

“Punctuation”

+

Style

User's Guide

OASIS
SYSTEMS



Punctuation + Style

(ver 1.21)

Manual
by
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Punctuation + Style

Punctuation + Style is a set of two programs that will catch errors in punctuation and also help you improve your writing style. The name "Punctuation + Style" was chosen to be descriptive as well as to get your attention. We named the punctuation checker CLEANUP because any single name doesn't fully describe what it can do. In addition to punctuation errors, CLEANUP can find many other problems as well. For example, CLEANUP can locate, point out and mark the following types of errors in your word processor files:

- + Incorrect, extra or missing punctuation
- + Missing or extra space between punctuation
- + Incorrectly spaced ellipsis
- + Incorrect abbreviation
- + Missing capitalization at sentence beginning
- + Incorrect capitalization: "Error"
- + Unbalanced quotes, parenthesis, etc. in a paragraph
- + Unpaired Underline and **Boldface** commands (WordStar)
- + Doubled words: "Paris in the the spring"
- + Incorrect form for numbers: "\$1,00.00"

CLEANUP's ability to mark errors in your documents makes them easy to correct. In addition to marking errors, CLEANUP can also insert an explanatory comment at the end of a paragraph containing errors.

PHRASE is the companion program to CLEANUP. PHRASE was inspired by work done at Bell Telephone Laboratories on a series of programs called "The Writer's Workbench." PHRASE starts with a list of phrases that are commonly misused in writing and then tries to find these phrases in your writing. PHRASE then suggests alternatives for these phrases. Like CLEANUP, PHRASE can also mark your file and insert the suggestions at the end of the paragraph for later correction.

Using PHRASE is not like using a spelling corrector. Often, PHRASE will squeal on a correctly used phrase. Many of the phrases in PHRASE's list are not necessarily incorrect. They are just overused. You must decide if you want to follow PHRASE's advice. However, we have found that PHRASE often gives indispensable help.

Both PHRASE and CLEANUP have several options that enable experienced users to quickly check and correct documents. (We have designed "Punctuation + Style" to help both the professional writer and the novice.) In addition, we welcome your comments about ways these programs can be improved.

WHAT "Punctuation + Style" CAN'T DO

CLEANUP, as a punctuation checker, is not perfect. How to properly punctuate a sentence is sometimes a matter of opinion and not rule. Also, some punctuation decisions require that the checker understand what a sentence means. This is currently impossible for a machine. The purpose of this section is to describe some of these limitations so they won't surprise you.

Commas are confusing for the novice writer. Commas are often added to show where the reader should pause to properly understand a sentence. CLEANUP cannot tell you where you need a comma to improve understanding. It can point out errors in using a comma, such as a comma preceded by a space or followed by more than one space.

CLEANUP will tell you when it sees a repeated word such as in "Paris in the the spring." Sometimes the repeated word may be correct such as in "He liked it very, very much."

CLEANUP can often tell you where you need to capitalize the first letter of a word, but it cannot tell you when the first letter should not be capitalized. This is because English allows words to be capitalized in the middle of a sentence if they are used as a proper noun.

HOW TO USE THIS MANUAL

This manual is divided into four sections. The first two sections describe the programs CLEANUP and PHRASE. The fourth section shows how to install CLEANUP and PHRASE so that they will work with your word processing or text editing program. The third section is a companion to the PHRASE program. Called "Writing Roadblocks," it divides the phrases that PHRASE uses into categories such as "Folksy Phrases," "Cliches," etc. Each category has a sample document that shows how writing improves when you remove such phrases or rewrite the sentences.

Please read the section on installation first. Both CLEANUP and PHRASE contain options that must be properly selected before use.

Installation

CLEANUP and PHRASE can read any type of text file, but they normally expect to read WordStar files. In addition, both programs can adapt themselves to read other files, such as Magic Wand, Spellbinder, etc. This section explains how to configure the programs for your particular word processing program.

The programs CLEANUP and PHRASE appear on your disk directory as CLEANUP.COM and PHRASE.COM. In addition, CLEANUP uses two additional files called CAPSEX.TXT and ABBREVS.TXT, and PHRASE uses files named PATTERNS.TXT and PASSIVE.TXT. These files contain exceptions to CLEANUP's capitalization checking and abbreviations. Both files must be on any working copy that contains CLEANUP and PHRASE.

We designed CLEANUP and PHRASE to work with almost any type of word processor. However, they cannot automatically determine what type of word processor you use. Therefore, CLEANUP and PHRASE look for and read files called CLEANUP.OPT and PHRASE.OPT. These files (called "option files") tell the programs how to interpret your word processor files. You can change how the programs operate by creating these files with your text editor. If CLEANUP or PHRASE cannot find an option file they assume your file was created with WordStar.

We have provided several predefined option files on the master diskette. These option files are for the following editors:

- Magic Wand (PeachText)
- Spellbinder
- Perfect Writer
- All Other (See below)

If your editor does not appear on the above list, then use the "All Other" selection. We will explain this further below. Later you can make a custom option file for you particular word processor. The appendices at the back of this manual explain how in detail.

Making a Working Copy

Before using either CLEANUP or PHRASE you should make a working copy. Then put the master diskette in a safe place. The following procedure shows how:

1. Put a blank formatted diskette into drive B of your computer and put a "bootable" disk that contains the CP/M programs PIP and SYSGEN (these programs may be called something else on your system) into drive A.
2. Boot the system, or hold down the CTRL key and press C.

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3. Use CP/M's SYSGEN program to put a copy of the CP/M system onto the blank disk. Without a copy of CP/M, you will not be able to "boot" the working disk.
4. When the **A>** prompt reappears type **PIP** and press "return." The PIP program will load and prompt with a ***** character.
5. Remove your system disk from drive **A** and replace it with the master copy of Punctuation + Style.
6. Type the following commands. After each line press "return" and wait for the ***** to reappear:

```
B:=A:CLEANUP.COM[V]
B:=A:CAPSEX.TXT[V]
B:=A:ABBREVS.TXT[V]
B:=A:PHRASE.COM[V]
B:=A:PATTERNS.TXT[V]
B:=A:PASSIVE.TXT[V]
```

7. If you are not using WordStar you also need to copy the appropriate option file as specified below. WordStar users should skip to instruction #8.

Magic Wand

```
B:CLEANUP.OPT=A:MAGIC.CL[V]
B:PHRASE.OPT=A:MAGIC.PH[V]
```

Spellbinder

```
B:CLEANUP.OPT=SPELL.CL[V]
B:PHRASE.OPT=SPELL.PH[V]
```

Perfect Writer

```
B:CLEANUP.OPT=PERFECT.CL[V]
B:PHRASE.OPT=PERFECT.PH[V]
```

All Other

```
B:CLEANUP.OPT=A:OTHER.CL[V]
B:PHRASE.OPT=A:OTHER.PH[V]
```

8. You are now finished. Remove the new working disk from drive **B** and label it according to the instructions in the Oasis Systems license agreement. You can return to CP/M by reinserting a CP/M working disk into drive **A** and pressing "return."

==Introducing CLEANUP==

CLEANUP works by finding sections of text that contain errors and displaying them on your screen. If you agree with CLEANUP that an error exists, CLEANUP will insert a special character (usually an (@) character) to mark where the error occurs. CLEANUP can also place an annotation following the paragraph containing the error. This annotation will serve as a reminder to you when you later edit the file and correct the errors.

To get an idea of how all this works, let's pretend you have the following file to check:

```
-----
|
|   Dr. Mortimer refolded his paper and replaced it in his
| his pocket.
|   "Those are the public facts, Mr. Holmes, in connection
| with the death of Sir Charles Baskerville."
|   "I must thank you", said Sherlock Holmes, "for calling
| my attention to a case which certainly presents some features of
| interest. I had observed some newspaper comment at the time,
| but I was exceedingly preoccupied by that little affair of the
| Vatican cameos, and in my anxiety to oblige the Pope I lost
| touch with several interesting English cases. The article, you
| say, contains all the public facts?
|
| A>
|
|-----
```

How many errors can you find? We could have CLEANUP check the file with the following command:

```
A>CLEANUP SAMPLE.TXT
```

CLEANUP will find the first error and show you an excerpt from the file, indicating the location of the error with a '^' below the excerpted line. CLEANUP will also display a brief message describing the error. Along the bottom of the screen you will see a menu naming the three choices you can make. The screen should look like this:

```
-----
| aper and replaced it in his his pocket. "Those are the public f
| Error: This word is repeated.
| Choose: M>ark   I>gnore   Q>uit   _
|
|-----
```

CLEANUP shows the error (a repeated word "his.") by pointing to the offending word with a '^'. CLEANUP describes the problem with the message "This word is repeated." CLEANUP then waits for you to tell it what to do with the error. You have three choices.

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Usually, you will want to press M, and have CLEANUP mark the error in your text file. If CLEANUP gets confused and shows you something that is not really an error (it happens from time to time), press I, and CLEANUP will ignore the error. If for some reason you want CLEANUP to stop without marking any errors in your file, press Q, and CLEANUP will return to the CP/M A> prompt.

Let's pretend we press M, to make CLEANUP mark the error in the sample file. The next error will then be displayed, and once again CLEANUP will wait for your input. The short sample has three mistakes in it. When CLEANUP finishes, it will display the message "3 errors marked" and return to the A> prompt.

Here's what CLEANUP would do to our example file from above:

```
-----  
|      Dr. Mortimer refolded his paper and replaced it in his  
| his@1 pocket.  
| @1 This word is repeated.  
|      "Those are the public facts, Mr. Holmes, in connection  
| with the death of Sir Charles Baskerville."  
|      "I must thank you",@1 said Sherlock Holmes, "for calling  
| my attention to a case which certainly presents some features of  
| interest. I had observed some newspaper comment at the time,  
| but I was exceedingly preoccupied by that little affair of the  
| Vatican cameos, and in my anxiety to oblige the Pope I lost  
| touch with several interesting English cases. The article, you  
| say, contains all the public facts?  
| @1 Punctuation belongs inside quotes  
| @* Double quote marks are not balanced in this paragraph.  
|  
| A>  
-----
```

Notice that CLEANUP has inserted several at-signs (@) and numbers in the file, as well as some error messages. CLEANUP uses at-signs (@) to mark the location of errors. The numbers following the at-signs correspond with the numbers in the list of error messages immediately following the paragraph containing the error. When you use CLEANUP with your own text files, you will use your word processor to search the file for at-signs, and correct the mistakes that they mark. Delete the marks and error messages as you go through your file.

We hope you find CLEANUP's error messages self-explanatory. If a message appears that you don't understand, or if you can't see anything wrong with your text, a later section of this manual will give you a detailed explanation.

==USING CLEANUP==

CLEANUP locates errors by using rules that describe how letters and punctuation can be correctly combined. Whenever it finds an improper combination it stops and shows it to you. If you agree, CLEANUP will make a notation in the file so you can later find and correct it.

Whenever CLEANUP makes changes in your text files by inserting error messages, it really makes all changes to a new copy of your file. When finished, CLEANUP renames your original file by changing its extension to .BAK and then renames the new copy to the same name as your original. Most word processors keep a backup in the same way.

Commands, files, disks and drives

CLEANUP needs several other information files to work properly. A working disk for CLEANUP should contain the following files on it:

CLEANUP.COM	This file contains the CLEANUP program
CLEANUP.OPT	This is the "customization" file (See Appendix B)
ABBREVS.TXT	A list of common abbreviations
CAPSEX.TXT	A list of capitalization exception words

You should always have CLEANUP, CLEANUP.OPT, ABBREVS, and CAPSEX on the same disk. This disk should be in the "currently logged" drive whenever you run CLEANUP.

For example, if you put CLEANUP and its auxiliary files on a disk in drive A, and you want to check a file called YOURFILE in drive B, type:

```
A>CLEANUP B:YOURFILE.TXT
```

Note that you must include the "B:" to tell CLEANUP to find the text file on drive B. Note also that if the file name had an "extension" (".TXT" in the example) it must be included in the text file name.

Now suppose you reversed the disks and put CLEANUP in drive B, and the disk with YOURFILE.TXT in drive A. You would have to make drive B the "currently logged" drive by typing "B:" before giving the command to run CLEANUP. The whole exchange would look like this:

```
A>B:
B>CLEANUP A:YOURFILE.TXT
```

The "B>" prompt from CP/M means that drive B is now the

currently logged drive. If all the files are on the same disk (perhaps you keep everything on a hard disk), the command is:

```
A>CLEANUP YOURFILE.TXT
```

Ignore switch

Some documents may cause CLEANUP to report false errors. For example, if a document included the following table:

Month	Inflation rate
January	0.9
February	1.1
March	1.0
April	0.8

CLEANUP would get confused, thinking that the words "January," "February," etc., each started a new sentence, and print a "missing punctuation" error for each line when it saw the white space between the columns. Of course, you could tell CLEANUP to ignore all those errors, but this could quickly get tedious. What if the table were a hundred lines long?

You might find it more convenient to use the "ignore" switch. The ignore switch must first be defined in CLEANUP.OPT (see Appendix B.) Once defined, CLEANUP looks for this character when reading your file. The first time CLEANUP sees this character it temporarily stops looking for errors. CLEANUP starts looking again when it sees a second ignore switch. For example, you could define the backslash (\) character as an ignore switch. Then, to keep CLEANUP from generating errors in the above table, you could enter it as follows:

```
.IG \
Month          Inflation rate

January        0.9
February       1.1
March          1.0
April          0.8
.IG \
```

The first backslash puts CLEANUP to sleep, so it stops reporting errors. The second backslash wakes CLEANUP up again, so it can check the remainder of the document. WordStar recognizes the characters ".IG" that precede the backslashes as meaning "ignore this line." This fools WordStar into not printing the backslashes. WordStar treats any line that begins with this sequence as a comment. Other word processors usually have a similar feature. (See "Dot Commands" below.)

You may want to use a different character as the ignore switch. You can achieve this by changing line seven of

CLEANUP.OPT. See appendix B for details on CLEANUP.OPT.

Dot commands

Most word processors have a way of inserting formatting commands (set page number, change margin, etc.). WordStar calls these "dot" commands because they consist of a line (and several letter codes) that begin with a period. Other word processors may use other characters, such as Magic Wand which uses a backslash (\) character.

You can customize CLEANUP to recognize any character as a dot command. This means that CLEANUP will ignore any lines of text that begin with this character. Appendix B describes how to do this.

Command line switches:

Normally, you invoke CLEANUP as follows:

```
A>CLEANUP YOURFILE.TXT
```

This will run CLEANUP as described above. The operation of CLEANUP may be modified in many ways by following the YOURFILE.TXT with several so-called "switches." For example, typing:

```
A>CLEANUP YOURFILE.TXT $Q
```

will cause CLEANUP to run "quietly" (without printing error messages). A '\$' tells CLEANUP to read the characters following (here, the letter Q) as switches. We call them switches because they switch on and of various options and change the way CLEANUP works. CLEANUP recognizes five letters as switches. You can use more than one switch at a time. For example:

```
A>CLEANUP YOURFILE.TXT $QM#
```

tells CLEANUP to work quietly and change the character it uses to mark errors to '#'. The following section describes each switch in detail.

M--Marking character

Normally, when CLEANUP marks your file with error messages, it will use an '@' to mark its messages. You may specify a different character by using the M switch. For example, if you wanted to mark errors with a '#' symbol, you would type:

```
A>CLEANUP YOURFILE.TXT $M#
```

Q--Quiet switch

The Q switch causes CLEANUP to scan and mark your entire file without stopping to display the errors. If you just want to mark your file, and worry about sorting the true errors from the false later, you might want to use the Q switch. This switch would also be useful if you want to run CLEANUP in a "batch" mode, without user intervention.

C--Concise switch

CLEANUP inserts error messages, or annotations, below any paragraph that contains an error. If you would prefer to have only the "in line" error mark, you can use the C switch. For example, CLEANUP normally will mark errors like this:

Four score and and@1 seven years ago, our
forefathers brought forth upon this continent
a new nation ,@2 conceived in liberty, and
dedicated . . .

@1 This word is repeated.
@2 Isolated punctuation

With the C switch in effect, the same passage would be marked like this:

Four score and and@21 seven years ago, our
forefathers brought forth upon this continent
a new nation ,@7 conceived in liberty, and
dedicated . . .

Note that CLEANUP did not add error message annotations at the end of the paragraph. Also, the numbers that follow the marking character now tell the error type (see Appendix A) instead of "serial numbers" that refer to the annotations. Use the C switch if you don't want to be bothered deleting the annotations as you edit your file.

F--File output

This switch causes CLEANUP to send its output to your text file. The F switch is normally ON, causing CLEANUP to insert marking characters and annotation directly into your text file. The F switch may be turned OFF by typing:

A>CLEANUP <filename> \$-F

The F switch works well for short files, when you can simply remember what errors CLEANUP found, and correct them without marking up your file.

D--Double-spaced document

CLEANUP gets confused when it reads a double-spaced document (one with two carriage returns at the end of each line). Each double-spaced line then looks to CLEANUP like a separate paragraph. The D switch compensates for this.

How to interpret CLEANUP's error messages

CLEANUP can detect twenty four different kinds of errors (see Appendix A). To help you find and correct them in your text, CLEANUP will display error messages that describe the type of error found. We hope the error messages are self-explanatory, but just in case, this section describes each message in detail. The twenty four error messages displayed by CLEANUP fall into five categories:

- 1) Capitalization errors
- 2) Punctuation errors
- 3) Quotes, brackets, and toggles
- 4) Numeric errors
- 5) Other errors

Capitalization errors:**Mixed upper and lower case letters.**

CLEANUP expects the words in your text file to follow three rules for capitalization:

All lower-case letters: "automobile"
 Initial upper-case: "California"
 All upper-case letters: "NASA"

When CLEANUP finds something like "THE," it prints a "cases mixed" error message. This error is usually caused by holding the shift key down too long. Of course, in the unlikely event that you meant to type something like "smArter," you'll still see the error reported.

Two subtleties complicate the way CLEANUP finds a "mixed case" error. The first arises with possessives and plurals of "all-caps" words. For example, if you want to talk about American spacecraft, it is proper to write "NASA's rockets . . ." CLEANUP understands that "NASA's" is a possessive, and will not report a "mixed-case" error. The same exception applies to plurals. "PTAs throughout the land . . ." will not trigger a "mixed-case" error, because CLEANUP recognizes "PTAs" as a plural.

The second capitalization subtlety arises because of the many exceptions to the three basic word types given above. Consider: JoAnn, McMurphy, terHorst, and so on. CLEANUP has a capitalization rule exception list which contains many of these

words. The exception list is one of CLEANUP's auxiliary files called CAPSEX.TXT. CAPSEX.TXT is simply a text file that contains a list of capitalization exception words. You may add as many words as you like to CAPSEX.TXT with your own word processor.

Missing capital letter.

The first word of every sentence must begin with a capital letter. CLEANUP assumes that the first word of a paragraph must be capitalized, as well as any word following a period, exclamation point, or question mark. CLEANUP makes an exception for periods that follow an abbreviation. It checks for abbreviations by looking in its auxiliary file ABBREVS.TXT. You can add new abbreviations to this list with your text editor. CLEANUP prints the error message "missing capital" if it finds a sentence beginning with an uncapitalized word.

Punctuation errors:

CLEANUP will detect six kinds of errors involving the following punctuation symbols:

.	Period	. . .	Ellipsis
!	Exclamation point	:	Colon
?	Question mark	;	Semicolon
,	Comma	-	Hyphen, or en dash

Misplaced punctuation.

This error covers a multitude of punctuation errors. In general, it means that CLEANUP has found a punctuation mark when it didn't expect one.

Punctuation belongs inside quotes.

For example:

He said, "The recession is over."
His favorite song is "Summertime."

"I think I'd better leave," was his reply.
Those were the "Golden Days," when life was good.

Missing end of sentence punctuation, or extraneous space.

Sentences must always end with some form of punctuation. If CLEANUP detects the end of a paragraph, or finds more than one space between two words, it will expect to find some kind of "end of sentence" punctuation. This would be a period, exclamation point, or question mark. Note that leaving two or more spaces between words will cause CLEANUP to think that a sentence has ended, whether a sentence has really ended. This is why the error message adds "or extraneous space."

Note: CLEANUP distinguishes between white space that you typed (hard spaces) and white space (soft spaces) added by WordStar's right-justification. CLEANUP only reports this error for extra hard spaces.

Too much punctuation.

In general, only one punctuation mark may be used at any one location in a sentence. In cases where more than one punctuation mark is called for, use only the stronger mark. For example, in:

"Why do you say that?" she asked.

no comma follows the question mark. The period terminating an abbreviation is never omitted, unless the abbreviation ends the sentence:

O.J., the famous running back, was there in person.
Technical support was provided by Stevens, Ltd.

Isolated punctuation.

White space should never occur on both sides of a punctuation mark. For example, if CLEANUP sees something like "Well , I never!" it will issue an "isolated punctuation" error, since the comma should follow "Well" with no intervening space.

Ellipsis points should be spaced: " . . . "

The dots that form an ellipsis (. . .) should be separated from one another, and from surrounding text, by spaces.

Quotes, brackets and toggles:

Certain kinds of punctuation marks always occur in pairs, including quotation marks ("), and "bracket" characters of various kinds (parentheses, square brackets, and braces). In addition, many word processors use "toggle" characters to turn on and off special printing functions (such as bold face or underlining). When CLEANUP examines your text, it makes sure each paragraph has an even number of quotation marks; that for every "left" bracket there is a "right"; and that for every "on" toggle there is an "off."

When CLEANUP displays these errors, or marks them in your text, it means only that the error is somewhere in a particular paragraph, as opposed to other errors, which are pinpointed to a specific character. During proofreading, "unbalanced" errors show an excerpt of the paragraph in question (first and last lines) instead just one line as with other errors.

Unbalanced double quote marks in above paragraph.

This error message means that CLEANUP found an odd number of quote marks in a paragraph. Usually, this means that you forgot a

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closing quote, or left an odd quote in the wrong place when editing your document.

Note that there is one case in which it is proper to have a single quote mark in a paragraph. If a quoted section of text or a speech extends over more than one paragraph, quotes are placed at the beginning of each paragraph, but at the end of last paragraph only. CLEANUP cannot tell when this happens, so you will have to manually tell the program to ignore such cases.

Unbalanced parentheses in above paragraph.

Unbalanced square brackets in above paragraph.

Unbalanced curly braces in above paragraph.

Unbalanced bracket characters in above paragraph.

CLEANUP recognizes three kinds of bracket characters: parentheses (), square brackets [], and braces {}. CLEANUP prints one of the above error messages when it can't find a matching right character, of the appropriate type for each left.

An exception to this rule occurs in the case of parentheses. CLEANUP will not issue the error message if it finds a surplus of right parentheses. This allows enumerated lists or outlines to be processed without generating an avalanche of errors.

You can teach CLEANUP to recognize additional kinds of left/right bracket pairs. See Appendix B for details on using the CLEANUP.OPT file.

Unbalanced toggle characters in above paragraph.

Toggle characters are treated in much the same way as left/right brackets. This error message means that CLEANUP found a paragraph with an "on" toggle, but no corresponding "off" toggle. Note that the distinction between a bracket and a toggle is that left brackets are matched with right brackets (a different character), while "on" toggles are matched with the next occurrence of the SAME character (the "off" toggle).

CLEANUP normally recognizes WordStar toggle characters such as the boldface on/off toggle B, and the underscore toggle S. If you are using a custom CLEANUP.OPT file, CLEANUP will not recognize any toggle characters unless you have put them into the CLEANUP.OPT file. See Appendix A for details.

Unmatched ignore switch. Complete file not checked.

This error differs somewhat from all the others in that it will only occur at the end of your document. It indicates that an "ignore" toggle switch told CLEANUP to stop looking for errors and that CLEANUP reached the end of the file without finding the corresponding toggle to turn error checking back on. This means that CLEANUP probably missed checking much of your document for errors. To correct the problem, check carefully for a balanced number of ignore toggle switches.

Numeric errors:

CLEANUP includes provisions for recognizing numbers in your text file. In the United States, we write numbers greater than 1,000 with digits grouped into threes and separated by commas. We do not group digits to the right of the decimal point and we write decimal fractions, such as .25, with a leading zero: 0.25. The following error messages announce problems with numbers:

Three digits must follow a comma.
At least one digit should precede the decimal point.
Commas do not belong to the right of the decimal point.

Other errors:

Two spaces should follow end of sentence.
Missing white space.

CLEANUP expects two spaces to follow the end of a sentence and a single space to follow or precede certain other marks. Note: If you prefer to put only a single space after a sentence you can shut off that message but putting code 25 on line 10 of the CLEANUP.OPT file (see Appendix B).

Abbreviation expected here.

Some abbreviations, such as Ph.D., have periods embedded within them, in addition to the period at the end. When CLEANUP finds an embedded period like this, it will expect to find the word on the abbreviations list. If the word does not appear in the list, CLEANUP prints this error message. The message means either that the abbreviation should be added to the list, or that the embedded period is a typographical error. The abbreviations list is one of CLEANUP's auxiliary files, called ABBREVS.TXT. You may add additional abbreviations to the list if you wish, by editing the file with your word processor.

This word is repeated.

CLEANUP will show this message if it finds a repeated word, as in "He went to the the store." This type of error is easy to make when editing text with word processors, and particularly easy to overlook when manually proofreading. If it happens that the repeated word is correct, just tell CLEANUP to ignore it.

No comma should follow a dash
No period should follow a dash
A dash is never preceded by white space

CLEANUP recognizes two consecutive hyphens as a dash. Dashes are used before an abrupt change in the sense of a sentence and before an important change in the construction. See Appendix E for more details on dashes.

**What is writing style,
and how do you improve it?**

What is the difference between these two sentences?

Always utilize Brand X disks in conjunction with your computer.

Always use Brand X disks with your computer.

Is any precision lost by replacing utilize with use and in conjunction with with with? The second sentence is shorter and more to the point. Many people write like the first example because they think it sounds more "technical." Yet, isn't the second example clearer?

The problem with phrases like these is that we have learned to write them without thinking. If you're writing a report to your boss or a press release for a new product, you might even think these phrases are necessary. A later section in this manual called "Writing Roadblocks" will convince you that these phrases weaken the power of your writing. Then you can use the program PHRASE to restore strength and vitality to it.

PHRASE is not for everyone. Some writing, such as fiction, will not benefit from a phrase "search and destroy mission." You will have to decide if it is valuable to you. However, if you write business, legal, scientific, and technical documents you may be surprised at how often these phrases appear.

Also, don't take PHRASE's advice too literally. It serves only to advise and to show how you might improve your writing.

PHRASE
(How to use it)

PHRASE is a program that reads a document and looks for phrases that match entries in its phrase dictionary. By "phrase" we mean a single word or several words in a certain order. For example, VERY VERY and A NUMBER OF are phrases as are the words UTILIZE and FORMAT. PHRASE will help you spot overworked phrases, cliches, and other writing problems. PHRASE comes with a dictionary containing over 500 commonly misused phrases. In addition, the phrase dictionary also contains suggestions for revising sentences that contain these problem phrases.

Once PHRASE spots a sentence which contains a problem it will stop and show you the sentence list possible improvements. If you decide the sentence needs revision, PHRASE can mark the sentence in the file so that you can find and edit it later. PHRASE can also put its suggestions into the file as comments. This helps you when you later edit the file. If the sentence is correct, you can "ignore" it or you can "suppress" it. When you suppress a sentence it causes PHRASE to tag the sentence so that if you check the document again, after editing it, the suppressed sentence will not show as an error. We'll discuss suppressed sentences in detail later.

To check the file DOC.TXT on drive B, type:

```
A>PHRASE B:DOC.TXT
```

This causes phrase to read the phrase dictionary from the file PATTERNS.TXT and begin checking the document DOC.TXT for phrase matches. PATTERNS.TXT must be on the "currently logged disk" if PHRASE is to work properly. Whenever CP/M is ready to accept a new command it will print a "prompt" message consisting of a letter followed by a > character. The letter shows the currently logged drive. Drive A was the currently logged drive in the example above. To avoid trouble, always keep the program PHRASE.COM and PATTERNS.TXT on the same disk and make sure that disk is the currently logged disk before using PHRASE. To change drives type the drive letter, a colon (:), and press return. For example, if PHRASE.COM and PATTERNS.TXT are on a disk in drive B, type:

```
A>B:
B:PHRASE DOC.TXT
```

If PHRASE cannot locate its phrase dictionary it will print the error message:

Phrase pattern file is NOT on the current disk

This message usually means that PHRASE could not find PATTERNS.TXT on the currently logged disk.

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How PHRASE shows you a problem

When PHRASE finds a sentence containing a phrase from its phrase dictionary it will stop and show you the sentence and the phrases it matched. For example:

=====

```
BEFORE IN THE PAST : BEFORE <OR> IN THE PAST
CONSENSUS OF OPINION : CONSENSUS
AS A GENERAL RULE : AS A RULE <OR> GENERALLY
MAXIMUM POSSIBLE : MAXIMUM
```

[Before in the past] the [consensus of opinion] among widget engineers was that widgets required at least one hinge per load point, [as a general rule], to operate at [maximum possible] efficiency.

M>ark, I>gnore, P>rint, or S>uppress sentence? :

=====

The upper part of the screen shows the phrases matched on the left and the suggestions to the right, following the colon. Here, for example, the phrase "before in the past" is redundant and PHRASE is suggesting that we replace it with either "before" or "in the past." The bottom line shows the commands that PHRASE will accept.

You have the choice of pressing the M, P, I, or S keys. If you press any other key PHRASE will print an error message, pause for several seconds and then ask you the question again.

Printing Sentences

Pressing the P key tells PHRASE to print the matched sentence, phrases and suggestions to your printer. After printing, PHRASE will still wait until you press either M, S, or I before going on to look for another match.

Marking Sentences

Pressing the M key makes PHRASE mark the sentence. PHRASE does this by inserting bracket [] characters around all the suspect phrases in the sentence. These brackets will show in the text file when you edit it later. If you don't like brackets you can change the marking characters to something else. Appendix C tells how.

Ignoring and Suppressing Sentences

Pressing the I key will cause PHRASE to ignore the sentence and continue looking for another match. You can ignore matches if you disagree with PHRASE's opinion. When you ignore a match, PHRASE continues reading the file looking for another match. You can also tell PHRASE to "suppress" a sentence. When you press the S key, PHRASE will remember the sentence and not show it to you again.

PHRASE remembers sentences by writing a special code to a file named the same as your text file, but with the extension TAG added to it. The codes saved in this file (we call it a "tag" file, because it tags along with your text file) tell PHRASE which sentences to automatically ignore the next time you tell PHRASE to read your file. A suppressed sentence will not be matched by PHRASE even if it changes position in your file. Also, should a the same sentence appear more than once in a file PHRASE will ignore it every place it appears.

Note: If you rename a file that has a tag file attached to it, PHRASE will not be able to remember the suppressed sentences. When you check a file that has a tag file attached, PHRASE will ask you if you want to delete the tag file before checking it.

P and S Switches

As we mentioned above, in addition to marking the sentences, PHRASE can put the suggestions into the file. You have two choices about how PHRASE will insert suggestions into your file. PHRASE can insert suggestions after each sentence or it can save all suggestions until the end of a paragraph and insert them there. Inserting suggestions after a paragraph is better when using PHRASE with WordStar or a similar editor. PHRASE enters each suggestion as a WordStar comment line. This makes suggestions easier to delete after you have corrected the sentence. To place suggestions after paragraphs invoke PHRASE as follows:

```
A>PHRASE DOC.TXT $P
```

We call characters such as \$P a "switch" because they switch on program options. The P switch tells phrase that whenever you tell it to mark a sentence it should also insert the corresponding suggestion at the end of the paragraph. A marked paragraph with added suggestions is shown as follows:

```

This paragraph has [a number of] problems. It
also has [a lot of] marked phrases.
.. A NUMBER OF : MANY
.. A LOT OF : MANY

```

You can also make PHRASE place the suggestion after the sentence instead of at the end of the paragraph. Use the S switch

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as follows:

```
A>PHRASE DOC.TXT $$
```

Note: You can use either the P or the S switch, but not both at the same time. If you try to use both, PHRASE will use the one typed last on the line.

PHRASE inserts suggestions into your file as WordStar compatible "dot" command comments. This means that the suggestions will appear in the file but will not be printed. When a suggestion is inserted, several "lead-in" characters are placed in front of the suggestion text (two periods and a space) and several "lead-out" characters (carriage return and linefeed) are placed after it. Then the entire sequence is inserted at either the end of the paragraph or the end of the sentence.

If you choose to insert suggestions at the end of the paragraph they will show as a line that begins with two periods. If you use the S switch, or you use PHRASE with an editor other than WordStar, you may wish to change the lead-in and lead-out sequences (See Appendix C).

The Q (Quiet) Switch

PHRASE has another switch called the Q or "quiet" switch. you invoke PHRASE as follows:

```
A>PHRASE DOC.TXT $QP
```

PHRASE will read the file DOC.TXT and mark all phrases it finds without asking you if you want them marked. If used with the P switch, PHRASE will also insert suggestions. The quiet switch is useful if you wish to mark a copy of a document quickly then print it out and edit it manually.

As we said above, PHRASE marks phrases by surrounding them with [] characters. This can be changed to any sequence of characters you wish. For example, you could change both the left and right marking sequences to a ^B (Control-B, 02 Hex) and then use PHRASE with the quiet switch on. With a WordStar file this would cause the suspect phrases to appear in bold-face when printed out.

The D (Double Spaced Documents) Switch

PHRASE normally expects to read a single spaced document. You must tell PHRASE when you want to read a double spaced document so that it can properly locate the end of paragraph. PHRASE's D switch tells it to expect a double spaced file. When we say a file is double spaced we mean that it appears double spaced on your screen. Some editors keep the file single spaced but print double spaced. This does not require you to use the D

switch. If in doubt, try it first without the D switch.

Using Another Phrase Pattern File

When you use PHRASE it normally reads a list of phrases from a file called PATTERNS.TXT. If you want PHRASE to read phrases from another file you can invoke it as follows:

```
A>PHRASE DOC.TXT PHRASES.TXT
```

In this example PHRASE will read phrase patterns from the file PHRASES.TXT and then look for matches in the file DOC.TXT. If you want to specify any switches they should follow the name of the pattern file.

==Passive Voice==

In writing, a sentence has a quality called voice. Voice is a grammatical term which tells whether the subject of the sentence is acting or receiving action. In active voice the subject of the sentence is doing something. In passive voice the action is being done to the subject. For example, in the sentence:

John kicked the ball.

John is the subject who is doing something (kicking the ball). In passive voice the sentence becomes:

The ball was kicked by John.

Here, the ball is now the subject that is receiving action (being kicked by John).

Since sentences are about the subject, we might say that in active voice we are talking about the kicker and in passive voice about the kickee. Remember these two terms, kicker and kickee, and you will have no trouble understanding what voice means.

Another important fact about passive voice is that it reverses the order of the sentence. The subject is now the kickee instead of the kicker. In the second example above, poor old John is now an afterthought, stuck on the end of the sentence with preposition by. If we want, we can now forget about John altogether and say:

The ball was kicked.

Writers use passive voice when they don't know (or don't want to say) who the kicker is. Many people think that passive voice sounds more objective, making it common in scientific and technical writing. Writing "objectively" means not letting your personal feeling or prejudices intrude into your writing. Passive voice gives the illusion of objectivity because "you" never enter the sentence at all.

Active is generally clearer and more to the point than passive voice. Most books about writing advise using active voice whenever possible, the exception being when you want to emphasize the kickee instead of the kicker. For example, in these two sentences:

Microcomputer chips are made in California. (passive voice)

They make microcomputer chips in California (active voice)

The second sentence seems vague because we don't know who "they" are. Since we are talking about microcomputer chips, passive voice seems more appropriate.

However, don't stop reading here. As we said above, you should learn to use active voice whenever possible. Most

sentences can be rewritten in active voice with a little effort. The trick is learning to spot passive voice in your writing. Which brings us to the real purpose of this chapter.

PHRASE can show you passive sentences.

Passive voice is easy to spot because it requires a different form of verb. The verb in a passive sentence is never a simple verb liked "kicked" it is always a verb phrase. For example, in the sentence:

I was called by John.

The verb phrase is "was called." Passive voice is formed by taking the **past participle** of the principal verb and combining it with an **auxiliary verb** of the form "to be." (The principle verb names the action. Here, the principle verb is "called.")

The auxiliary, or helping verb, "to be" is usually one of the following:

is, are, was, were, shall be, will be, have been,
has been, had been, shall have been, will have been

Passive sentences usually contain quite a few prepositions used as "glue" to stick on extra facts after the verb. For example:

The ball was kicked for the team by John.

Richard Lanham, in his book Revising Prose (Charles Scribner's Sons, New York, NY 1979) suggests a simple method of rewriting passive sentences:

- * Circle all forms of the verbs to be.
- * Circle all prepositions.
- * Ask yourself, "Who is kicking who?"

PHRASE has a special phrase file designed to find passive sentences and mark them with this technique so you can rewrite them.

The file PASSIVE.TXT contains a list of the different forms of the verb "to be" and a list of prepositions. If you invoke PHRASE as follows:

```
A>PHRASE DOC.TXT PASSIVE.TXT
```

PHRASE will use the pattern file PASSIVE.TXT in place of the normal phrase file. This will cause PHRASE to show all sentences

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in DOC.TXT that are written in passive voice. In addition, it will also show prepositions in these sentences. Consider this example:

A fish [was] caught [on] Tuesday [by] John.

Here, we are trying to make the fish the subject of the sentence. Obviously, John is the proper subject of the sentence, as in:

John caught a fish on Tuesday.

We recommend Mr. Lanham's book for more thorough discussion of this technique.

==Building and Editing Phrase Dictionaries==

We supply PHRASE with a dictionary of over 700 problem phrases. The file PATTERNS.TXT contains this list. You can easily edit this list to add or remove phrases. You can even create your own phrase dictionaries. This section will show you how.

Hard Phrases

There are three types of phrases which can appear in a phrase dictionary. They are called "Hard," "Soft" or "Suppress" phrases. A "Hard" phrase is simply a phrase and a suggestion. The following line illustrates:

The phrase is here+The suggestion is here

The "+" separates the phrase from the suggestion. If you added this line to the file PATTERNS.TXT, then phrase would then learn the phrase "The phrase is here." A suggestion is optional so you can enter a phrase without one. For example:

A phrase with no suggestion+

Soft Phrases

A "Soft" phrase is entered almost the same way except that a "@" character separates the phrase from the suggestion. For example:

This is a soft phrase@This is its suggestion

Soft phrases work differently from hard phrases. If PHRASE finds a match to a soft phrase while reading your document it will not show it to you or mark it unless the same sentence also contains at least one hard phrase match.

Soft phrases are used in the PASSIVE.TXT file that finds and shows sentences in passive voice. PASSIVE.TXT contains a list of prepositions entered as soft phrases. Normally you would not want PHRASE to stop and show you every preposition in your document, but it is useful to see them marked in passive sentences. We added the soft phrase feature for just this use.

Suppress Phrases

The last type of phrase is the "Suppress" phrase. A suppress phrase prevents PHRASE from recognizing certain specific phrases. For example, let's assume that you wanted to find all occurrences of the word "which" except when preceded by a preposition. You could enter "which" as a hard phrase and enter the other cases as suppress phrases as follows:

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Which+
with which#
for which#
. . .

Suppress phrases end with a "#" character. A suppress phrase does not require a suggestion as it is never printed. PHRASE always shows the longest match that it can find in its list of phrases. Therefore the suppress phrases in the above example will override the match with the word "Which" when preceded by a preposition. Consider also the following phrase list:

which+
for which#
not for which+

With this list, the word "which" would match in any sentence except when preceded by "for" unless "for" were preceded by "not." Whew! Think about that one.

Writing Roadblocks

The following section shows the complete list of phrases and suggestions which PHRASE uses. In addition, we have divided these phrases into eight categories. They are:

- Awkward phrases
- Cliches
- Erroneous phrases
- Folksy phrases
- Muddy phrases
- Pompous phrases
- Redundant phrases
- Wordy phrases

Each category has its own section which describes how these phrases are often misused and shows a sample document before and after it is rewritten using PHRASE's suggestions.

You should remember not to take PHRASE's advice too literally. Often, you cannot simply substitute the suggestion for the problem phrase without completely rewriting the sentence. The phrases are only meant to suggest where you might make improvements. In addition, we have shortened some phrases to make them match more general cases. For example, the phrase "the fact that" occurs in many longer problem phrases, such as:

accounted for by **the fact that**

Therefore, think about the entire sentence before deciding how to revise it.

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Roadblock One: Awkward Phrases

=====

Some phrases just sound awkward. When you read them, your mind does a quick "double take," even though the phrases may be technically correct. This slows readers down and may discourage some from finishing your writing. It also breaks the smooth flow of words and may spoil the mood of the piece.

In advertising copy this reaction can be fatal. Advertising copy must flow smoothly or it loses its effect. Compare the before and after versions of this text of an ad for a new skateboard:

=====

The Wonder Skateboard!

Ask the man who has professional experience: what makes a Wonder different than the rest? Based on the fact that he can feel TRUE QUALITY, he'll tell you, "It rides like a dream!" And at the time when you try it, you'll agree: the Wonder board is like an ice skate on wheels on account of its ultra-low friction bearings--the only difference being that you don't need ice! If you were to make out a list of all the features that would make a "dream board," and find that board leaving out of consideration the price, you'd still pick the Wonder Skateboard!

So if you are desirous of a skateboard that is up to "pro" standards, but that doesn't involve the necessity of a pro budget, buy the Wonder Skateboard. (If you succeed in doing this, you'll love it as a consequence of its value.)

=====

Here is the same advertising copy rewritten using the suggested replacements for Awkward phrases:

The Wonder Skateboard!

Ask the man with professional experience: what makes a Wonder different from the rest? Because he can feel TRUE QUALITY, he'll tell you, "It rides like a dream!" And when you try it, you'll agree: the Wonder board is like an ice skate on wheels because of its ultra-low friction bearings--except that you don't need ice! If you were to list all the features that would make a "dream board," and find that board regardless of price, you'd still pick the Wonder Skateboard!

So if you desire a skateboard that is up to "pro" standards, but that doesn't require a pro budget, buy the Wonder Skateboard. (If you do, you'll love it because of its value.)

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Here are the Phrases which PHRASE flags as Awkward:

add the point that = add that
as a consequence of = because
as regards = regarding <or> about
at the time when = when
based on the fact that = because
debate about = debate
deserving of = deserve
desirous of = want
different than = different <or> different from
importantly = <avoid>
involve the necessity of = require
includes the necessity of = requires
leaving out of consideration = disregarding
make out a list of = list
off of = off
on account of = because
only difference being = except
productive of = produce
succeed in doing = do <or> accomplish
that is = <avoid>
to summarize the above = in summary
who has = with

Roadblock Two: Cliches

=====

The word "cliche" comes from a time when all printing was made from metal plates cast from a mat. Typesetters, in turn cast a mat from a rack of manually assembled letters. Typesetters used some phrases so often that they kept copies to use over and over. French printers called these castings "cliches," after the sizzling sound the mat made when they dropped the molten metal into it.

Today, we use "cliche" to mean a trite or overused expression. In writing, you may be tempted to throw in often-used expressions to pad out a document, or to avoid having to produce something original. But to the reader this type of writing will seem mindless and impersonal. Business letters are often full of cliches because they are written in haste. But consider the impression left by these two letters, one cliché-ridden and the other re-written using the Phrase program:

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1 December 1988

Lunar and Planetary Institute
631 Avenue of the Ecliptic
IG Farben Colony Beta, L5, Circum-Terra

Dear Sirs:

Your letter under date of November 20th received and contents duly noted. Enclosed herewith find information on Microminiature Laser Gyro Systems (MMLGS), as per your request. Due to the fact that our price list is now at the printers, we will send it under separate cover when we have it in hand. As to the price of the abovementioned MMLGS, it is for all intents and purposes in the amount of \$5289.99, which literally includes any and all needed peripheral equipment for a large number of applications.

We wish to thank you in regards to your decision to consider BGS products. For your information, we also manufacture several lines of rotary gyroscope equipment as well. If and when you would like more facts and figures on these, simply contact us through the medium of the telephone and we will send a brochure which spells out a great deal of the uses of gyroscopes by return mail.

Sincerely,

Andrew Boomer
Boomer Gyro Systems

1 December 1988

Lunar and Planetary Institute
631 Avenue of the Ecliptic
IG Farben Colony Beta, L5, Circum-Terra

Dear Sirs:

Your letter dated November 20th received and noted. Enclosed find information on Microminiature Laser Gyro Systems (MMLGS), as you requested. Because our price list is now at the printers, we will send it separately when we have it. The price of the MMLGS is \$5289.99, which includes all needed peripheral equipment for many applications.

Thank you for your decision to consider BGS products. We also manufacture several lines of rotary gyroscope equipment. When you would like more facts on these, simply contact us by telephone and we will send a brochure which explains many of the uses of gyroscopes that same day.

Sincerely,

Andrew Boomer
Boomer Gyro Systems

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Here are the phrases which PHRASE identifies as cliches:

a great deal of = much <or> many
a large number of = many
abovementioned = the <or> this <or> these <or> those
any and all = any <or> all
as per = <avoid>
as to = about <or> on
at hand = <omit>
attached hereto = attached
by return mail = today <or give date>
due consideration = <avoid>
due to the fact that = because
duly noted = noted <or omit>
enclosed herein = enclosed
enclosed herewith = enclosed
facts and figures = facts
first and foremost = first
for your information = <omit>
if and when = if <or> when
in hand = <omit>
in regard to = about <or other preposition>
in regards to = about <or other preposition>
in the amount of = for <or omit>
intents and purposes = intents <or omit>
last but not least = <avoid>
literally = <omit>
spell out = explain
the fact is = <avoid>
the truth is = <avoid>
through the medium of = by <or> through
under a separate cover = separately
under date of = on <or> dated
under separate cover = separately
wish to thank = thank

Roadblock Three: Erroneous Phrases

=====

Some phrases should never be used because they are incorrect. Using these phrases will alert readers that you have been careless, or worse, that you have a poor grasp of grammar.

Consider the following opening paragraphs for a term paper:

OASIS SYSTEMS

Jack B. Wise
SOCIOLOGY 101: American Culture
University of California at Anaheim

The Tuning Knob and the Steering Wheel: A Sociological Inquiry Into the Impact of Television and Automobiles on American Teenagers

The Scene: Los Angeles, California, five centuries from now.

We sit orientated with the old LA river, looking up the valley at the reoccurring lines of antennas which poke from the ruins of the suburbs, brown with oxidization. We can't help but notice the only standing structures are basically parts of freeways: ramps, bridges, and raised road beds. It is rather interesting, though regretful, that the TV and car should of left the final statements in this surreal zonality, superior than man himself.

The actual facts are that today, in the twentieth century, a media of communication termed as "television" and a media of transportation termed as "automobile" dominate our daily lives. Both are reproducing awfully quickly, at a rate higher than people in the United States. But irregardless of their Juggernaut-like growth, these two modern plagues must of produced good in society in the short space of time they have inhabited our four billion-year-old earth. The reason is because everything acts in accordance with the "silver lining" principle.

In this paper I will try and look at the effects of TVs and autos on American teenagers, by seeing how life would of been without them. I am hopeful that we will find a few good effects among the bad.

Now we use PHRASE to rewrite these paragraphs as follows:

Jack B. Wise
SOCIOLOGY 101: American Culture
University of California at Anaheim

The Tuning Knob and the Steering Wheel: A Sociological Inquiry
Into the Impact of Television and Automobiles on American
Teenagers

The Scene: Los Angeles, California, five centuries from now.

We sit oriented with the old LA river, looking up the valley at the recurring lines of antennas which poke from the ruins of the suburbs, brown with oxidation. We can't help noticing that the only standing structures are parts of freeways: ramps, bridges, and raised road beds. It is interesting, though regrettable, that the TV and car should have left the final statements in this surreal zone, superior to man himself.

The facts are that today, in the twentieth century, a medium of communication termed "television" and a medium of transportation termed "automobile" dominate our daily lives. Both are reproducing very quickly, at a rate higher than people in the United States. But regardless of their Juggernaut-like growth, these two modern plagues must have produced good in society in the short time they have inhabited our four-billion-year-old earth. The reason is that everything acts in accordance with the "silver lining" principle.

In this paper I will try to look at the effects of TVs and autos on American teenagers, by seeing how life would have been without them. I hope that we will find a few good effects among the bad.

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Here are the phrases which PHRASE flags as erroneous:

a media = a medium
actual facts = facts
alright = all right
awfully = very
basically = <omit>
cannot help but = cannot help
can't help but = can't help
couldn't help but = couldn't help
hopeful of = hope
hopeful that = hope
in accordance to = by <or> according to
irregardless = regardless
media is = media are
must of = must have
of that = of which
orientated = oriented
oxidization = oxidation
rather interesting = interesting
reason is because = reason is that <or> because
regretful = regrettable
reoccur = recur
reoccurring = recurring
reoccurrence = recurrence
reoccurring = recurring
short space of time = short time
should of = should have
superior than = superior to
termed as = termed <or> called
to loan = to lend
try and = try to
very unique = unique <or> uncommon
would of = would have
zonality = zone

Roadblock Four: Folksy Phrases

=====

In this category we have included phrases which block communication with your reader in one of these ways:

- by sounding too informal for a written document
- by sounding too regional or ethnic for general readership
- by using grammar or diction which is not universally accepted as correct.

Don't become confused simply because elsewhere we tell you to make your writing more conversational (see POMPOUS PHRASES). There is a happy medium between stuffy, formal writing and too-familiar, "folksy" writing.

Also there are instances when a "folksy" style is appropriate. For example, in literature or poetry a regional or ethnic sound may be what you need. Consider this flavorful speech from Mark Twain's "Huckleberry Finn":

"Oh, I dasn't, Mars Tom. Ole Missis she take an' tar de head off'n me."

However, in business, academic and technical writing, folksy phrases will usually distract the reader from your message. You need to decide what you intend to communicate. As we said in Chapter One, this list only suggests improvements for you to consider.

=====

The following page shows a sample document fragment which uses many folksy phrases:

GUIDELINES FOR THE OVERALL OPERATION OF THE BELLFLOWER THEATER

The manager-on-duty should read through these guidelines to resolve any problems that arise, outside of emergencies requiring immediate action. Even in emergency situations, try and plan on reviewing the guidelines after the emergency is over with.

TICKET SALES--Open the box office good and early, in the neighborhood of an hour before showtime. The starting cashier has got to verify the amount of cash in the cash drawer before opening up the ticket window, and divide up the change for the box office and the candy counter. Put the ticket window cover in back of the box office door so as to get it out of the way. Needless to say, someone must always be inside of the ticket window as long as it is open. Remember that no passes at all are accepted for weekend shows.

THE DOOR--Along the lines of the ticket window, neither door should be open unless an employee is there in between the crowd and the entrance. If there are already lots of people waiting on the show, have them line up so as to enter through the east door. Do not let this line intermingle with the line waiting to buy tickets, or some people may miss out on the show being as they are in the wrong line. Let the theater empty out before allowing the new crowd in. When it is more or less empty, have the ushers check the restrooms; there may well be people still in them. If people want to meet up with their friends, have them wait on them in behind the ticket-taker. Do not let them wait inside of the door at all.

Now we rewrite the text using PHRASE:

GUIDELINES FOR THE GENERAL OPERATION OF THE BELLFLOWER THEATER

The manager-on-duty should read these guidelines to resolve any problems that arise, except emergencies requiring immediate action. Even in emergencies, plan to review the guidelines after the emergency is over.

TICKET SALES--Open the box office very early, about an hour before showtime. The starting cashier has to verify the amount of cash in the cash drawer before opening the ticket window, and divide the change for the box office and the candy counter. Put the ticket window cover behind the box office door to get it out of the way. Someone must always be inside the ticket window when it is open. Remember that no passes are accepted for weekend shows.

THE DOOR--Like the ticket window, neither door should be open unless an employee is there between the crowd and the entrance. If there are already people waiting for the show, have them line up to enter through the east door. Do not let this line mingle with the line waiting to buy tickets, or some people may miss the show because they are in the wrong line. Let the theater empty before allowing the new crowd in. When it is nearly empty, have the ushers check the restrooms; there may be people still in them. If people want to meet their friends, have them wait behind the ticket-taker. Do not let them wait inside the door.

OASIS SYSTEMS

PHRASE'S folksy phrases are listed below:

all the farther = as far as
all the higher = as high as
along the line of = like
along the lines of = like
along the same line = like
along this line = similarly
as a matter of fact = in fact
as long as = when
as soon as = when
at all = <omit>
being as = as <or> because <or> since
being that = as <or> because <or> since
but that = that
but what = that
connect up = connect
despite the fact that = although
divide up = divide
doubt but that = doubt that
empty out = empty
end up = end
equally as good as = as good as <or> equally good
every now and then = now and then
face up to = face
find it interesting to know = <avoid>
good and = very
has got to = has to
have got = have gotten
have got to = have to
head up = head
in back = behind
in behalf = for
in behind = behind
in between = between
in the neighborhood of = about
inside of = inside
intermingle = mingle
it stands to reason = <omit>
kind of = somewhat
liable to = likely to
likewise = and <or> also
lose out on = lose
lots of = many
may well be = may be
meet up with = meet
miss out on = miss
more or less = nearly
needless to say = <omit>
open up = open
outside of = except
over with = over
overall = general <or> complete
plan on = plan to

read through = read
real good = fine
reason why = reason
relative to = about
so as to = to
sort of = somewhat
time that = when
try and = try to
wait on = wait for <or> await
waiting on = waiting for

Roadblock Five: Muddy Phrases

=====

We classify a phrase as "muddy" if it leaves the reader feeling uncertain about the facts. If you read that "flying is perhaps the safest way to travel," you are left wondering whether you have been told anything definite.

A writer's motivations for using muddy phrases can vary. Here are some common reasons:

- * All the facts are not available.
- * The plain truth sounds unflattering.
- * The writer has unconscious muddy writing habits.

However, contrast these reasons with the hidden costs of muddy writing. The confusion that results from muddy writing may itself make an unflattering impression. If a reader gets too frustrated trying to understand what you mean, he or she may stop reading. If a reader leaves the document with a mistaken idea, this can have disastrous consequences, especially in a technical or legal document.

Here are some things you can do about muddy phrases:

- * If all the facts are not in, this is itself a fact which can be clearly stated. For example, a reader may be much happier to know that brain physiology is an inexact science than to read that "there is reason to believe that a considerable number of factors in the brain contribute to behavior."

- * If a certain item is unflattering, you can avoid mentioning it. If this is impractical, you may need to redefine the purpose of the entire document. If a product can not be clearly described in flattering terms in marketing literature, the product may need redesign.

- * If you have unconscious muddy writing habits, consider the harm that you can do to your business, project, or image when a reader gets confused by your writing. Then train yourself to ask--"What exactly do I want to say?"--as you write.

Of course, there will be times when most of the phrases in this section ARE appropriate. For example, the word "perhaps" is useful when offering someone a choice: "Perhaps you would like a mint." The true test of a document's clarity is to have someone with the proper expertise in the subject matter read it and decide how clear it was.

In rewriting a document with muddy phrases, you may find that simply replacing each phrase with the suggested alternative may not be effective. Often a muddy phrase hides a writer's uncertainty. Here, you will have to clarify your topic by

rethinking the subject, talking to other people or doing more research, before you can complete the rewrite. You may find it useful to list issues and questions as you use the Phrase program, and later return to the document when they have all been resolved.

The next page shows a sample document fragment using muddy phrases:

Sidewinder Software
Gila Bend, Arizona

11 May

Wishy Wash Window Washers
Spokane, Washington

Dear Sirs,

We are writing with respect to your order for a customized window washing job cost estimating program, which we essentially began about six weeks ago. We carefully estimated it would take in the range of four to six weeks to complete, and since that interval seems to have substantially passed, it would seem to be considerably important to let you know the project status. Evidently we are experiencing difficulty with our software development system which substantially impacts our schedules, and appears to have had a deleterious effect on whether the product can be delivered in the near future. The problem centers about the manufacturer of this system, who has been virtually unable to give proper consideration to providing us with technical support. (There is reason to believe their plant was rather badly damaged in a conflagration in the not too distant past.) It is suggested that to hopefully minimize as far as possible your inconvenience that we inform you that the original estimate was not of a high order of accuracy. Assuming that we can get our system repaired and/or replaced relatively promptly we will put it to use writing your program. We are putting pressure on the manufacture to the fullest possible extent, and we are reasonably sure the manufacturer will fix our system. While their plant still stands, they can do limited repairs. If they are found to be unable to after all, you will certainly be notified and can take appropriate action. We will send you a new tentative schedule at an early date. When we are nearly ready to begin the project we will formalize the schedule and send you a copy. If this tends to create problems for you now or in the foreseeable future, notify us at your earliest convenience.

Here is the same document revised using suggestions from Phrase:

Sidewinder Software
Gila Bend, Arizona

11 May

Wishy Wash Window Washers
Spokane, Washington

Dear Sirs,

We are writing about your order for a customized window washing job cost estimating program, which we undertook six weeks ago. We estimated it would take between four to six weeks to complete, and since that interval has passed, we think it is important to let you know the project status. We are having trouble with our software development system, which affects our schedules and whether the program can be delivered soon. The problem centers on the manufacturer of this system, who has been unable to provide us with technical support. (We think their plant was badly damaged in a fire recently.) To minimize your inconvenience we are informing you that the original estimate was inaccurate. If we can get our system repaired or replaced promptly we will use it to begin writing your program. We are putting pressure on the manufacturer, and we are confident they will fix our system. They say that as long as their plant still stands, they can do limited repairs. If they are unable to do so, we will notify you and you can act appropriately. We will send you a new tentative schedule by 20 May. When we are ready to begin the project we will rewrite the schedule and send you a copy. If this creates problems for you now or in the future, notify us.

OASIS SYSTEMS

Phrases identified as muddy by PHRASE:

a number of = several <or> many <or> some
and/or = <avoid>
appears to = <avoid>
assuming that = if
at your earliest convenience = soon <or> omit
at an early date = soon <or> give date
care must be = be careful <or> don't
carefully estimate = estimate
caution must be = be careful <or> don't
center about = center on
center around = center on
certainly = yes <or> omit
compensation = pay
conflagration = fire
considerably = <be more precise>
deleterious effect = harm <or> damage <or> injury
every now and then = now and then
evidently = <avoid>
experience difficulty = have trouble
experiencing difficulty = having trouble
fairly = <be more precise>
formalize = <rewrite>
foreseeable future = soon
found to be = <omit>
fullest possible extent = fully <or> completely <or> <omit>
give proper consideration = make sure
has a deleterious effect = damages <or> harms <or> injures
has been shown to be = is
have a deleterious effect = damage <or> harm <or> injure
have been shown to be = are
hopefully = <avoid>
impact = affect <or> effect <or> be more precise>
impacted = affected
impacts = affects
in relation to = toward <or> to
in relation with = with
in respect to = about
in the near future = soon
in the not too distant future = soon
in the not too distant past = recently
in the range of = between
it is believed that = I (we) think
it is suggested that = I (we) think
it may be that = I (we) think
it would not be unreasonable to assume = I (we) think <or> assume
it would seem = <omit>
minimize as far as possible = minimize
nice = <a more exact word>
not of a high order of accuracy = inaccurate
perhaps = <avoid>
put to use in = <rewrite>
quite = <avoid>
rather = <avoid>

reasonably = <avoid>
relatively = <avoid>
seems to = <avoid>
substantially = <avoid>
take appropriate action = act appropriately
take appropriate measures = act appropriately
tends to = <avoid>
there is reason to believe = I (we) think
virtually = <avoid>
while = when <or> although
with respect to = about

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Roadblock Six: Pompous Phrases

=====

In ancient Greece, when a king wanted to impress another king, he would send a procession of formally dressed messengers to make a grand entrance at the rival monarch's court. This procession was called a "pompe," which meant "a sending." Today, when someone or something makes an extravagant show of delivering a communication, we call it "pompous."

Unfortunately, pomp usually backfires. Unnecessary stiffness only interferes with understanding. And extreme formality leaves readers with the impression that they are being patronized, or that the writer cares more about form than substance.

Of course, sometimes pompous-sounding writing is necessary. For example, a will must include the words "last will and testament" because they have a precise legal meaning. Similarly, a recitation of the Roman Catholic rosary must always begin "Hail, Mary, full of grace . . ." for ritual reasons. However, most writing has no specific formal requirements, and the pompous phrases listed below only "puff up" at the expense of clarity.

For a typical example, we will consider the minutes of a meeting, a document often written to impress rather than express:

OASIS SYSTEMS

Minutes of the Miami High School Rocket Club Meeting,
November 6--taken by Priscilla Washburn

Minutes from the November 1st meeting were read. Reading was discontinued when a motion was made to wrap the minutes around a dead fish. No second was made, so pursuant to Robert's Rules of Order, no vote was taken. Minutes approved as read by voice vote.

OLD BUSINESS:

1. Report on the engine test at Dade County Fairgrounds. Inasmuch as prior to launch our liquid fuel engine exploded on the pad, giving rise to a fire which precipitated the police ordering the evacuation of everyone in the proximity of the fairgrounds, we are not in a position to recover our engine, due to the fact that we did not acquire an affirmative answer when we queried for permission to use the site.

2. Report on materials. We were able to procure on the order of ten gallons of pure ethyl alcohol which heretofore we could not purchase. It is capable of powering two of the rockets we have at the present time to a velocity of 500 feet per second, in conjunction with a payload (on the order of one pound) strapped between them. However, the alcohol did exhibit a tendency to evaporate, especially approximately the time of the club beach party. In light of this, only three gallons remain, which necessitates that we use a solid fuel booster to get sufficient thrust.

NEW BUSINESS:

1. Financial report. In reference to our financial status, the treasurer accentuated the need to endeavor for an order of magnitude increase in Shuttle Launch Field Trip ticket sales. In view of the low budget, we are unable to purchase even solid fuel. It is imperative that we institute a drive to adhere to our sales targets! In the interim, the executive committee may deem it necessary to commence a program to expedite paying dues. In accordance with the bylaws, they may terminate a non-paying membership without further delay. The club secretary will send a communication to absent members informing them with regard to the foregoing.

Subsequently, numerous members arrived at a decision to pay dues, which resulted in sufficient funds for more ethyl alcohol. A modification of the budget will be submitted in the event the treasurer is cognizant of a surplus of funds.

To expedite the termination of the meeting, the chairman voted on behalf of the members to adjourn.

Here are the minutes re-written using the Phrase program:

Minutes of the Miami High School Rocket Club Meeting,
November 6--taken by Priscilla Washburn

Minutes from the November 1st meeting were read. Reading was stopped when a motion was made to wrap the minutes around a dead fish. No second was made, so under Robert's Rules of Order, no vote was taken. Minutes approved as read by voice vote.

OLD BUSINESS:

1. Report on the engine test at Dade County Fairgrounds. Since before launch our liquid fuel engine exploded on the pad, causing a fire which resulted in the police ordering the evacuation of everyone near the fairgrounds, we cannot recover our engine, because we did not get a yes answer when we asked for permission to use the site.

2. Report on materials. We were able to get about ten gallons of pure ethyl alcohol which previously we could not buy. It can power two of the rockets we have now to a speed of 500 feet per second, with a payload (about one pound) strapped between them. However, the alcohol did tend to evaporate, especially about the time of the club beach party. Because of this, only three gallons remain, which requires that we use a solid fuel booster to get enough thrust.

NEW BUSINESS:

1. Financial report. About our financial status, the treasurer stressed the need to try for a tenfold increase in Shuttle Launch Field Trip ticket sales. Because of the low budget, we are unable to buy even solid fuel. We must be sure that we begin a drive to stick to our sales targets! Meanwhile, the executive committee may begin a program to expedite paying dues. By the bylaws, they may cancel a non-paying membership immediately. The club secretary will notify absent members informing them about the this.

Next, many members decided to pay dues, which resulted in enough funds for more ethyl alcohol. A change in the budget will be submitted if the treasurer is aware of a surplus of funds.

To hasten the end of the meeting, the chairman voted for the members to adjourn.

OASIS SYSTEMS

These are the phrases which Phrase flags as pompous:

a preference for = prefer
accentuate = stress
accentuated = stressed
accommodate = fit
accomplish = do
accordingly = so
acquire = get
activate = start <or> begin
adhere = stick
advent = coming <or> arrival
affirmative = yes
aggregate = total
anticipate = expect
approximately = about
arrive at a decision = decide
arrive at an approximation = estimate
as a method of = for
as regards = about <or> regarding
as related to = for <or> about
assist = help <or> aid
assistance = help <or> aid
at present = now
at the present time = now
cognizant = aware <or> know
commence = begin
communicate = tell
concerns = is about
concerning = about
conclude = end
concludes = ends
conducted = done
conjecture = guess
considerable magnitude = big <or> large <or> great
consists = has
contemplate = plan
contemplates = plans
deem = <avoid>
demonstrate = show <or> prove
discern = see
discontinue = stop
discontinued = stopped
disutility = uselessness
due to = because <or> owing to
effectuate = cause
elucidate = explain
employ = use
encounter = meet
endeavor = try
enthused = shows enthusiasm
estimate all factors = estimate
eventuate = happen
excessive amount = too much
exhibit a tendency = tend to

expedite = hasten <or> speed
 fabricate = make <or> build
 facilitate = ease <or> simplify <or> help
 finalize = complete <or> finish <or> end
 gave rise to = caused
 give rise to = cause
 giving rise to = causing
 heretofore = previously
 has the capability = can
 imperative = important
 in advance = before
 in accordance with = by
 in all cases = always
 in conjunction with = with
 in large measure = largely
 in light of = because
 in no case = never
 in reference to = about <or> concerning
 in some instances = some
 in the case = when <or> for <or> by <or> in <or> if
 in the event = if
 in the interim = meanwhile
 in the nature of = like
 in view of = because <or> since
 inasmuch as = since <or> as <or> for
 incumbent upon = I (we) must
 initial = first
 initialize = start <or> begin
 initiate = start <or> begin
 inquire = ask
 institute = start <or> begin
 investigate = study
 is capable of = can
 is equipped with = has <or> contains
 is provided with = has <or> contains
 large measure = largely
 majority of cases = usually <or> generally
 majority of instances = usually <or> generally
 methodology = method
 modification = change
 necessitate = require <or> need
 necessitates = requires <or> needs
 not in a position to = cannot
 numerous = many
 of the order of = about <or> nearly
 offer for consideration = offer
 offer for due consideration = offer
 on behalf of = for
 on the order of = about <or> nearly
 operates to = does <or avoid>
 optimum = best
 order of magnitude = <only to mean exactly 10 times>
 pertaining to = about <or> on
 precipitate = result in
 precipitated = resulted in

OASIS SYSTEMS

preventative = preventive
prior to = before
prioritize = rank
procure = get
proximity = near
purchase = buy
pursuant to = under
query = ask
queried = asked
reference = see
reinitiate = start again
reveal = show
send a communication to = notify
situate = put
situated in = in
situated within = in
subsequent = next <or> later
subsequently = later <or> then <or> next <or> <omit>
substantial = large
such is = this is
sufficient = enough
take cognizance of = notice
take into consideration = consider
taken into consideration = considered
terminate = end <or> stop <or> cancel
termination = end
the author = I
the authors = we <or> I
the foregoing = the <or> this <or> that <or> these <or> those
the matter of = about
thus = <avoid>
totality = total
transpire = happen <or> occur
ultimate = last
under the necessity = have to <or> must
utilize = use
utilizing = using
velocity = speed
vital = important
with reference to = concerning <or> about
with regard to = about <or> regarding
with respect to = about
within the constraints of = because of
without further delay = now <or> immediately

Roadblock Seven: Redundant Phrases

=====
 We say a phrase is "redundant" if it gives the same information more than once. For example, the phrase "horizontally level" conveys no more information than "horizontal" or "level" alone. In a more subtle way the phrase "very safe" is also redundant. If something is safe this means that people are not hurt by it. The word "very" does not add to this meaning.

However, sometimes redundancy helps. It makes sense to write "HANDLE WITH CARE" on all six sides of a box used for shipping fragile merchandise. An excellent technical manual will index every topic under all its synonyms. And consider how effectively T.S. Eliot uses redundancy in his poem "The Hollow Men":

This is the way the world ends,
 This is the way the world ends,
 This is the way the world ends,
 Not with a bang, but a whimper.

Often, redundancy in writing can defeat the purposes of writing. Take the case of a news release which a manufacturer sends out announcing a new product. If published, the company gets free advertising for its product. Therefore, the news release must sell itself to editors by being newsworthy, entertaining and terse.

The following page shows an example of part of such a release, showing how it was rewritten using the REDUNDANT phrase list:

===== FOR IMMEDIATE RELEASE =====

NOW TECHNICIANS WHO EMPLOY THE USE OF WIDGETS HAVE AN ALTERNATIVE CHOICE!

Washoe, Nevada--The Washoe Widget Company today announced a **basic fundamental advance forward** in widget technology: a "super widget" which **completely eliminates any and all needs for a hinge**, while retaining the innumerable number of desirable benefits of hinged widgets.

Before in the past, the consensus of opinion among widget engineers was that widgets required at least one hinge per load point, as a general rule, to operate at maximum possible efficiency. But that was before the Washoe Widget Company assembled together the best widget designers on earth to find a method equally as good as the hinge, completely adequate for any number of load points, yet with the very obvious value of a hingeless widget. In attempting to combine together features of many widget designs, they fused together the hinge and the handle into a single link, and allowed the widget body to circle around it freely. Then they allowed the widget and the loads to engage together directly. The final result was a very unique mechanism that is quite fast, very safe and as equally good as using a single widget per load. A trial study in actual industrial use has shown very peerless performance. The facts of the matter indicate that it would be quite correct to predict this new widget will become and continue to remain the most popular widget until the end of this decade.

Here is the same text rewritten with suggestions from the Phrase program:

===== FOR IMMEDIATE RELEASE =====

NOW TECHNICIANS WHO USE WIDGETS HAVE A CHOICE!

Washoe, Nevada--The Washoe Widget Company today announced a fundamental advance in widget technology: a "super widget" which eliminates any need for a hinge, while retaining the many benefits of hinged widgets.

In the past, the consensus among widget engineers was that widgets required at least one hinge per load point, as a rule, to operate at maximum efficiency. But that was before the Washoe Widget Company assembled the best widget designers on earth to find a method as good as the hinge, adequate for any number of load points, yet with the obvious value of a hingeless widget. In attempting to combine features of many widget designs, they fused the hinge and the handle into a single link, and allowed the widget body to circle it freely. Then they allowed the widget and the loads to engage directly. The result was a unique mechanism that is fast, safe and as good as using a single widget per load. A trial study in actual industrial use has shown peerless performance. The facts indicate that it would be correct to predict this new widget will become and remain the most popular widget until the end of this decade.

OASIS SYSTEMS

Here are the phrases which Phrase identifies as REDUNDANT:

absolutely complete = complete
absolutely essential = essential
actual experience = experience
actual facts = facts
add together = add
added increments = increments
adequate enough = adequate <or> enough
advance forward = advance
advance planning = planning
advance warning = warning
all throughout = throughout
alternative choice = choice
alternative choices = choices
and etc. = etc.
another additional = another
any and all = any <or> all
as a general rule = as a rule <or> generally
as a rule usually = as a rule <or> usually
as a usual rule = as a rule <or> usually
assemble together = assemble
attach together = attach
basic fundamental = fundamental <or> basic
basic fundamentals = fundamentals <or> basics
before in the past = before <or> in the past
brief in duration = brief <or> quick <or> fast
center portion = center
circle around = circle
circulate around = circulate
collaborate together = collaborate
collect together = collect
combine together = combine
common accord = accord
completely eliminate = eliminate
completely eliminates = eliminates
completely eliminated = eliminated
connect together = connect <or> join
consensus of opinion = consensus
consequential result = result
consequential results = results
consolidate together = consolidate
continue on = continue
continue to remain = remain
cooperate together = cooperate
count up = count
couple together = couple
depreciate in value = depreciate
desirable benefits = benefits
disappear from sight = disappear
distant from = from
during the time between = between
during the years between = between
each and every = each
early beginnings = beginnings

emotional feelings = emotions <or> feelings
employ the use of = use
employs the use of = uses
employed the use of = used
enclosed herein = enclosed
enclosed herewith = enclosed
end result = result
end results = results
endorse on the back = endorse
engage with each other = engage
enter in = enter
enter into = enter
entirely complete = complete
equally as good as = as good as <or> equally good
equally as well = as well
exactly identical = identical
facts of the matter = facts
factual information = facts
fast in action = fast
fast in duration = fast
few in number = few
fewer in number = fewer
file away = file
final completion = completion
final ending = ending
final outcome = outcome
final result = result
final upshot = upshot
first beginnings = beginnings
first initiated = initiated
follow after = follow
following after = following <or> after
full and complete = full <or> complete
fuse together = fuse
future time = the future <or> later
general consensus = consensus
generally agreed = agreed
generally as a rule = generally <or> as a rule
greatly minimize = minimize
horizontally level = level
if at all possible = if possible
important essentials = essentials
in the same way as described = in the same way <or> as described
innumerable number of = many
institute a change = change
institute an improvement = improve
join together = join
joint cooperation = cooperation
joint partnership = partnership
just exactly = just <or> exactly
know about = know
large in size = large
later on = later
link up = link
located at = at

OASIS SYSTEMS

located inside = inside
main essentials = essentials
maximum possible = maximum
melt down = melt
melt up = melt
merge together = merge
mingle together = mingle
mix together = mix
more preferable = preferable
most unique = unique
mutual cooperation = cooperation
necessary requisite = requisite
past history = history
physical size = size
plan ahead = plan
plan for the future = plan
plan in advance = plan
prolong the duration = prolong
protrude out = protrude
quick in duration = quick
quite correct = correct
quite obvious = obvious
quite peerless = peerless
quite safe = safe
quite unique = unique
recur again = recur
reduce down = reduce
refer back = refer
repeat again = repeat
repeat the same = repeat the
resultant effect = effect
resume again = resume
retreat back = retreat
return again = return
return back = return
revert back = revert
seal off = seal
seems apparent = seems <or> is apparent
single unit = unit
small in size = small
still continue = continue
still remain = remain
surrounding circumstances = circumstances
throughout the entire = throughout <or> in the entire
time interval = interval
total effect of all of this = effect of all of this <or> total effect
true facts = facts
ultimate end = end
underlying purpose = purpose
uniformly consistent = consistent
usually as a rule = usually <or> as a rule
value and importance of = value of
very obvious = obvious
very complete = complete
very correct = correct

very peerless = peerless
very safe = safe
very unique = unique

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Roadblock Eight: Wordy Phrases

=====

Many people have noticed that the writings of Charles Dickens, though great in many ways, are stuffed with unnecessary words. Dickens originally wrote most of his books as syndicated serials in daily newspapers, which paid him by the word. Naturally, he was tempted to expand his writing where possible. It is to Dicken's credit that his writing is still as great as it is.

Many of us are not as talented. In most writing every unneeded word is a roadblock to the reader. A good rule of thumb is: "That which does not enhance detracts."

How do we wind up with wordy writing? Often by writing ourselves into a corner, and then trying to write ourselves out of it again. Word processors allow us the new freedom to delete and rewrite on a grand scale. Use this freedom to keep your writing terse and direct. Better to retreat from a clumsy beginning and ask, "what's the point I want to get across?"

The next page shows a sample document--instructions for a home fan--with many of the wordy phrases:

WHAT YOU SHOULD KNOW ABOUT YOUR NEWLY PURCHASED EverKool FAN

SAFETY. First of all, use common sense in connection with preventing the fan from being injurious. Make adjustments to the grill (as shown in Figure 1) in order to reduce the majority of dangerous problems. With the objective of ensuring safety, always maintain effective clearance of objects from the fan blades at all times. If the fan's noise is indicative of something caught or rubbing, proceed to make examination of the blades and make adjustments on the basis that this is indicative of something in the blades, in spite of the fact that this happens only in rare cases. We wish to stress the point that nothing should be pushed into this particular fan's blades.

EFFICIENCY. On a regular basis, carry out experiments during the course of the day to determine whether or not the higher speeds are the coolest. With a view to saving money, you can undertake a study of your household's cooling needs, but use care not to underestimate the extra needs during the month of August. As can be seen from Table 1, in a majority of locales the "heat wave" season, though brief in duration, is the most energy-wasting time, for the simple reason that in a considerable number of cases demand may exceed supply by in excess of 20 percent.

COMFORT. Owing to the fact that the moisture content of the air varies during the course of the year in a majority of places, in many cases you will need to adjust it on a regular basis, or whenever the weather changes. As can be seen from Figure 2, the settings range all the way from off to high. With five different settings within the realm of possibility, You should be able to find the one you have a preference for.

Here are the same instructions rewritten after using PHRASE:

WHAT YOU SHOULD KNOW ABOUT YOUR NEW EverKool FAN

SAFETY. First, use common sense to prevent the fan from being dangerous. Adjust the grill (as Figure 1 shows) to reduce most dangerous problems. To ensure safety, always keep objects clear of the fan blades. If the fan's noise sounds like something is caught or rubbing, examine the blades and adjust them, because this indicates something in the blades, although this happens only rarely. We wish to stress that nothing should be pushed into the fan's blades.

EFFICIENCY. Regularly experiment during the day to determine whether the higher speeds are the coolest. To save money, you can study your household's cooling needs, but don't underestimate the extra needs in August. As Table 1 shows, in most locales the "heat wave" season, though brief, is the most energy-wasting time, since often demand may exceed supply by more than 20 percent.

COMFORT. Because the humidity varies during the year in most places, frequently you will need to adjust it regularly, or whenever the weather changes. As Figure 2 shows, the settings range from off to high. With five possible settings, you should be able to find the one you prefer.

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Here are the phrases which Phrase identifies as Wordy:

a lot of = many
a majority of = most
able to be = can be
accounted for by the fact = due to <or> caused by <or> because
actually = really
afford an opportunity to = allow <or> able <or> permit
after this is accomplished = then
all of = all
an example of this is = thus
any and all = any <or> all
are of the opinion that = think that <or> believe that
are of the same opinion = agree
as can be seen from = shows
as is the case = as is true <or> as happens
as is true of = like
as of now = now
as of this date = today
as shown = shows
at a later date = later
at above = above
at below = below
at all times = always
at such time = when
at this time = now
at which time = when
brief in duration = brief <or> quick <or> fast
bring to a conclusion = conclude <or> end <or> finish
brought to the attention of = reported to
by means of = by <or> with
by the use of = by <or> with <or> using
call your attention to = tell you
can be identified as = called
carry out experiments = experiment
check into = check
check up on = check
check on = check
come to an end = end
concerning = to <or> about
considerable number of = many
conduct an investigation of = investigate
consequently = so
construct = build
decide on = decide <or> select
due to the fact that = because
during the course of = during <or> while
during the month of = in
during the time that = while
earlier date = previously
except in a small number of cases = usually
except in the case = unless
fearful of = fear
fearful that = fear
finally = lastly

first of all = first
 for the purpose of = for <or> to
 for the reason that = because <or> since
 for the simple reason that = because <or> since
 for this reason = so
 from the point of view of = for
 from the standpoint of = according to
 give an indication = indicate
 give assistance = help
 give authorization = authorize
 had a need for = needed
 had a preference = preferred
 had proved itself to be = was
 had the ability to = could
 has a need for = needs
 has a preference = prefers
 has proved itself to be = has proved <or> is
 has the ability to = can
 have a need for = need
 have a preference = prefer
 have proved themselves to be = are
 have the ability to = can
 in a considerable number of cases = often
 in a manner which = <avoid>
 in a number of cases = some
 in a position to = can
 in a precise manner = precisely
 in a satisfactory manner = satisfactorily
 in a very real sense = in a sense <or omit>
 in agreement with = agree with
 in case = if
 in conclusion = lastly
 in conflict with = oppose <or> contradict
 in connection with = about <or> concerning
 in excess of = more than <or> above
 in fact = <omit>
 in many cases = often <or> frequently
 in my opinion = I think
 in order to = to
 in our opinion = we think
 in possession of = has <or> have
 in rare cases = rarely
 in regard to = regarding <or> about <or other preposition>
 in short supply = scarce
 in some cases = sometimes
 in spite of the fact that = although <or> because <or> though <or>
 despite
 in such a way that = so
 in terms of = about
 in the case = for <or> by <or> in <or> if <or> when
 in the course of = while <or> during
 in the process of = while
 in the event = if
 in the field of = in
 in the form of = as

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in the instance of = for
in the last analysis = <omit>
in the possession of = has <or> have
in the production of = to produce
in the shape of = <usually unnecessary>
in the vicinity of = near
in this case = here
in violation of = violate
injurious = harm <or> damage <or> dangerous
is defined as = is
is indicative of = indicates
is nonexistent = there is no
is suggestive of = suggests
is used in preference to = is preferable to
is used to = <omit>
it is apparent = apparently
it is clear that = clearly
it is doubtful that = possibly <or> unlikely
it is evident that = evidently
it is of interest to note that = note that
it is often the case that = often
it is worth pointing out that = <omit>
it should be remembered that = remember that
it was noted that = <omit>
item referred to = this
maintain effective = keep
majority of = most
make a purchase = buy
make a study = study
make adjustments = adjust
make an approximation = approximate
make an examination = examine
make an exception = except
make contact with = see <or> meet
make mention of = mention
make a list of = list
make the acquaintance = meet
make your acquaintance = meet you
make the adjustment = adjust
minor importance = unimportant
moisture content of the air = humidity
moment in time = now
nevertheless = but <or> however
newly purchased = new
notwithstanding = although
on a few occasions = occasionally
on a regular basis = regularly
on the basis = by <or> from <or> because
on the grounds that = because <or> since <or> as
on the occasion of = on <or> when
on the part of = <omit>
on separate occasions = twice
one of the = one <or> a
other such = other
owing to the fact that = because <or> due to <or> since

perform = do
permits the = does <or omit>
present a report = report
present moment in time = now
present time = currently <or> now
proceed to = <omit>
productive of = produce
provided = if
provides the = <avoid>
range all the way from = range from
referenced item = this
referred to = called
reflective of = reflect <or> reflects
representative of = represents
state that = <omit>
stress the point that = stress that
subject item = this
sufficient number = enough
than do = than
the field of = <omit>
the item referred to = this
the question as to whether = whether
there are not very many = few
there is very little doubt that = doubtless <or> no doubt
this particular = this
this point in time = now
through the medium of = through <or> by
through the use of = by <or> with
under the name of = called <or> named
undertake a study of = study
until such time as = until
up to about = up to <or> about <or> approximately
up to this time = before
use care not to = be careful <or> don't
verbal communication = said <or> conversation
viable alternative = alternative
whatsoever = <omit>
whether or not = whether
with a view to = to
with regard to = about <or> regarding
with the exception of = except
with the object of = to <plus infinitive>
with the result that = so
within the realm of possibility = possible <or> possibly

==Appendix A==
(CLEANUP error message summary)

Error #

- 1 Mixed upper and lower case letters.
- 2 Missing capital letter.
- 3 Misplaced punctuation.
- 4 Punctuation belongs inside quotes.
- 5 Missing end of sentence punctuation, or extraneous space.
- 6 Too much punctuation.
- 7 Isolated punctuation.
- 8 Ellipsis points should be spaced: " . . . "
- 9 Unbalanced double quote marks in above paragraph.
- 10 Unbalanced parentheses in above paragraph.
- 11 Unbalanced square brackets in above paragraph.
- 12 Unbalanced curly braces in above paragraph.
- 13 Unbalanced bracket characters in above paragraph.
- 14 Unbalanced toggle characters in above paragraph.
- 15 Unmatched "Ignore" switch. Complete file not checked.
- 16 Three digits must follow a comma.
- 17 At least one digit should precede the decimal point.
- 18 Commas do not belong to the right of the decimal point.
- 19 Missing white space.
- 20 Abbreviation expected here.
- 21 This word is repeated.
- 22 No comma should follow a dash.
- 23 No period should follow a dash.
- 24 A dash is never preceded by white space.
- 25 Two spaces should follow end of sentence.

**==Appendix B==
Customizing CLEANUP
(Building a CLEANUP.OPT file)**

CLEANUP.OPT is a short file that contains information that CLEANUP uses to adapt itself to the peculiarities of your word processor. Although the contents of CLEANUP.OPT look somewhat cryptic, there is nothing sacred about the file, and you may easily change it with your own word-processor. If your word processor distinguishes between "document" and "non-document" files (as WordStar does), you should always use the non-document mode when working with CLEANUP.OPT.

Let's take a look at a CLEANUP.OPT file to see how it's set up.

Line#	file contents	comments
1	F	Write output file
2	.	Ignore dot commands
3	c^c_	WordStar soft-hyphens
4	cA	Red color ribbon shift
5	cN	Black color ribbon shift
6	cScBcDcXcVcTcY	WordStar toggle chars
7		Ignore switches
8	..	Note: Space follows ..
9	cMcJ	Carriage return, Linefeed
10		
11		Shut-off characters
12		Turn-on characters

These are CLEANUP's built-in option settings. They make CLEANUP compatible with WordStar text files. We show it for illustration only. However, if you wanted to make modifications to the way CLEANUP works on WordStar files you could use the above definitions as a starting point.

Note that the line numbers on the left (1-10) do not really appear in the file. We show them here so that you may easily identify specific lines.

In general, each line is a list of characters that CLEANUP is supposed to interpret in some way. Control characters are indicated in CLEANUP.OPT by preceding a letter or symbol with a lower case "c." As shown on lines 3, 4, 5, 6, and 9 of the example, control-A is entered as "cA." The following paragraphs describe each line of CLEANUP.OPT in detail:

= = = = =

Line 1: Default command line switch settings

CLEANUP's operation may be modified by using command line switches. If no switches are specified on the command line, then switches are set to standard values. The standard values for

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command line switches are set by the first line of CLEANUP.OPT. In the example, the only switch that defaults to "on" is the F switch. All others will be normally "off." To make the default setting of a switch "on," simply add the appropriate letter (upper case only) to line 1 of CLEANUP.OPT.

Note that if a switch is normally set to "on," you can shut it off by entering the appropriate letter on the command line, preceded by a minus sign (-). For example, if you added "C" to line one of CLEANUP.OPT, so that CLEANUP normally ran in the "concise" mode, you could override that default by invoking CLEANUP this way:

```
A>CLEANUP <filename> $-C
```

Line 2: "Dot" command characters

Any characters that may begin a comment line should be entered on line 2. Note that only special characters that are not otherwise significant to CLEANUP should be so used. In particular, it will not work to use the same character as a "dot" command character and as an "ignore" switch. See line 7.

Line 3: Soft hyphens

Many word processing programs use special invisible characters to keep track of places that words may be hyphenated. These characters are called "soft" or "ghost" hyphens. To function properly, CLEANUP must be told what characters to expect as soft hyphens. Line 3 of CLEANUP.OPT is a list of soft hyphen characters.

In WordStar's CLEANUP.OPT file above, two soft hyphen characters are shown: control-^ and control- .

Lines 4, 5, and 6: Bracket characters, control characters

CLEANUP will recognize three "built-in" bracket characters:

```
( ) parentheses  
[ ] square brackets  
{ } braces
```

If you wish to make CLEANUP recognize additional bracket characters, they may be added to CLEANUP.OPT on lines 4 and 5. Left brackets go on line 4. Right brackets go in corresponding positions on line 5. For example, if you use the bracket characters < and >, they would appear in CLEANUP.OPT as:

```
4           . . .  
           <   >  
5           >   <  
           . . .
```

As described below, certain control characters are also

treated as brackets.

Control characters are used by many word processors to control such functions as underlining or ribbon color. These control characters, like soft hyphens, must be entered into the CLEANUP.OPT file for CLEANUP to work properly.

The control characters that are significant to CLEANUP will be used in one of two ways. The first kind are those we call "left/right" control characters. Here, when a control character turns a function on, a different control character turns it off. For example, if you were using WordStar, you might type:

Print ^Athis^N word in red.

Here, ^A switches to red color printing, and ^N switches to black. Note that these control characters are entered in the WordStar CLEANUP.OPT file on lines 4 and 5. CLEANUP treats pairs of complementary control characters like this the same way it handles other left and right bracket characters. This is why we call them left/right control characters. Any pairs of characters that your word processor uses this way should be entered on lines 4 and 5 of CLEANUP.OPT.

The second kind of control character CLEANUP needs to know is used somewhat differently. WordStar uses control-S to specify underlining. To underline a word with WordStar, you would type:

Underline ^Sthis^S word.

The first ^S turns the underlining on, and the second turns the underlining off. Any control character that works this way is called a "toggle," and should be included on line six of CLEANUP.OPT.

Line 7: Ignore switches

Any characters that you want CLEANUP to recognize as "ignore" switches should be listed on line seven. See "Ignore switch" in the section "USING CLEANUP" for a description of what these characters do.

Lines 8 and 9:

Unless CLEANUP is running in the "concise" mode, error messages will be inserted into your files following paragraphs that contain errors. Because word processing programs may have different text format conventions, these lines of CLEANUP.OPT provide a facility to adjust the details of how annotations are inserted into your text.

It works this way. Suppose CLEANUP has found three errors in a paragraph, and is now ready to output the list of error annotations. CLEANUP adds error annotations at the start of the first line following the paragraph. Line 8 of CLEANUP.OPT

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specifies which characters, if any, to insert in front of the error annotation. For WordStar we defined this line to insert two periods and a space. This makes the error message look like a comment to WordStar and it will not print out. It is effectively invisible. Other editors, such as Magic Wand, may want to begin an error message with a backslash (\) character.

After the error message itself is sent, CLEANUP will send the characters on line 9. These characters will be sent to the output following each error message. Normally line 9 will contain a carriage-return/line-feed, so that each error message will appear in your file on a separate line.

Line 10:

Line 10 contains a list of errors to shut off. Appendix A shows a list of errors the CLEANUP recognizes and their error numbers (1-25). For example, errors 13, 14, and 15 relate to CLEANUP's opinion regarding how numbers should be written. If you want to stop CLEANUP from reporting these errors, enter the following list on line 10 of CLEANUP.OPT:

```
10          13,14,15
```

This line is simply a list of the errors you don't want CLEANUP to report. Note: The only valid error numbers are 1-25 (see Appendix A).

Lines 11 and 12:

Line 11 contains a list of "shut-off" characters. When CLEANUP sees a shut-off character it starts to ignore the contents of the file you are checking. This works the same way as for an "ignore" switch (line 7) except that CLEANUP will only begin to read the file again when it sees a "turn-on" character. Turn-on characters are defined on line 12.

note: Line 2 (dot commands) and line 7 (ignore switch) should NOT have any characters in common with either lines 11 or 12.

These functions are used to avoid processing Perfect Writer and Magic Wand (PeachText) files. For Perfect Writer commands such as:

```
@COMMAND(command options)
```

You would define lines 11 and 12 as follows:

```
Line 11  @
line 12  )}}cMcJ
```

This causes CLEANUP to shut-off processing when it sees a @ character and resume processing either at the end of line or when it sees a right bracket, right parenthesis, or right curly bracket.

==Appendix C==
Customizing PHRASE
(Building a PHRASE.OPT file)

Phrase is designed for quick customization. Each time you use it, PHRASE looks for a customizing file called PHRASE.OPT. If present, PHRASE reads this file and uses its contents to alter itself. If PHRASE.OPT is not present, PHRASE defaults to the following options:

- + Words can contain only the letters A-Z and apostrophe.
- + Soft Hyphens are recognized per WordStar conventions.
- + Phrases are marked by surrounding them with [] characters.
- + Suggestions begin with ".. " and end with CR, LF.
- + Lines beginning with periods ("dot" commands) are not read.

These built-in options are compatible with WordStar and several other editors. However, you may need to customize PHRASE to your editor or word processor by creating the file PHRASE.OPT.

PHRASE.OPT is a seven line text file. Each line controls a different option in PHRASE. This file must be on the same disk as PHRASE.COM and should be created with the non-document mode if you use WordStar. What each line does is described below. If you leave a line blank, PHRASE will use the normal defaults for that line. Control codes can be entered by preceding a letter with the letter "c" in lower case. For example, to enter a NULL code (00 hex), you need to enter a control-@ which is entered as "c@" in the PHRASE.OPT file. Appendix D shows the specific characters needed to enter control codes.

Line 1: Default command line switch settings

PHRASE's operation may be modified by using command line switches. If no switches are specified on the command line, then switches are set to standard values. The standard values for command line switches are set by the first line of CLEANUP.OPT. All others will be normally "off." To make the default setting of a switch "on," simply add the appropriate letter (upper case only) to line 1 of PHRASE.OPT.

Note that if a switch is set normally "on," you can shut it off by entering the appropriate letter on the command line, preceded by a minus sign (-). For example, if you added "P" to line one of PHRASE.OPT, so that PHRASE normally inserted paragraph annotations, you could override that default by invoking PHRASE this way:

A>PHRASE <filename> -\$-P

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Line 2: Characters legal within words

This line tells PHRASE what special characters to recognize within words. The default is for this line to contain only an apostrophe.

Line 3: Soft-hyphens

This line tells PHRASE what characters to recognize as "soft hyphens." A soft hyphen is a character that tells your word processor where a word may be divided if it won't fit at the end of a line. Soft hyphens differ from "hard hyphens" in that they do not print unless the word is divided at the end of a line. You must tell PHRASE what soft hyphen characters your editor uses or PHRASE will assume that the character is a space and not recognize the word containing it. The default setting is "c^c_" for WordStar compatible files.

Line 4: Mark left string

This line tells PHRASE what character(s) to place at the beginning of a phrase to mark it. This line normally works with line 4 to surround a phrase with a visible mark. The default is a [character.

Line 5: Mark right string

This line works with line 4 and defines the character or characters that should be placed after a phrase to mark it. You can also enter nothing on this line if you only want to mark the beginning of a phrase. The default is a] character.

Line 6: Comment start string

This line contains the lead-in sequence that begins an inserted suggestion. It is normally ".. " (two periods followed by a space). This line works with line 6 to insert a comment line into your text file. If you are using the "S" switch for sentence marking you may wish to use bracketing characters instead such as {} (make line 5 "{" and line 6 "}").

Line 7: Comment end string

See description for line 5. The default for this line is "cMcJ" (Control-M, Control-J) which inserts a carriage return and a linefeed after a suggestion.

Line 8: Dot command characters

PHRASE will ignore lines in your text file that begin with

any character(s) placed here. The default is a period "." which causes PHRASE to ignore all "dot" command lines. For other editors, such as Peachtext (Magic Wand), you may wish to specify another character(s) ("\\").

Line 9: Screen width

This line should contain a decimal number that tells PHRASE how wide your screen is. Enter the actual size of your screen (normally 80 characters).

Example PHRASE.OPT file

The following seven lines are equivalent to the built-in default settings for WordStar. Note: line numbers are shown for illustration only. You **should not** put them in PHRASE.OPT

Line #	file contents	comments
1		No predefined switches
2	,	
3	c^c_	WordStar soft-hyphens
4	[
5]	
6	..	Note: space follows period
7	cMcJ	Carriage return and linefeed
8	.	Ignore dot commands
9	64	Screen width is 64

The following seven lines are suitable for Peachtext (Magic Wand) assuming the & character is used as a soft hyphen (Note: Peachtext calls this a ghost hyphen):

Line#	file contents	comments
1		No predefined switches
2	,	
3	&	Ampersand is soft-hyphen
4	[
5]	
6	\	Note: space follows \
7	cMcJ	
8	\	Ignore lines starting with \
9	80	Screen width is 80

**==Appendix D==
(Control Codes)**

Code	Hex	enter this code	
Control-@	00	c@	NULL
Control-A	01	cA	
Control-B	02	cB	
Control-C	03	cC	
Control-D	04	cD	
Control-E	05	cE	
Control-F	06	cF	
Control-G	07	cG	
Control-H	08	cH	
Control-I	09	cI	TAB
Control-J	0A	cJ	Linefeed
Control-K	0B	cK	
Control-L	0C	cL	
Control-M	0D	cM	Carriage return
Control-N	0E	cN	
Control-O	0F	cO	
Control-P	10	cP	
Control-Q	11	cQ	
Control-R	12	cR	
Control-S	13	cS	
Control-T	14	cT	
Control-U	15	cU	
Control-V	16	cV	
Control-W	17	cW	
Control-X	18	cX	
Control-Y	19	cY	
Control-Z	1A	cZ	
Control-[1B	c[
Control-\	1C	c\ c\	
Control-]	1D	c]	
Control-^	1E	c^	
Control-`	1F	c`	

==Appendix E==
Punctuation Rules for Word Processors

Periods

- No space before a period--ever.
- Two spaces must follow a period ending a sentence.
- One space follows an abbreviation (except when the abbreviation ends a sentence).
- No space follows a period when it is followed by another mark of punctuation (for example, closing quotation mark, closing parenthesis, or a comma following an abbreviation).

John said, "I like him."
We went at two p.m., three a.m., or six.

Question Mark or Exclamation Point

- Two spaces follow except when followed by another mark of punctuation (see above).

Comma

- No space before a comma--ever.
- One space after a comma, unless a closing quotation mark immediately follows the comma.

The three reviews said "Witty," "Bright," and "Good."

- Three digits must follow a comma used within a number.

Colon

- No space before a colon.
- No spaces after a colon within a sentence.
- No spaces before or after in expression of time (8:20 p.m.) or proportions (2:1).

Dash

- Use two hyphens (--) to represent a dash.
- No space before, between, or after two hyphens used to represent a dash.

We went--reluctantly--to the party.

- Two spaces after a dash at the end of a sentence that breaks off abruptly.

But you never--

Not: But you never--.

- No space after a dash followed by a question mark or explanation mark.

Do you want to--?

Opening Parenthesis or Bracket

- One space before when parenthetical matter is within a sentence.
- Two spaces before when parenthetical matter follows a sentence. Then, the parenthetical matter starts with a capital letter and closes with its own sentence punctuation.
- No space after opening parenthesis--ever.

Closing Parenthesis or Bracket

- No space before.
- One space after when parenthetical matter is within sentence.
- Two spaces after when parenthetical matter is itself a complete sentence and another sentence follows.
- No space after if another mark of punctuation immediately follows.

Opening Quotation Mark

- Two spaces before when quoted matter starts a new sentence or follows a colon.
- No space before when a dash or an opening parenthesis precedes.
- One space before in all other cases.
- No space after.

Closing Quotation Mark

- No space before.
- Two spaces after closing quote when quoted matter ends a sentence.
- No space after when another mark of punctuation immediately follows (for example, a semicolon or a colon).
- One space after in all other cases.

Apostrophe (')

- No space before, either within a word or at the end of a word.
- One space after only if apostrophe is at the end of a word within a sentence.

Ellipsis Marks (. . .)

- One space before and after each of the three periods of an ellipsis used within a sentence.
- No space before when an opening quotation mark precedes an ellipsis.
- No space after when a closing quotation mark follows the ellipsis.
- Two spaces after an ellipsis that follows a period, question mark, or exclamation point at the end of a sentence.

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Asterisk (*)

- No space before an asterisk that follows a word or punctuation mark within a sentence or at the end of a sentence.
- Two spaces after an asterisk at the end of a sentence.
- One space after an asterisk that follows a word or punctuation within a sentence.
- No space follows an asterisk in a footnote.

Diagonal (/)

- No space before or after a diagonal line.

**==Error Messages==
(or what to do when your tools break)**

PHRASE and CLEANUP have many error message which they will display on your screen if something goes wrong. This section describes these messages and gives suggestions about how to correct the problem. If reading these short "cures" doesn't help, then please reread the operating instructions for the program you are attempting to use.

*** WARNING * This tool is damaged! (PHRASE and CLEANUP)
Use another copy.**

This message means that the copy of the program you are using is not loading into memory properly. PHRASE and CLEANUP have built-in self checks that compare each byte loaded when you use the program with a precalculated check code. Normally, this message means that you should make a new working copy from the master diskette. It can also mean that your computer has a problem in its RAM memory. If a new working copy doesn't help, then try using memory diagnostics on your computer.

*** WARNING * Illegal copy! (PHRASE and CLEANUP)**

This is a very serious error message. It means that you are using an illegal or bootleg copy of one of our programs. If you purchased this program through what you believed to be a legitimate vendor, please contact Oasis Systems immediately.

Input file is NOT on disk (PHRASE and CLEANUP)

This message means that you told either CLEANUP or PHRASE to read a disk file that does not exist. This usually means that you made a mistake when typing in the command. A common problem is forgetting to specify the disk drive where the file is located.

Phrase pattern file is NOT on current disk (PHRASE only)

PHRASE must read a pattern file to load its phrase list before it can read your text file. Unless you told PHRASE to read an alternate pattern file it will use the file PATTERNS.TXT, which it expects to find on the currently logged disk. If you specified an alternate phrase pattern file, this message means that PHRASE could not find it.

**Insufficient memory for PATTERNS file. (PHRASE only)
Program aborted!**

PHRASE keeps its pattern files in memory. This message means that you have too little memory to load the pattern file you just

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attempted to use. If you are building a custom pattern file, then try breaking the file in half and making two passes with PHRASE.

Insufficient memory for SUPPRESS file. (PHRASE only)
Program aborted!

This message means that you have too little memory to keep the .TAG file for your text file in memory. This message might mean that you are using a CP/M system configured for very little memory.

Press Control-C to abort, space to resume. (PHRASE only)

This message is a double check. It means that you pressed a control-C while PHRASE was waiting for a command. Press control-C again if you want to abort PHRASE and return to CP/M.

Program aborted. No files changed. (PHRASE only)

This message is printed in response to a control-C abort. See above message.

That is not a choice. Please try again. (PHRASE and CLEANUP)

This message will show briefly if you press any other key besides one that PHRASE is expecting. The original question will replace this message after a several-second delay and you can enter the correct choice.

Long sentence or list ignored (PHRASE only)

PHRASE prints this message as a warning only. It means that phrase has found a sentence longer than its internal memory space can hold. PHRASE automatically recovers by disregarding the long sentence. This message is usually caused by phrase reading a lengthy list of items that looks like a sentence (no terminating punctuation).

*** WARNING * Word too large, (PHRASE only)**
or non text input file!

This means that phrase read something that looked like a very large word (greater than 60 characters). PHRASE automatically recovers by disregarding the word. This message might mean that you are attempting to have PHRASE read something other than a normal text file.

**Disk full! Do you want to erase
old .BAK file (Y/N)?**

(PHRASE and CLEANUP)

This message means PHRASE has run out of disk space before it could finish working. However, PHRASE can delete your previous backup file and continue working if you press Y (Yes). If you answer no by pressing N then PHRASE will abort and leave your backup file unchanged. Pressing N also means that you will return to CP/M with your original text file as it was before you used PHRASE.

WRITE ERROR--Out of disk or directory space. (PHRASE and CLEANUP)

This message means that PHRASE ran out of disk space while attempting to write your marked-up file to disk and it was unable to recover by deleting the previous .BAK file (See above message).

Cannot erase .BAK file.

(CLEANUP only)

If CLEANUP cannot erase the old .BAK file it will print this message. This may mean your disk or file is write protected.

Preprocessor buffer overflow

(CLEANUP only)

This is an internal diagnostic from CLEANUP that means something is wrong with the program. Contact Oasis Systems. This error may result from using CLEANUP on an unusual type of text file.

Undefined state transition

(CLEANUP only)

Internal error message. See above description.

**Error: Text buffer overflow.
Program terminated.**

(CLEANUP only)

Internal error message. See above description.

REPORTING PROBLEMS
(what to do when something doesn't work)

PROBLEM--noun, a question or situation that presents uncertainty or difficulty.

Problems with software are frustrating. Perhaps the most frustrating thing about a software problem is that unless you wrote the program yourself you can't do much about it. When it comes to helping you, the fact that you didn't write the programs is OUR most difficult problem.

The purpose of this section is to help YOU get your problem solved as fast and as painlessly as possible. We'll assume for the moment that you're reading this section because you have found a problem with one of the programs. What should you do? Call us? That's OK if you need to, but please finish reading this section BEFORE you do.

In order to track down a program bug we need as much information as possible about the nature of the bug. How serious is it? What was going on just before the problem occurred? What kind of text file were you using the program on? What error messages, if any, did the program print out?

Before you decide you have a problem with one of our programs we'd really appreciate it if you would re-read the manual and make sure you're doing everything correctly. Many times people attempt things that our programs were never intended to be used for. (Please write and tell us if you find a section of the manual unclear! We'll fix it.)

All of this may seem like nit-picking and you might say to yourself "It's their problem to find out what went wrong, not mine!" but the fact is, without your cooperation, we won't be able to find the problem as fast.

The next section includes a "BUG REPORT FORM." We're not particularly fond of forms, but we have found from experience that it helps to have some guidelines. You don't have to fill out the entire form, just try to put down as much information as possible.

If your problem is relatively minor (be objective) then we would prefer that you mail us your completed form. If the problem is so serious that you just can't wait and you have to call us, please don't call collect! We cannot accept collect calls. If your problem cannot be resolved quickly over the phone then we'll call you back. We really are here to help you!

BUG REPORT FORM

Send to: OASIS SYSTEMS, Bug Report, 2765 Reynard Way,
San Diego, CA 92103

Your Name, Address, and Telephone Number

Which program were you using when the problem occurred?

Were there any error messages printed?

What is your system configuration (how much memory, CP/M 1.4, 2.2, CDOS, etc?)

What kind of terminal do you use (Hazeltine 1500 CRT, teletype, etc?)

Were any disk files damaged as a result?

Were you able to duplicate the problem?

Have you made any modifications to any of the programs (renamed files, etc.)

What version number program were you using? (The version number is printed whenever a program is used.)

What is the serial number of your copy of Punctuation + Style (The serial number is on the master release disk.)

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Describe the problem and any related symptoms: