

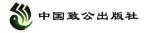
深度对话:

乔布斯访谈全集

Steve Jobs

大师

音容和思想永在。





英汉对照

深度对话:

乔布斯访谈全集

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Preface 前言

史蒂夫·乔布斯是一位伟大的梦想家(visionary)。在他20多岁的时候,他梦想着让个人电脑进入寻常百姓家,于是世界上有了第一台个人电脑——麦金塔(Macintosh)。在他30岁的时候,他梦想让电脑制作动画,于是世界上有了第一部全电脑制作动画电影——《玩具总动员》(Toy Story)。在他40岁的时候,他梦想让人们更快更便捷地畅游网络,于是世界上有了第一台将上网功能集成在一起的个人电脑——iMac,于是世界上有了最薄的笔记本电脑——iBook。在他50岁的时候,他的梦想越来越多,也越来越宏伟,于是世界上有了第一台将1000首歌放进口袋里的音乐播放器——iPod,有了第一部多点触控手机——iPhone,有了第一台集上网和娱乐于一体的平板电脑——iPad。遗憾的是,在他将近60岁的时候,他的梦想戛然而止。所以,当他在2011年10月5日逝世的时候,苹果公司说:"苹果公司失去了一位有梦想和创新精神的天才",而美国总统奥巴马说:"世界失去了一位梦想家"。

乔布斯还是一位语言大师。他的语言魅力和沟通能力让每一位和他接触过的人无不为之叹服。当19岁的乔布斯穿着拖鞋去游说风险资本的发明人亚瑟·洛克(Arthur Rock)时,比乔布斯大30岁毕业于哈佛大学的精明商人亚瑟·洛克居然被19岁的大学辍学生乔布斯打动,向苹果公司投下了第一笔风险资金。亚瑟·洛克后来回忆说:"他穿着拖鞋,留着长发,非常长的头发,他留着络腮胡和小胡子,但是他口才极好。"当28岁的乔布斯说服大他16岁的时任百事可乐CEO的约翰·斯卡利(John Sculley)跳槽到苹果公司担任总裁时,犹豫不决的约翰·斯卡利被乔布斯的一番话所打动,乔布斯说:"你想卖一辈子糖水还是想和我一起改变这个世界?"当然,这样的例子不胜枚举。

乔布斯更是一位舞台表演大师。专门研究乔布斯演讲风格的著名作家





卡迈恩·加洛(Carmine Gallo)在他的《乔布斯的魔力演讲》一书中这样评价乔布斯的舞台表演: "史蒂夫·乔布斯是世界沟通舞台上最具魅力的大师级人物。没有人能够与其媲美。乔布斯的演讲往往会刺激听众大脑中多巴胺的分泌。而多巴胺尽情释放让听众倍感快乐。" "大多数演讲者只是简单地传递信息,而乔布斯的演讲却能点燃激情。"加洛将乔布斯成功演讲的秘诀归结为如下几点:一、明确主题;二、列出大纲;三、激情演讲;四、抽象数字具体化;五、渲染视觉效果;六、反复排练。

乔布斯离开他心爱的苹果一周年了,但热爱他的人没有忘记他,也不 会忘记他,因为他不但在过去改变了这个世界,他的创新精神在今天和未 来还将继续改变着这个世界。我们怀着对乔布斯的崇高敬意编写了《活着 就为改变世界:乔布斯演讲全集》和《深度对话:乔布斯访谈全集》,献 给所有热爱乔布斯并想以他为榜样的梦想家。

Contents 目录

UT	——2010年5月30日在第八届数字大会上 接受《华尔街日报》记者采访
02	Interview by CNBC
03	Interview By Wall Street Journal
04	Interview by CNBC
05	Interview by CNBC70—2006年5月18日接受美国广播公司财经 频道记者采访
06	Interview by CNBC

Interview by Wall Street Journal......



10	
	Interviews by 60 Minutes
乔布斯访谈全集深度对话——	OS Interviews by Wall Street Journal
	Interview by NHK 90
	Interview by CNN
	Interview by FOX NEWS
i i	Interview by Charlie Rose
IV	13 Interview by the Computerworld





目录

14	Steve Jobs Talks About Paul Rand in An interview
15	Interview By PBS
16	Interview by the Playboy207——1985年2月1日接受《花花公子》 杂志采访

附录: 缅怀史蒂夫・乔布斯视频………… 248



Interview by Wall Street Journal

——2010年5月30日在第八届数字大会上接受《华尔街日报》 记者采访

背景介绍

由《华尔街日报》举办的第八届数字大会(8th Annual All Things Digital conference,简称D8)于美国东部时间2010年5月30日晚上在加利福尼亚拉开帷幕,乔布斯出席大会并接受沃尔特·莫斯伯格(Walt Mossberg)和卡拉·斯韦谢尔(Kara Swisher)的联合采访。在长达90多分钟的采访中,乔布斯就超越微软、Flash风波、新款iPhone样机丢失事件、富士康工人跳楼自杀事件以及苹果公司的未来等人们关心的问题回答了记者的提问。尽管此时乔布斯的身体已经被胰腺癌折磨都相当瘦弱憔悴了,但是说到激动处他依然慷慨陈词,双目炯炯,妙语连珠,闪烁着天才的光芒。不过限于篇幅,我们这里只选取部分精彩片段。

Kara: Without further introduce, let's bring out Steve Jobs. I think all are here to see—

Walt: -Steve Jobs.

Kara: We're glad you're here.

Jobs: I like the Beatles¹. Kara: Do you like that?

Walt: Yeah.

卡拉:不用多介绍了,让我们请出史蒂夫・乔布斯。我想所有人来到这里是为了看——

沃尔特: ——史蒂夫・乔布斯。

卡拉: 很高兴你来到这里。 **乔布斯**: 我喜欢甲壳虫的歌。

卡拉: 你喜欢吗? **沃尔特**: 是的。





Kara: I don't know. We heard you like them. We can pick between Dylan² and the Beatles. But just to begin, we want to say, Walt Mossberg and I wan to say, professionally and personally we're thrilled you're here.

Jobs: Thank you.

Kara: —for your time.

Jobs: I'm too.

Kara: Yeah. No imagine.

Walt: Thanks for being here.

Kara: So we're gonna start off with kind of an easy one. Just this week, you surpassed Microsoft in market valuation and we thought you might have a thought or two about that.

Jobs: For those of us that have been in the industry for a long time, it's surreal³. But it doesn't matter very much. It's not what's important. It's not, you know, what makes us come to work in the morning. It's not why any of our customers buy our products. So I think it's, you know, good for us to keep that in mind and just remember what we're doing and why we're doing it.

卡拉:我不知道。我们听说过你喜欢它们。我们可以在迪伦与甲壳虫之间进行选择。但首先我们想说的是,无论站在专业角度上还是站在私人感情上,我们对于你的到来都感到非常激动。

乔布斯:谢谢你们。

卡拉:谢谢你拨冗光临。

乔布斯:我也一样激动。

卡拉:是的。看得出来。

沃尔特:谢谢你光临。

卡拉: 那就从一个简单问题开始吧。就在本周, 你们公司的市值超过了微软, 我们认为你对此可能有什么想法。

乔布斯:对在这个行业打拼多年的我们来说,这是一件不可思议的事情。但它并不是那么重要。重要的不是这件事。你知道吗?这不是驱使我们每天早上去上班的动力,不是我们的客户购买我们产品的原因。因此牢记这一点对我们来说有益无害,我们务必记住我们在做什么和我们为什么这么做。这件事真的有点不可思议。

^{2.} Dylan: 即Bob Dylan (1941-),美国著名歌手和词作家。鲍勃•迪伦是乔布斯最喜欢的歌手,他曾经说过:"鲍勃•迪伦是我人生中的一个榜样。当我长大后,我记住了他所有歌曲中的歌词,但我对他的欣赏从来都不是肤浅的,而是从中得出了很多的人生启迪。"

^{3.} surreal: [səˈriəl] adj. 超现实主义的; 离奇的; 不真实的







2010年5月30日在第八届数字大会上接受《华尔街日报》记者采访





Jobs: It's a little surreal.

Walt: It's a little surreal. I remember talking to you right when you were coming back to Apple, we talked a number of times, if I remember correctly, the company was sort of on its way to oblivion⁴.

Jobs: Oh, it was on the rocks⁵. Yeah.

Walt: But I have to, I just have to—

Walt: So, did you, could you ever have imagined something like this? Even though I know market capsules why people buy your product or anything, it's just like what did you feel like when that happened?

Jobs: Oh, well, Apple was about 90 days from going bankrupt back then in the early days, and it was much worse than I thought when I went back initially. But there were people there who I'd expected all the good people would have left—I found these miraculous⁶ people, these great people. I said "why", I tried to ask them as tactfully as I could but "why are you still here?" And, you know, a lot of them had this little phrase, they said, "because I bleed in six colors"—which was the old six color Apple logo. And that was a code for because I love

沃尔特: 但我必须, 我必须——

乔布斯:有点不可思议。

沃尔特:是有点不可思议。我记得在你刚回到苹果公司的时候我和你聊过几次,假如我没记错的话,那个时候的公司正在被人遗忘。

乔布斯: 噢, 它陷入了困境。没错。

沃尔特:那么,你有没有想过或者说你可否想过苹果能有今天?尽管我知道市场决定人们为什么买你的产品或别的什么产品,但是当那种情况发生了的时候你是怎么想的?

乔布斯: 哦,是这样,那个时候它离破产的日子大概只有90天了,我一开始回到苹果公司的时候情况比我想的还要糟糕。不过公司里还有人在,我原本以为所有优秀人才都已经离开了,但我发现这些优秀的人才奇迹般地坚守在那里。我尽量用巧妙的方式问他们: 你们为什么还在这里? 你知道吗? 他们中的很多人只简单地说了这么一句话,他们说: 因为我身上流淌着的是六色血——当时苹果公司的logo是由六种颜色组成的。这就是一种遗传密码,因为我爱这个地方所代表的东西或者



^{4.} oblivion: [əˈblivi:ən] n. 遗忘; 湮没

^{5.} on the rocks: 触礁, 毁坏; 破产

^{6.} miraculous: [mi'rækjuləs] adj. 不可思议的, 奇迹的

^{7.} code for: 为(蛋白质合成)指定遗传密码



what this place stands for or it stood for. And that just made all of us want to work that much harder to have it survive and have this value survive and bring it back, you know.

Walt: So we want to spend most of this session talking about your thoughts from your really interesting position, because, you know, the conference is sort of about juncture of technology and media. You're sitting there right at the juncture in a lot of ways. we want to spend most of this session talking about where you think things are going in the future, but there have been controversies lately that we want to ask you about, and I guess I shall start with Flash. And you're clearly at sort of war with Adobe. So you published a long open letter, something like, would you call Thoughts on Flash or something like that? You've clearly escalated case there. But even if, here is my question, even if everything you say there is true about its inferiorities technology and other things being available to replace it or already replacing it, is it really fair or the best thing for consumers who buy say iPad or iPhone to just be abrupt, in other words before transition where there are better things than Flash, why be abrupt to cut off to consumers?

Jobs: Well, two things. Number one—I'll come back in a minute to what really happened there, because what you said isn't exactly chronologically⁹

它曾经代表的东西。正因如此,我们所有人都想更加努力地工作力图让其存活下来,让这种价值观存活下来并使其回到公司。

沃尔特:本期节目我们主要想请你站在真正感兴趣的立场上谈谈自己的想法,因为本数字大会的目的就是让技术和媒体衔接起来。这种衔接方式很多,而你亲历其中。本期节目我们主要想请你谈谈对未来的一些看法,但最近社会上有一些争议,对此我们想问问你的看法,我想我应该从Flash说起吧。很显然你和Adobe公司有点过节。所以你公开发表了一封长信,好像你称这封信为《关于Flash的一些想法》吧。你显然将事态升级了。可是我的问题是,即使像你说的那样,它的技术不那么高级,市场上还有别的产品替代它或者正在替代它,对于消费者而言贸然购买像iPad 或iPhone这样的产品真的公平吗?真的就是最好的选择吗?换言之,在做好转换之前(用比Flash更好的产品替代它),为什么突然就不给消费者提供Flash了呢?

乔布斯:噢,两个原因,第一——我稍后将会回头谈谈到底发生了什么,因

^{8.} at war with: 处于交战状态

^{9.} chronologically: [kronə'lodʒikli] adv. 按年代地













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correct. But Apple is a company that has, doesn't have the most resources of everybody in the world. The way we've succeeded is by choosing what horses to ride really carefully-technically. We try to look for these technical vectors that have a future, and they are headed up, and, you know, different pieces of technology kind of go in cycles. They have their springs and summers, and autumns, and then they, you know, go to the graveyard of technology. And, so we try to pick the things that are in their springs.

And, if you choose wisely, you can save yourself an enormous amount of work vs. trying to do everything. And you can really put energy into making those new emerging technologies, be great on your platform, rather than just okay because you're spreading yourself too thin 10.

So we have a history of doing that. As an example, we went from the 5-inch floppy disk to the 3.5-inch with the Mac.

Walt: Before other people, right?

Jobs: We were the first to do that. We made the 3 1/2 floppy that popular. Sony invented it. We put it in the first products. There were some good reasons we did that. We got ride of the floppy altogether in 1998 with the first iMac.

为你刚才说的在时间上并不准确。但是苹果不是一家在世界上拥有最多资源的公 司。我们取得成功的途径就是通过选择什么样的"马"并小心翼翼地、技术性地骑 上去。我们试图寻找这些有前途的技术黑马,它们正在昂首前行,你知道吗?不同 的技术其生命是有周期性的。它们有自己的春天、夏天和秋天,然后它们就走进了 技术的坟墓。所以我们尽力选择那些还处于春天的东西。

而假如你作出聪明的选择,你就可以省下一大堆工作而不用试图什么都做 了。你可以真正地把精力放在把这些新兴技术变成你平台上的伟大产品而不是因为 你四处出击而将其变成平庸的产品。

我们有这样做的历史。举个例子,我们在Mac上用3.5寸软盘替代了5英寸软 盘。

沃尔特: 赶在别人之前, 对吧?

乔布斯:我们是第一个那么做的人。我们让3.5寸软盘变成了流行产品。索尼 发明了它。我们第一个把它用在了产品上。我们有一些很好的理由那么做。我们 在1998年推出的第一款iMac上彻底放弃了软盘。我们也抛弃了所谓的串口和并口的





We also got rid of things called serial and parallel ports. We were the first to adopt USB¹¹, even though Intel had invented it. You first saw it in mass¹² on iMacs. So we have gotten rid of things. We were one of the first to get rid of optical drives, with the MacBook Air. You know, I think things are moving in that direction as well.

And sometimes when we get rid of things like the floppy disk drive on the original iMac, people call us crazy.

Walt: Or at least premature, maybe.

Jobs: No, they call us crazy.

Walt: Oh, okay.

Jobs: But Sometimes you just have to pick the things that look like they'e going to be the right horses to ride going forward, and Flash looks like a technology that had its day but is really on its waning, and HTML5 looks like the technology that's really on the ascendancy¹³ right now.

To incorporate Flash into the system is a lot of work. There's no smartphone shipping with Flash on it now, as you know.

Walt: But you know that there will be...right?

设备。我们是第一家采用USB接口的公司,尽管是英特尔公司发明了它。你第一次看到所有iMacs都用这个接口。所以我们抛弃了一些东西。我们是第一个在MacBook Air上弃用光驱的公司。我认为这也是未来发展的方向。

有时候当我们舍弃一些东西的时候,比如在第一款iMac上弃用软驱,人们称我们疯子。

沃尔特:或者至少是不成熟,也许。

乔布斯:不是,他们就称我们是疯子。

沃尔特:噢,好吧。

乔布斯:但有时候你只须选择看上去是一匹好马的东西骑上去前进即可,而 Flash看上去是一个曾经辉煌但确实正在日薄西山,而HTML5看起来则是一种目前 正处在支配地位的技术。

为了将Flsh整合进系统里需要做大量工作。正如你知道的那样,现在的智能手机里没有Flash。

沃尔特: 可是你知道将来会有的, 对吗?

^{11.} USB: abbr. 通用串行总线 (Universal Serial Bus)

^{12.} in mass: 整个的; 全部的

^{13.} ascendancy: [ə'sendənsi:] n. 优势; 支配地位(等于ascendency, ascendence)













Jobs: Well, you know, there is going to have been for the last 2 or 3 years. And every 6 months, It gets updated. So I'm sure that eventually they will. And there is a lot of issues with that in terms of battery life and, you know, security and other things. But more importantly, HTML5 is starting to emerge.

You know, there's been an avalanche¹⁴ of people that have said we're doing HTML5 video and the video looks better and it works better and you don't need a plug-in to run it. And so while 75% of the video in the Web may be available in Flash, you know, 25% going to 50% very shortly is also available in HTML.

Kara: So do you say that to consumers? I mean how can besides technologies be to consumer.

Jobs: I think consumers outside of the valley and our industry aren't having this issue.

Walt: Except when they hold out an iPad and they go to a webpage and there is like a hole there where a video would be.

Jobs: Well, you know, there are--

Walt: They don't know, they may not know what Flash is.

Jobs: There are holes in some websites, but those holes are getting plugged

乔布斯: 哦,你知道吗?过去2到3年里一直有人说"将来"会有的。每隔6个月它就有了新版本。所以我相信最终它们会装上Flash。但就电池寿命、安全性以及其他方面还存在着很多问题。但更重要的是,HTML5刚开始兴起。

你知道吗?已经有不少人表示要做HTML5格式的视频,而这种视频看上去效果更好,它运行更流畅,你不需要插件就可以运行它。所以尽管75%的网页上的视频可能是用Flash格式播放,但很快25%到50%的视频也可以用HTML格式播放了。

卡拉: 你对消费者也这么说吗? 我是说除了技术之外。

乔布斯: 我认为我们硅谷行业之外的消费者不存在这个问题。

沃尔特:有一点除外,即当他们拿出iPad去浏览网页时,网页里的视频将会出现类似无法显示的漏洞。

乔布斯:哦,你知道吗?那里有——

沃尔特:他们不知道,他们也许不知道Flash是什么。

乔布斯:漏洞存在于某些网站上,但那些漏洞很快会打上补丁。你知道吗?





real fast. You know, the holes that exist now are ads. So I'm not, I understand that's a problem for some people.

Walt: Not entirely.

Jobs: Not entirely. But that's the number one holes that are there.

Walt: What about the other community that I think is impacted by this? And that's developers, because what I think a lot of the coverage of this Flash issue has overlooked is that, yes, Flash's a video container. And there are other video containers that actually have a very rising share, H.264, and native HTML5. It's also development environment. And there are entire websites and some of them are quite beautiful written on a Flash platform.

Jobs: you know, one of the, an even more popular development environment was Hypercard and we were OK to axe that.

Walt: It wasn't more popular than Flash was.

Jobs: In its day sure it was.

Walt: On your platform, right?

Jobs: No, No, No, No, No. HyperCard was huge in its day because it was accessible to anybody. So you could be a Hypercard developer.

Walt: I don't know. I don't know about it.

现在出现的漏洞都是些广告。所以我不……我明白这对一些人来说是个问题。

沃尔特: 不全是广告。

乔布斯:不全是广告。但广告占了视频漏洞的第一位。

沃尔特: 受这种漏洞影响的另外一个群体会怎么想? 我指的是开发者群体,因为我认为很多关于Flash问题的报道都忽略了一个事实,没错,Flash是一个视频承载器。实际上还有别的视频承载器的占有率在快速上升,如H.264以及本地HTML5。它同样是一个开发环境。有些整个建立在Flash平台上的网页做得非常漂亮。

乔布斯:你知道吗?还曾有一个更受欢迎的开发环境,就是Hypercard,因此我们削弱对它的投资是没问题的。

沃尔特:它不如Flash受欢迎。

乔布斯: 在其黄金时期它比Flash受欢迎。

沃尔特: 是在你的平台上吧?

乔布斯:不,不,不,不,不。Hypercard在其鼎盛时期影响巨大,因为任何 人都可以使用。因此你可以成为一名Hypercard的开发人员。

沃尔特: 我不知道。我不了解它。











Interview by Wall Street Journal 2010年5月30日在第八届数字大会上接受〈华尔街日报〉记者采访

Jobs: But you know, we have over 200,000 apps on the App Store. So something must be going right in terms of attracting the developers to our platform.

Kara: Your goal is to just finish it up? Your ultimate goal is to get rid of Flash or just to move?

Jobs: you see, our goal is really easy. We didn't start off to have a war with Flash or anything else. We just made a technical decision that we weren't gonna put the energy into getting Flash on our platform. We told Adobe "if you ever have this thing running fast, come back and show us." which they never did, but we think we're not gonna use it and that was it.

We ship the iPhone. It doesn't use Flash. It wasn't until we shipped the iPad and it didn't use Flash that Adobe started to raise a stink about 15 it. We didn't raise a stink about it. We never mentioned the words Adobe or Flash or anything else. We like Adobe. We have a lot of common customers with, you know, Creative Suite software and things like that.

So we weren't trying to have a fight. We just decided to not use one of their products in our platform. So, you know, they started to say a lot of bad things about us in press. It went on for months. And that's why I wrote 'Thoughts

乔布斯: 但你知道吗? 我们在App Store上有超过20万个应用程序。因此我们的 开发平台一定有吸引开发者的东西。

卡拉: 你的目标只是终结它吗? 你的终极目标是废除掉Flash还是仅仅转移到 别的平台上?

乔布斯:我们的目标其实很简单——我们没有挑起和Flash或其他任何产品的 争斗。我们只是作出了技术方面的决策,就是我们不打算把精力投入到将Flash引 人进我们的平台上来。我们告诉Adobe公司假如你们有运行速度快的东西,那么你 们回头拿给我们看看,但他们从来没这么做,我们就不打算用他们的东西,情况就 是这样。

我们出售iPhone。它不支持Flash。直到我们发售iPad而它也不支持Flash, Adobe开始恶言恶语。我们没有恶语相向。我们从来没提Flash或Adobe什么的。我 们喜欢Adobe公司。我们在Creative Suite软件及其他软件上有一大堆共同的客户群。

因此我们没有试图挑起争端。我们只是决定在我们平台上不使用他们产品中 的一款而已。所以,你看,他们开始在媒体上说我们的很多坏话。这种情况持续了

