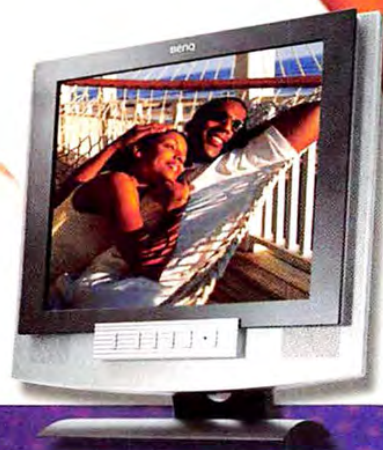
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**A+ PANEL
QUALITY**

**PC 2002 BEST OF
COMDEX
FINALIST**
Nov. 20, 2002 BenQ FP591
Hardware, Peripherals

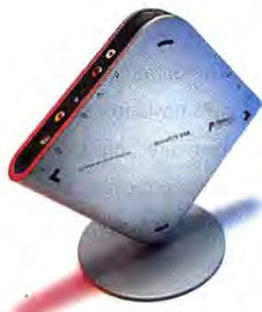
BenQ
Enjoyment Matters



PC ANNOYANCES

88 50 Fixes for the Biggest PC Annoyances

Had it up to the gills with software snafus, hardware headaches, and Internet irritations? So has Steve Bass, and he's not gonna take it anymore. Here are 50 nifty tips for making life with your PC a little simpler—easy exorcisms for Windows bogeys, e-mail demons, hardware hobgoblins, audio/video gremlins, and Internet imps.



117

Cover graphics by Diego Aguirre.

PC WORLD

20TH ANNIVERSARY YEAR
OCTOBER 2003
VOLUME 21 ♦ NUMBER 10
AOL KEYWORD: PCWORLD
WWW.PCWORLD.COM

FEATURES

SOFTWARE GEMS

104 The Best Software You're Not Using

Dozens of great, inexpensive programs stand ready to improve your productivity at work, perk up your PC, and make your leisure time even more enjoyable. We've found them for you.



DIGITAL VIDEO

117 Good-bye, VHS Hello, DVD

We look at five video capture devices that can help you transfer your old videotapes to digital disc—and also scrutinize five of the latest ultraportable DV cameras.

APPLICATION SUITE

129 Inside Office 2003

Aside from an overhaul of Outlook, Microsoft's new "system" stresses group functions rather than individual changes to Word, Excel, and the other apps. Find out how it could help your business work better.

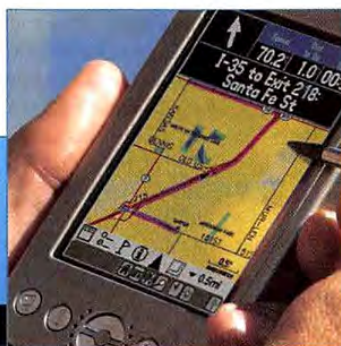


ON THE COVER





Meet the iQue™ 3600. The first PDA
with fully integrated GPS navigation.



Success is being in the right place at the right time.

The *Garmin iQue 3600* is a Palm-powered organizer with a fully integrated GPS navigator. It keeps track of your busy schedule then gives you turn by turn directions to important off-site appointments. Enter an address, search for a restaurant, or find the rental car return – the iQue 3600 gets you there. See it at major electronics retailers or visit www.garmin.com. The iQue 3600 with GPS, voice recorder and MP3 Player.

It's the smart way to navigate your day.™



TOP 100

- 142 Digital Cameras Aim High
Sophisticated models arrive.
- 144 Top 15 Desktop PCs
- 148 Top 15 Notebook PCs
- 151 Top 5 Multifunction Printers
- 153 Top 10 17-Inch LCD Monitors
- 155 Top 10 DVD Drives
- 157 Top 10 Scanners
- 159 Top 10 Digital Cameras
- 161 More Reviews



142

DEPARTMENTS

- 21 Up Front
- 41 Letters
- 45 Plugged In
AMD goes 64-bit.
- 49 Consumer Watch
Research your next car purchase online.
- 59 Home Office
Going ape over survey sites.
- 61 Bugs and Fixes
DirectX hole, Blaster worm.
- 186 Full Disclosure
Settle on a backup strategy—or face the consequences.



162

RESOURCES

- 18 How to Contact PC World
- 176 PC World Marketplace
- 184 Advertiser Index



155

TELL US WHAT YOU THINK

Tell Us What You Think: Visit www.pcworld.com/pcwinput and rate this issue—you could win a Canon M730, a color multifunction device that lists for \$399. You'll need the subscriber number from your mailing label to take this survey online. The site explains the official rules and also how to participate in the drawing if you're not a subscriber. You can enter from September 5 through October 3, 2003.

COMING UP IN NOVEMBER

Best PC Time-Savers: Five experts share their favorite strategies for getting things done faster with tools, shortcuts, and more.
Going Wireless: Get current with Wi-Fi, as *PC World's* Test Center

and editors help you find the simplest, most reliable wireless gear.
Great Privacy Makeover: Who's been peeking in at your Windows? We offer an in-depth survey of the state of online privacy today.

NEWS & TRENDS

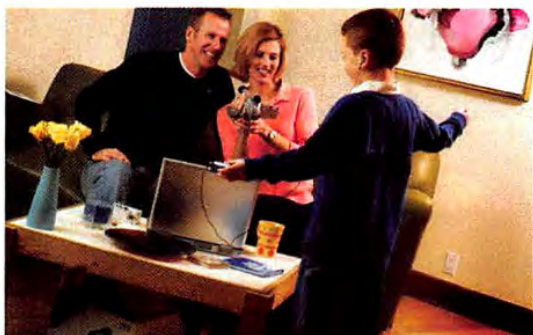
- 22 Laptop Era Dawns
As laptops get beefier, buyers are beginning to choose portables over their desktop counterparts.
- 30 DSL Speeds, Cellular Coverage
New technologies promise easy, reliable broadband connections wherever you roam.
- 32 Sneaky Apps Attack
Stealthware applications install themselves on your computer without your knowledge.
- 34 MIA: Top-Speed DVD Media
DVD drives that can write at 4X are increasingly common—but where's the 4X media?
- 34 \$40 Printer, \$40 Ink
The HP Deskjet 3520 has an amazingly low price, but its consumables will cost you plenty.
- 36 Big Images for Small Spaces
Using mirrors instead of a lens, NEC's WT600 projector is a great fit for small meeting rooms.

NEW PRODUCTS

- 72 Productivity Software
Microsoft Office FrontPage 2003, Microsoft Office Visio 2003 Standard
- 74 Desktop PCs
Hush Technologies Hush Mini-ITX, Tranquil PC
- 76 Portable Projector
InFocus LP120
- 78 Scanner
Canon CanoScan 9900F
- 80 Video Editing Software
Adobe Premiere Pro
See page 73 for a complete list of new products reviewed.

HERE'S HOW

- 162 Windows Tips
Improve Windows' performance and get more disk space with these five tips and a \$20 utility.
- 166 Hardware Tips
Compare specs for rewritable DVD drives; use a universal power supply to reduce your PC-related travel paraphernalia; track keyboard keystrokes.
- 168 Step-By-Step
Basic cleaning procedures and intensive-care measures to keep your keyboard clicking away.
- 170 Internet Tips
Create strong online passwords and store them securely; preload news sites on your portable.
- 174 Answer Line
Back up your data with the help of a batch file; find out if your PC can boot from a USB drive.



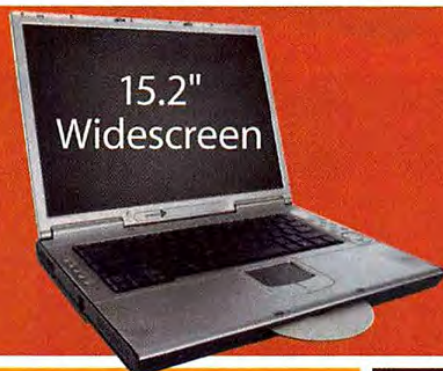
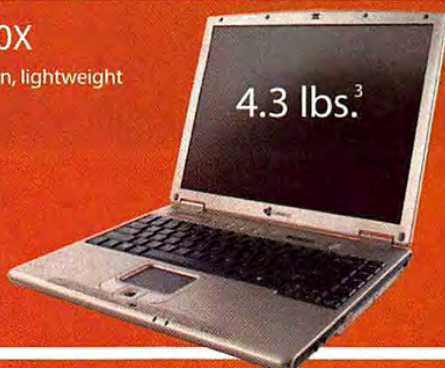
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- Microsoft® Windows® XP Professional
- Microsoft® Works Suite 2003

Notebook batteries starting at just \$99.99



\$1499⁹⁹ NEW Gateway® M500

Featuring a 15.2" widescreen and powerful speaker system, so you can take your movies and music with you!

- Intel® Pentium® 4 Processor – M at 2.20GHz
- 512MB DDR SDRAM
- 40GB hard drive²
- DVD/CD-RW Combo Drive
- Big 15.2" WXGA TFT Active Matrix Display
- Microsoft® Windows® XP Home Edition
- Microsoft® Works Suite 2003



4.1 Megapixels at a Killer Price!



\$199⁹⁹ NEW Gateway™ DC-M40

- 4.1 Megapixels, 3x Optical Zoom and 1.6" LCD display
- Includes 32MB Compact Flash card, carrying case, wrist strap and software

5.0 Megapixels at a Great Deal!



\$299⁹⁹ NEW Gateway™ DC-M50

- 5.0 Megapixels, 3x Optical Zoom and 1.8" LCD display
- Includes 32MB Compact Flash card, carrying case, wrist strap and software

\$129⁹⁹ 128MB DMP-200

\$169⁹⁹ 256MB DMP-300



NEW

Gateway™ 128MB Digital Music Player

Stylish, simple and convenient.

- Lightweight and compact 2.0 oz.
- Plays back over 2 hours of MP3 or WMA files
- Convenient USB Direct Connect for quick and easy file transfers from your PC
- Innovative 3-in-1 functionality as an MP3 player, digital voice recorder and data storage device

Make some family memories. Then capture, crop and retouch them.

Gateway recommends Microsoft® Windows® XP Professional.

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How to get your family to spend more time at home.



\$6999⁹⁹

NEW

Gateway™ 50" HDTV Plasma TV

- Brilliant digital picture with widescreen format for a stunning theater experience
- Slim and lightweight for wall mounting (brackets sold separately)*
- 160-degree viewing angle
- Includes built-in NTSC tuner, speakers, remote control and tabletop stand

\$3799⁹⁹

NEW

46" Gateway™ Plasma TV

- Brilliant digital picture with widescreen format for a stunning theater experience
- Slim and lightweight with 20% more viewing area than a 42" widescreen plasma
- 160-degree viewing angle
- Zoom and Freeze functions allow you catch every detail
- Includes built-in NTSC tuner and 5-watt Stereo Amplification and Speakers
- Tabletop stand and wall-mount bracket sold separately*



\$2999⁹⁹

42" Gateway™ Plasma TV

America's Best-Selling Plasma TV!†

- Ultrathin (less than 4" deep)
- Slim and lightweight for wall mounting (brackets sold separately)*
- Includes built-in NTSC tuner, speakers, remote control and tabletop stand

\$899.99 for 18" LCD TV and

\$799.99 for 17" Widescreen LCD TV

Tired of fat TVs taking up space? Come pick up a new Gateway® LCD flatscreen digital TV— at less than 3" deep you can put it almost anywhere, and at this price, you might want to pick up one for every room! Comes with built-in tuner, speakers, carrying handle and component video inputs.



(18" Shown)

Gateway recommends Microsoft® Windows® XP Professional.

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Everything you need to set up your wireless home network.

Bring your computer media into the living room without bringing your computer. Combine Gateway's Connected DVD Player with Gateway's Wireless Broadband Router and you can easily enjoy the digital photos, video and music on your PC in the comfort of your living room.

\$199.99 **NEW**

Gateway™ Connected DVD Player

Music, Photos and Video on Your TV from Your PC!

- Create a music, photo and video digital library on your PC—no more loose stacks of CDs, pictures and DVDs
- Put a connected DVD player in every room with a TV or stereo to connect wirelessly to your PC library
- Grab your favorite digital entertainment from your PC library and play it on your entertainment system



\$69⁹⁹

Gateway® 802.11b Wireless Broadband Router

- Share your high-speed Internet connection and printer with PCs located anywhere in the house
- Content Filtering lets you decide what your family can browse on the Web
- Integrated 4-port router



\$99⁹⁹

Gateway® 802.11g Wireless Broadband Router

- Take wireless to the next level with 54g technology
- All the great features of 802.11b and 4x the speed

\$59⁹⁹

Gateway® 802.11b Wireless USB Adapter

Go wireless by simply plugging into the USB port on any desktop or notebook—an easy-to-use solution for connecting your home and office networks.



\$69⁹⁹

Gateway® 802.11g Wireless USB Adapter

Get the most out of your network with USB connectivity and 54g technology. Plugs into the USB port on any desktop or notebook.

(802.11g shown)

Why Choose Gateway for Wireless?

Guaranteed Compatibility: Gateway's products have been designed to work better together so you can be confident that connecting your Gateway PCs and Home Entertainment equipment will be a breeze.

Performance: Gateway wireless solutions are optimized for reliability and speed to make sure you get the most out of your home network.

Easy Setup: With Gateway's simple-to-use software and easy-to-follow instructions, connecting your PCs and Home Entertainment products is a cinch.

Safe and Secure for You and Your Family:

Gateway's solutions include the latest security and Content-Filtering technology, so you can keep unwanted visitors and Web sites out.

\$49⁹⁹

Gateway® 802.11b Wireless Notebook Card

- Surf from any room in the house and wherever there's a wireless hotspot
- Plugs right into your notebook for simple access to your wireless home network



\$59⁹⁹

Gateway® 802.11g Wireless Notebook Card

- Get the highest performance out of your network with over 4x the speed of 802.11b

More play. Less pay.

\$1149.99 **NEW**

Gateway® 500S Gaming PC

The latest in gaming hardware at an incredible price.

- 128MB nVIDIA® GeForce FX 5200 graphics with TV-out and DVI
- Intel® Pentium® 4 Processor 2.4GHz with HT Technology¹
- Intel® 865 chipset with 800MHz FSB
- 256MB DDR SDRAM
- Sound Blaster® Audigy 2 soundcard with 1394 FireWire®
- 80GB Ultra ATA100 hard drive²
- 16/48 DVD-ROM and 48/24/48 CD-RW Drives
- Boston Acoustics® BA745 Speakers with Subwoofer
- 17" Color Monitor (15.9" viewable area)
- Microsoft® Windows® XP Home Edition



\$2099.99 **NEW**

Gateway® 700X Gaming PC

The ultimate gaming machine—outperforms the competition and costs less.

- 256MB nVIDIA® GeForce FX 5900 graphics with TV-out & DVI
- Intel® Pentium® 4 Processor 2.8GHz with HT Technology¹
- Intel® 875P chipset with 800MHz FSB
- DVD-R/-RW/CD-RW Recorder
- 160GB serial ATA hard drive² w/8MB cache
- Sound Blaster® Audigy 2 soundcard with 1394 FireWire®
- 512MB 400MHz DDR SDRAM
- Boston Acoustics® BA745 Speakers with Subwoofer
- 19" Color Monitor (18" viewable)
- Microsoft® Windows® XP Home Edition



(700X Shown)

For a limited time* only, purchase any Gateway Gaming PC and get three of the year's hottest titles for free (a \$120 value). While supplies last.

Compete for over \$50,000 in prizes!*

Announcing the Gateway® Challenge 2003
"Madden 2004" gaming event—October 17–26.
Go to www.gateway.com/challenge or a Gateway store to register and reserve your spot today.

The Way It's Meant to Be Played.

Take home The Ultimate Experience today! With nVIDIA® FX hardware powering your Gateway PC, you can unleash stunning cinematic graphics and lifelike characters at blazing speeds. Older graphic cards and integrated graphic cards don't allow you to experience a game like Madden 2004, Doom 3 or Half Life 2 the way the developer really intended it to be played. Not only will these games look inferior without the right video card, some of the newer games won't even run. This is why Gateway® and nVIDIA® have partnered to create powerful PCs that will show you the full potential of all the hot new gaming titles.

| 800-555-2099 | www.gateway.com | Gateway

Gateway recommends Microsoft® Windows® XP Professional.

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LETTERS

LETTERS@PCWORLD.COM

**MUSIC INDUSTRY
SPLIT ON COPYING**

**JUNK FAXES STILL
A PLAGUE**

**BATTERY FIX FOR
A BLACK SCREEN**



BIG STINK OVER BOGUS INK

REGARDING "Bogus Ink Stink" by Tom Spring [*News and Trends*, August]: I agree counterfeit printing supplies are a problem and must be dealt with. But the very existence and proliferation of counterfeits indicate that the original product is far too expensive. This isn't like rip-offs of Rolex watches, because I can always buy a Timex. When it comes to supplies for my printer, I don't have any other choice. What we are seeing here is a market and supply monopoly, and a natural (albeit illegal) response to unfair trade practices.

If a small manufacturing firm in the Far East can reproduce, package, and ship original-looking products, sell them for half the price, and still make lucrative profits, what does that say about the profits that the printer companies make

selling their millions of cartridges? Responsible trade practices, along with legal alternatives such as compatible cartridges and refilling, will go a long way to help curb the black market.

James Mansell

*Business Development Director
Island Ink-Jet Systems*

WHAT I FIND puzzling is that the behavior of printer manufacturers may violate the Sherman Antitrust Act. The manufacturers are leveraging one market with another (selling you a printer and then telling you that you can use only their ink in it or you void your warranty—nice guys). Do these companies publish an ISO specification for their inks and cartridges? If so, third-party companies should be able to meet that specification, and the printer companies should honor their warranties without question.

William Collins, Brown University

YOUR ARTICLE on counterfeit ink cartridges was informative and timely. I just purchased ink cartridges online for my HP multifunction printer at a significant discount. The cartridges arrived in

what looked like authentic HP packages. Two, however, appeared to be intended for sale in Latin America. Before receiving this month's *PC World*, I called HP to ask if the cartridges were safe to use in my machine. To my surprise, HP's tech support and customer service departments refused to answer my question, as my multifunction printer was a year out of warranty. Fortunately, *PC World* is concerned about such matters. I am returning the cartridges.

Larry Brown, via the Internet

CUSTOMERS ARE desperate for reasonably priced cartridges! I bet that you get more reader mail on this article than on any other you have ever published.

Harold Tuchel, Waterloo, Iowa

Editor's note: Reader Tuchel is probably correct about the mail. Many correspondents, however, failed to distinguish between counterfeit and third-party ink products. For a report on the latter, see last month's "Cheap Ink Probed" (find.pcworld.com/37490).

—Yardena Arar

ARIA FOR OPERA

ANNE KANDRA HIT all the right notes in her praise of the Opera browser ["You May Be Using the Wrong Browser," *Consumer Watch*, August]. I've been with Opera through several versions, and it is far more attuned to users' needs than Internet Explorer.

In addition, Opera 7 handles more sites than any previous version, so I almost never have to resort to IE. Window tabbing, keyboard shortcuts, superior bookmark handling, and nicknames—allowing quick keyboard access to sites I visit regularly—are four examples of how Opera lets me work my way instead of Microsoft's way.

John Bergez, Pacifica, California ►

LETTER OF THE MONTH

How One Reader Switched to Linux

TWO-PLUS YEARS AGO, *PC World* introduced me to Linux. Countless articles on Windows security issues, viruses, and onerous user agreements, and my own experiences with instability and software conflicts made me decide to switch. But even though I bought a copy of Mandrake, I was too timid to use it because of my minimal computer skills—until I was forced to do so late one night when Windows ir-

revocably crashed in the middle of a project I had to finish before bed. In a panic I installed Linux along with a broad suite of apps on an old hard drive I had, recovered my files from the Windows drive, and was working within 45 minutes. I never looked back—I have a fast, stable, secure, virus-free operating system with more and better apps than I could afford with Windows.

Eric Skalwold, Ithaca, New York