I copyedited this proprietary online magazine for Microsoft employees covering best practices, especially in development and product management. The role involved substantial incidental writing and, in some cases, rewriting articles submitted by developers (who besides being non-writers might be English learners of various levels) while maintaining author's voice.

1. ARTICLE: SCREEN SHOTS AND SELECTION FROM MICROSOFT'S *INTERFACE*
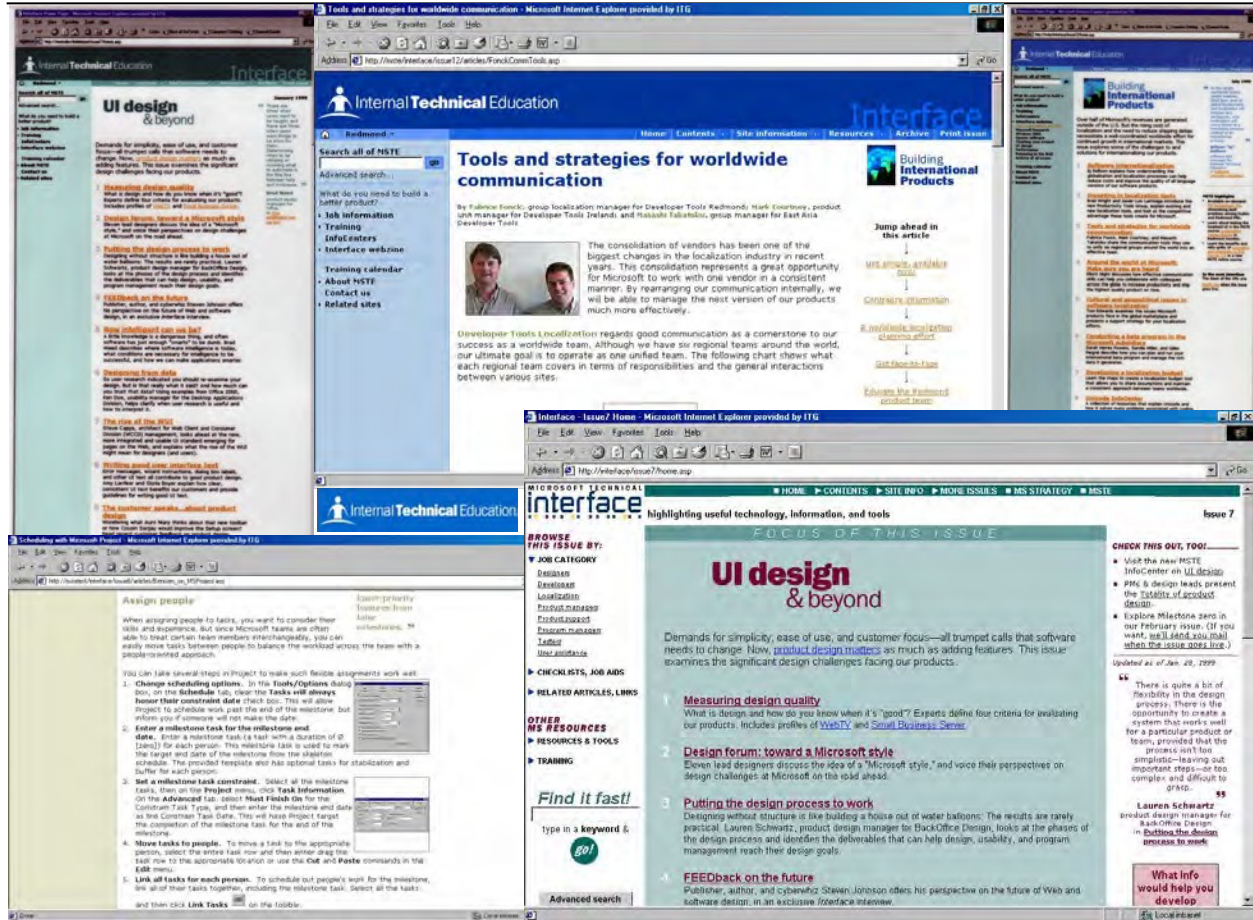
The article excerpted below appeared in Microsoft's private (confidential) intranet-based journal, *Interface*, in 1999. I served as copy editor and occasional writer on the magazine.

The object of this publication was to provide useful information on best practices to Microsoft's vast stable of developers, product managers and others—a community of tens of thousands. Developers themselves often wrote the articles. Though slightly dry, this is one on which I performed a nearly complete rewrite, retaining as much as possible of the author's style. (It is also a piece that did not contain particularly confidential information.)

The future of cool

By **K. H.**, *Interface* contributing writer, and product group contributors

Imagine a world where computers see, hear, speak, and learn from their experiences. Where a person walks into a room and the nearest computer configures itself for that user automatically.

Although that world may not be here yet, developments at Microsoft Research (MSR) are leading us toward that future. As new technology from MSR makes its way into products, computer users of tomorrow are certain to enjoy more convenience, greater mobility, and better interaction with others. MSR sees the future of computing—and it is cool.

ClearType

According to eBooks team members, work on the ClearType project has spearheaded changes in the display of text that have taken many by surprise. As Bill Gates noted in his December, 1998 predictions:

> ClearType blindsided me because I expected hardware advances to be necessary before flat panels could display really sharp text. But ClearType is a purely software solution that makes new hardware unnecessary. Existing laptop computers will display text in ClearType, once the software is integrated into operating systems.

The driving force that led to ClearType is the quest for **readability**. "Readability is job number one for the electronic book," says Bill Hill, researcher for eBooks.

Over and above issues like spacing and format, the biggest problem for readability is the poor display of character shapes imposed by pixels. Grayscaling and anti-aliasing—which tend to blur the text as they make it less jagged—and even new fonts such as the Georgia serif and Verdana sans serif have not been enough to ensure readability.

> **. . . there was three times more resolution available in these displays than was currently being used.**

In their quest for greater readability, the eBooks group began examining existing displays for ways to better leverage their capabilities. They knew there was three times more resolution available in these displays than was currently being used. Fundamental to this discovery was the knowledge that white is actually an illusion created by red, green, and blue stripes running the entire length of the LCD screen.

Together with Research experts specializing in filtering and signal processing, the eBooks researchers worked to use this resolution without the color fringing that normally would occur. A new **rasterizer** and color scaling set the stage for the development of a new font technology that exploits much more of the screen's resolution capabilities. The technology, named ClearType, significantly improves the quality of text output on screen.

Momentum behind the use of ClearType is expected to build. "Things will be moving at such a speed that paper won't be able to catch up," says Bert Keely, architect for eBooks. People will have access to books, magazines, and newspapers online, which will not require any additional effort than reading text on paper.

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