

MOTHERBOARD

A Publication of the Computer Users Group Of Redding, CA

Volume 2015, Number 06

<http://cugr.apcug.org/>

June 2015

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YOUR C.U.G.R. PRESENTS

4th Tuesday, June 23, 2015, 4 - 6 PM

Marlene Robinson Will Be Our Presenter This Month!

APP MANIA will come alive this coming meeting with topics regarding APPS, which covers "What is an app? Where should one buy an app? How does one discover what the app will do? Where would recommendations be found for any app?"

There will be a sampling of apps for Android, iOS, and Windows 8.1, Hopefully at least one app will be new to you and at least one you want to use.

I encourage audience participation, and will show examples of projects and presentations of apps shown on the television.

Door Prizes

1. 1. Irulu 7" Android Tablet!

1024*600 HD Screen
with 5 Point Capacitive touch, 4.2 Jelly Bean OS, Dual Core, Allwinner A23 CPU, Dual Cameras



2. \$15 Cash Envelope!



One free ticket to each member at the door!

4 pm Social & Business followed by the Presentation

Coffee & cookies for refreshments.

Sign in at the Greeting Table and pick up your name tag and please leave it in the Tag Box when you leave. Also please stay and help reset the tables to the Library's original arrangement.

July will be our annual Ice Cream Social
August there will be no meeting, nor Motherboard.



CUGR Calendar

CUGR Board Meeting
During General Club Meeting June 23, at Redding Library in the usual Community MeetingRoom.

BEYOND BASICS
No Meeting In June
Weekly, Thur. 1-3 PM

Jane Quinn SIG Leader
Digital Devices, usage of free software for Movie Creation, Photo Projects, Music Projects, and Social Networking, and more.

See back page for more SIG information

GENERAL MEETINGS ARE at the Redding Library
1100 Parkview Ave,
off Cypress.

OFFICIAL WEBSITE Is
<http://cugr.apcug.org/>

For more information call any Board member listed on Page 2.

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Spread Sheets.....

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Motherboard Newsletter Policies and Deadlines

The *Motherboard* newsletter is published monthly by the Computer Users Group of Redding, PO Box 494778, Redding, CA 96049-4778. The CUG is a 501(c)(3) non-profit corporation. Subscriptions are included in the \$25 annual membership fee. The purpose of the newsletter is to inform members of upcoming events and provide information about the use of IBM compatible computers.

Disclaimer: Neither the CUG, its Officers, the Editor, nor the newsletter contributors assume any liability for damages incurred due to the use of information provided in this publication.

Reprints: Articles from this newsletter may be reprinted by other user groups if credit is given to both the author, CUG and the *Motherboard*. Mail a copy of the newsletter where the article is reprinted

to the Editor at the address in the first paragraph of this text.

Personal Ads For Members:

Requirements are:

1. Advertiser must be a member.
2. The item must be computer-related.
3. The ad must be received by editor J. Ball by the *monthly date of the board meeting*. Sorry, no exceptions.

Other terms must be approved by the club's Board of Officers and Directors.

Article Submissions: All articles and reviews must be submitted to J. Ball by the *Monday of the monthly Board meeting* (see Page 1 for date.) Sorry, no exceptions.

Motherboard Editor reserves the right to make corrections and deletions in all articles in the interest of grammar, style, and space.

President's Message

It's your club. Your input is of value to it.

Thanks to all who came to see Frank Tona's presentation. He brought an array of cameras, and some beautiful metal prints made by Crown Camera. We are so fortunate to have this new art medium for preserving our photos available locally. You can Google the definition of "Metal Prints" to read the description and see the ultra-modern ways of hanging these photos. As Frank said, you can throw water on them, because nothing will harm these kinds of prints since they are infused with the metal and virtually indestructible.

Did you know? There is some good deals now on cameras at Crown Camera. These are great gifts to give as graduation presents, Fathers' Day, and just setting out on a summer vacation! And Crown Camera also has various classes for the summer, including classes for kids. One last thought, Crown's free unlimited photo storage (999 photos) is a great way to share photos with friends & family, plus print Facebook and Instagram photos.

Our June presentation is titled "App Mania," given by our member Marlene Robinson. I saw a few of the APPS she will be demonstrating. None I recognized, and they looked really interesting. So this will be exciting for iPhone and iPad users. It is also an opportunity for others to learn how people are using these devices. There's always something new to learn, which is what our club is all about.

Come September 22nd. we will have a guest speaker from Nerds On Call. If you have a question you'd like answered by them, please let me know. I will be collecting questions to pass on to our guest speaker. Either eMail me, or phone (365-0825), or catch me at the General meeting. I am more than happy to listen to you.

As President I want to give a big shout out of thanks to Dick Marx for his donation of an Apple TV device for a free drawing! Our member who won it is so enjoying the gift. Thanks again to Dick for his generosity.

Thanks to everyone who pitches in and makes the meetings happen. See you at the next meeting on June 23rd.

Be sure to check our website, cugr.apcug.org, for club information and our new Blog at Reddingcomputerclub.blogspot.com for on-going Tips and Tricks, and the class schedule. I teach on Thursday's and my classroom is at the Anderson Senior Center at 2081 Frontier Trail.

Jane Quinn

May Meeting



Frank Tona

And, as usual, he was interesting, knowledgeable, and entertaining. It was an enjoyable evening for all members present.



Metal Print From Crown Camera



Congratulations To Our Winners!



Jim Logan won the 64 Gig SD Card with Case



Georgann Moore won the \$15 Cash

Welcome New Members

Jim Logan
John M. Brooks

Here Comes The Future!
Compass Touch
Screen Telephone



Member's Personal Ad Space

Bill and Judi Ball have a Toshiba Satellite 2455 Series XP system laptop to sell. It has a GForce 4, 64 bit Graphic's Excellerator, with a Li-Ion battery, and is Wi-Fi. It is in great condition and has many programs installed on it. It is a good size for travelling, or ideal for young people to start out with, or for someone to simply keep up with their email and run a few projects on. \$60.

We also have a Canon scanner that will work nicely with the laptop, or any XP system or older computer. It is barely larger than a piece of paper, and very thin for tight spaces. Works great. \$25.

And to round it all out, we also have a nice modern 2-tiered computer desk on wheels for sale. \$25.

Call 275-4632 for more information.

In Memory Of

Walter Matthews

March 5, 1924 - May 16, 2015



Walter died of a heart problem at Mercy Hospital after major surgery.

His wife, Ruth, died at 81 in 2005 of Alzheimers, who he took care of at home for her 13 years of illness. They met while both were in the Army during WWII and had been married 58 years.

They had a daughter, Patricia, who died in 1985.

Walter was an Anti-Aircraft Gun Fighter during WWII and stationed in Oahu, Hawaii.

He lived and farmed in this area for 67 years, and was a member of the National Holstein Association. Interesting to note that his farm on Balls Ferry Road was the last dairy farm in Shasta County. A hard worker who was ready to live many more years, in fact, I called his house one day and was told that Walter (91 years old) was out mowing his yard on his riding lawn mower!

After meeting Bernice Bennett in

church, Walter joined our CUGR and came to most meetings with her, and had just become a Director on our Board of Officers.

Walter was very friendly and witty, and didn't seem to know a stranger. He was quite interesting and loved to talk of his time in the service.

He really enjoyed reading the news on his computer every morning. He also loved to research, and it was through his family ancestry Googling that at 89 he found a cousin who lives in New York. He got in contact and Walter, a Catholic, discovered that his cousin is Jewish. Walter loved to tell the story that he was half Jewish, especially to his long-time friend Father Kiernan. What most can deem from the family tree was that pre-WWII had a lot to do with their different backgrounds.

Walter is missed by all of us who were enchanted by the tenacious twinkle in his eyes and the kindness in his heart.

Where To Get Instructions For Your New Device

Sandy Berger, CompuKISS, www.compukiss.com, sberger (at) compukiss.com

If you are ready to learn a little more about your cell phone or tablet to make the most of your investment, you may find it difficult to find the instructions you need. This is especially true because none of the today's devices come with any sort of instruction manual. That means that you have to find your own way of getting the information you need.

The best way to do that is to visit the manufacturer's website and find the support area.

· Apple manuals and user guides at <https://www.apple.com/support/iphone>

- Windows devices, search the Microsoft website
- Android devices, go straight to the manufacturer
- For instance, if you just got a Samsung Galaxy S5, the manuals are at www.galaxys5manuals.com
- Smartphones, you can also check out the website of your service provider. For instance, Verizon has tons of information, including videos, on using the Galaxy S5 on their website at www.verizonwireless.com/support/galaxy-s-5.

The First Analytical Engine, Pre-PC

Anonymous Online Info

In the 1830s, more than a hundred years before the first generation of modern computer, Charles Babbage, the English mathematician, designed an "analytical engine" that would perform the four major functions of human computing: carrying out arithmetic operations, having a memory, making a choice of computing sequence, and being capable of numerical input and

output. Steam-powered, the machine was designed to store a memory of 1,000 fifty-digit numbers; it was to work with a punch-card entry; final results were to be printed automatically and set in type. When the machine required further values for calculations in progress, its operator would be summoned by a bell. Lack of money prevented its development.

Bits And Pieces

by Rush Blodget; IMB/PCUG of Redding, rmaxtwo@charter.net

LOOK OUT FOR KOOBFACE:

I recently was attacked by Koobface. According to Wikipedia "Koobface is a network hacking worm that attacks Microsoft Windows, Mac OS X, and Linux platforms." It is said to have originally targeted users of SKYPE, Facebook, Gmail, Yahoo-mail, and AOL-Mail, Yahoo Messenger, My Space, and Twitter. Also, stated "that its points of origin are China, Nigeria, Afghanistan, and Pakistan."

It can infect other devices in the same network and steal passwords and financial data and thus cause

a great deal of trouble. It will gather passwords from Facebook, Skype, and FTP sites for sensitive financial data. It then uses these sites for setting up a botnet. The botnet will be used to install malware on other computers on a peer-to-peer basis. It then can hijack queries to internet advertisements and re-route them to other vendors.

The University of Toronto estimated that they generated more than two million in revenue from June 2009 to June 2010.

One of their favorite entry points is a fake Adobe flash player update. It can

then take over the victim's computer, and direct the search engine to contaminated websites. There can also be a link to the Facebook wall of a friend the message came from. If this link is opened, a Trojan virus will infect the computer and the PC will become a zombie. It also has a filter program that blocks access to the popular security programs.



How To Deal With Tech Support

Melanie Birnbom, Webmaster, Century Village Computer Club, FL, March, 2015 - Mid-Month Newsletter, <http://cvccpp.tripod.com/>, [mbirnbom \(at\) hotmail.com](mailto:mbirnbom@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.

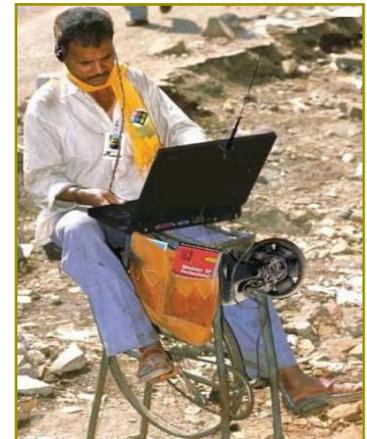
Do your best to speak slowly and clearly. To the person on the other end of the line, you're the person with the accent. It's not a bad idea to write

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.

Beyond Basics SIG UpDate

by SIG Leader Jane Quinn, jqquinn7427@gmail.com



Thursdays, 1-3 pm, you're invited to join us at the Senior Center in Anderson for a computer session in the classroom. For special projects I will give individual help at 3 pm. Contact me before to ensure I set aside time to devote to your project. *You can also connect to the classroom at high speed internet through SKYPE. ID is AAASCO2009.*

Our monthly Multi-Media SIG is cancelled for June. For directions contact me via e-mail above or phone, 365-0825.

RESOURCES AVAILABLE TO CLUB MEMBERS

This message is for each CUGR club member: We have very talented and generous people in our club that will volunteer their skills to help you. They are listed in the Mentor section on Page 2 of your newsletter.

Bill Ball's expertise can help you with hardware issues, problems with Virus removal, basic computer settings, and help backing up your computer. I know there is more to this list of problems he can solve. So all YOU need to do is ask.

Fred Skill's is another member who volunteers to help, especially new users. He also teaches classes in the Computer Room at the Redding Library. He is an expert with Microsoft's Excel program also. He helped me with a complicated Excel work book that dealt with summaries needing to flow from sheet to sheet. He saved me a lot of time by coming up with the formula to solve my reporting problem.

Do keep these mentors in mind for what they can do for you. Many times they can direct you to the right solution for your problem and save you time and frustration. With computers there is always a solution, but sometimes not always the best one. They can help you pick through the answers.

Colly Lord has offered to help now and again. His full time job limits his involvement, but he is another resource we can avail ourselves to.

Then there is me. My expertise is Microsoft's OS 7 and 8. Some, not all of their Office Suite programs. Also editing videos and photos. I have classes and tons of student material. I can help you with Internet issues and computer software programs, just not hardware. You can find my schedule on the club's blog, Redding-computerclub.blogspot.com, or contact me. My info is on the Mentors List.

In addition, every Thursday I am available for mentoring at 3pm after class. The classroom is at the Ander-

son Senior center at 2081 Frontier Trail. You can see me for special projects or just sitting one on one for a private session.

Our website has some helpful links about securing your computer on the club's website. Colly created this list and each link has his eMail at the bottom so you can contact him.

COLLY ON SECURING YOUR PC

I use the free Advanced System Care to do things like scan for virus problems, protect myself against viruses, spyware, hackers, phishing, and botnets. Plus it has a few more gadgets in its toolbox of utilities to use. I also have a subscription to Webroot SecureAnywhere Essentials, rather than depending on free antivirus programs – viruses don't need "removing" on my PC because this program immediately quarantines a virus and alerts me as they arrive and before they can affect anything.

All of the above, plus windows updates, other software updates like Microsoft Office, browsers, etc., and Adblock Plus for the browser, is all I use. Remember, Microsoft Windows updates are free, Microsoft software updates are free. People often ask me to install the newer Microsoft Office for them and I have to explain the difference between *updates*, which are free, and *upgrades* which are not.

Microsoft has finally changed their Office 360 suite into a "subscription" service. Why? Just to make sure they keep the money flowing in and that's why I'm using the free program, Open Source, Libre Office suite on my PC, and no longer use Microsoft Office. Libre Office can do everything Microsoft Office can do, at least all the things I use it for.

I admit, updates get tricky. Oracle Java, and Javascript updates often have pre-checked option boxes set to install McAfee and change your browser home page to Ask.com, or some other such sneaking addons and costly stuff like that. Unwary users who just accept and run the updates find they have an extra antivirus program

they didn't want, and their browser home page switched with extra toolbars added and wonder "How did that happen?"

By using a mix of free and high-quality paid-for software you can run your computer safely. Plus know of the "gotcha's" to be wary of, like those pre-checked option boxes I mentioned, besides other tricks that update providers try to slip in.

And too, before letting strangers access your PC, clear the saved passwords from your browsers after first making sure you know what those passwords are yourself. (If need be, write your passwords and name of the program or Internet site attached to it on a piece of paper and stow it somewhere out of everyone's sight.)

For example as to how to find your password, let's say you use Firefox: go into Firefox, click on Tools, Options, Security, Saved passwords, Show passwords and look at what all is listed there. It takes only seconds for someone to screenshot that page, paste it in Paint, save it as a jpg on a USB flashdrive, close Paint, and remove the flashdrive leaving NO evidence that your passwords have all just been snatched! When I am working with someone's PC at their home, I tutor them to be aware of this risk if they ever have houseguests that might borrow the use of their computer. It never hurts to be extra careful.

A LAST THOUGHT FROM JANE

In closing, I would like to tell you that Colly has offered to have a discussion on this subject for a General meeting. If you like this idea, please tell me. We will make it happen.

On our club web site, you can find information on this subject:

<http://cugr.apcug.org/seclinks.html>

<http://cugr.apcug.org/misclinks.html>

My SIG group will not be meeting in June. See you at the next general meeting on June 23rd for Marlene's *App Mania* presentation.

The Best Virus Protection...Ever

Phil Sorrentino, Member of The Computer Club, FL, <http://sccccomputerclub.org>, Philsorr.wordpress.com, [philsorr \(at\) yahoo.com](mailto:philsorr@yahoo.com)

Virus Protection isn't really a very popular topic, until you've concluded that your computer has just been infected by one of those nasty viruses. You know the symptoms: strange pop ups, abnormal operations, and/or very slow responses. It seems like computer viruses have been around for a very long time. As it turns out, computer viruses have been around longer than personal computers. Here is just a little computer virus history. The first experimental self-replicating program, called "Creeper", was written in 1971, and was intended to infect Digital Equipment Corp. (DEC) PDP-10 computers running the TENET Operating System. How's that for a bit of history trivia? Fast forward to the personal computer era, when in 1981 a virus called "Elk Cloner" was written for the then very popular Apple II personal computer. Followed, in 1983, by a very early Trojan Horse designed for the IBM PC. This virus deleted all of the files on the computer's diskette (remember 5 1/4" floppy diskettes?), cleared the screen and typed ARF - ARF. (ARF was a reference to the common "Abort, Retry, Fail" message you would get when a PC could not boot properly.) Also, in 1983, the term "virus" was coined, to describe self-replicating computer programs. And in 1984 the operation of these viruses, that of including a copy of itself, was termed

"infection". And so computer viruses have been with us, infecting our computers ever since.

The term "Malware, which is short for malicious software, is currently used as an umbrella to describe any software that is used to disrupt computer operation, gather sensitive information, or gain access to private computer systems. (Malware usually does not include software that causes unintentional harm due to some design deficiency; that's just bad design.) Malware does not usually include all those programs that come along for the ride when you are downloading something of interest. These are typically termed Potentially Unwanted Programs, or PUPs. And, just for completeness, the term "spyware" refers to malware that aids in gathering information about a person or organization without their knowledge and that may send such information to another entity without the owner's consent.

So, even though we all use virus and spyware protection, most of us, maybe all of us, have been the victim of some type of infection. So, what's a person to do when all of a sudden the computer seems to be operating strangely or unusually slow? Well, as most of you know there are a few very useful tools that you can try. Tools like MalwareBytes, SuperAntiSpyware, and Panda. Sometimes they

may do the job, by eliminating or quarantining the virus, and sometimes they just may not help at all. What happens when they don't help? I know there are some very capable computer experts out there who have toolboxes full of very capable software tools that could probably fix any type of virus infection, but those experts may not always be available when you need them. And, virus removal by an expert may be a very costly undertaking.

So, we need to have a fall back plan for this eventuality if, or rather when, our computer becomes infected and there seems to be either no easy out, or the cost is too dear. This kind of plan would truly be the best virus protection. One plan of approach is to have a recent Image of the computer System, so that it can be restored to the computer. Yes, I know this will take time, and you will have to reload anything that isn't included in the recent Image, but this will always work, no matter what type of virus is present (as long as the virus hasn't been included in the previously saved Image). Note too, this is also a good solution for a crashed disk drive, a hardware problem. This is a good solution only if you have backed up all of your valuable data, but I'm sure you regularly do this.

There are a few ways to get a System Image. The first possibility is that you may have an original Image of your system. It may be a D: partition that may be called a Rescue or Restore partition or something similar, or it may only be labeled with the manufacturer's name. Restoring this Image will bring your computer operation back to the way it was when you bought it. Unless you've had an unusual early disk drive failure or just bad luck to have become infected with a nasty virus, this Image is probably not very "recent". If the computer has been around for a while, the update process that needs to follow the restored image will probably take a good amount of time. I've restored some computers that needed 12 to 14 hours of updates to get back to current operation. So, though this operation will always work, it may be very time consuming, and take a lot of patience.

\$\$\$ 50/50 Cash Raffle! \$\$\$

This is The Next CUGR Drawing in July

Note: After the difficult 70/30 cash split (using calculators and all!) we have decided that a "50/50 Raffle" would be much better to deal with. The 50/50 stands for whatever cash is raised will be split between two ticket holders.

Tickets will sell for \$5 each, or 3 tickets for \$10. And you need not be present to win. So be certain that you print your name and phone number on the part of the ticket(s) that Jane will use for the drawing.

Tickets may be bought during all meetings up to time of drawing in July 2015, or during any of Jane Quinn's classes, or by mailing a check to Jane. If you mail the money to her, Jane will assign tickets and hold them for you until the drawing in July.

The next drawing will be at the Ice Cream Social in July.

qjquinn7427@gmail.com
phone: 365-0825

There are no door prizes during the July Social or December Party.
(By the way, the Quinns are not participating in the drawing.)

Good Luck to all!

Continued on Page 9

Nibblers

Jeannine Sloan, Ambassador for Friendship Village, Twin Cities PC Club, Minnesota
December 2014 issue, The Digital VIKING, www.tpc.com, SQWalbran (at) yahoo.com

POLIFILLER

A new computer tool lets you plug in the text of any politician's speech and, with one click, it draws red lines through jargon. It is called Polifiller, as in "political filler," and searches for phrases in what it calls the Hall of Shame.

<http://polifiller.com/>

FACTCHECK

We are a nonpartisan, nonprofit "consumer advocate" for voters that aims to reduce the level of deception and confusion in U.S. politics. We monitor the factual accuracy of what is said by major U.S. political players in the form of TV ads, debates, speeches, interviews and news releases. Our goal is to apply the best practices of both journalism and scholarship, and to increase public knowledge and understanding.

<http://www.factcheck.org/>

POLITICS AND PSYCHOLOGY

APA's Psychology Help Center is an online consumer resource featuring articles and information related to psychological issues affecting your daily physical and emotional well-being. This site had an article about the Science of Political Advertising that is interesting.

<http://www.apa.org/monitor/2012/04/advertising.aspx#>

MICROSOFT DOES SOME THINGS RIGHT

The Windows team invests a mind-boggling amount of time, hardware, and people into maintaining compatibility. There are bugs in Windows that could have been fixed years ago, but can't be, because that would break applications that (deliberately or accidentally) depend on those bugs.

<http://www.makeuseof.com/tag/stop-bashing-microsoft-5-ways-theyre-awesome/>

MOSAICALLY

PHOTO MOSAIC MAKER:

If you are thinking of creating a photo mosaic without downloading any additional software, then you can look for free and reliable mosaic generators online.

<http://mosaically.com/>

ANCIENT INCANS EARTHQUAKE

PROOF WALLS

The brilliant ancient civilization figured out how to make seismically stable structures using stones that fit together like Legos. Now it's time to learn from the past. Over 500 years ago, when Incan workers built Machu Picchu, they devised an ingenious building technique to prevent building collapse during Peru's frequent earthquakes. It worked a little like an ancient form of Legos: Every stone fit together perfectly without any mortar. Now California-based architects are using 3-D printers to create a similar design.

<http://www.fastcoexist.com/3037227/>

FIND LARGE FILES

Big files clog up your hard drive and many of them are just garbage that you can delete.

Instead of downloading a utility to find them, you can use Windows Explorer. Simply type 'size:gigantic' into the Search box and Windows will show you all the files that are larger than 128MB in the folder (and subfolders) you're currently browsing. Delete any you're sure you don't need.

MAKE TEXT PIN-SHARP

Windows provides a utility to fine tune text to match your display. This is called the ClearType Text Tuner and unless you've made use of it, your text won't necessarily be as sharp as it could be. You'll find this utility at Control Panel > Appearance and Personalization > Fonts > Adjust ClearType text.

HOUSEHOLD REPAIR

DIY guides for many household repairs, ranging from furniture to plumbing solutions.

<https://www.ifixit.com/Device/Household>

FIXITS

Do it Yourself Tips and Helpful Household Hints on Everything Plus the Kitchen Sink

<http://www.mrsfixit.com/Fixits/index.asp>

CLEAN MICROWAVE OVEN EASILY

The inside of your microwave should be white. If it isn't, you better get to cleaning. The process is incredibly easy and will only take about five

minutes.

Step 1 - Fill a microwave-safe bowl with water and add either a drizzle of dish soap or a tablespoon of white vinegar, whichever you have handy.

Step 2 - Let it cook for about two minutes depending on how strong your microwave is. You want it to get nice and steamy but not boil over.

Step 3 - Keep the door closed and let the steam do its work for about three minutes.

Step 4 - Carefully remove the bowl, because it's going to be hot.

Step 5 - Wipe off all the sides with a paper towel, and clean the plate like a normal plate. If you don't have dish soap or vinegar, cut a lemon in half, put it in a bowl full of water, and cook it for five minutes. This option is the most natural and the warm lemon makes your kitchen smell nice for a few hours.

<http://goo.gl/Vsb0xO>

EXPORT FAVORITES/BOOKMARKS FROM YOUR BROWSER

To export your bookmarks from Chrome: Click the Chrome menu icon at the top - right corner of your browser window, select Bookmarks, then Bookmark Manager or Ctrl+Shift+o. Click the down arrow beside the Organize menu and select Export bookmarks to HTML file.

To export bookmarks from IE. Click the Favorites icon in upper right corner of browser window, select Add Favorites, click the down arrow next to Add to Favorites, select Import/Export, then Export to a file.

To export bookmarks from Firefox. Click the Show your bookmarks icon (Ctrl-Shift-B) in upper right of browser window. This opens the Library window. Select Import and Backup, then Export bookmarks to HTML. (Contributed by Dianne Runnels)

WHAT EVERYONE GETS WRONG IN THE DEBATE OVER NET NEUTRALITY

Interesting article points out that the giants like Google, Netflix and Facebook already have fast lane servers within the ISPs. Suggests we should

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THE BEST VIRUS PROTECTION

Continued from Page 7

The second way of getting a System Image is to use a commercial System Imaging application to create a system image whenever your software system changes (or at least every six months). Most of these have a one-time cost, usually between \$40 and \$50, but it will probably be less than an hour or two of an expert's time needed to try to remove a virus. Some of these applications are Acronis True Image, Paragon Hard Disk Manager, O&O Disk Image, Active@ Disk Image, and Macrium Reflect. If you create an Image every 6 months, your latest Image will always be less than 6 months old and the time to update the

restored software system should be reasonable. Always keep the last 2, 3 or 4 images, just in case something unexpected happens to one of them.

The third way of getting a System Image is to use Microsoft's "Backup and Restore" software included in Windows 7 and 8.

-In Windows 7 you can find "Create a system image" on the Backup and Restore Applet, in Control Panel. Click this and you can select a hard drive or set of DVDs as the destination for the Image. An external hard drive is the best destination, but sometimes it feels good to have a copy on DVDs also. Once the destination is selected, select the C: drive as the Image, and finally click "Start backup". Make sure you get back to the Backup and Restore screen to "Create a system repair disk,"

which is what you will use to boot up the system in order to restore the Image.

-In Windows 8, you will find "Create a recovery drive" on the Recovery Applet, in Control Panel. Click this and click "Yes" at the "User Account Control" window, then uncheck "Copy the recovery partition from the PC to the recovery drive", click Next, and then choose the destination drive, and finally click "create."

Creating the Image in either OS is relatively straightforward. Restoring the Image is a little more complicated, but with perseverance and maybe some advice and direction from someone who has previously done it, it will be easy enough to do, and it will become routine. Now, with an Image on an external drive, bring on the viruses.

NIBBLERS

Continued from Page 8

be more concerned about competition (or lack of it) between ISPs. http://www.wired.com/2014/06/net_neutrality_missing

(Contributed by Dianne Runnels)

THE ULTIMATE MANUALS LIBRARY

A handy library of PDF user manuals for almost anything.

<http://www.manualslib.com/>

FAX ZERO

Fax Zero allows you to send faxes to US and Canada for free. Additionally, it enables you to send faxes to countries outside North America at a fixed pay per use cost. <http://faxzero.com/>

SCREEN CAPTURE

Enter the address (URL) of any web page and the screen capture tool will generate a high-resolution screenshot of the full web page as a PNG image that you can download.

<http://ctrlq.org/screenshots/>

USE HIDDEN CHARACTERS

A site for copying the 'hidden' characters that come with the computer's typefaces, to be pasted into emails, tweets, text documents, forums and whatever else you might need. Left click on character to copy, Ctrl+v to paste. <http://coppypastecharacter.com/all-characters>

ASK A KID

Ask a 10-year-old how to solve the problem of cleaning up trash, and you might end up with a concept like the "De-Waster 5000," a helicopter

that scoops plastic out of landfills and the ocean — and then uses a solar-powered flamethrower to melt the trash into beds for homeless people. In other words, you'll get something that probably wouldn't occur to an adult designer.

<http://www.fastcoexist.com/3038720/>

TWO FACTOR AUTHENTICATION

List of websites and whether or not they support two factor authentication.

<https://twofactorauth.org>

MOST PRODUCTIVE WAYS TO WASTE TIME

"Every time you decide to work, the payoff gets evaluated twice: once by the limbic system and a second time by the prefrontal cortex," according to Steel. In other words, it's a battle of impulse against rationality.

<http://www.fastcompany.com/3038695/>

HOW TO USE THE WINDOWS SPEECH RECOGNITION FEATURE

Microsoft Windows Vista, Windows 7, and Windows 8 include a speech recognition feature.

<http://www.computerhope.com/issues/ch001561.htm>

UNBREAKABLE GORILLA GLASS

Corning, the makers of Gorilla Glass, which probably protects the screen on the smartphone you're using now, has decided it needs to tell us exactly how cool its product really is. To do so, it has hired the Mythbusters team and come up with the videos you can

watch here:

<http://goo.gl/PwYg5U>

THIS TO THAT

Find out which adhesive to use to attach one material to another.

<http://www.thistothat.com/>

CROOKS DON'T WANT ANYTHING I HAVE ON MY COMPUTER

Oh, yes they do. They want to infect your computer with a Trojan and make your computer a zombie for their botnet. Criminals use botnets to send out spam email messages, spread viruses, attack computers and servers, and commit other kinds of crime and fraud. If your computer becomes part of a botnet, your computer might slow down and you might inadvertently be helping criminals.

<http://tinyurl.com/llrfo7>

WINDOWS TASK MANAGER

The Windows Task Manager is one of the core programs that ships with every version of the Windows operating system. Designed to provide users with an overview of what is running and happening on the system, it is considered an advanced tool by many. The Task Manager is more or less identical on Windows 7 and earlier versions of Windows while it has changed in Windows 8 and newer versions.

<http://tinyurl.com/kgldd8b>

From the TCPC editor -- Thanks, Jeannine, for another great year of Nibblers tips.

In a nod to the Wall Street Journal Sunday's imaginative, interesting and informative "10 Things . . . (xxx) Won't Tell You" columns, I offer my half-sized version. The tech industry's annual new product celebration, CES (Consumer Electronic Show), occurred in January. I've never attended, but I enjoy reading about the latest tech items presented each year.

Each year brings a new batch of innovative products that get the favorable buzz. Sometimes items at the show succeed in the marketplace, while others never make it to prime time.

1. 'The latest is not necessarily the greatest.'

The main purpose of a lot of new products is often not to help the customer but to make money for the tech companies. Occasionally this results in products that despite a big marketing effort are not well received by consumers. It may be due to a company going in the wrong direction, hastily putting out a shoddy product or attempting to pass off a few changes (some perhaps not really wanted by consumers) as a new product.

Windows 8 is an example of a desire to sell something that the customer really does not want. Microsoft seems to get it right in terms of operating systems only about every other attempt. They were very successful with Windows 98, but then disappointed with the release of Windows Me (Millennium Edition). They captured almost all the market with the popular Windows XP OS, but then followed it up with poorly-received Vista.

After correcting their mistakes in well-received Windows 7, their successor, Windows 8, went in a direction most computer users did not want to go. Since Microsoft has decided that they must skip the number nine, all we can do is hope Windows 10 is an improvement when it is released this year, as our time with Windows 7 is limited (mainstream support ended on Jan. 13; extended support, which includes free security updates, will end in five years).

Unfortunately, Microsoft continues to irritate me with their new versions of Office. It is a very powerful application but most users only scratch the surface of its capabilities. I use it daily for work, but never to its fullest potential. Yet they continue to add additional obscure features and greatly change the familiar user interface to let them somehow justify selling a new version every other

year or so. Now they want to sell it by subscription, so users can become just a revenue stream.

And let's not get me started on Microsoft Bob.

2. 'Your old stuff probably still works just fine for what you need.'

Some consumers are enamored with the latest thing and must upgrade whenever possible. It seems to me that these are the customers Apple is often targeting with their new smart phones and tablets. Tech companies would like their customers to think like some car buyers used to (and some maybe still do), and trade up to their latest product every year or two. In most cases, the product the consumer already has meets most if not all of their present real needs. Just as with automobiles, "trading in" for a new smart phone, laptop, camera or office suite too often can cost a lot with little increase in benefits.

A number of PC users hung on to Windows XP a lot longer than Microsoft would have liked. Though the poor reputations of Vista and Windows 8 contributed, a lot of XP users resisted switching because XP met their needs. Businesses were particularly reluctant to switch. I am presently using three XP computers at my work, a small telecom equipment design firm. I also still have a couple of XP computers at home (I wrote this column on one), though I'm definitely phasing them out because of security concerns.

A lot of technology costs a lot when initially introduced, but drops in price once it is more widely adopted and production volumes increase. Staying off the cutting edge can save money but still provide a good user experience.

3. 'This new stuff may seem great, but it is still a long way from reality.'

Highly innovative new products can capture the imagination, but most successful new products are the result of iterative development. These iterations can require years to finally come up with an implementation that is cost-effective for consumers.

I was excited about Google Glass when I first heard about it a few years ago. I'd hoped by now it would have had greater availability and a lower price, but instead Google has just announced that it is halting production of this model. I am encouraged that Microsoft is working on the HoloLens

device, but I expect I'll be waiting a while longer to personally experience this type of device. With luck Google will continue development of Glass as well; I'd hate to see it become the Segway of computing device.

It also seems to be taking a long time to get autonomous cars into the hands of consumers. The Google Self-Driving Car project has been in existence for a number of years, having logged nearly 700,000 autonomous miles. A new prototype without human controls will begin testing this year. A number of major auto manufacturers are also at work on autonomous cars. Google believes that it will be able to offer a self-driving car to the public between 2017 and 2019. The legal issues may take as long to work out as the technical ones, however. Meanwhile, we may get there piecemeal as car-makers offer features like self-parking (for parallel parking) and auto braking now.

4. 'New technology may provide benefits, but there are usually unintended consequences.'

Almost every new technology introduced has resulted in job losses somewhere in the economy. The automobile put a huge dent in buggy sales. Streaming video wiped out most of the jobs involved in video disc rental. Computers and robotics greatly reduced factory employment. Digital cameras decimated the photographic film industry and computers and tablets have reduced the need for photo prints.

These technologies have of course created new jobs of different types, but this forces great change on the industries and employees. Email and social media have greatly reduced the number of letters delivered by the Postal Service, so it has had to recast itself as a deliverer of Amazon packages. Unskilled labor is being pushed out as almost all workers, from the burger flipper to the airline pilot, must deal with video displays and electronic controls on the job.

The Internet has revolutionized communications, education, shopping, entertainment and our relationships. Smart phones and social media have greatly changed our culture and our society. We get our news, find our jobs and pick our mates using the Internet.

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(For general information call any Officer or Director listed on Page 2)

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FIVE THINGS THE TECH INDUSTRY WON'T TELL YOU

Continued from Page 11

Crime has followed the technology path to our money; it is not in the banks, but in our personal information. Identity theft, phishing, cyber terrorism, sexting and laws against texting while driving are all unintended consequences of our new technology.

Our technology may have had a hand in changing our planet's climate and it may ultimately provide us with a remedy, but some initial tech solutions have provided mixed results. Nuclear power has the promise of carbon-free energy, but radioactive leaks have resulted in disasters. Wind power seems to be a clean renewable source of energy but the large rotating blades may also cause excessive bird kills. The new Ivanpah Solar Electric Generating System in the Mohave Desert may be scorching thousands of birds each year with its concentrated reflected light.

How will new tech advances change our economy and our society in the future? We can guess that widespread

use of autonomous cars might make our highways safer, increase productivity by reclaiming lost commute time and wipe out the taxi industry. What other unanticipated effects will it have on us? Police body cameras and other public video surveillance may reduce misconduct, but how will they affect privacy? Will virtual reality technology wipe out the travel industry? Will increased use of online communications and telepresence devices leave us virtually connected but physically isolated in our homes? Will biotech advances turn us into a long-lived, genetically engineered species? Will our computers and autonomous vehicles achieve artificial

intelligence? We can never fully predict the future.

5. 'Playing the Luddite is pointless, as technology is transforming our society as we speak.'

The Luddites were 19th century English workers who rebelled against technology by smashing the new machines that were taking their jobs. They were not successful in stopping progress and it is likely modern opposition to

General CUGR

Meeting Schedule

Cut out and save for the next five months' of meetings.

4th Tuesday, May 26, 4-6pm

4th Tuesday, June 23, 4-6pm

★ 4th Monday, July 27, 4-6pm

★ NO MEETING IN AUGUST

4th Monday, July 27, 4-6pm

4th Tuesday, Sept. 22, 4-6pm

4th Tuesday, Oct. 27, 4-6pm

★ 3rd Tuesday, Nov. 17, 4-6pm

technology would be ineffective on the whole. Cell phone networks are being spread through almost every developing country and satellite-based Internet and Wi-Fi installations are increasing, so soon no one will be able to escape technology's reach. Our culture and our relationships are being changed by our technology. We may not be able to put the genie back in the bottle, even if we wanted to.

PCUsers Group
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Why Join A Computer Group?

1. Benefit from a common interest in a personal (and costly) investment: Your business or personal computer.
2. Enjoy more of that investment by learning more about it.
3. Share tips and tricks, as well as new and old ideas.
4. Become exposed to a variety of new hardware and software without sales pressure.
5. Receive an informative monthly news-letter.
6. Have access to various club functions and all Special Interest Groups (SIGs).
7. Find out that no one needs to be alone and helpless with today's computer technology.

4th Tuesday

*Monthly Meetings Are At
The Redding Library*



1100 Parkview Ave.

off Cypress and to the right of City Hall.

*We will be in the Community Room, which is inside to the
left of the main library door.*

Beyond Basics SIG

No Meeting In June

For information contact:

Jane Quinn, 365-0825, qjquinn7427@gmail.com

The Internet, Social media, iPads, iPhones Tablets, OS7 and all the best features of OS 8.1.

This new SIG title let's us expand beyond multi-media programs and devices to include Internet Browsers, YouTube, Free Software programs, or Apps that do so many various things. We will still work with photos and videos.

There's is always a question and answer period. If we can't come up with the answer, we will find it together. I say "we" because we do work as a unit, expanding our knowledge and helping each other.

Every Thursday 1-3pm at the Anderson Sr Center (365-3254) join us in the classroom. The center's walk-ins are welcome 3-4pm for one-on-one with me.

