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[AND HOW TO FIX THEM...]

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✔ **HARDWARE**
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Cure In-Box Headaches

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Microsoft® Windows® XP Professional
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Intel® Xeon™ processor 2.80GHz

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

3 PCI slots

Embedded NC7760 PCI Gigabit NIC

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- Integrated Mini PCI 56K V.92 Modem‡‡
- Integrated 10/100 NIC
- Microsoft® Windows® XP Home
- 1-Year Worldwide Limited Warranty**

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- 56K Modem + 10/100 Ethernet
- Microsoft® Windows® XP Professional
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COMPAQ EVO N620c NOTEBOOK

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- 256MB DDR SDRAM
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- DVD Drive
- Integrated Mini PCI 56K V.92 Modem‡‡
- Integrated 10/100/1000 Gigabit Ethernet
- Microsoft® Windows® XP Professional
- 3-Year Worldwide Limited Warranty**

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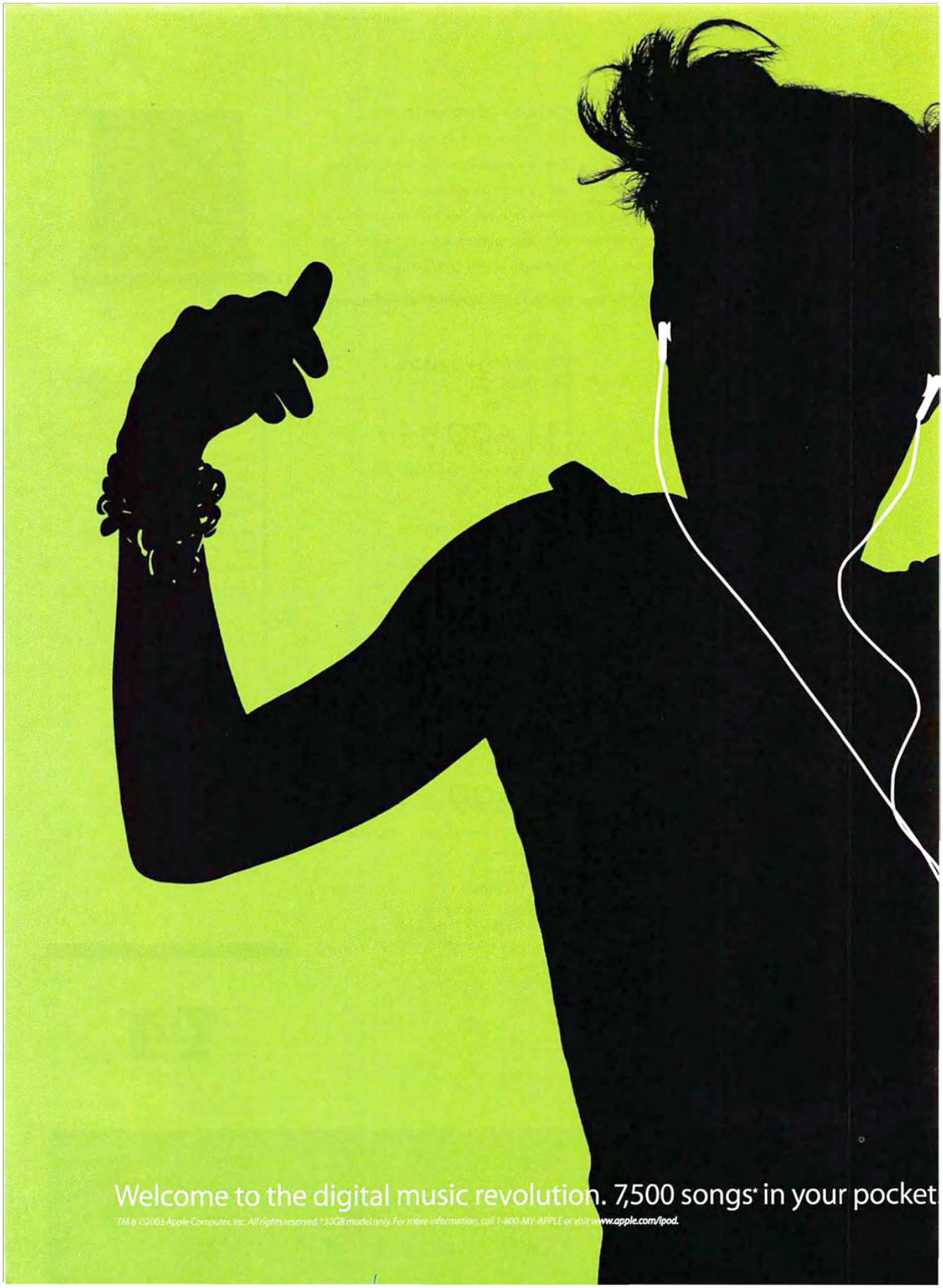
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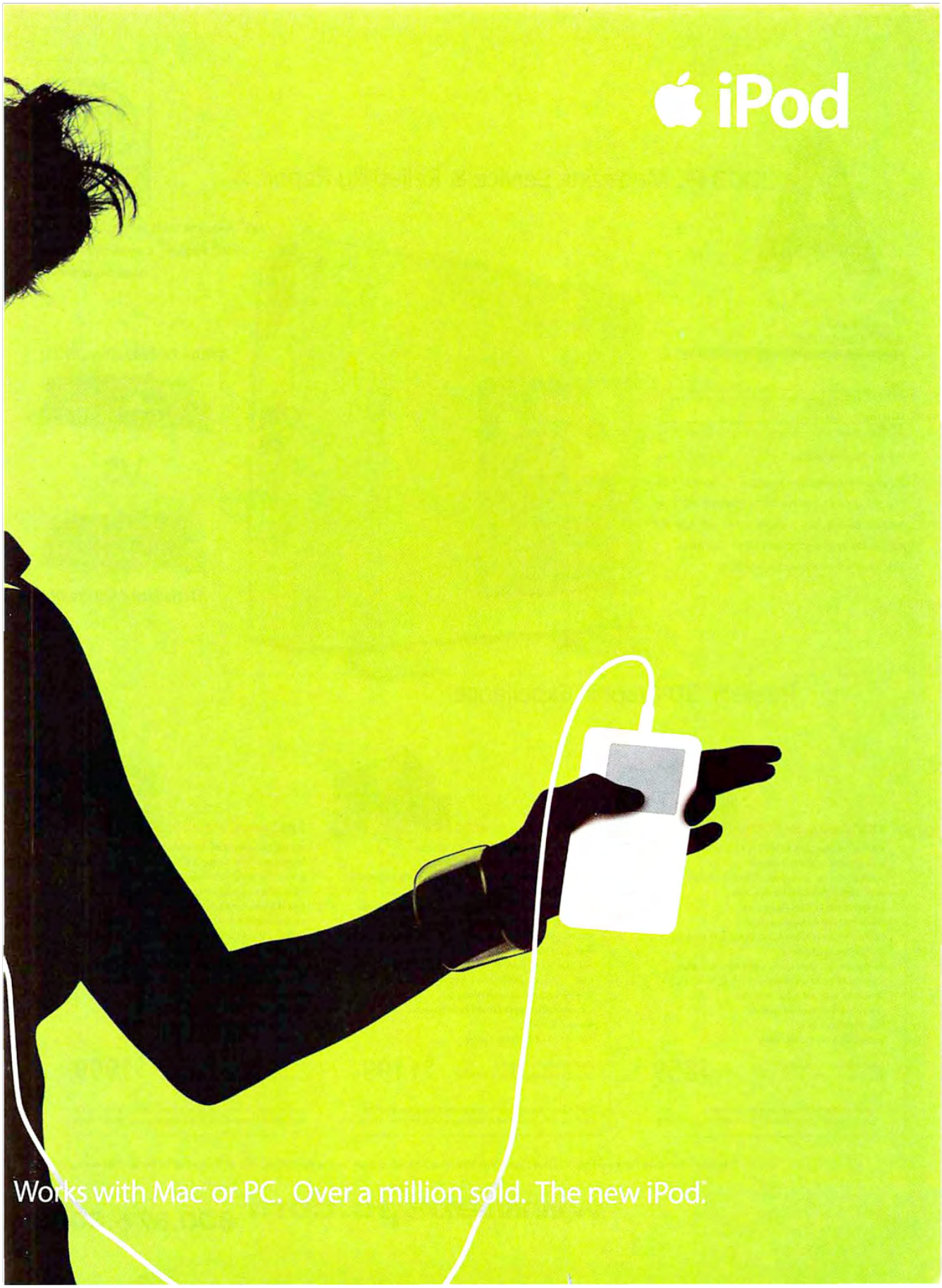
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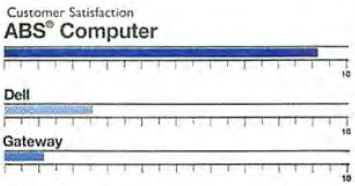

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Realtek ALC655 Codec 6 Channel Audio
Add Creative Labs Sound Blaster Audigy 2 Sound Card @$113
Intel® Pro/100 VE LAN Controller & V.92 PCI 56K Modem
Wireless Keyboard and Optical Mouse Set
Monsoon Planar Media 9 LCD Flat Panel Speakers
Microsoft Works 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

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Realtek ALC655 Codec 6 Channel Audio
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Intel® Gigabit Ethernet Controller & V.92 PCI 56K Modem
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Various LCD & CRT Monitor Options

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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

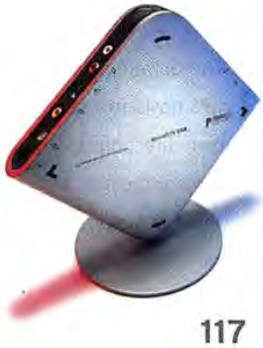
129 Inside Office 2003

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.

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.



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ON THE COVER

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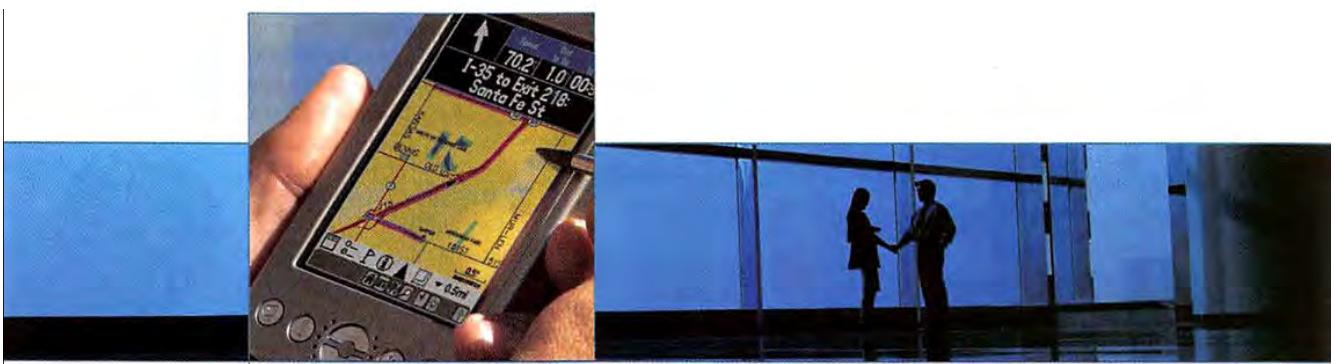
POWERED

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



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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.
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New technologies promise easy, reliable broadband connections wherever you roam.
32 **Sneaky Apps Attack**
Stealthware applications install themselves on your computer without your knowledge.
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Using mirrors instead of a lens, NEC's WT600 projector is a great fit for small meeting rooms.

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168 **Step-By-Step**
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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
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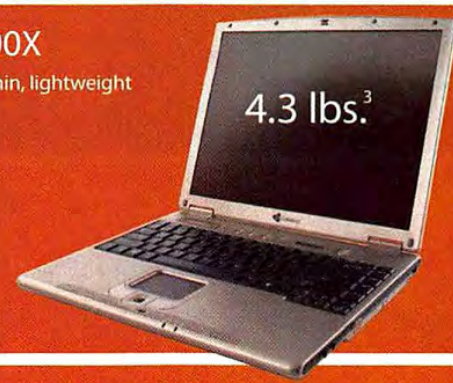
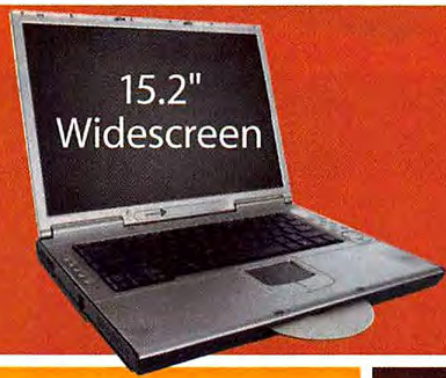


intel inside centrino™ MOBILE TECHNOLOGY



$1499.99 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 drive[2]
- DVD/CD-RW Combo Drive
- Big 15.2" WXGA TFT Active Matrix Display
- Microsoft® Windows® XP Home Edition
- Microsoft® Works Suite 2003

intel inside m pentium 4

4.1 Megapixels at a Killer Price!

$199.99 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!

$299.99 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

$129.99
128MB DMP-200

$169.99
256MB DMP-300 NEW

Gateway™ 128MB Digital Music Player

Stylish, simple and convenient.

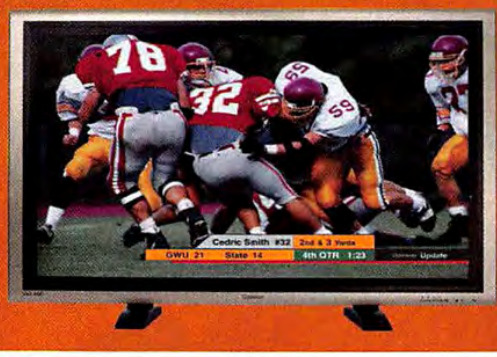
- Lightweight and compact 2.0 oz.
- Plays back over 2 hours of MP3 or WMA files
- Convenient USB Direct Connect for quick and easy file transfers from your PC
- Innovative 3-in-1 functionality as an MP3 player, digital voice recorder and data storage device

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

Gateway recommends Microsoft® Windows® XP Professional.

All offers subject to change without notice or obligation and may not be available through all sales channels. Unless noted, prices exclude shipping and handling. New consumer desktop and laptop prices include shipping and handling charges for Continental U.S. (except AK and HI) orders only. Applicable taxes extra. Not responsible for typographical errors.

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



$6999.99 NEW

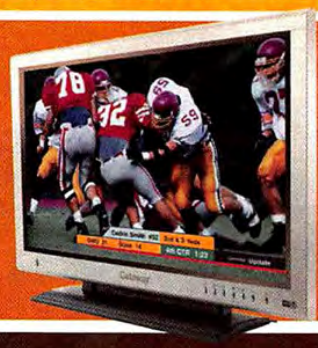
Gateway™ 50" HDTV Plasma TV

- Brilliant digital picture with widescreen format for a stunning theater experience
- Slim and lightweight for wall mounting (brackets sold separately)[4]
- 160-degree viewing angle
- Includes built-in NTSC tuner, speakers, remote control and tabletop stand

$3799.99 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[4]



$2999.99

42" Gateway™ Plasma TV

America's Best-Selling Plasma TV![1]

- Ultrathin (less than 4" deep)
- Slim and lightweight for wall mounting (brackets sold separately)[4]
- 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

$69.99

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

$99.99

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

$59.99

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.

$69.99

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.

$49.99

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

$59.99

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.

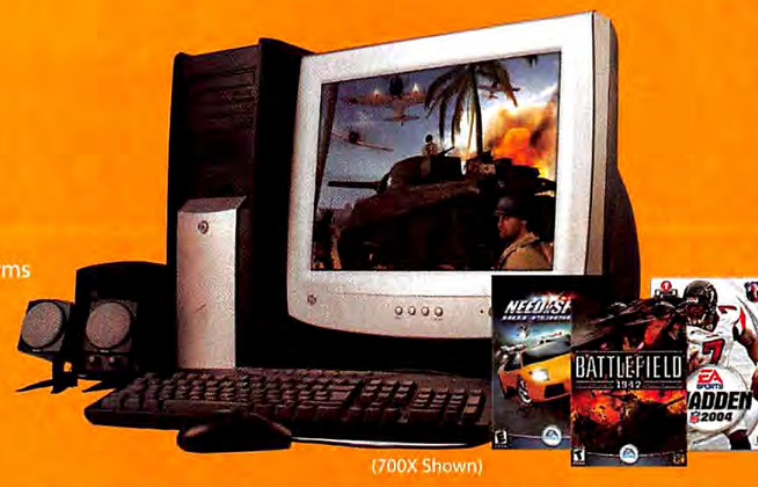
- 128MB nVIDIA® GeForce FX 5200 graphics with TV-out and DVI
- Intel® Pentium® 4 Processor 2.4GHz with HT Technology[1]
- Intel® 865 chipset with 800MHz FSB
- 256MB DDR SDRAM
- Sound Blaster® Audigy 2 soundcard with 1394 FireWire®
- 80GB Ultra ATA100 hard drive[2]
- 16/48 DVD-ROM and 48/24/48 CD-RW Drives
- 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 Technology[1]
- Intel® 875P chipset with 800MHz FSB
- DVD-R/-RW/CD-RW Recorder
- 160GB serial ATA hard drive[2] 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[6] 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![4]

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**

PHOTOGRAPH: RICK RIZNER

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

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 irrevocably 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

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 ▶

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