



Sandwich
Computer
Users Group

Scug News

June 2015

Newsletter of the Sandwich Computer Users Group

www.scug.org

Last Month

Last Month's program was a demonstration of Windows 10. It was a general overview on what to expect when the next Microsoft Operating System is released later this year.

June Program ~ On-Site Computer Guy

Lincoln and Kim Ekle, of On-Site Computer Guy, will be the guest speakers for the June Sandwich Computer User Group program. On-Site Computer Guy provides personalized technical support for both business and home computer needs. Come out and meet the owners of this new business that has recently located to Sandwich! Guests are welcome.

SCUG has members with various levels of computer experience and believes in members helping members. As novice members learn from more experienced users, they in turn can share the knowledge they've learned. At each meeting there is a question and answer session and club members enjoy great fellowship as they share ideas and offer solutions to common computer problems. For more information visit www.SCUG.org or contact any club member. We meet at the Federated Church in Sandwich 403 N. Main Street on the third Thursday of each month at 7:00pm, our next meeting is June 18th.

Upcoming Programs

If you would like to do a program in the future or have an idea/suggestion for a program; please share it with a Board Member.

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Hours:

Mon-Fri 8:00 a.m.— 6:00 p.m.

Sat 9:00 a.m.— 3:00 p.m.

Sunday Closed

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June Birthdays

6/1 Quen Carpenter
6/16 David Ludwig
6/25 Bob Dell

6/2 Bob Greenwalt
6/24 Louise Dieden
6/28 Carol Uzumecki

July Birthdays

7/2 William Hacker
7/10 Janice Clemens
7/20 Debbie Olson

7/6 Roberta Dykstra
7/11 Alan Zaeske
7/26 Don Kiminky

Theresa's Notes

Theresa's notes:

There were 35 members at the May 21, 2015 SCUG Meeting. We had 2 guests, Charles Marshall and Lydia Gonzalez. We had a very interesting meeting on Window 10. Pat Scull won the Early Bird drawing and Theresa Bagg won the door prize.

Treats for the June meeting will be Dottie Olson and Laura Caupert. We hope to see all of you at the June meeting.

Theresa Bagg

Graphics SIG

May SIG

Due to holiday the May SIG was actually on June 1 and had 6 people attending. Jerry Kell hooked up my Sound Bar – thank you Jerry!

We had a Q&A session with Jerry answering everyone's questions. He also demonstrated transferring photos from your phones to your computer and explained differences in size and pixels for enlarging and still getting a clear photo, demonstrated how to find cookies and what their use is on your computer and how to turn on and off the mouse pad on different portables and tablets. All in all it was a very interesting meeting.

Laura C

July Raffle

July Members' Raffle

We are looking for homemade items, crafts, and used or gently used items that can be used to raffle off at our July meeting. Please bring your item or items to the meeting. I usually raffle off 12 items a month. If we receive more than 12, I will hold your donations to be used in upcoming months. NO white elephants, please!

Debbie Olson

Favorite Sites

Best use of a drone I have ever seen. You should not regret watching it. WOW, I was blown away.

<https://www.youtube.com/embed/y-rEI4bezWc>

Laura C.

Data danger in your dash: Why your vehicle is vulnerable to hackers. Here is one venue I never thought about in relation to hacking, cars: <http://tinyurl.com/pm5wqmq>

Interesting article about the demise of the smart phone.

<http://tinyurl.com/npj3x8g>

What to expect about the new domain names.

<http://tinyurl.com/njdva19>

13 Google tricks that will change how you search:

<http://tinyurl.com/ntny5xd>

Roberta D.

Remember the two brothers, in Germany, who had a wonderful model railway that was something to see? This is an update for their German Wonderland. It is still not finished but is growing to that conclusion as they will soon run out of space. <http://tinyurl.com/6ushx4v>

Think back over the years. This is an incredibly great video. There are no politics in his words, just telling it like it is.

<http://tinyurl.com/o6qh377>

Tesla Assembly Line: <http://tinyurl.com/poeo5b5>

I can only assume that before the Internet and GPS, taking a cross country road trip was just like a real life Oregon Trail and everyone died of dysentery in Oklahoma. But as it turns out there was a time when all you had to do was follow the giant arrows. Like some sort of real life Mario Kart. All over the country, 70-foot concrete arrows can be found in remote locations. Follow them, and they'll point you out of the desert.

<http://tinyurl.com/ozqbuxf>

Jack D.

\$200 Computer

Can You Believe – A Good Computer for \$200?

by Dave Berger

Remember when a good computer cost about two thousand dollars? Well, you can now purchase a new computer one

tenth of that. And the \$200 computers that are becoming available at that price are ultimately more powerful than those expensive computer of old.

Wow! A good computer for \$200?? How is that possible now? Well, not only have hardware prices tumbled, but Microsoft is coming to the aid of the average computer buyer. They are trying very hard to compete with the current sales of Chromebooks, which have recently picked up in popularity.

Microsoft is helping computer manufacturers and purchasers by lowering, and in some cases, eliminating the cost of the Windows operating system. This is being done to combat Chromebooks which have recently picked up in popularity. Chromebooks are laptops that run on the free Google Chrome operating system rather than on the Windows operating system. Many of them are selling in the \$200 range.

So Microsoft is offering Windows 8.1 with its Bing search engine as the OS for these cheaper PCs. Although this is a special version of the operating system, the only change is that Bing is the default search engine in Internet Explorer. Other than that it is the same as the latest version of Windows 8.1.

Microsoft is trying to stem the tide of defections from Windows and to bolster the use of its Bing search engine and OneDrive cloud storage. In some cases a limited subscription to Microsoft's Office 365 subscription service may be included to entice people to continue paying that yearly subscription fee and to use Microsoft's cloud storage.

Hewlett-Packard, Dell and Lenovo are all announcing these Windows 8.1 with Bing laptops for around \$200. Rumors are that a 7" or 8" HP Stream laptop may be available for the holiday season selling at closer to \$100. Although the manufacturer will determine the type of device this cheaper OS will be used on, it is expected that most will be laptops rather than tablets or desktops.

Most of the Windows laptops that are currently offered under this program have 1366 x 768 pixel resolution screens, good hard drive storage, either Intel or AMD processors, and HDMI ports. You may not want to use them for extensive video editing or CAD programs, but they should be adequate for email, Web surfing, basic computing and, light gaming.

One drawback of many of these laptops is poor battery life. Although most have a battery life of about four hours, this is only half of what some high-end laptops offer. Also, if you purchase one, try to get one with 4GB of memory rather than 2 GB.

The prices on these computer may or may not be permanent, but they are sure to keep the prices moving in the right direction for consumers.

Humor from the Net

SHOULD I CANCEL MY CREDIT CARD BEFORE I DIE?

Be sure and cancel your credit cards before you die! This is so priceless, and so easy to see happening, customer service being what it is today. A lady died this past January, and Citibank billed her for February and March for their annual service charges on her credit card and added late fees and interest on the monthly charge.

The balance had been \$0.00 when she died, but now somewhere around \$60.00. A family member placed a call to Citibank.

Here is the exchange:

Family Member: I am calling to tell you she died back in January.
Citibank: The account was never closed and the late fees and charges still apply.
Family Member: Maybe you should turn it over to collections.
Citibank: Since it is two months past due, it already has been.
Family Member: So, what will they do when they find out she is dead?
Citibank: Either report her account to frauds division or report her to the credit bureau, maybe both!
Family Member: Do you think God will be mad at her?
Citibank: Excuse me?
Family Member: Did you just get what I was telling you - the part about her being dead?
Citibank: Sir, you'll have to speak to my supervisor.
Supervisor gets on the phone:
Family Member: I'm calling to tell you, she died back in January with a \$0 balance.
Citibank: The account was never closed and late fees and charges still apply.
Family Member: You mean you want to collect from her estate?
Citibank: (Stammer) Are you her lawyer?
Family Member: No, I'm her great nephew.
Citibank: Could you fax us a certificate of death?
Family Member: Sure. After they get the fax:
Citibank: Our system just isn't setup for death. I don't know what more I can do to help.
Family Member: Well, if you figure it out, great! If not, you could just keep billing her. She won't care.
Citibank: Well, the late fees and charges will still apply.
Family Member: Would you like her new billing address?
Citibank: That might help....
Family Member: Odessa Memorial Cemetery, Highway 129, Plot Number 69.
Citibank: Sir, that's a cemetery!
Family Member: And what do you do with dead people on your planet???

The Green Thing

Checking out at the store, the young cashier suggested to the much older lady that she should bring her own grocery bags, because plastic bags are not good for the environment.

The woman apologized to the young girl and explained, "We didn't have this 'green thing' back in my earlier days."

The young clerk responded, "That's our problem today. Your generation did not care enough to save our environment for future generations."

The older lady said that she was right -- our generation didn't have the "green thing" in its day. The older lady went on to explain: Back then, we returned milk bottles, soda bottles and beer bottles to the store. The store sent them back to the plant to be washed and sterilized and refilled, so it could use the same bottles over and over. So they really were recycled. But we didn't have the "green thing" back in our day.

Grocery stores bagged our groceries in brown paper bags that we reused for numerous things. Most memorable besides household garbage bags was the use of brown paper bags as book covers for our school books. This was to ensure that public property (the books provided for our use by the school) was not defaced by our scribblings. Then we were able to personalize our books on the brown paper bags. But, too bad we didn't do the "green thing" back then.

We walked up stairs because we didn't have an escalator in every store and office building. We walked to the grocery store and didn't climb into a 300-horsepower machine every time we had to go two blocks.

But she was right. We didn't have the "green thing" in our day.

Back then we washed the baby's diapers because we didn't have the throw away kind. We dried clothes on a line, not in an energy-gobbling machine burning up 220 volts. Wind and solar power really did dry our clothes back in our early days. Kids got hand-me-down clothes from their brothers or sisters, not always brand-new clothing.

But that young lady is right; we didn't have the "green thing" back in our day.

Back then we had one TV, or radio, in the house -- not a TV in every room. And the TV had a small screen the size of a handkerchief (remember them?), not a screen the size of the state of Montana. In the kitchen we blended and stirred by hand because we didn't have electric machines to do everything for us. When we packaged a fragile item to send in the mail, we used wadded up old newspapers to cushion it, not Styrofoam or plastic bubble wrap. Back then, we didn't fire up an engine and burn gasoline just to cut the lawn. We used a push mower that ran on human power. We exercised

by working so we didn't need to go to a health club to run on treadmills that operate on electricity.

But she's right; we didn't have the "green thing" back then.

We drank from a fountain when we were thirsty instead of using a cup or a plastic bottle every time we had a drink of water. We refilled writing pens with ink instead of buying a new pen, and we replaced the razor blade in a razor instead of throwing away the whole razor just because the blade got dull.

But we didn't have the "green thing" back then.

Back then, people took the streetcar or a bus and kids rode their bikes to school or walked instead of turning their moms into a 24-hour taxi service in the family's \$45,000 SUV or van, which cost what a whole house did before the "green thing." We had one electrical outlet in a room, not an entire bank of sockets to power a dozen appliances. And we didn't need a computerized gadget to receive a signal beamed from satellites 23,000 miles out in space in order to find the nearest burger joint.

But isn't it sad the current generation laments how wasteful we old folks were just because we didn't have the "green thing" back then?

Deal with Tech Support

How to deal with Tech Support

By Melanie Birnbom, Webmaster,
Century Village Computer Club, Florida
March, 2015 - Mid-Month Newsletter
<http://cvccpp.tripod.com/>
mbirnbom (at) hotmail.com

Outsourcing customer service and tech support to other countries is a fact of life these days. While most of these reps speak pretty good English, (for some it's their first language) it's not necessarily the version of English you are used to speaking. Even within your own country, understanding accents from region-to-region can be a challenge. When you're chatting with a fellow in an Indian call center, it can sound to both of you like you are not even speaking the same language. Here are some tips to make the best of the situation.

Number one - and this applies to all situations in life - please be polite. The person on the other end of the line is probably doing their best. I realize that by the time you call for support, you are probably pretty darned frustrated. That's not the fault of the person on the other end of the line.

Try not to use slang. Often times slang just doesn't translate between countries. Years ago, my husband was trying to

connect a router and he told the tech support guy that it was “jacked up.” The rep thought there was something wrong with a jack and kept saying that the router didn’t have a jack.

Do your best to speak slowly and clearly. To the person on the other end of the line, you’re the person with the accent. It’s not a bad idea to write out a description of the problem to get your thoughts together before you call. Sometimes we tend to get into giving long narratives about the circumstances leading up to the problem instead of getting to the issue at hand.

Actually, all of these tips would work well for dealing with customer support anywhere. You may have read a FB post or seen an e-mail that claims, “Come to find out that every American company using overseas operators must transfer you to an American rep. by saying “I want to speak to a representative in America.” (Don’t take no for an answer on this.) This was confirmed by the American rep. that they must transfer you after that request. I’ve tried it on a half a dozen major companies including cable, bank, phone and mortgage companies. It works every time and I actually get my issues taken care of.

If accents are proving to be a barrier, you might consider switching to e-mail or chat communication to resolve the problem.

You might be tempted to offer an opinion on the outsourcing of jobs to other countries to the person on the other end of the line. But that’s not anything a tech support rep in a cubicle has control over and you’ll do better if you concentrate on the tech issue at hand. Also, once a tech support rep realizes you’re acting like a jerk, they probably aren’t going to want to help you. That’s just human nature.

Stay calm. Stay polite. Stay on topic.

You may find more of your calls being answered here in the U.S. While the trend has been to send tech support and call center jobs overseas for many years, more and more of those jobs are actually coming back to the United States. However, the catch is that companies are using their tech support reps in the States for what they consider their high-value customers, while still routing what they consider unprofitable customers overseas. Interestingly enough, many of these U.S. call centers are managed by Indian companies.

Free Upgrade

Windows 10 available as a free upgrade on July 29

REDMOND, Wash. — June 1, 2015 — On Monday, Microsoft Corp. announced that Windows 10 will be available July 29 in 190 countries. Windows 10 will help people be

more productive and have more fun, with a personal and natural experience that works across all their devices. Familiar, yet better than ever, Windows 10 will deliver ongoing feature innovations and security updates. Windows 10 will be available as a free upgrade to people using Windows 7 and Windows 8.1, enabling hundreds of millions of people around the world to upgrade to Windows 10 for free.

“Windows 10 is a new generation of Windows designed to empower you to do great things,” said Terry Myerson, executive vice president, Microsoft. “Windows 10 starts to deliver on our vision of more personal computing, defined by trust in how we protect and respect your personal information, mobility of the experience across your devices, and natural interactions with your Windows devices, including speech, touch, ink and holograms.”

Familiar and better than ever

Windows 10 brings back the Start menu people know and love while enabling them to easily find their files, pinned applications and favorites. Windows 10 starts fast, resumes fast and helps enable batteries to last longer. More secure than ever, Windows 10 includes Windows Hello, Microsoft Passport and Windows Defender for anti-malware protection, and a commitment to deliver free, ongoing security updates for the supported lifetime of the device. Optimized for both keyboard and touch, the Windows 10 upgrade is designed to be compatible with Windows devices and applications.

A more personal and natural experience

Windows 10 adapts to people for a more personal experience. Cortana, the world’s first truly personal digital assistant, helps people get things done across all their devices. Cortana learns individual preferences to provide relevant recommendations, fast access to information and important reminders via talking or typing. Windows Hello greets people by name and lets them log in to their PC without a password — providing instant, more secure access to their Windows 10 devices through biometric authentication. Windows 10 also lets people interact with their device via the traditional mouse and keyboard or through more natural ways such as voice, pen or gesture.

Be more productive

Windows 10 will help people get more done with less effort than ever before. Microsoft Edge, the all-new browser designed to get things done online in new ways, offers built-in inking, sharing and reading view. With Cortana integrated, Microsoft Edge offers quick results and content based on individual interests and preferences. Fast, streamlined and personal, Microsoft Edge empowers people to focus on just the content that matters to them and actively engage with the Web.

In addition to the Office 2016 full-featured desktop suite, new Universal Windows applications for Word, Excel, PowerPoint and Outlook will offer a consistent, touch-first experience across a range of devices. Designed from the ground up to run on Windows 10 and perfect for staying

productive on the go, people can easily create and edit Word documents and deliver PowerPoint presentations while annotating on the fly. With new touch-first controls in Excel, people can create or update spreadsheets without a keyboard or mouse.

Work and play the way you want across devices

Windows 10 offers a familiar and consistent experience across devices. Continuum enables devices to transform, enabling elegant transitions of a tablet into a PC, and back — and for a Windows phone to become like a PC. Xbox on Windows 10 brings the expansive Xbox Live gaming network to both Windows 10 PCs and tablets. People can communicate with their friends on Windows 10 PCs and Xbox One while playing any PC game and share content using Game DVR. People can also stream games directly from their Xbox One console to a Windows 10 tablet or PC in their homes. Games developed for DirectX 12 in Windows 10 will see improvements in speed, efficiency and graphics capability.

Upgrade availability

On July 29, people can get Windows 10 for PCs and tablets by taking advantage of the free upgrade offer, or on new Windows 10 devices. New Windows 8.1 devices will also easily upgrade to Windows 10, and many retail stores will help upgrade new devices. Starting today, people can reserve their free upgrade if they choose. More information is available here and at Windows.com.

Windows 10 for other devices will be available later this year.

The Tip Corner

The Tip Corner – February 2015

By Bill Sheff, Lehigh Valley Computer Group, Pennsylvania
February 2015 issue, The LVCG Journal
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Windows Sidebar Gadgets

Once we graduated up to Win8 the old sidebar gadgets introduced by Windows Vista can be considered a thing of the past. These Gadgets allowed you to do a lot of things such as see the weather, check the stock market and see how much strain you're putting your computer under. And there are a lot more out there. So for those of you who still have them on your computer here is way to uninstall them if they get to crowded.

Click Start and in the Search Box, type Gadgets. The gadget window should open up: Now, right click on the gadget you want to eliminate and select Uninstall. A confirmation window opens up, so just click Uninstall again.

Balloons, Pop-ups and Tooltips

What's the difference?

Well, regardless of the size, shape or color they are all known as screen tips. So when you see a little text box that pops up over an icon, or a yellow balloon like you see in the comics, or read about a 'description' don't worry about what they are called. If they provide information when you hover over an icon or right click on something relax, you are looking at a screen tip.

Windows 8 Terminology

When is an icon not an icon? When it is a Charm a Tile or an App. OK, we know that any small picture is an icon (or GUI) which represents a program or a file. In Windows 8 there are three types of icons that are used, and each has a specific name. First we have the charms. This is a group of five icons called Search, Share, Start, Devices and Settings. When you look at a windows 8 start screen they are not visible. To open the Charms Bar you can either press the Windows key (Windows 8 keyboard key)+ C key, swipe from the right side of the screen (touchscreen) or with a mouse, point to the upper-right corner of the screen. The charms menu opens on the right edge of the screen.

The charms provide access to the following:

Search charm - Search for apps, settings, or files.

Share charm - share photos, music, movies, or links with other apps or people. For example, when viewing a web page, use the share charm to send it. You do not have to open email, and copy and paste the link. Send a favorite recipe directly from the Recipe app, or photos from the Photo app.

Start charm - The Start charm returns you to the Start screen. If you are already on the Start screen, the Start charm returns to the previous page. You can also shut down Windows using the Windows 8 keyboard key.

Devices charm - use the Devices charm to print, play media on TVs and audio systems, use more than one monitor, and send content to nearby computers and other devices such as phones.

Settings charm – This charm helps to personalize your computer. For example, change the volume or brightness, choose your keyboard type, access the PC settings, and turn off the computer are just a few of the selections.

Tiles are icons of apps that appear on the Start page. Many of them show active screens within the tile. They can be moved and re-sized.

Apps are shown on a secondary screen that contains all the tiles and other apps that were either included with your computer, or downloaded from an app store or some other location. They can be grouped, or dragged onto the Start screen to become a Tile.

Organize Windows 8 Start Screen

We showed you how to remove Gadgets in older systems. And we let you know what the icons in Windows 8 are called. Now, let's look at Windows 8 and see what we can do with the apps that start accumulating.

Of course we can revert back to a Windows 7 screen, and sometimes that is handy, but let's jump into the latest windows format and see how to organize it to our liking. Windows 8 allows us to move and adjust the size of the tiles on the desktop. So let's start by organizing by category. With a touch screen device, select the app you want to move by pressing down and holding on the tile and pulling down slightly. If you're using a mouse, just click and drag. When you drag the tile, it will appear translucent. You can group tiles such as Kindle, Nook, Overdrive, 3M, Adobe Reader and any other app that allows downloading and/or reading books into one group.

To relocate the group with a touch screen device, you can simply pinch the screen. If you have a keyboard and mouse set up, just hold down the Ctrl key and zoom out with your mouse wheel.

Then select your newly created group of tiles by pressing and pulling down slightly on them or by clicking with your mouse. Drag your group to the desired position. Once in location you click on the group or pull down slightly and you will get the option to name the group.

You can do this with the rest of your tiles until they are all organized the way you want them.

There are other things you can do with Tiles or Apps, which are a snap with a mouse. Right clicking on a tile or app opens up a pane with the following commands: Pin (or unpin) from Start; Pin (or unpin) to taskbar; Uninstall; Open New Window; Run as Administrator; Open file Location, and for the tiles Re size.

With a touch screen you can do the same thing by just holding down the tile for a second (some require that you slide it a little) and the same options appear on the bottom of the screen.

If you have a Windows 8 tablet, you probably use it a great deal for browsing the Internet. It's handy to have tiles for your favorite sites displayed front and center, so you don't have to always open your browser and pull up favorites. This also works for a Windows 8 computer with a mouse or track pad.

Just remember that you can customize the Start Screen of Windows 8, so you can pretty much get it to look just like you want it to.

PDF Security

PDF files are usually document files that cannot be changed from the format that you receive them in. This is a good thing if you want someone to read something that cannot be altered, like a book or an important document. These files are read in

what is called a PDF reader. The most common one is Adobe, but there are others that are available. So do you get annoyed when a box pops up telling you that there is an update for Adobe reader? We all do. Get them and get annoyed at them. I do not recommend you downloading these updates that come unannounced on your computer. I do recommend that you periodically go to the Adobe site and click on and download any update. Why? Let's start with the PDF file itself. PDF is one of the most widely used file formats. But unfortunately, hackers have found ways to embed malware in PDF files. New threats are discovered on almost a daily basis. So patches and updates are continuing to be generated. But if it is not from the Adobe site, the notice that you received might even be sent by somebody who does not have our best interest at heart. So rule one is to check the Adobe site periodically and download any updates. Rule two is not to download the notices that pop up on your computer without being asked.

Application Security

With the tip above in mind you should also try and keep all your software up to date with the latest patches and upgrades. However, our computer holds dozens of application programs, so how do we keep up with it all?

First, concentrate on the programs that are most often targeted. The ones that are most commonly used.

Your browsers, Office suites, etc. The more popular the program the more users that can be reached.

Second, activate any automatic update features that are available. Then your software will check its home site for patches and upgrades on a routine basis.

Third, you can use a program like Secunia Personal Software Inspector (PSI). This free program comes from a trusted security site, and scans your software for known vulnerabilities. It will tell you which programs need updating and provide links to sites where you can download patches.

Finally, let me add one more tip. When installing a new application, or a new program DO NOT, I repeat DO NOT run the normal installation. Always use the Custom button, and read carefully each screen that comes up. Many applications now carry all sorts of additional programs. Not that they are bad in themselves, but do you need another search engine? Another toolbar? This is becoming very prevalent with downloads from even trusted sites. We don't have to clutter up our computers with stuff we do not want.