

# The Bob Magazine

premiere issue



**A day in your life**  
Ideas for making every  
day easier

**Setting up**  
Put Bob on your  
computer

**Introducing**  
The Friends of Bob

And there's more!  
Look inside for details  
on E-Mail and  
Great Greetings!



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Welcome to the Microsoft® Bob™ Magazine! This is your “manual” for Bob.  
This is the only reference you’ll need—no more thick manuals!



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# Are you new to computers?

Here are some tips to help you use Bob (and any other computer program).

If you're an experienced computer user, turn the page.

## MEET THE MOUSE

### Moving the pointer

Move the pointer on the screen by moving the mouse  on your desk. If you run out of room for the mouse, simply lift it up and put it down again where there's more room.

### Clicking

Clicking the mouse makes things happen. To click, press the *left* mouse button and release it quickly. Make sure you don't move the mouse as you click.

### The pointer, also called the cursor, changes its shape



It looks like this when you **can** click.



It looks like this when you **can't** click.



It looks like this when the computer is **busy**.

### Highlighting

The word "highlight" is highlighted in this sentence.

To highlight text you want to work on (make it bold, delete it, etc.), click and hold down the left mouse button at the beginning of the text. While you hold down the button, move the cursor across everything you want to highlight.

## TYPE AND CORRECT MISTAKES



The pointer looks like this to show you **where** you can type.



Click to get a blinking cursor, which tells you that you're **ready** to type.

To erase mistakes, press the BACKSPACE key to delete to the left of the cursor. Press the DELETE key to delete to the right of the cursor.

Text will wrap automatically as you type, but to start a new line, press the ENTER key.

## USE THE KEYBOARD

Use these keys to move the cursor around.



Now for some fun with Bob, turn the page...

# A day in your life with

Bob makes every day easier. And more fun.



Brew coffee.

Yawn.

Scan the newspaper.

Decide who'll take the kids to soccer practice this morning.



Fire off a letter of praise to the editor for the great election coverage. Letter Writer gives you sample text and the address.



Check your Calendar: Uncle George's birthday next week, get the gutters cleaned, pay bills, plan for family reunion. Then...

...print out your to-do list for the day.



Schedule gutter cleaning service for next week.



Write the letter for the family reunion in August. Add a picture and automatically print personalized copies for everyone.

Put the date on the household calendar.

Click everyday objects like a pencil or calendar to start eight easygoing, hardworking programs.



## Bob Letter Writer

Don't know how to thank Aunt

Millie for that reindeer nutcracker or notify your bank of a billing error? Start with one of 25 sample letters to ease writer's block. Or begin with a blank page, if you want. Enhance your words with over 50 pictures; deck the page with over 50 borders, from wacky to conservative.



## Bob Calendar

It's a snap to schedule the whole household—just put the event on each person's calendar. Print your own daily to-do list to take along or get the big picture with printouts of your week or month. You can even set reminders. Plus, Calendar offers daily tidbits like word of the day or ways to keep the world green. You can even track the phases of the moon!



Send your niece in college her letter via E-Mail. (Details on page 14.)



Print out a new address book for the upstairs phone.



The kids come home after soccer. They go right to GeoSafari.

From Letter Writer, print all the family addresses on labels for the reunion letters.



Set a reminder on the kids' calendars to clean their rooms.



Use Great Greetings to make a special birthday card for your favorite uncle, George. (Details on page 12.)



Your neighbor drops by for coffee. Wonders why the kids aren't watching TV.



### Bob Checkbook

Throw your bills into Checkbook's bill basket to keep track of upcoming bills. Lexi, Checkbook's financial whiz, will also balance your checkbook without an error and help you stay on top of your bank balance. Get a feel for where your money is going through nine monthly reports. And for a small monthly fee, you can use Pay On-Line within Checkbook to pay bills without writing a check. Details on page 6.



### Bob Household Manager

Keep your house humming with Household Manager. List everything from home repair tasks and your collection of music CDs to your own personal goals and the restaurants you intend to try. It's also a gold mine of household information—over 100 pages of tips—from what to store in your car in case of emergency to how to care for your pets or keep your home in tip-top shape.



Jesse adds her new baseball cards to her collections list in Household Manager. Prints out a list organized by team for her coach.



E-Mail arrives from your niece—she's not sure she can make the reunion.



You scan Household Manager for restaurants you've wanted to try. You call for dinner from the new pizza place.



Pizza arrives.



Alex checks his savings account balance—he's only \$12.58 away from a new skateboard!



You check the household calendar—everyone's at home for dinner tonight.

Everyone watches the evening news.

The kids, who have just finished the Africa quiz in GeoSafari, know where Liberia and Zambia are.



### Bob Address Book

With Address Book, it's easy to keep track of your friends and relatives. Use it to create a list and print mailing labels—for example, send holiday cards to everyone on your list. Record a friend's birthday in your Address Book—your Calendar will remind you of the date. And no more messy pages—just create clean ones, no matter how often your friends move!

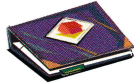


### Bob E-Mail

E-Mail lets you exchange messages faster than a speeding bullet with friends and relatives around the world any time of the day for only a small monthly charge. And because you're sending them from your computer, it's easier than the postal service—there's no need for an envelope, a stamp, or a trip to the mail box. Look for details on page 14.



Jesse and Alex use the thank you letter in Letter Writer to write Aunt Bess.



Add your new CDs to your list in Household Manager.



E-Mail arrives from your niece. She's coming to the reunion.



You put new bills in Checkbook's bill basket to appear as reminders in Calendar.



You browse Financial Guide for ideas on picking a new car.



You have more time at the end of the day and you're sound asleep by 11.

As you sleep, Bob makes a backup copy of all your work.



### Bob Financial Guide

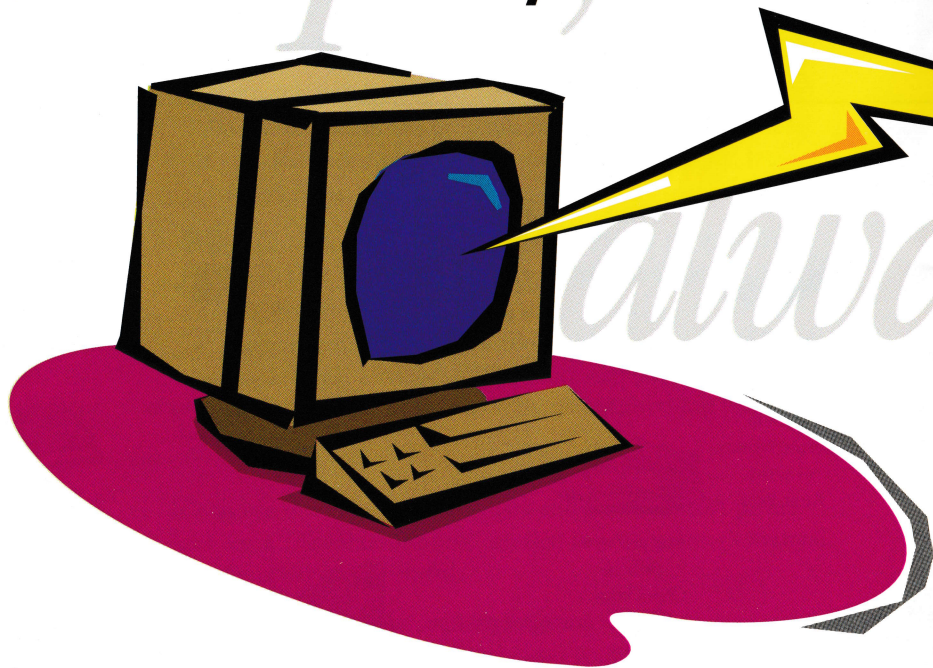
Turn to Financial Guide for over 300 pages of expert information and tips on buying a home or car, or planning for college or your retirement. You can also use it as a central place to keep financial records, from credit card numbers and insurance information to mutual fund account numbers.



### GeoSafari

GeoSafari makes learning about the world lots of fun for children of all ages. Test your global IQ in GeoSafari. From Angkor Wat to the Statue of Liberty, you'll explore the earth in the cultured company of the always-knowledgeable Hank. And you can add on to GeoSafari with games about animals and science. There's more on page 16.

**Pay On-Line with Checkbook**  
*is simple, convenient,*  
**and sets your mind at ease!**



**Pay bills with**  
*the touch of a*  
**button from**  
*Bob Checkbook.*

**Does it work with my bank? Yes.**

Pay On-Line<sup>SM</sup> works with any checking account in the U.S. And you can use the same checking account you're using now.

Your payment will come out of your bank account just like any check. You can also verify the status of your payments and, if you change your mind, cancel payments before they're made.

**Can I pay a friend? Yes.**

Whether you're paying a utility company or a friend, it's as simple as a click of a button in Checkbook. No more checks to write, envelopes to stuff, or stamps to lick! It's that simple.

**Can I still write a check? Yes.**

You can still write checks at the grocery store or anywhere else.

**Pay On-Line sets your mind at ease.**

Never again worry about a late payment even if you go on vacation or have a busy week. Set up a payment two months in advance. Your check is *guaranteed* to get there on time.

Your account is secure—only *you* can access it.

Plus there's *no risk*. Cancel at any time during the one-month free trial period.

**Here's how to sign up:**

You'll need a Hayes<sup>®</sup>-compatible modem to use Pay On-Line.

1. Fill out the attached application.
2. Send it in with a voided check in the postage-free envelope.
3. You'll be charged \$9.95 a month. (You're already paying \$6.40 in U.S. postage alone for sending 20 bills a month the old-fashioned way.)

Sorry, available in the United States only.

**For more information, see the preview in Checkbook or call 1-800-200-7622.**

# Pay On-Line Application for Bob Checkbook

## Instructions

1. Write VOID in big letters across a blank check from your checking account.  
(This helps get your bank information just right.)



If you want to use Pay On-Line with more than one checking account, write **BILLING ACCOUNT** on the one check from which you want the Pay On-Line service charges deducted. Just write **VOID** on all the other checks.

2. Fill out this application (on both sides) and sign it.
3. Send the voided check(s) and application in the postage-free envelope.

## Applicant's Personal Information

(Please print clearly or type)

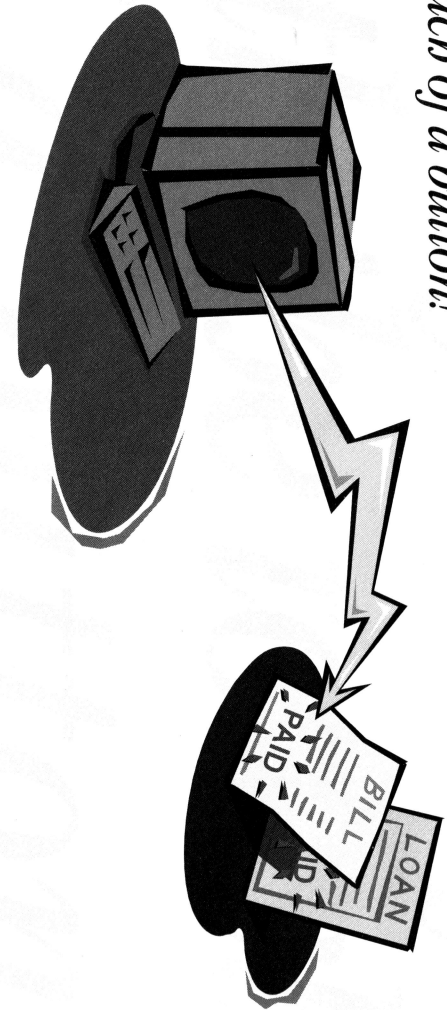
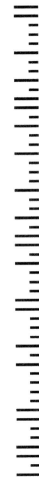
Name \_\_\_\_\_  
*First Middle initial Last*

Soc. Sec. # \_\_\_\_\_ Birthdate \_\_\_\_\_  
*Month/Day/Year*

Address \_\_\_\_\_  
*Apartment number*

\_\_\_\_\_ City State ZIP Code

Mother's maiden name (for security) \_\_\_\_\_



**Pay On-Line with Checkbook**  
*Now you can pay your bills quickly and easily  
with the touch of a button!*

No Postage  
Necessary If  
Mailed in the  
United States

**BUSINESS REPLY MAIL**

FIRST CLASS MAIL PERMIT NO. 1161 LISEL, IL

POSTAGE WILL BE PAID BY ADDRESSEE

ON-LINE SERVICES  
P.O. BOX 3128  
LISLE, IL 60532-9729

Detach along perforated line. Enclose voided check(s) and application. Moisten flap, fold and seal.

Application continued from previous side

### Co-Applicant's Personal Information

(Fill in only if using a joint bank account)

Name \_\_\_\_\_  
*First Middle initial Last*

Soc. Sec. # \_\_\_\_\_ Birthdate \_\_\_\_\_  
*Month/Day/Year*

Address \_\_\_\_\_  
*Apartment number*

\_\_\_\_\_ *City State ZIP Code*

Mother's maiden name (for security) \_\_\_\_\_

### Communications Information

Home phone (\_\_\_\_\_) \_\_\_\_\_

Modem speed (Check one)  1200 bps  9600 bps  
 2400 bps  14400 bps

### Authorization and Agreement

I hereby authorize National Payment Clearinghouse, Inc. and my bank to establish a Pay On-Line account to enable me to perform the transactions described in the software package. I authorize you to process transactions for me as requested from time to time, and authorize my bank to post them to my accounts. I further authorize you to debit my checking account the appropriate monthly fee for the services requested above. I understand that my account will be debited monthly until I cancel the service. I agree that my first use of the Pay On-Line service will signify my acceptance of the other terms of the service agreement you will supply with my instructions for using the service.

### Signatures

\_\_\_\_\_  
*Applicant Date*

\_\_\_\_\_  
*Co-Applicant Date*

Sorry, available in the United States only.



Learn the basics about Bob.

## Be Careful

Don't turn off your computer until you exit Bob completely. Otherwise, some of the things you did (like adding a room) won't get saved.

### Run Windows...-based and DOS programs

You can add any Windows-based or DOS program to Bob. Just click *Other options* in any room. Click *Add Something* and then click *Program*.

### Start any Bob program

Click the object, and then click *Start the program*. For example, clicking the calendar starts the Calendar program.

### Decorative objects

Click an object to change it.

### Find out which programs are in a room

Press and hold down the F1 key on your keyboard to find which programs are in a room. Release the F1 key and click the object to start the program.



### Switch between programs

While holding down the ALT key, press and release the TAB key repeatedly until you see the program you want in the middle of the screen. Then release both keys.

### Close programs

Click the *Exit* sign to close a Bob program or leave Bob altogether. Get in the habit of closing programs you aren't using—Bob runs best this way.

### Go to another room

Click a door to go to another room. To see a list of rooms or jump to a specific room, press the CTRL and G keys together.

### Buttons you'll use in Bob:

OK



"Yes, do it" or "I'm done."  
The green check is your clue.

CANCEL



"No" or "Forget it." Look for the red "X."

NEXT



Goes to the next question or tip.

BACK



Goes back to the last question or tip.

REWIND



Goes to the beginning of a series of questions.

# Introducing the Friends of

Choose from over 10 personal guides.

The Friends of Bob are personal guides who'll help with information and advice when you need it—so you don't need more than this magazine! Each Friend takes

notes on how you work, so it can tailor suggestions and shortcuts to fit your working style and experience level. Some personal guides are calm, others silly, warm or

standoffish. All offer the same basic choices, but some are more generous with their tips. If you like lots of advice, choose a helpful guide like Java or Digger. If you want

to work more independently, Ruby or Scuzz may be the one for you. And remember, you can pick a new Friend whenever you want.

## Helpfulness Key

- ★★★ = Most helpful
- ★★ = Helpful
- ★ = Less helpful
- None = You're on your own

**Hank** is the authority who always helps you in GeoSafari.  
**Lexi** is the expert who always helps you in Checkbook.



Rover ★★★  
*Easy to work with, friendly, helpful. Truly your best friend.*



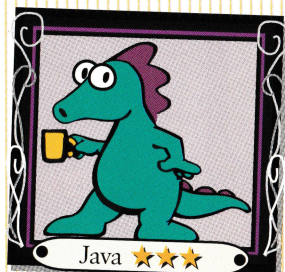
Chaos ★  
*Not that concerned about you, but helpful when called upon.*



Ruby ★  
*Kind of on the mean side, but might begrudgingly help.*



Orby ★★  
*Simply thrilled to be at your service!*



Java ★★★  
*Excitable and friendly, Java works hard for you.*



Blythe ★★  
*Charming, but helpful on her own terms.*



Digger ★★★  
*Playful and occasionally silly, but still serves you responsibly.*



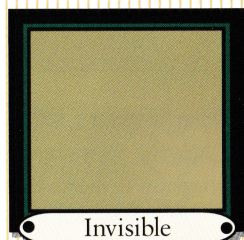
Shelley ★★★  
*Friendly, outdoorsy, and fun, she can be a bit shy at times.*



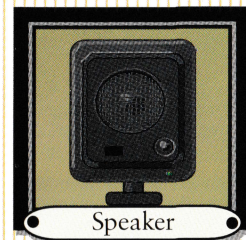
Scuzz ★  
*Couldn't care less about you. Seldom offers help.*



Hopper ★★★  
*Happy, always anxious to please, and eager to help.*



Invisible  
*Unhelpful, no personality.*



Speaker  
*No personality, just the facts.*



Lexi-Specialist  
*Very knowledgeable about finance; will keep you balanced.*



Hank-Specialist  
*An authority on just about everything; gruff but sensitive.*



*Make  
Your Own Cards  
with*  
**MICROSOFT®  
GREAT  
GREETINGS**

Make your own unique  
greeting cards and invitations  
with *Microsoft Great Greetings*  
for Bob. Over 200 engaging  
graphics and over 500 clever  
messages for most any occasion  
let you make great cards.  
It's easy to use and fun.

See your local retailer for details.

Estimated retail price  
\$19.95. US/\$29.95 CDN

# FREE

# CATALOG

# WITH

# HUNDREDS

# OF

# DISTINCTIVE

# PAPERS

# THAT ADD

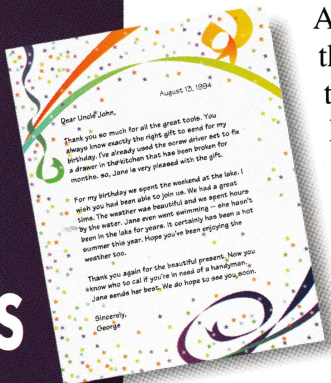
# COLOR AND

# FUN TO

# EVERYTHING

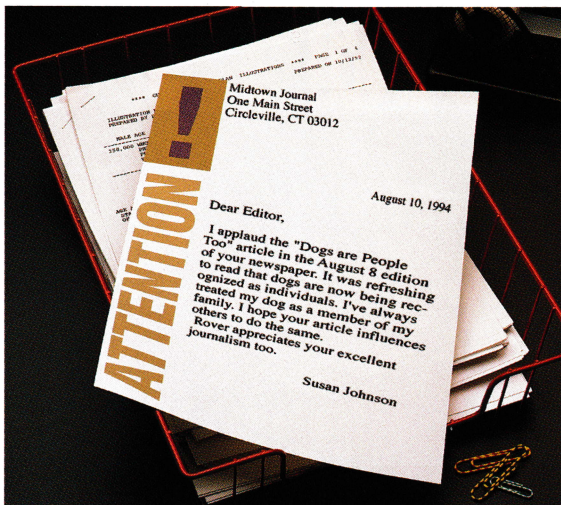
# YOU PRINT!

## *Is Your Paper As Creative As Your Letter?*



A great letter takes more than just words—it needs the right paper. The PaperDirect PaperCatalog™ has everything you need to make your letters, calendars or any other printout more colorful.

Hundreds of full-color papers that you customize instantly with your ink jet, laser printer or copier. From conservative to funky—and every “look” in between—you’re sure to find something for everyone in your household!



For a FREE Catalog, call PaperDirect at  
1-800-A-PAPERS (mention code #73130)

**PAPER**  
**DIRECT**



# Stay in touch with Bob E-Mail

*Write a note in E-Mail to anyone in the world and send it instantly from your computer to theirs. E-Mail connects you via MCI Mail to other computers using your telephone line to send and receive messages.*

## **It's convenient**

Send a note without leaving Bob. Send a note any time, day or night. No need to look for the right paper and an envelope to match—your note goes directly from your computer.

## **It's lightning fast and easy**

It's faster and easier than the postal service. Send your letters instantly—there's no need for an envelope, stamp, or trip to the mail box.

## **It connects you to the world**

Write anyone who uses Bob E-Mail or anyone on the Internet (including friends on America OnLine®, Prodigy™, CompuServe®, MCI Mail®, etc.). PLUS you get over 100 addresses to get you started, from *Newsweek* to the White House.

## **PLUS, it's affordable**

- For a subscription fee of only \$4.95\* a month, each person in your household gets their own private E-Mail address.

- You can receive an unlimited number of messages free.
- You can send up to 15 messages a month to anyone in the world free. Each can be up to 5,000 characters long—that's about 800 words.
- After that, there is an additional charge of as little as 15¢ for each message. The price of each additional message varies depending on the message length. For example, a 500 character message would cost 15¢; a 5,000 character message would cost 30¢.
- A letter, number, symbol, or space is one character. An average note might be 100–150 words.

## **Subscribe now!**

You need a Hayes-compatible modem to use the Bob E-Mail service.


Send in the postage-paid card in this book to get an account. Or call 1-800-444-6245 and tell the MCI Mail representative that you want to subscribe to Bob E-Mail.

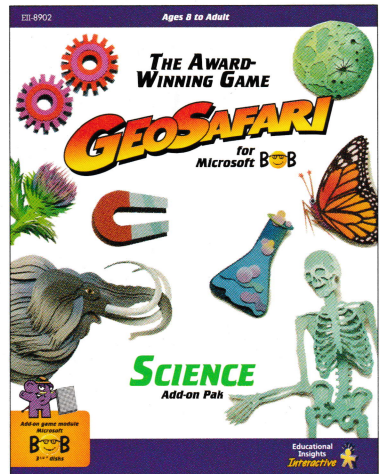
In less than two weeks, you'll receive your Bob E-Mail Welcome Kit with full terms and pricing information. You'll be billed monthly on your credit card.

\* Prices in U.S. dollars. Canadian customers billed monthly at prevailing exchange rate.

**Call 1-800-444-6245 to sign up now. Or send in the postage-paid card in this book.**

If you like GeoSafari, add to it with **Animals** and **Science**

Satisfy your  
**curiosity**   
with **Science**

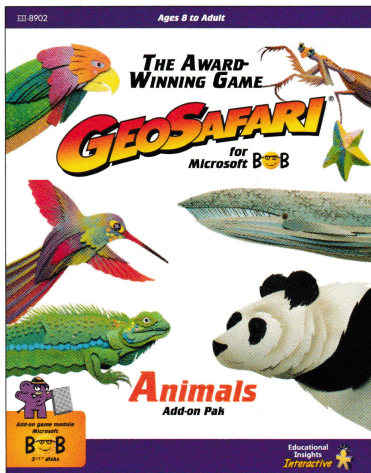



Investigate the inside of a volcano, visit a tropical rain forest, and much more. Hank takes you further into the world of science in GeoSafari.

**New!**

from Educational Insights  
Interactive Inc.

Check out the world of dinosaurs, identify endangered animals, and much more. With Hank as your guide, test yourself on animals in GeoSafari.



 Explore  
the **world**  
of **Animals**

Only \$24.95 US / \$34.95 CDN! See your local retailer or call 1-800-381-0381



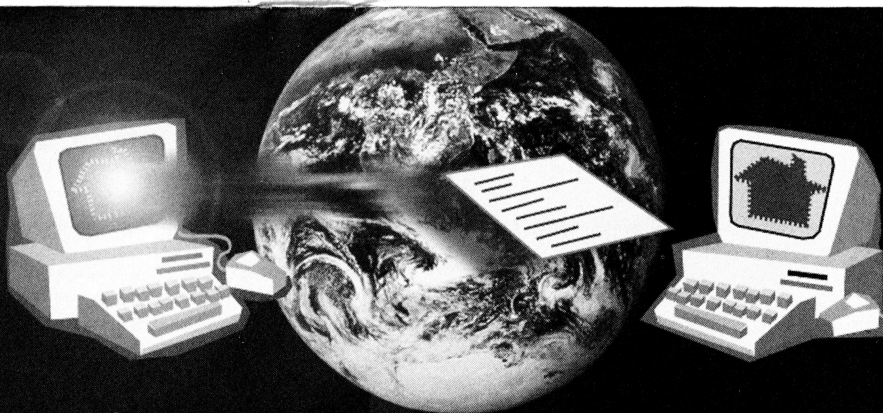
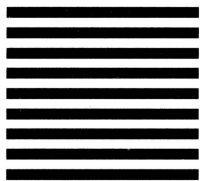
No Postage  
Necessary If  
Mailed in the  
United States

# BUSINESS REPLY MAIL

FIRST CLASS MAIL PERMIT NO. 11285 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY ADDRESSEE

ATTN: BOB E-MAIL 1889/003  
MCI COMMUNICATIONS CORP.  
1133 19TH STREET NW  
WASHINGTON DC 20077-6246



# Stay in touch with E-Mail

**Moisten glue strip, fold and seal before mailing.**

## Applicant Information *(Clearly print or type)*

Name \_\_\_\_\_  
*(as it appears on your credit card)*      *First*      *Middle initial*      *Last*

Address \_\_\_\_\_  
*Apartment number*

\_\_\_\_\_ *City*      \_\_\_\_\_ *Province/State*      \_\_\_\_\_ *ZIP Code/Postal Code*  
Home phone (\_\_\_\_) \_\_\_\_\_  
*(required)*

Mother's maiden name *(required for security)* \_\_\_\_\_

Names of other household members who will be using E-Mail:

\_\_\_\_\_ *First*      \_\_\_\_\_ *Last*      \_\_\_\_\_ *First*      \_\_\_\_\_ *Last*

\_\_\_\_\_ *First*      \_\_\_\_\_ *Last*      \_\_\_\_\_ *First*      \_\_\_\_\_ *Last*

\_\_\_\_\_ *First*      \_\_\_\_\_ *Last*      \_\_\_\_\_ *First*      \_\_\_\_\_ *Last*

## Credit Card Information

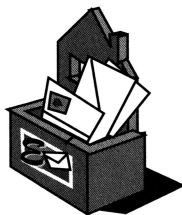
You must have a credit card to sign up for Bob E-Mail.

Credit card *(Check one)*     VISA     MasterCard     American Express

Card number \_\_\_\_\_ Exp. Date \_\_\_\_\_

Signature \_\_\_\_\_

Write to anyone,  
anywhere, anytime!



# Making yourself at home

Decorate to suit your personal style.

*Be it ever so humble,  
there's no place like home.*

—John Payne

**E**veryone shares four rooms: a living room, a study, a mouse hole, and a safe. Because these rooms are shared, changing something here changes it for everyone. But you can create private rooms that only you can use and decorate.

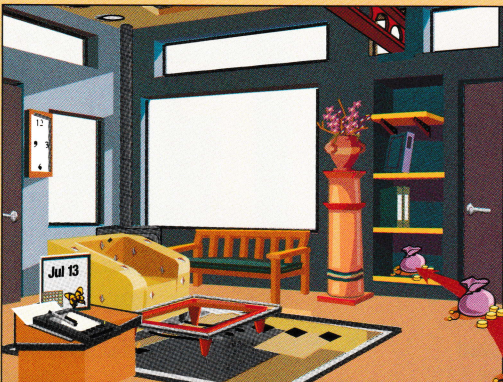


**Choose from different home styles.**

*Keep the contemporary home you start out with.*



*Or go back in time and make your home a castle.*

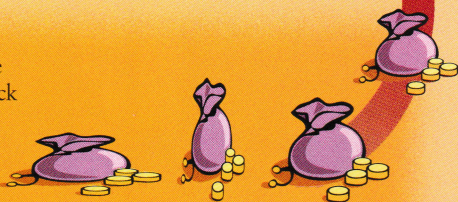


*Or leap into the future with sleek postmodern digs.*

Play around with the objects in Bob. Add as many as you like. Mix and match different

styles. Stretch them, rearrange them, change their look, or just get rid of them. To make

any of these changes, click the object and choose *Change it.*



# Setting up Microsoft BOB™

Simple steps to put Bob on your computer.



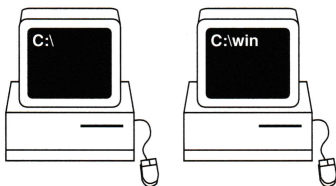
## What if nothing happens after you type WIN and press ENTER?

You may not have Microsoft Windows running on your computer. For help setting up Windows, look for "Getting Started" in your Windows manual.

It's easy to put Bob on your computer. You get Microsoft Windows running and then you put the Bob "Setup" disk into your computer. Follow the steps below.

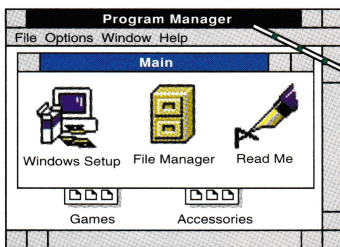
**Step 1** Turn on your computer and computer screen.

**Step 2** If your screen looks like this, type **win**. Then press the ENTER (or RETURN) key on your keyboard. This starts Windows.



**Step 3** If Windows looks something like this:

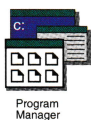
Go on to Step 4.



*Look for Program Manager on your screen.*

**Or... If Windows looks like this:**

Click the little picture (use the left mouse button) and then press the ENTER key. Then go on to Step 4.



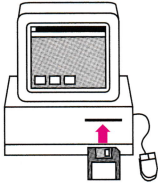
## What if Windows doesn't look like either of the pictures in Step 3?

You may have a version of Windows that is newer than the one pictured (Windows 3.1). You can still follow the basic steps as outlined on the next pages, but your screens will look different.

**Step 4** If you were in any other program, such as working in Microsoft Word or playing a game, close it now. The program that sets up Bob may not work properly if you leave anything open.

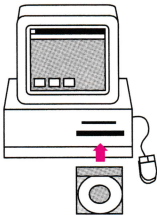
**Step 5 For disks:**

Put Disk 1 into drive A.  
Then close the drive door if necessary.  
(Nothing will happen yet.)



**Or... For a CD-ROM disk:**

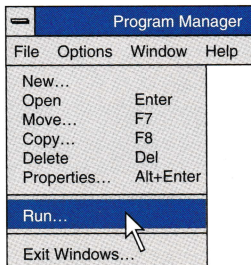
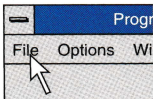
Put the CD into its disk drive holder (if it's required) and put it into the CD-ROM drive. Then close the drive door if necessary. (Nothing will happen yet.)



**Which one is drive A?**

If you see only one slot, that's drive A. If you see two slots, drive A is usually the one on top or the one to the left. The other one is drive B.

**Step 6** Now put the tip of the mouse pointer on *File* and click. Then click *Run*.



**Or...if you have a version of Windows later than 3.1:**

Click *Start*.



### What if you click OK and your computer tells you it can't find the file?

#### ■ Check your typing.

You can use the BACKSPACE key to erase mistakes. And make sure the disk is snug in its drive. Then try Step 7 again.

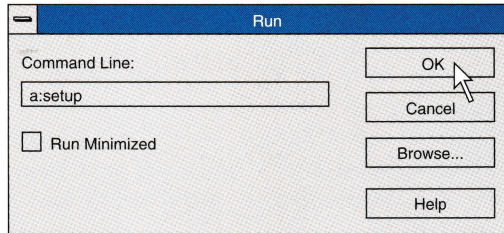
■ Or, if you have a CD-ROM drive, and your typing is correct, the drive may not be assigned the letter "d." Type the letter assigned to the drive. If you don't know it, look in File Manager. Then try Step 7 again.

### Step 7 For a disk:

Type **a:setup** (or **b:setup** if you put the disk in drive B).

Double-check to make sure that what you typed looks *exactly* as it does in the illustration, with no spaces between the letters.

Then click OK.

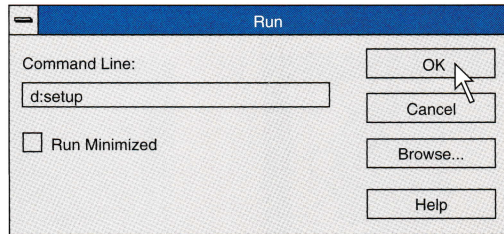


### For a CD-ROM disk:

Type **d:setup**

Double-check to make sure that what you typed looks exactly as it does in the illustration, with no spaces between the letters.

Then click OK.



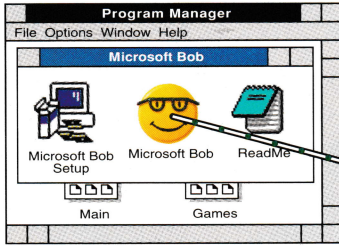
**Step 8** You're on your way. Just follow the directions on the screen.

Simply press the ENTER key whenever the Setup program offers you a choice—you'll run Bob more easily if you do.

**Step 9** Take the last disk out of your computer. Put all the disks (or your CD) back in the box they came in and store them in a safe, cool, dry place.

**Step 10** Click *Restart computer* when the *Setup* program suggests it. The screen will black out while your machine and Windows start up again.

If you set Bob to start automatically, you'll see the red front door. If you didn't, click the Bob picture and press the ENTER key to start Bob.



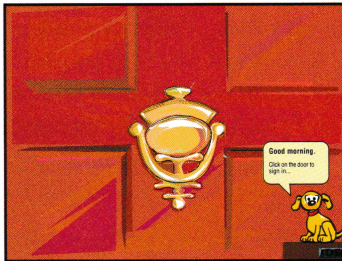
*Click here  
and press  
ENTER.*



After you add yourself to the list, simply click your name in the list whenever you use Bob. This gives you your private rooms and lets you see your letters, lists, etc.

**Step 11** Click the door to sign in.

The first time you use Bob, add yourself to the list. When Rover asks you for a password, pick one that's easy for you to remember. Then write it down in a safe place!



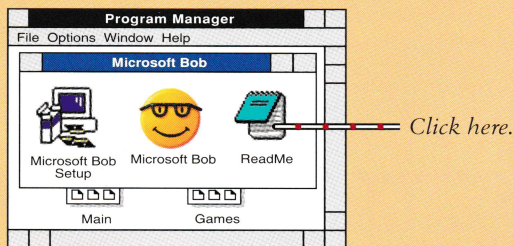
Fill out your yellow registration card and send it in so that Microsoft can keep you up-to-date on the latest news about Bob.

# Home repair

This section lists possible problems you might have as you work with Bob, and suggests some solutions. And if you're looking for a manual—this takes its place.

## Read me first!

A *Read Me* gives you more problem-solving tips on Bob than are covered in this section. To read it, click the *Read Me* picture and then press the ENTER key. After the *Read Me* opens, you can click *File* and *Print* to print it out.



## I forgot my password.

### For your Bob password:

Don't type anything in the password box. Click OK and click OK again when Rover reminds you to type your password. Do this two more times. After that, Rover will help you make a new password. Once you're back in Bob, you'll be able to read all your private stuff, just as if you hadn't forgotten your password.

### For your Checkbook password:

If you open Checkbook and forget your Checkbook password, click *I forgot my password* to find out what to do.

## The colors look terrible!

First, a brief explanation: The color on your monitor works with the help of both a *video card* (which goes inside your computer) and a *video driver* (the software program that lets your computer and monitor talk). A video card may have more than one driver so the computer can run in different modes (e.g., 256-color) and resolutions (e.g., 640 x 480).

The problem may be that your computer is running in 16-color video mode, which means your video driver can display only

16 colors. But Bob was created using 256 colors, so your video driver tries in vain to create 256 colors using its 16.

**To solve the problem:** Follow these steps to install the driver that will display the proper number of colors:

- 1** Completely exit Bob, and close all other running programs.
- 2** Find out what kind of video card you have and which driver you need. If you have trouble, call your dealer or computer manufacturer.
- 3** Switch to the Windows Program Manager.
- 4** Open the *Main* group and double-click *Windows Setup* to open it.
- 5** Click *Options* and then click *Change system settings*.
- 6** Click the down arrow on the *Display* box. Pick the 256-color driver recommended for your video card. We recommend you choose 640x480 resolution—Bob works best that way. Then click *OK*. If you don't see this resolution, you may need a more up-to-date driver. Call your dealer or computer manufacturer for the correct video driver.
- 7** Click *Restart now* and Windows will start your computer again. You should now see Bob in 256 colors.

## I can't hear a thing!

**First, a brief explanation:** Your computer speakers work with the help of both a sound card (or sound board) and a sound driver (the software program that lets your computer and sound card talk).

**To solve the problem,** check the following:

- Do you have a sound card?  
If you don't have one, there will be no sound. If you have one, you'll see it on the back of your computer.
- If your sound card has a volume dial on it, is the volume turned up?
- Is the speaker on and the volume up?
- Is the sound turned on in Bob?  
In any room click *Other options* and then click *Advanced features*. Last, click *Change audio volume*.
- If you still can't hear anything, look in the sound card manual or call the sound card manufacturer for help.

**My computer tells me I'm out of disk space.**

First, a brief explanation: You may have too many files or programs on your hard disk. Delete some of them to make room. (It's a good idea to do this periodically, so you don't run out of disk space when you're trying to save something. In fact, you could make cleaning up your hard disk a recurring event on your Calendar.)

To solve the problem, make room on your hard disk:

- Delete any Bob letters, address books, etc., you don't need. You delete files in the program in which you created them. If you don't see *Delete* or *Remove* in *Main options*, look in *Other options*.
- Use File Manager (there's a picture on page 18) to delete old files that you created in other programs but you no longer need. If you're not sure about how to do this, look in your Windows manual, or get a friend who is more experienced to help out. That way you won't accidentally delete anything you need.

**I'm having problems printing.**

If you use the following checklists and you still can't print, look for a "Troubleshooting" section in your printer's manual. They're often quite helpful.

**When I turn on my printer, nothing happens:**

- Is your printer plugged firmly into your computer and into a power outlet?  
If you're using a power strip, it must be plugged in and turned on, too.
- Is your printer on?  
A button labeled *On Line* should be lit. If the light isn't on, press the *On Line* button.

**My printer is on, but it won't print or it takes a long time to print:**

- Do you need to add paper, or is the paper jammed?
- Is the correct printer selected?  
You can check by finding *Print* in any program. (It's often under *Other options*.) When you see the printing balloon, click *Set up printer*. The name in the *Default Printer* box should match your printer. If you don't know which printer to look for, check your printer manual or contact your printer manufacturer for that information.

If the correct printer isn't on the list, look for printing topics in the index of your Windows manual to find out how to add it.

- Do you have a lot of pictures in your document?  
If so, try printing one page at a time, or take out some of the pictures.

**Part of my document is cut off when I print:**

Part of your document may have spilled over into the printer's non-printing area—that part of the paper the printer can't use. Try making the margins bigger until you solve the problem. Click *Other options* and then click *Change margins*.

**Bob seems really slow or tells me I'm low on memory.**

You need 8 MB of memory (RAM) to run Bob. In general, the more memory your computer has, the faster it will run. You can buy more memory if you need to.

Try the following steps to solve the problem:

- Shut down any other programs (like Microsoft Word or a game) that are running.
- Close Bob and Windows and start them again.
- Don't run more than two Bob programs at a time.  
To find out what programs you have running, hold down the ALT key and repeatedly press the TAB key. Release the TAB key when you've seen them all. To close a Bob program, click the EXIT sign under your Friend.
- Set up a permanent swap file. A swap file allows Windows to use space on your hard disk as memory.  
To find out how to do this, see "Optimizing Windows" in your Windows manual.
- Reduce the size of the cache on your hard disk. See your Read Me file for more details.

**What if I don't want Bob to start up automatically?**

Find the *StartUp* group in the *Program Manager*. Move the icon (picture) of Bob out of the *StartUp* group. If you don't understand these instructions, refer to your Windows manual.

## How do I save my work?

Most Bob programs don't have *Save* buttons because they automatically save all your work as you go along. Letter Writer works a bit differently. It saves automatically when you *Exit* or *Print*. So if you're worried, you can click *Other options* and then click *Save this letter* every 15 minutes or so while you work in Letter Writer.

## How do I back up my work?

Bob protects everyone's work against the most common hard disk failures by automatically backing up everything once a week. (A backup is a copy of all your Bob work stored on your hard disk in a special backup directory.) In fact, if you leave your computer on, Bob will make the backup at night so it won't interrupt you during the day.

Then if something dire happens, such as a power outage, you can use the special "restore" program to recover your work. This backup protection is only for your Bob work, though. It doesn't back up onto floppy disks or back up other programs on your computer. If that's what you want, check with your local software store for special backup programs.

To set up the backup program, click *Other options* in any room, then click *Advanced features*. Then click *Set backup options* and click *OK*. Bob will backup automatically from then on.

**Note:** For technical reasons, you can't make backup copies of the original disks that came with Bob. So keep them in a safe place because you will need them if it's necessary to install Bob again. See the *Read Me* file (described on page 22) for more information on this.

### How do I change Bob's backup?

You can change the frequency of the backup, turn it off forever, or do a backup on the spot. To do any of these things, click *Other options* in any room, click *Advanced features*, and then click *Set backup options*.

## Warning

Follow these steps only when you know you've had a major loss of work on your hard disk. The backup program saved all your work at a certain time—like a snapshot. The restore program copies that snapshot on top of the more current work in Bob. So all the work anyone has done in Bob since the backup will be erased.

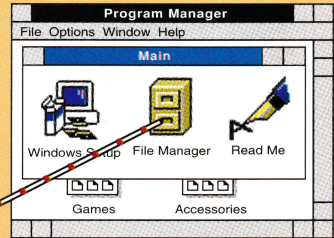
## How do I recover the backup copies Bob makes so faithfully? Follow these steps.

If you're new to computers and not sure how to do this on your own, you might want to ask a more experienced friend to help you recover the backup.

1 Exit Bob completely.

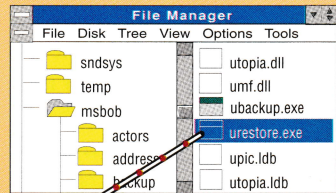
2 In Windows, look for *File Manager*. You'll most likely find it in the *Main* group.

*File Manager*



3 In *File Manager*, look for *msbob*. Click *urestore.exe* and press ENTER. The restore program will restore your work from your backup copy.

*The restore program*



## How do I install Bob again or remove it from my hard disk?

You may need to install Bob again if you encounter problems running it. Or you may decide you want to get rid of it entirely. In either case:

■ Click *Microsoft Bob Setup* in the *Microsoft Bob* group and press ENTER.

The setup program will give you the choice of reinstalling or removing Bob. If you choose to reinstall, you'll need the original Bob disks. If you choose to remove Bob, note that you'll still have the Bob directory and your backup folder (which could be really big) on your hard disk. Open *File Manager* to remove them.



**I'm having  
problems  
with Bob  
E-Mail.**

**I have a billing question or need to make a change to my account  
(add family member, cancel service, etc.).**

If you have a billing question, please call MCI Mail directly at 1-800-706-3475 within the U.S. For other account questions, please call MCI Mail at 1-800-444-6245 within the U.S. or Canada. Please note that MCI cannot answer questions related to Bob E-Mail or other Bob programs (e.g., software setup, technical problems).

**My modem doesn't seem to work.**

Installing and configuring modems is fairly complex, so call the modem manufacturer or your computer manufacturer if the modem came with your computer. They will have the most accurate and up-to-date answers to your questions. You may find the technical support number in the modem's manual. Or ask at the store that sold the modem to you.

**I don't know how to create an e-mail address.**

When you send a letter to a friend through regular mail, you *always* need a full address. The same is true of e-mail.

**What's in an address?** An e-mail address has three parts: a personal ID, which can be numbers or letters; an @ symbol (above the 2 on the keyboard); and the name of the service the person is using (such as Internet, CompuServe, America OnLine, MCI Mail, or Prodigy).

**Examples:** A friend using CompuServe might have an e-mail address like this: 12345.678@compuserve.com. The address for someone on the Internet might be: ksmith@netcom.com.

To get your friend's e-mail address: The simplest way to get it is to have your friend send you an e-mail message (using your full address). Then, after you get their message, you can click *Reply to sender* when you write mail and your personal guide will automatically add their e-mail address to your address book.

Your Bob E-Mail address: Your full address is a seven-digit number followed by @bob.com. (For example, it might be 4761235@bob.com.) Look for your address in the welcome letter you will get when you subscribe to Bob E-Mail. Once you've set E-Mail up and your service is connected your e-mail address will appear on the nameplate above the mail cubbies.

**When all else fails, call the Microsoft Support Network.**

For quick answers to common problems with Bob, call Microsoft FastTips at 1-800-936-4100.

Microsoft's engineers offer no-charge support with a toll call any day of the week, Monday through Friday, except for holidays. In the United States, call (206) 635-7044, from 9AM-9PM Eastern time. In Canada, call (905) 568-3503, from 8AM-8PM Eastern time.

When you call, it's easiest and most efficient if you're at your computer with Bob open. The expert who answers the phone will probably want to know some or all of the following information:

**1** Your Product Identification Number.

To track it down, click *Other options* in any room, then click *About the Home*.

**2** If any messages appeared when you had the problem, make a note of their exact wording, including any numbers that appeared on your screen.

**3** Try to remember as specifically as possible what you were doing when the problem occurred, and what you tried to do to solve the problem.

If you can make the problem happen again, so much the better.

**4** The brand of computer you have.

**I have a billing question or need to make a change to my Bob E-Mail account (add family member, cancel service, etc.):**

See page 28.

**I need 5.25" floppy disks:**

In the U.S., call 1-800-426-9400 to order 5.25" disks. In Canada, call 1-800-933-4750. Microsoft will send them to you at no charge.

**I forget my password for Checkbook:**

See page 22.

**Other support options:**

The Microsoft Support Network offers fee-based support plans. For information in the United States, contact the Microsoft Support Network Sales Group at (800) 936-3500 between 6AM and 6PM Pacific time. In Canada, call (800) 563-9048 between 8:30AM and 6:30PM Eastern time. Technical support is not available through these sales numbers. For the deaf or hard of hearing using a TT/TDD modem, call (206) 635-4948 in the United States. In Canada, call (905) 568-9641.

## Read all about it!

To get the most out of Bob and your computer, turn to the new *At Home with Bob* book for practical advice and hundreds of ideas to help make everyday tasks easier and more fun. Available wherever computer books are sold or call 1-800 MSPRESS. In Canada, call 1-800-667-1115. Refer to ISBN 1-55615-854-8.



## Make a wish!

If there are changes you'd like to see in the next version of Microsoft Bob, you can write or call Microsoft with your ideas. Look in the Address Book for the street address. Or call 206-936-WISH or send e-mail to [bobwish@microsoft.com](mailto:bobwish@microsoft.com). (Due to volume of calls, we won't be able to respond to each wish personally. But we do read them all!)



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