The Space Coast PC Journal

5 Scams Set to Trap Ancestry Hunters

by Scambuster Keith, Scambusters Newsletter, March 1 , 2017

Tracing your ancestry is all the rage these days. In uncertain times or as we get older, people develop a passion for finding out about their roots and building a family tree.

Although there are many professional genealogists, most ancestry "detectives" are amateurs and their sleuthing sometimes leads them into scams.

For instance, family historians are being targeted by crooks using the well-known inheritance con trick.

Most of us would be fascinated and delighted to learn that one of our ancestors was extremely wealthy.

It's just a short step from there to be taken in by a report that this ancestor left an unclaimed inheritance and that you could be in line to collect.

Scammers comb ancestry research websites for names and contact details of researchers and then deliver the "good news" about the inheritance.

As usual, they tell victims they have to pay a fee and other supposed processing charges in order to collect.

Victims who pay up are then strung along with excuses and requests for more money until they finally realize they're being conned.

The Book of You

A second, well-practiced scam involves mailshots telling recipients their family history, and particularly the story behind their last name, has already been researched.

They may even say the history has been published as a book titled something like "The World Book of ……" (insert your surname here!) or "History of the …… Family."

"These 'family surname history' books are little more than glorified phone books," says genealogy expert Kimberly Powell on the online research and information service About.com.

"Usually they will include some general information on tracing your family tree, a brief history of your surname (very generic and providing no insight on the history of your specific family) and a list of names taken from a variety of old phone directories."

More Ancestry Scams

If you're into family history, here are three more ancestry scams to beware of:

* Phony Experts. As we said earlier, there are many professional genealogists who can often help

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The Monthly Publication of the Space Coast PC Users Group, Inc.

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apcug Medium Size Groups Honorable Mention 2007

apcug Medium Size Groups 2nd Place 2004

April 2017   Vol.XXXIII, Issue IV

From The Editor

I receive eMails from my local computer group periodically. I believe the most recent one is of interest to our group as well.

"Hello to All,

A Verizon email user called me yesterday that she had received an email from Verizon that Verizon was dropping email service and trying to push their customers to AOL mail. It sounded fishy to me, so I researched it.

That email is NOT a scam. The information is correct. Verizon bought AOL and is getting out of the email business, shifting it to AOL's email. Follow the instructions in the email to create a free AOL account and a new password for AOL. It sounds like you don't need to know your Verizon password. You can continue to use your Verizon email address. When you create the account, it sounds like everything in Verizon-land will move to AOL-land, including folders and saved emails.

For the Verizon users, this needs to be done soon, perhaps not later than early April 2017. If you take no action, Verizon will delete everything related to your email. For more information, do an Internet search on "Verizon move to AOL Mail".

Sam Ginsburg
Secretary IRCC Computer Club"

Ron Ingraham, Editor

Submitting Articles to the Journal

We encourage all of our members to submit original computer-related articles for publication in
The Space Coast PC Journal.

Writing a Product Review

It is really not that difficult to write a good review for *The Space Coast PC Journal*. These guidelines will help you get started:

Product information
- List the product name, release level, and manufacturer.

Use
- What does this product do?
- How easy is it to learn and use? Is it for beginners or does it have advanced features?
- List and describe some of the features. If this is an upgrade, what is new to this version?
- What did you like or dislike about it?
- Did you have to call Customer Support? What for? Were they helpful?

Installation
- How much disk space did the product take?
- How long did it take to install?
- Was it difficult to install?
- Specify requirements such as: DOS level, Windows level, Windows type, etc.

Recommendations
- Would you recommend this product?

Remember these are guidelines. They are not meant to be all-inclusive, nor should they limit your creativity. But all of them should be included as part of your article. Then the review will practically write itself!

Preparing Your Articles

To assist us in incorporating articles into the *Journal*, it would be helpful if certain minimum standards were followed. Use this quick-step guide:
Format: The preferred format is ASCII text files.We can also work with other formats, but check with the editor before using them.
Text: Single-space the text—even between paragraphs. Don't indent paragraphs. Use hard returns only at the ends of paragraphs.
Use only one space after periods, colons, and question marks. Follow standard capitalization rules.
Use left justification only. Do not right justify or block your text. (Word processors add extra spaces between words to justify   the text and each of those extra spaces must then be removed.)
Graphics: The preferred format for graphics accompanying your text is TIFF—in separate files from the text. Embedded graphics are not useable. Most image editing programs have a "resize" option to alter the size of graphics. Please try to keep your graphic file sizes to around 1 meg in size. Call the editor if you have questions.
Be sure to include your name and phone number so we may contact you if we have any questions. Anonymous articles will not be published.
Submit your article by uploading the file to ringram28@cfl.rr.com bring your disk and hardcopy to the Monday meeting or mail to:
Editor, SCPCUG Journal
Space Coast PC Users Group, Inc.
8700 Ridgewood Avenue, #B-301
Cape Canaveral, FL 32920-2040

Articles must be received by the 28th of the month to appear in the next issue, and all are, of course, subject to editing.   ☐

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SPECIAL INTEREST GROUPS

Internet ....Ron Ingraham
Windows 7,8.1,10 ....Ron Ingraham 777-2578
Computer Literacy ....Inactive
Digital Photography ....Inactive

SPECIAL INTEREST GROUPS

Internet............................Ron Ingraham
Windows 7/8/10...............Ron Ingraham.................777-2578
Computer Literacy...........Inactive
Digital Photography..........Inactive

If there is a progam not listed that you feel comfortable with, let us list you as one of our helplines

The SCPCUG Home Page is at:
http://www.scpcug.com
Check it out!!

IN THIS ISSUE
Feature Articles

Regular Articles

Notices

Presentation
March 16, 2017

Mr. Mark Kirschner, of Magick Movers, will give a presentation on Television in the 21st Century and a review of the Phantom 3 Drone.

Bring some friends or neighbors

5 Scams set to Trap...........................from page 1

solve some of the challenges of tracking down your ancestors.

But there are also plenty of others who set themselves up as experts but know little more than you do about how to conduct research.

Anyone can claim to be a genealogist; there's nothing illegal about that. But it's fraudulent to lie about experience, credentials, and qualifications.

There are several professional

organizations, such as the Association of Professional Genealogists and the International Commission for the Accreditation of Professional Genealogists, that vouch for the skills of their members. In some cases, members may have had to undergo training and exams to vouch for their skills.

It's down to you to check them out before hiring. To learn more about these organizations and how to verify claims of membership, see this article: What to Look For in a Genealogist You Contract With to Research Your Family Tree.

* Deceptive Software.

There are stacks of websites, computer programs, and applications that help enthusiasts create their family tree. They can be a boon for genealogists, especially as trees grow and become more complex.

But some of them are not worth the money you pay, either because similar products are available for free or because they're simply very poor products or services that may actually complicate the research process.

"Unfortunately, some of the biggest offenders are websites that pay for high placement in search results on Google and other sites," says Kimberly Powell. "Many also appear as 'sponsored links' on reputable websites that support Google advertising…"

The best way to avoid being hoodwinked into paying for this type of software or site membership is to find out what others are saying about them by doing an online search.

Beware, though, of websites claiming to list the "best"

genealogy software. Some of these sites are as deceptive as the software they promote; they simply charge the program makers a fee to be included in the list.

* Fake Coats of Arms.

What could be nicer or more impressive than displaying your family crest in your home?

Well, that depends on whether it's genuine or sim

ply a figment of the imagination of the person who sold it to you.

Unless your ancestors were genuinely wealthy or members of the so-called nobility, it's highly unlikely that there's a family crest.

One trick some firms selling these products use is to employ graphics from the world of heraldry.

Heraldry is a complex collection of symbols, such as lions, armor or feathers, that represent qualities like bravery, justice or membership of the nobility.
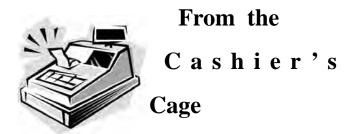
There are hundreds of these symbols, so it's perfectly possible for anyone to combine a few of them into a badge that supposedly represents a name.

It's fun but it's phooey!

"Except for a few individual exceptions from some parts of Eastern Europe, there is no such thing as a 'family' coat of arms for a particular surname — despite the claims and implications of some companies to the contrary," says Powell. "Coats of arms are granted to individuals, not families or surnames."

Producing these coats of arms is not strictly illegal, although the seller should be honest enough to explain what they're doing. So, it's okay to buy one of these products if you want, but be aware of what you're paying for — basically a piece of creative fiction.

Discovering family history is a great legacy anyone can pass on to their descendants, and have fun in the process of doing the research. But avoid getting carried away by your enthusiasm, or you could become an ancestry scam victim. ❑

From the Cashier's Cage

By Jim Brown, Treasurer Space Coast PC Users
Financial Report for Period Ending
February 28, 2017

Beginning Balance   February 1, 2017 $1959

Total Received During the Period   0

Total Spent During the Period   0

Ending Balance - February 28, 2017 $1,959

February 27, 2017

Space Coast PC Users Group, Inc.

SIGs (Special Interest Groups)

Saturday SIGs

The following SIGs meet on the First Saturday of the month at the Merritt Island Library Conference Room:

SIG	Time	Leader
Windows	12:00-1:00	Ron Ingraham
Internet/Web	1:00-2:00	Ron Ingraham

These sessions are designed to provide assistance and advice on the related subject for members at all levels of experience. Don't feel that your questions or problems are too basic. We know much more collectively than we do as individuals.

Club Meeting Minutes
February 16, 2017

President Dan Douglas opened the meeting at 6:00 p.m. Other Board Members present were Secretary Harry Pearson, Webmaster Curt Potsic and Journal Learning Center Ron Ingraham. Treasurer Jim Brown and Vice President Larry Bennett were absent.   Attendance was 13.

President - Dan had no report

Treasurer: No Report

Secretary: Harry said the Minutes for the January Meeting were on Page 5 of the March Journal. There are no additions or corrections.

Journal/Learning Center - Ron said the Journal had been sent out. The next Learning Center will be Saturday February 18 at the Merritt Island Library.

Webmaster – Curt said the Home, Journal, Speaker and Special Events Pages have been updated. There is 1 New Link – Kim Komodo. Misc Items included Windows 10 Cloud, Windows 10 Picture to Picture Feature, Symantec (Maker of Norton Antivirus) Acquires LifeLock for $2.3 Billion and 5 Predictions About Alexa, Cortana and Other AI Assistants.

Without a break the Program followed. – Roy Laughlin on "How Easy It Is To Publish Your Own Book". He showed slides of early days in Cocoa & how computers can be used to develop those into a book..

The Drawing followed. Prizes were a pack of print paper, 2 ball point pens, StarTrek VHS movies and a utility bag.

7:40 PM - Adjournment   ❑

From Dan's Desk

by Erica

My daughter Erica was visiting this week and I told her that sometimes I get stumped on what to write for the journal each month. She came up with what I think was a great idea – what actually happens when you call a Customer Support line and how to make those calls more effective for you to get the help that you need. I spent most of my career working on software to log the critical parts of a customer call for service and she reviews and manages people who actually take those calls at an AT&T call center. Here's Erica's take on Customer Service and how to get better results!

You know that message when you call customer service that says the call "may be monitored or recorded for quality assurance"? My job is to listen to those calls and give feedback to customer service agents and their management about area to improve and where they excel. So yes, someone really does listen!

Calling in to customer service or tech support is never how you want to spend your day, but there are a few things that you can do to help make sure the person you're talking to gives you the best service they can. So here are a few tips to make your next call go as smoothly as possible.

1 – Don't skip the automated voice or you will need to be prepared to be transferred. No one likes to navigate all the options the automated system gives you, and the voice recognition can be frustrating, but giving it as much information as you can rather than just skipping it can make you call shorter and better. It will get you to a department you need, or where there is an account matching information you provide, and it will often (but not always) auto-load that information for the person who answers your call. If you do skip it, be patient with the person who answers and understand that they may have to transfer you – be clear about what department you need or what services you have, so as to waste as little time and save as much bother as

possible.

2 – Know your information, and give what is asked. You may want to go straight into telling your agent what the problem is, or vent about how long it has been happening, but there are a few things the agent must do before they can really help, the most important of which is to find your account. If the person is asking only for your name or security question, then they probably have your account loaded up thanks to you taking time with the Interactive Voice Recognition system (IVR) or the robot as we call it, but they need to confirm it's right before they can start making changes or troubleshooting. If they ask for your account number, let them know if you don't have it, and ask what other information they can use to find you. Regardless of if you have phone or email services with the company you're calling, if that's what they would normally use to contact you, that's probably the information they need.

3 – Be patient and try not to ramble. You may hear long periods of silence, or the phrase "I am just running some tests" which is a favorite in the tech support calls. It can be hard to wait this out, if you are the customer, when you're mad that it's the 2nd time your internet has gone out today, but this time is when your support agent is checking your account, letting their system check for damage in the area or other reported problems, and when they are figuring out what steps to do next. If silence goes on for longer than a minute, feel free to ask for an update, but if you are talking the entire time it will be harder for the agent to concentrate on their job.

4 – Leave honest feedback, good or bad. You might be offered a supervisor or ask to speak to one, or you might get a survey email or text after your call. This data is crucial for the company to figure out if there are patterns of bad or good service, and figure out how to give you more of what you like. Ratings of your satisfaction with the result, the wait time, and the service are good points of reference for the company and service as a whole. If you have the option for a short-answer or a free response, that is the best place to give your specific thoughts about the agent you worked with rather than the company as a whole, that section usually goes to the agent's supervisor and is a big part of how they are evaluated. ❑

Webmaster Wanderings

Jere's Tech Tips - Tips from Jere Minich, APCUG Advisor, Region 5 (AL, FL, GA, SC). New items include:
What is a "Portable"App & Why Does It Matter;
 How to Set Up a Picture Password in Win 10;
How to Add any Search Engine to Your Browser;
How to Opt Out of Personalized Ads from Google
Win 10's Privacy Settings will be Simpler but More limited with Creators'
Update;
Microsoft Privacy Dashboard.   http://apcug2.org/jerestips/

1 New Link

Kim Komando - America's Digital Goddess provides the Latest News from the Digital World including Videos, Downloads, Apps, Cool Sites, Tips, Buying Guides, Forums, etc. Subscribe to Kim's Free Newsletter and/or Listen to her Weekly Radio Show.

General Information Links page - Free Stuff Links
        https://www.komando.com

Kim's passion for all things digital – and decades of experience in the tech & computer industry – has made her the go-to expert for living in the digital world. Her weekly 3-hour radio show & daily "Digital Minute" are heard on nearly 500 stations; millions more get tech guidance & advice at Komando.com. You can also subscribe to her free daily email newsletter and read her weekly column on USAToday.com.

Misc Items

Windows 10 Cloud
Microsoft is coming out with a new version of Windows 10 called Windows 10 Cloud. It is said to be similar to the Chrome OS. The main difference between this version of Win 10 & the regular versions of Win 10 is that it only runs apps that are available from the Windows Store. Win 10 Cloud may be a free OS & allow users to upgrade to regular Win 10 at their own convenience. This could be a pretty attractive incentive to get users to try Windows 10?

Windows 10 Picture-in-Picture Feature
Win 10 will get a Picture-in-Picture feature in Creators Update which rolls out in April. Feature allows keeping a small window on screen while using other apps. This could have many uses such as having a video chat stay visible on the screen while you browse the web or work, having a video playing in a corner while you do other things, keeping Notepad on top of your research sources, etc. Microsoft calls this a Compact Overlay window, & says it works the same as any other window. Does this mean the overlay window is resizeable? Users will see updates to the Skype Preview app & the Movies & TV app to take advantage of this feature.

Symantec (maker of Norton Antivirus) Acquires LifeLock for $2.3B
The acquisition transforms Symantec's consumer business to help people protect their information, identities, devices & families. Symantec CEO Greg Clark says "The combination of Symantec, the leader in consumer security, & LifeLock, with more than 4.5 million members, paves the way for us to deliver comprehensive digital safety solutions for consumers who face an onslaught of new risks every day. With the addition of LifeLock, consumers will now have a single place to get the protection services they need for their entire digital lives."

5 predictions about Alexa, Cortana, and other AI assistants
Here are 5 of the most interesting predictions from the 2017 Voice Report. The report was put together by VoiceLabs, a voice analytics startup tapped by Google for the launch of its Actions on Google, a platform for

the creation of Google Assistant actions. VoiceLabs works with developers making Google Assistant actions and Alexa skills.

1. The next nine months will be incredibly important for the economic ecosystem emerging around intelligent assistants. Many consumers have not yet definitively decided which intelligent assistant they

like best, but they have decided they aren't interested in buying multiple AI-powered assistants."What that means is that for the next nine months, it's a winner-takes-entire-household market where whatever first device you buy in the home, there's a good chance you're going to stay loyal to that platform and buy more of that same platform."

2. Push notifications and social connection will be the Pokémon Go of intelligent assistants. There are no breakout hits at the moment among the more than 8,000 Alexa skills and approximately 75 Google Assistant conversation actions, no killer app to be found. In order to make the creation of a killer bot possible, developers need the ability to send push notifications & to connect with their personal social network. Instead of a never-ending list of notifications, expect three or four highly valuable, proactive notifications each day, based on activity.

3. The number of devices sold will quadruple. VoiceLabs estimates that 6.5 million voice-enabled devices were sold in 2015 and 2016, and that 24.5 million will be sold throughout 2017.

4. Intelligent assistant makers will battle to 'own the night'. Intelligent assistants do a pretty good job of owning the morning already by serving up flash news briefings and control of Internet of Things devices to turn on the lights, lift the blinds, and start the coffee maker. What's important is owning the night. So what does that mean? It means making the best services for connection to devices like Amazon Fire TV, Apple TV, and Chromecast. "Direct person-to-person communication is a capability that doesn't exist yet for both of these devices, but once you can just talk to your

family and suddenly everyone is instantly connected … it's just like really seamless and delightful,"

5. Tech giants will release two new smart speakers by the end of year. VoiceLabs believes that by the end of 2017, two new popular devices with intelligent assistants inside will emerge to compete with the Amazon Echo and Google Home, likely from Samsung, Apple, or Microsoft. Cortana, Google Assistant, and Alexa are making their way into more cars & appliances, so even if there is no epic battle between four smart speakers with an intelligent assistant inside, you can absolutely expect to find them in many devices other than smart speakers. ❑

Report: CIA Hacking Smart TVs, Listening In

by John Lister on March, 9 2017

Leaked documents suggest the CIA has a program for spying on people through home devices such as Smart TVs. However, it appears such attacks are highly targeted and often require physical access to the TVs.

The claims come through a batch of 8,761 documents released by WikiLeaks, which says they come from the CIA. That agency has yet to comment on their authenticity and have not yet been independently verified. The documents are said to detail some of the tactics the CIA have used to improve digital surveillance. The overall message is that the agency appears to be concentrating more on getting direct access to devices, rather than putting so much emphasis on intercepting data as it travels over the Internet. That's likely because Internet communication is often protected with increasingly strong encryption that it's becoming impractical to decipher.

Malware Installed On Phones

In particular, the CIA is said to have put malware on phones to read sent and received messages on apps that encrypt the data before transmission, such as WhatsApp and Signal. The idea is to access the message at the point it is being read or written when, by definition, it has to be in an unencrypted format.

It also seems the CIA has deliberately sought out and stockpiled vulnerabilities in Apple and Microsoft's software, using these bugs to spy on people rather than alerting the software companies so they can fix the problems. Some of the bugs are said to be detailed in the papers, prompting concern that the software companies will now have to race criminal hackers by fixing them before they can be exploited by people other than the CIA.

Smart TV's Hacked Via USB Port

Among the specific claims are that the CIA has found a

way to take advantage of Samsung Smart TV's, which have a voice control feature and an Internet connection. The tactic involves manipulating software so that when the TV is "turned off" it actually remains active and records audio in the room before sending it to the CIA. (Source: washingtonpost.com)

The news isn't necessarily as bad as it seems, however. The documents suggest the CIA isn't able to manipulate the software remotely through the TV's Internet connection. Instead, it's only able to be installed via a USB port, meaning agents would need physical access to a property. In theory that means there's little doubt the fourth amendment applies, something that's not always certain with cyber monitoring. (Source: chicagotribune.com)

What's Your Opinion?

Do you believe the documents are genuine? Do any of the 'revelations' surprise you? Is the CIA being irresponsible in keeping security flaws secret from software. ❑

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Shareware and Freeware

By Kent Mulliner, Past-President, Bristol Village

September 2016 issue BVCC Newsletter

www.bvres.org
webmaster (at) bvres.org

The two terms, shareware and freeware, are used interchangeably and refer to software that is available without a required payment (examples include Firefox, and the Libre Office Suite). As an alert, we should be aware that these are usually developed / written by goodhearted individuals or groups, but the absence of a revenue source can be a constraint on maintaining

and developing the refinements needed by software in a rapidly changing environment. Increasingly, we are seeing Shareware groups seeking donations to offset commercial revenue. Examples include LibreOffice and Thunderbird (this latter was developed by the Mozilla group but they have decided that it is not fair to Mozilla users to transfer revenue to maintain Thunderbird. Thus they are seeking voluntary donations from Thunderbird users to further develop and maintain the program.

Approached practically, encouraging freeware/ shareware development through donations is self-serving. The donations enable more active development and maintenance programs to keep the software up to date. The absence of freely given revenue can threaten the continuance of such software.

A current example is Open Office which was the forerunner of LibreOffice. It was developed by Sun Computing (which was bought by Oracle). In the initial purchase, many staff working with Open Office opted to join together to independently develop the software further and hence the birth of LibreOffice. Others stayed with Open Office but they also left Oracle and opted for the umbrella of Apache software (a shareware server company).

The latest word from this group is that they have

decided to retire Open Office. In 2015, Open Office had a single update in October while LibreOffice had 14 over the course of the year. While some updates may correct minor bugs, more importantly is that they correct vulnerabilities [to malware] that have been discovered. Apache Open Offices vice president explained that it faced a severe shortage of staff to address vulnerabilities and that it was hard to adhere to the company's commitment to publicly announcing all vulnerabilities discovered without being able to correct (patch) those vulnerabilities.

The lesson is that while we can appreciate the availability of freeware/shareware, this is only possible if funding is available to support development of the software. It is like National Public Radio. It is only available as long as people are committed to and able to assure its continuance at a quality level that you should demand (and you can make such a demand only because you have paid to make maintenance of that quality possible. ❑

How to Create a Chart in a Word Document

By Nancy DeMarte, 1st Vice President, Sarasota Technology User Group, FL

October 2016 issue, Sarasota Technology Monitor

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Word is full of features and tools, but most of us use this popular application strictly for typing letters or other simple documents. There are many things besides text that can be created in a Word document. A lesser known one is a chart or graph. This feature is an excellent way to display budgets, trends, or other concepts that a collection of data can reveal. Here are the simple steps for adding a chart to Word:

Choose a Chart type and enter your Data: Open Word and click the Insert tab on the ribbon, then Chart in the Illustrations group. You will see numerous types of charts in the left pane, such as pie, column, bar, and other innovative types. Moving your mouse over each chart type shows a preview of it in the right pane. When you find the one you want, click OK. (You can always change the chart type later.) At this point two items appear in your document: the chart you chose and a small data worksheet which contains sample data.

Let's say you want to determine the proportion of your monthly budget that is spent for

certain categories. In the first row of the data sheet, type over the sample header to add 'Item' and 'Amount'. List some items and the average amount spent on them. You can use the keyboard arrows to move around within the sheet. The worksheet in Word displays only 20 rows and 10 columns, but clicking or holding down the arrow at the end of a row or bottom of a column gives you many more of each. So you can create a fairly large data worksheet, which is displayed above the sheet in your chosen chart. If your chart choice is not suitable for your data, click the chart and, in the ribbon, click the Chart Tools Design tab, click "Change chart type", and make another choice.

Format the Chart: When you select the chart in the document, two important things become visible: four small tool icons to the right of the chart and the Charts Tools contextual tab, which appears on the ribbon and has two sections, Design and Format.

Formatting icons:

The top icon, Layout Options, is a big help if you want to fit your chart within or next to a paragraph. Click the icon and choose the Square or Tight option to allow text to wrap around the chart. The Plus icon lets you hide or display items on the chart, such as the title or data labels. The Chart Styles paintbrush icon allows you to change the style or color of your chart. I find the Styles tab within this icon gives me some interesting variations on the way the chart can look. The Color tab lets you choose a new six-color scheme by clicking one of those shown. The last icon, Chart Filters, lets you select specific data from your worksheet to be included in the chart.

Chart Tools Design and Format tabs, which appear on the ribbon when a chart is selected, have much the same tools as the four icons to customize your chart. One good feature of chart creation in recent versions of Word is you can make a clean, professional chart without doing much customization. If you do want to experiment, the Design tab has some new changes you can make to a chart that you might want to try.

For Excel users: There is another way to add a chart to a Word document. If you use the Excel program in Office, you can set up your data worksheet and create your chart in Excel (Insert tab – Chart), copy it (Ctrl+C), and paste the chart into Word (Ctrl+V). The key skill here is choosing your desired paste option from the five choices that appear when you click the Paste Option icon. Options 1 and 2 will "embed" the chart in the document, which means it will become part of the document, but can be edited manually in Word. Option 1 will adapt the chart to the theme of the Word document, such as font and color scheme; Option 2 will keep the formatting that was present in Excel. Options 3 and 4 will "link" the chart to its data in Excel, so that when you change the data sheet in Excel, it will also change in the Word chart. Option 3 uses the destination (Word) theme; Option 4 keeps the Excel formatting. Option 5 pastes the chart into Word as a picture, which means the chart can't be edited. Moving your mouse pointer over each paste option will give you its definition. If you want to use the same paste option in all future charts, click "Set Default Paste."

Charts add a visual dimension that many of us find useful in understanding data. Although a Word chart lacks some of the more sophisticated features of Excel, it can work well for many kinds of charts a home user might want. Adding a chart to Word is not as complicated as it used to be. ❑

New Programs and Devices

By Dick Maybach, Member, Brookdale Computer Users' Group, NJ

November 2016 issue, BUG Bytes

www.bcug.com
n2nd (at) att.net

Computer programs can be complex and learning to use a new one can be difficult and frustrating.

Further, many hardware devices contain processors, making it easy for designers to add features that can make them equally complex. My primary operating system is Linux, and I like to explore new applications. These are usually free, and there are often several for every task, usually with drastically different approaches. I also love such gadgets as digital cameras and pocket GPS navigators. As a result, I am continually trying to master new programs and devices and have worked out some methods of doing this.

There are many barriers that make the task difficult.
- Every designer has a different idea of how a program or device should work, and trying to use a new

New Programs and Devices................from page 11

one the same way you used an old one can be counter-productive. Sometimes, the most difficult part is unlearning what you think you know, especially for experienced users who may feel they should be able to figure out new software and hardware by instinct.

- Different products can use different vocabularies – for example "uploading" sometime means importing information into an application and sometimes exporting it.
- Except for a handful of very popular applications, good tutorial books don't exist. This is especially so for Linux, OS X, and many cameras.
- The number of brick-and-mortar bookstores is decreasing, and those remaining are continually decreasing the shelf space for technical books. Software is frequently updated, meaning that books quickly become outdated and public libraries can't keep up. As a result, it is difficult to find useful information by browsing books.
- Information on the Internet is fragmented, poorly organized, and often wrong.
- Tech writers seem to fixate on tasks that don't interest me – they go into elaborate detail on things I never do and skip over those I perform almost every day.
- User interfaces are frequently not well designed, and not all products have useful help features.
- Purchased software and hardware usually includes only a small printed pamphlet, containing mostly legal disclaimers in several languages and labeled, "Getting Started Guide," or something similar. Many people assume this is the manual and never look at the real manual, which resides on an included CD-ROM or the vendor's Website.

I have found several ineffective techniques.

- Calling a friend – while this is occasionally appropriate, you will soon run out of friends if you overuse it, and some friends have more confidence than expertise.

- Taking random screen shots – unless you organize these and add comments as soon as you take them, you just end up with directories full of useless graphics.
- Handwritten notes – unless you organize these you end up with stacks or useless paper.
- Working by analogy from similar products – every program is different, and few are clones. New ones appear because their developers felt previous ones had fundamental shortcomings; few are just old ones with bug fixes.
- Using a new program to work with valuable data – making a mistake here could mean you lose the data.

Before you install the software or turn on the device, gather the available information about it that appears useful, including: the full manual (if only an on-line version is available, get its URL) not just the getting

started guide, reviews (which frequently provide helpful overviews), and Internet articles (or their URLs). If this is software, make a complete backup of your computer. This is important if you downloaded the software, especially for Windows users. Linux users can install new software on a virtual machine, which isolates any problems. Read the reviews and articles you gathered and at least the introduction and installation sections of the manual. Create a sandbox in which to experiment. This can be as simple as a directory with a few files you will manipulate with the new software or as complex as a virtual machine. Set up means of recording notes. I use CherryTree, http://www.giuspen.com/cherrytree/, which is free, but available only for Linux and Windows; Mac users can find equivalents at http://alternativeto.net/software/cherrytree/?platform=mac. Screen 1 shows my complete CherryTree notes on QMapShack after an hour or so of use. (This is a mapping program that works with a GPS.) As you can see, these fit on a single page, and at this point I had a lot yet to do. ❑

Where Have All the Black Friday Shoppers Gone?

by Greg Skalka, President, Under the Computer Hood User Group

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I love a good bargain, and have always looked forward to Black Friday, the day after Thanksgiving, when retailers traditionally kick off the Christmas shopping season with tremendous deals to lure customers to their stores. Over the years, Black Friday sales have changed and evolved. Once a single day which drove shoppers to camp out in front of stores to get the best deals, it has mutated into a week or more of less dramatic price cuts, with less shopping done in the wee hours of the morning in stores and more done online and with store apps.

I witnessed this trend continue this season. "Black Friday" deals were offered in the week leading up to Thanksgiving, and seemed to continue through the weekend. Some continued through the following week, kicked off by "Cyber Monday" online sales. I found this to be the most pleasant and hassle-free Black Friday ever, with no camping out, no long lines, no stampeding or unruly customers, and I even got every single advertised item I was shopping for. A big reason it was so pleasant was a lack of customers. Even though the newspaper reported good sales numbers for the retailers, I saw relatively few customers in the stores. This was good for me and the others still willing to go out Thursday night and Friday morning, but it made me wonder where the other shoppers had gone. Had they become fed up with the competition and early hours and stayed home, shopping online instead?

I tried to do more Black Friday shopping online this year, but was largely unsuccessful, with better results in the stores. Another thing I noticed was that deals seemed to be less enticing than in years past, with fewer discounted items offered and much less drastic discounts, at least for the kinds of items I was interested in. This makes me ask, "Where have all the Black Friday deals gone?"

I once again was out buying for our group, in addition to looking for bargains for myself. After looking at the Black Friday deals advertised by Fry's, Best Buy, Walmart, Office Depot and Staples (once again, their sales ads were available online several days in advance), I formulated a list of targeted items. Because the deals were spread over several days, there were some items to buy on Thursday (most stores had online sales all day and opened their stores in the evening on Thanksgiving), as well as on Friday. My list included enough items to fill our prize pot for our group's December meeting, as well as a few items I wanted for myself, but overall I felt the number and intensity of the discounts were down from past years. I can remember bringing home bags of great deals years ago; this year I only found a few items I wanted to buy for myself. Maybe some of my lack of interest was that due to my probably having most all the tech stuff I need already, but it did seem to be light on great deals this year.

This year the First Lady and I hosted Thanksgiving for my family, so we were to serve dinner for 14 that day. To make my shopping life easier amid dinner preparations, I tried to buy as many items as possible online. There were two things on my list from Fry's that were Thursday sale items, and I was able to easily buy them online Thursday morning before our guests arrived. I selected in-store pick-up over delivery, as the poor Fry's employees would be working until 11 PM that evening, leaving me plenty of time to pick up my stuff after our turkey-stuffed guests left.

I also tried to purchase a Samsung Chromebook at Walmart online Thursday morning, but it showed "out of stock" when I went online at 8 AM. This was another indication of deals being inferior this year, as last year I had two different sources of cheap Chromebooks to choose from; this year, only Walmart had a bargain. Here I did slip up, as I later found I could have tried to buy the Chromebook online starting at 12:01 AM Thursday morning.

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Some of our family stayed later than I anticipated, so I didn't get out to shop Thursday night until 8 PM, two hours after Walmart opened. My daughter questioned why I was going out at all, thinking I'd be gone for four hours or more. I feared all the in-store Chromebooks had been purchased by then, but I figured I had to try, and didn't think the crowds would be too bad by that time. When I arrived at the Poway Walmart, the parking lot was pretty full but I managed to quickly find a space. There were barricades and a San Diego County Sheriff car parked in front of each of the two store entrances, but at this point there were no lines. I got into the store with no problems and went to where I thought the electronics items would be located.

It was obvious I'd missed the rush, as while there were still a fair number of shoppers in the store, they appeared to be milling around calmly. I looked in the aisle for the door buster display of the Samsung Chromebooks, but didn't find any. Thinking I'd missed out, I asked a nearby salesperson, who said the door buster displays had just been taken down, and any remaining items put at the end of an aisle rack. She was very helpful and led me to the place, where I found three Chromebooks remaining. The check-out line was short, so I was in and out of the store with my prize in about 20 minutes. After picking up my pre-ordered items at Fry's, I was back home by 9:30 PM. My remaining purchases, if I were successful in getting them, were to be at Fry's on Friday, so I planned to first try to buy them online. Online sales were to start at 5 AM, while the store did not open until a more civilized 8 AM. I woke up at 5 AM, put on sweats and hopped on the laptop. I was able to put all five items I was looking for in my online shopping cart, and with my promo code entered, see the anticipated Black Friday prices. It all seemed to be going my way. After logging in to my Fry's online account and filling in credit card information, I was ready to purchase. When I pressed the "Complete Sale" button, however, a screen came up that said something like "Oops - Fry's online is having technical difficulties - please try again later."

After a few seconds, the shopping card screen came back, with all my selected items still in it. I went through the same check-out process, with the same unfortunate result. And again. And again. And again. I repeated this until about 5:20 AM, and then decided to take a shower, dress and get ready, all the while periodically trying the online purchase again.

Finally, I found the "Complete Purchase" button became grayed out and could no longer be selected at all. Fry's obviously was having problems with their web site and was not making many online sales. By this time, it was 7:20 AM, so I decided to go to the Fry's store and try my luck.
When I arrived at the Fry's San Marcos store, it was 20 minutes before opening, and the lot was less than 1/4 full. There was a line of people at the entrance, but it didn't even reach the corner of the building, so I only had 50 or so shoppers ahead of me. Employees with stacks of vouchers came down the line, passing them out to those wanting those "doorbuster" deals. The Fry's ad had stated that vouchers would be handed out starting at 6 AM, but at this late time it seemed there were lots more vouchers than takers. One poor employee kept looking to hand out vouchers for 4K TVs, but found little interest. I asked about the only doorbuster item on my list, a 2 TB USB3 hard drive, but he said that was a different department, and those employees would be out again with the vouchers soon. At this point the store's doors were opening, so we all walked calmly in and I immediately headed to where those drives would be.

When I got to the components department, I found a table full of those drives (about a hundred). I asked an employee if I needed a voucher to check out, and they said no, just take one. I quickly found all the items on my list and a few more. The check-out line was very short, so I was home again with all my loot by around 9:30 AM.

Once again, I came away with a good assortment of prizes for our group's holiday meeting, plus a few good deals for me. It was a mixed shopping experience, however. Although it was a more satisfying experience than in years past in that I got every item I was looking for, I did find that the deals were not as abundant as I remember. I guess I'll have to check out what is available on Cyber Monday (before or after work, of course), and will have to hope Fry's fixes their web site problems before then. ❑

Amazon Echo vs. Google Home in a virtual standoff

By Kim Komando, Komando.com

For decades, we have seen science fiction movies in which people talk to computers. Dave spoke to HAL. Michael Knight was assisted by KITT. Captain Picard directed "Computer." The computers were smart, personable, and (usually) did what they were told.

Google Home   **Amazon Echo**

When Amazon's Echo hit the market two years ago, this dream came true – sort of. The Echo was an affordable, futuristic device that responded to voice commands. You could talk directly to "Alexa," ask her questions, and get immediate responses. The Echo is clearly not full-on artificial intelligence. But this little black cylinder has wowed customers.

Now there's Google Home, a similar device that rivals the Echo in every way. As these high-tech machines vie for dominance, the natural question is: Which one is better? I've tried both Amazon Echo and Google Home, and I can tell you that there are benefits and drawbacks to each.

Amazon Echo vs Google Home............from page 15

The Amazon Echo is 9.2 inches tall, and it looks like a small black tower with a blue circle that lights up on top. The device has seven microphones, so it easily picks up sound from any direction. It nicely complements the Echo Dot, a separate device that looks like a hockey puck. The Dot is designed to help you deliver voice commands in other locations in your house.

The Google Home is 5.6 inches tall and shaped like a small vase. Its main body is white, but the base's color can be swapped. Google Home looks kind of like an air freshener, and Amazon Echo looks kind of like a Pringles container
designed for Darth Vader. But both are very slick devices that should look right at home in any domicile.

Voice Commands

The million-dollar question: How well do they respond to the human voice?
In both cases, you activate the device by saying its name: For Amazon Echo, you'd say, "Alexa, what time is it?" For Google Home, you'd say, "OK Google, what time is it?" As long as you're speaking clearly, both devices should recognize your question and tell you the time.

The big difference is the devices' frame of reference: Amazon Echo connects you to Amazon Assistant, which is a powerful tool for lots of questions, such as "What will the weather be tomorrow?" and "What year was 'Dr. Zhivago' released?"

Google Home connects you to the oceanic knowledge of Google. You will be astonished by how much Google Home knows, and you can even ask follow-up questions. For example, you might ask, "What year did Charles Lindbergh first fly across the Atlantic?" Then you could ask, "Where did he land?" Google Home should remember the previous question and know you are still asking about Charles Lindbergh.

Neither system is going to turn into your virtual best friend. The Amazon Echo answers who, when and what questions, such as weather forecasts, sports updates, and measurement conversions. Much of the time, Echo will politely admit to being confused. Google Home appears to be a bit smarter because of the vast Google infrastructure it leans on.

But no matter which one you pick, each device will sing you Happy Birthday on request
.
Music Streaming

Many customers get so wrapped up in the interactive abilities of Echo and Google Home, they forget that these devices started out as audio speakers.
Here's the bottom line: Bluetooth speakers will never sound as good as cord-based speakers.

True audiophiles will balk at all Bluetooth speakers, no matter how high-tech, because they can never capture the clarity of their predecessors.

That said, these are very nice speakers for casual listening, and they can fill a room with music. Both devices can stream music through the usual services – Spotify, Pandora and TuneIn – and each device has its own music service: The Echo connects to Amazon Prime Music and Google Home connects to Google Play

.

Other Talents

Google Home is very impressive, putting the "smart" in "smart speaker." But Echo has a two-year advantage, and Amazon has spent this time cultivating its third-party support.

With Echo, you can connect to Audible, track down your missing phone, play games and order items on Amazon.com. In smart homes, you can even dim the lights and switch on your security system. With 3,000 individual skills, Echo has come a long way in a short time. It's incredible how much power you can access by saying, "Alexa…"

Google Home can also connect to smart appliances and a bevy of apps, but it hasn't refined its network as much as Echo. Google may catch up, but for the moment, Echo is clearly leading the charge.

Privacy Issues

For Amazon or Google to answer your questions on demand, it has to be listening all the time. According to Amazon, when Alexa detects its wake word and glows blue, it streams "a fraction of a second of audio before the wake word" to the Amazon's servers and closes once your command has been processed. That fraction of a second gets saved along with your main command.

Google Home operates in a similar way. It constantly listens for the phrase "OK Google." Once detected, its LED lights activate and the recording is sent to Google's servers.

I wrote an entire article about how these devices are always listening and also tell you the steps to delete your recordings.

For more reviews of hot new products, be sure to listen to my national radio show or download my podcasts.. You can listen to the Kim Komando Show on your phone, tablet or computer. ❑

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Kim can be heard locally in Melbourne: WMMB 1240AM, Saturdays starting at 10am-1pm; in Cocoa: WMMV 1350AM Sim WMMB, Saturdays starting at 10:00 AM - 1:00PM. Komando.

ASK LEO!
by Leo Notenboom

How Do I Remove a Virus If It Prevents Me from Downloading or Installing Anything?

Some malware goes to great lengths to prevent you from downloading, running, or applying a fix. I'll tell you what steps to take.

I am trying to fix a computer that has malware preventing me from getting into regedit and task manager. It will not let me boot into safe mode. It will not let me install any anti-spyware or anti-virus software. I'm not sure where to go from here. It has stopped me from doing much of anything to get the malware off the computer. Any suggestions?Sadly, this is all too common. Malware can be pretty sophisticated, and it can work hard to prevent you from removing it. That means you may be blocked from downloading or running anti-malware software, or be prevented from running tools already on your machine that might help.

I'll save the "prevention is so much easier than the cure" missive for a moment. We just want this fixed.

There are things that we can try, but unfortunately, there are no guarantees.

The problem: when malware interferesWhat you're seeing is the malware on your machine actively watching for you to try to remove it, and thwarting your attempts.

It's watching for downloads that "look like" anti-malware tools, and web (or other) access that might be going to anti-malware sites. It's even monitoring what programs you run. When it sees you doing anything that could lead to its removal, it steps in to either redirect you to sites of its choosing, or simply cause the operation to fail.

We'd love to download and run anti-malware tools, but we can't.

So, we have to get creative.

Run Windows Defender Offline

I recommend that you begin by downloading Windows Defender Offline.**1**

Windows Defender Offline is an anti-malware tool – essentially a stand-alone version of Windows Defender (also known as Microsoft Security Essentials in older Windows versions) – that you download and burn to CD or install on a USB flash drive. You then boot from this to avoid running the malware on your machine. As a result, you're able to run the anti-malware tool directly.It's important that you download Windows Defender Offline when you need it – which probably means using a different computer, as the existing malware on your machine may prevent you from downloading it. You should always run the latest version of Windows Defender Offline, so you're protected from the latest threats.

Let the tool perform a thorough scan of your machine. Hopefully, it will detect and remove the malware that's causing your problem.

If it doesn't detect and remove it, if you can't run Windows Defender Offline, or if you just want to keep scouring your machine with additional tools, there are other tactics.

Temporarily kill the malware

One possible solution to the blocking problem is to temporarily kill the malware. This won't remove it, but it may allow you to download tools that will.

The folks at BleepingComputer.com have created a tool called RKill that does exactly that**. Y**ou may need to download Rkill on another machine (because it may be blocked on the infected machine), but you can quickly copy it over to your machine using a USB drive or something else.

You may also need to rename Rkill.exe to something else (like "notRkill.exe" or "leo.exe"). Once again, the malware may be paying attention to the name of every program being run, and may prevent the software from running if it recognizes the name.

Run the program, and *do not reboot*. Rebooting will "undo" the effect of having run Rkill. Any malware Rkill killed will return if you reboot.

Download and run Malwarebytes Anti-Malware

With the malware temporarily killed, you may be able to download and run anti-malware tools.

Malwarebytes Anti-Malware is currently one of the most successful tools at identifying and removing the types of malware that we're talking about here.

Download the free version, install and run it, and see what it turns up. Once again, you may need to download the tool on another machine and copy the download over, as you did with Rkill.

Try other tools

After running Rkill, you may (or may not) be able to run some of the other tools the malware was blocking. You can try registry editing tools, Task Manager, Process Explorer, and others.

You can also try your other anti-malware tools. Either they will be able to download an update that catches this problem, or you can download another tool that will.

But in general, my money's on Malwarebytes.

What if it doesn't work?

If none of what I've discussed so far works, then things get complicated.

You may consider these options:

•   Boot from another bootable antivirus rescue CD. There are several, including anti-virus vendors like Avira, AVG, and many others. If you have a favorite anti-malware vendor, check with them to see if they provide a bootable scanning solution. These are interesting because they boot from the CD, not your hard drive, like Windows Defender Offline. That means the malware doesn't have a chance to operate and block you. You can then run a scan of your hard disk and hopefully clean it off.

•   Remove the hard disk and place it in or connect it to another machine. Hardware issues aside, this needs to be done with care to prevent the malware from spreading. Just like booting from that CD, however, this boots from the other machine's installation, not yours. You can then run anti-malware tools against your drive and hopefully clean it off.

Restore from backup

One of the best – and often quickest – solutions is to restore your machine using a recent image back up.Assuming you have one, of course.

Regular backups are *wonderful* for this. They return your machine to the state it was in prior to the malware

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infection. It's as if the infection never happened.

This is another reason why I harp on backing up so often.

It does have to be the correct type of backup: either a full-system or image backup. Simply backing up your data will not be helpful in a scenario like this, unless you are forced to take the final solution (see below).

For the record, my opinion is that Window's System Restore is pretty useless when it comes to bad malware infections like this (if it hasn't already been completely disabled by the malware). Give it a try if you like, but I don't have much hope for its success.

The final solution

That subtitle sounds dire because it is.As I've mentioned before, once it's infected with malware, your machine is no longer yours. You have *no idea* what's been done to it. You also have no idea whether the cleaning steps that you took removed any or all of the malware that was on the machine.

Even if it looks clean and acts clean, there's no way to prove it is clean.

You know it *was* infected, but there's no way to know that it's not now.

Scary, eh?

The only way for you to know with absolute certainty that the malware is gone is to reformat your machine and reinstall everything from scratch.

Sadly, it's quite often the most pragmatic approach to removing particularly stubborn malware. Sometimes, all of the machinations that we go through trying to clean up from a malware infection end up taking much more time than simply reformatting and reinstalling.

And reformatting and reinstalling is the only approach known to have a 100% success rate at malware removal.

If you don't have a backup of your data, then at least copy the data off somehow before you reformat. Boot from a Linux Live CD or DVD if you must (Ubuntu's a good choice). That'll give you access to all of the files on your machine and allow you to copy them to a USB device, or perhaps even upload them somewhere on the internet.

Aftermath

After things are cleared up and working again, take a few moments to consider how to prevent this from happening again, as well as what you can do to make the next time easier:

- See if you can identify how the infection occurred and then, to whatever extent you can, *never do that again*. 🙂

- Make sure you have the most up-to-date security measures to stay safe on the internet.

- Invest in a backup solution of some sort. Nothing can save you from more different kinds of problems than a good, regular backup.

As I said at the beginning, prevention is much, much easier than the cure.❏

How to Fix: Laptop Won't Turn On - The Definitive Step-by-Step Guide

by Dennis Faas on February, 24 2017

Infopackets Reader Marion L. writes:

" Dear Dennis,

I haven't used my laptop for a few weeks. I went to turn it on today, but it won't turn on at all. I have it plugged in to the wall power outlet, but it still doesn't work. What do I do now? "

My response:

This is a fairly common issue with laptops; oftentimes the laptop won't turn on even if it's plugged into the wall if it's been sitting for a while - in your case, a few weeks. Sometimes, however, something else has gone wrong, and parts of the laptop may be corrupt or not working, or the laptop may have died. I'll explain what you need to do below using step-by-step instruction, so that you can try to determine what's wrong with the laptop and take the necessary measures.

First, try 'Resetting' the Laptop Batteries

When the laptop is sitting idle, the batteries will discharge - how much the battery discharges depends on the condition, quality, and age of the batteries. Batteries which are not in optimal condition (and especially poor condition) will discharge at a faster rate than newer batteries.
If a battery has fully discharged after sitting idle for a lengthy period of time, they may need to be 'reset' by unplugging the batteries, then plugging them back in - though there are technically more steps than that. 'Resetting' the laptop batteries in this manner usually works most of the time if a laptop won't turn on.

Here are the steps you need to take to reset the batteries:

1. Unplug the laptop from the wall if it is currently plugged in.

2. Carefully flip the laptop over and note the location of the battery - it is usually at the rear end of the laptop. Now, look for some sliding switches with a lock and unlock symbol near the battery. These switches will unlock the battery so you can take the battery out of the laptop; there are usually two of them. Set the switches to both unlock positions and then try to gently pull the battery out of the laptop. It should come out fairly easily.

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3. Once the battery is out of the laptop, flip the laptop back over in its normal position, ready for use. Next, plug the power brick into the laptop, and the other end of the power brick into the wall. Then, press the power button to see if the laptop comes on.

4. At this point, the laptop should turn on. If it does, let the laptop boot the operating system (I'll assume its Windows). Once the operating system is loaded, click Start -> Shutdown to shut down the computer so it is powered off. If the laptop does **not** turn on, follow onto the next step as well.

5. Unplug the power brick from the laptop so that there is no wall power going into the laptop. Then, plug the battery back in, and set the battery switches into the lock position to prevent the battery from sliding out. Once that is finished, plug the power brick back into the laptop and press the power button.

At this point, one of three things will happen:

1. the laptop will turn on and the machine will boot, or
2. the laptop will turn on and it won't boot, or
3. the laptop won't turn on at all.

I'll discuss various scenarios below.

What to do if: the Laptop Turns on and Boots

If the laptop turns on and boots, the next thing to do is to **test the batteries** to ensure they are not dying. To do so, load your operating system and leave the laptop power brick plugged in until the battery says it's fully charged. You can determine this by going to the task bar near the clock - you should see a battery symbol. Hover your mouse over top of the symbol to determine its charge.

Once the battery is charged, it's time to do a load test. For this I recommend you download Prime95; once installed, run a 'torture test' on the system with the laptop power brick removed (so it's only running on battery). You will also want to disable the laptop sleep mode, if it is enabled so that the laptop doesn't fall asleep in the middle of the test. To disable sleep mode: click Start, then type in "power options"; wait for Power Options to appear in the list, then click it. The Power Options window will appear; click the "change plan settings" link and on the following page, it will say "Put the computer to sleep" - select "Never".

Once the prime95 torture test begins, note the battery level and time remaining in the tray bar - then keep an eye on the laptop every 15 minutes or so to see if the battery is draining at a steady rate. If it remains relatively steady, then you are good to go and nothing else needs to be done. If the charge drops off fast, then you will need to replace the battery. Refer to the heading "replacing laptop batteries" below for more info.

What to do if: the Laptop Won't Turn On and Won't Boot

If the laptop won't turn on and won't boot, the next step would be to buy a new laptop battery. Some laptops won't boot without a battery, **_or_** if a dead battery is attached. Replacing the battery should fix this problem. Batteries on eBay are fairly cheap - around $20 or slightly more - so this is an inexpensive option. Refer to the heading "replacing laptop batteries," described next more info.

Replacing Laptop Batteries - On the Cheap

If you need to replace the laptop batteries, take note of the model # of the battery and its mAh rating (power rating) - it is usually written on the battery itself. Once you have this information, go on eBay and search for the model # and mAh rating. Usually batteries on eBay sell for a fraction of the price of what you would normally pay if you purchased it from the manufacturer. Try and find a battery with the **same or higher mAh rating**. Also, try and find a seller from your country with a refund guarantee, in case this option doesn't pan out and you want to return the battery. Note that you will have to pay the return shipping to send the battery back to the seller if you plan on returning it.

What to do if: the Laptop Won't Turn On, Even after Replacing the Battery

If you've purchased a new battery and the laptop still doesn't turn on, the next step is to purchase a new power brick. The idea here is that the original battery may have discharged after the laptop sat for a while, and your laptop power brick may have died at the same time. Replacing the power brick may fix the issue. Search eBay for the model # of the power brick with the exact same power ratings (example: 90 watts) and purchase one from a seller in your area with a refund guarantee, so that you can return it if it doesn't pan out. Note that you will have to pay the return shipping to send the power back to the seller if you plan on returning it.

What to do if: Laptop Turns on, but Won't Boot

If the laptop turns on but does not boot the operating system, you will want to **take note of any error messages or conditions** that appear on the screen. For example, if it says something like "NTLDR missing" then you will have to fix the boot sector of the drive - usually you can do this by booting from a Windows DVD and then use the "repair" option.

If all you get is a flashing cursor in the top left of the screen, then you will likely want to test the hard drive for errors. Another thing to look at is the BIOS boot sequence, as this information may have been lost due to a drained battery (and especially if the laptop is old and the internal CMOS battery is also dead). In this case you will want to ensure that the hard drive is set as #1 or #2 in the list of boot sequence. Entering the BIOS / CMOS / "Setup" is different for every machine - usually it's DEL, sometimes it's F2, etc - search the Internet for "enter bios << laptop name >>" for instructions. You can also look at videos over on Youtube for "how to enter BIOS laptop", for example.

To test the hard drive for surface errors: take the drive out of the laptop and plug it into another machine, then do a full surface scan of the drive. For this I usually use Macrorit Disk Scanner (freeware) to check for bad sectors. If you have bad sectors, you will likely want to replace the drive and reinstall Windows fresh.
These are only a few possibilities as to why a laptop won't boot, though there are many more. If the suggestions in this part of the article are too technical for you, I may be able to help you troubleshoot the issue 1-on-1 using my remote desktop support service (for a nominal fee) - but only if you have access to another machine so that we can connect over the Internet. Simply contact me briefly describing the situation and I'll get back to you as soon as I can.

If this is not an option, then I suggest you take the laptop to a local repair shop.

What to do if: Laptop Won't Turn On after New Battery, New Power Brick, HD Tested

If the laptop doesn't turn on after you've purchased a new battery AND a new power brick, AND you've tested

What to Do if ....from page 23

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the hard drive, then the next step is to try and reseat the RAM. If the laptop was jostled, the RAM may need reseating, though this does not happen very often. In this case, improperly seated RAM can prevent the machine from turning on.

To reseat the RAM: unplug the battery and power brick, then flip the laptop over and look at the back for a compartment - you will likely need a small screw driver to open it up. Once you find the RAM, take the chips out, then put them back in.

IMPORTANT: discharge yourself before touching the RAM chips (and only ever touch the chips on the sides - NEVER touch the chips themselves and NEVER touch the gold part), as static electricity can easily kill your RAM chips. You can discharge yourself by touching a wall power outlet screw (these are usually grounded). Once the RAM is back in, try turning on the laptop. If you've never done this before you can look at Youtube for videos on "how to replace ram in a laptop" or such.

If it still doesn't work, proceed to the next step.

What to do if: Laptop Won't Turn On after New Battery, New Power Brick, HD Tested, RAM Reseated

If the laptop doesn't work after you've replaced the battery AND power brick AND tested the hard drive AND reseated the RAM, then it's likely a safe bet that the laptop is dead. It may be cheaper to replace the laptop with a used model or to purchase a new one. If this is the case, and you need help transferring your files over from the old laptop to the new one, I can assist using my remote desktop service - simply send me an email briefly describing the issue and I'll get back to you as soon as possible.

I hope that helps.❏

IF you found this article interesting and useful, check out InfoPackets.com. Infopackets consists of a small group of writers dedicated to publishing technology news and information 5 times a week, each and every week throughout the year. There are also a number of free eBooks on various technology subjects.

Back to Basics

Using Windows (File) Explorer -- Using Different "Views" To See Files and Folders

By Jim Cerny, Chair, Forums Committee, Sarasota TUG, FL

August 2016 issue, Sarasota Technology Monitor

www.thestug.org
jimcerny123 (at) gmail.com

[Please read this article with your computer! DO the steps and you will find it all much easier to understand. Otherwise you will forget. Trust me on this.]

This is the second of a series of articles on the basic use of Windows Explorer (known as File Explorer in Windows 10). In the previous article we looked at the two "panes" in this app window – the "Folder List" in the left pane, and the contents of a folder displayed in the right pane. Clicking on any folder on the left will show the contents of that folder on the right. The Folder List in the left pane shows ONLY folders, not files. Clicking on the right-pointing arrow next to a folder in this list will open (immediately below and slightly indented) the folders IN that folder. The arrow will now be pointing down. Click on the down-pointing arrow to remove or "hide" the list of folders in that folder and the arrow will then be pointing to the right again. Please practice this. This is how you can get to and open the folder you want to see.

Is this getting to be too confusing for you? But is it really that difficult to understand that a folder can itself be IN another folder? If you take some time to explore folders in this app it should become clear quickly. Exploring does NOT change anything, you are just looking around. We will get to actually changing some things in future articles.

This time we want to explore the different VIEWS or ways of displaying FILES and FOLDERS using this app. As stated previously, clicking on any folder in the folder list column on the left will open and display the contents of that folder on the right. There are different ways of displaying this information using the "view" options. In Windows 10 click on the "View" tab (menu bar) near the top of the window. On other versions of Windows Explorer you may see a small tool icon which, when clicked, will display the list of viewing options. Although several different "views" are available, we will look at only the two views that I use, but feel free to try the other views as well to see if you like them.

Try the "Large Icon" view option. This is my favorite view when I am working with PHOTOS on my computer.

All files that are photos will be displayed as a "thumbnail" of the photo itself with the file name below it. This is great for seeing what photos you have so you can delete photos you no longer want, or move or copy them to another folder, etc. If a file is NOT a photo, such as a document or a spreadsheet, then you will see a simple ICON representing that file "type". Folders are icons too (which actually look like a real folder) and in later versions of Windows, the folder icon will be displayed actually open a bit so you can "peek" and see hints of the photos in that folder. Double-click on any folder in the right pane to display the contents of that folder. Note that you can select ANY view for ANY folder – just open that folder first and select the view option you want. What is nice about this is that the folder will "remember" your view option the next time you open that folder! So you don't have to select your view each time, only when you want to change it. Remember, changing "views" does NOT change any file or anything, it just changes how things are displayed in the window. Note that if you "hover" your mouse on any file or folder ("hovering" your mouse means that you place your mouse arrow ON something but do NOT click the mouse) it will open a small box with more information about that file or folder.

Try the "Details" or "Detailed list" view. This is my favorite view for ALL OTHER files. Each file name is listed on its own line with some very helpful information next to it. Note that the folders are probably listed first, alphabetically, then the files below them. The contents of a folder are sorted (by default) alphabetically, with the folders together at the top. If you click on the "Name" column header it will REVERSE the sort. Note that the small arrowhead indicates which column is sorted and how (from A to Z or Z to A). Click on the "Size" column header and your list will be sorted by SIZE, largest to smallest (note arrow is pointing downward). Click again on the "Size" column heading and it will REVERSE the sort (arrow pointing upward). Please practice clicking on different column headers to sort your contents different ways. Sorting by "Type" for example will group all your files in that folder by the "type" of file – a Word document, a jpeg photo, etc. You can do all of this and nothing

is changed – you are just looking around and viewing things in different ways. Can you see how using File Explorer can be so important? It can be used to FIND and VIEW anything on your computer. You can use the "sort" options in other "views" as well, just look for them by using the toolbar or "tabs".

Here is an important tip to help you. Double-clicking on a FOLDER in the right pane will OPEN that folder in that pane so you can see its contents. Double-clicking on a FILE in the right pane will OPEN THAT FILE using the DEFAULT app or program for that file type. If you wish to use a different app to open a file (that is, other than your "default" app) you should open that app FIRST and then use that app to find and open the file you want.

Finally, although there is so much that File Explorer can do, it can NOT create a new file. It can COPY files and MOVE them around your computer and RENAME them, but it cannot create a brand new file. You must use an app to do that – and you can understand that to create a new document you must use MS Word, or WordPad, or some other word-processing app. To create a new picture, you must use a camera, a photo app, or the paint app, etc. You use apps to create a new file, give the file a name, and save it to a folder. After that, File Explorer does everything else to work with ALL your files and folders – not only on your "C" drive, but on any memory device that is connected to your computer, such as your smart phone, thumb drive, or memory card. ❑

What's New?

Reviews by George Harding, Treasurer, Tucson Computer Society, AZ

August 2016

www.aztcs.org
georgehardingsbd (at) earthlink.net

Etòn …

I received three products from Etòn for review.

Eton, incorporated in 1986, is a Canadian company providing products in partnership with the Red Cross.

Blackout Buddy is a small unit about the size of a cell phone and provides you with a night light, blackout alert and an emergency flashlight. It has prongs for a wall socket, which turns it into a nightlight. If power goes out, the flashlight automatically turns on and gives you a bright beam from its three LED bulbs. If you remove it from the wall socket and fold the prongs in, it is now a flashlight. This is a handy product for your home and is very reasonable priced at $15.

FR1 is a combination radio and cell phone charger. It has an internal battery that can be charged with the included cable or by using the embedded crank. Four minutes of cranking gets you 10-15 minutes of radio time. There are three radio bands, AM, FM and Weather. Controls on the face of the FR1 allow you to change band, change radio station and change volume. There is a collapsible antenna on the side of the FR1. Another button on the face activates the cell phone charging port. When in Weather band mode, you can set a monitor to turn the FR1 on whenever the station issues an alert for hazardous weather. You can also set an alarm to sound at a particular time. This product is versatile and would be an essential item to have on backpacking and camping trips, or even on a driving trip. It's modestly priced at $45.

Satellit is a multi-purpose radio receiver with many features. It receives AM, FM, LW, shortwave and aircraft bands. It includes a clock and alarms can be set and there is a sleep timer, as well. There is capacity for up to 700 memory channels. It is powered by either a wall plug or by 4 AA batteries. If the batteries are NiMh rechargeable, running the radio on wall power will charge the batteries. A collapsible antenna is stored on the back of the box. The box includes a very nice carrying bag. Both audio in and out are supported. The unit includes a very thorough User Manual with sections in English, French and Spanish. With the many features and options available with this product, the complete manual is a necessity. Priced at$230 through the company, although Amazon advertises the product at $159 at this writing.

Etón Corp.   www.etoncorp.com

I-Sleep …

If you have trouble getting to sleep, this product may be for you. It is scientifically designed to use your brain's impulses to enhance the likelihood of sleep.

The kit comes with several parts. The first is a controller which outputs a signal to your circulatory system and ultimately your brain. It includes a control for you to increase or decrease intensity of the signal. It has an internal battery and a charging cable is included to enable this. The controller has a monitor screen which shows

information.

The kit also includes a set of what might be earbuds if the ends were to go into your ears. In this case, though, the ends clip onto your ear lobes. There are cloth pads that fit onto the clips, that must be moistened for connectivity. The manual suggests eye drops as a moistening agent.

When you are ready to go to sleep, you attach an ear clip and turn on the controller. Twenty minutes' time is shown on the monitor and countdown starts. After twenty minutes, the controller automatically turns off.

While on, you may adjust the intensity of the signal put out by the controller. You increase or decrease as needed.

 The Company description of operation is: "The product uses advanced bioelectricity to balance brainwave technology to increase the activity of Alpha wave, reduce the activity of Delta waves, in order to improve sleep quality. About 20 minutes after using it, you will fall into a deep sleep."

This innovative product is not yet available to the public. I received it for review as an Xberts Pioneer.

I-Sleep by Xberts   No web access at this time   Price: $169

What's New?......................................from page 27
Nite-Ize …

This is one of the most innovative companies I've come across. They develop useful tools for you and me that are easy to use and reasonably priced. Here are a few that the Company provided me for review.

- Steelie Pedestal for Tablets. This device is pretty simple, but fills the need for a support when you use a tablet on a flat surface There is an adhesive-backed magnetic disc, the Steelie stalk and mount for a desk or other flat surface. You attach the magnetic disc to the back of your iPad or other tablet and place the mount on a flat surface. The Steelie stalk head fits into the magnetic disc and the end goes on the mount. The tablet can be rotated and tilted as needed. Price $50

- Steelie Vent Mount Kit. This is similar to the Pedestal product, but has a mount that clips easily to most vehicle vents. It keeps any cell phone securely attached, yet is easy to manipulate. Don't drive and manipulate! Price $40

- Financial Tool. Holds currency, driver's license and credit cards securely and serves as a multi-tool as well. Tools are:

screwdriver, tape cutter, ruler, windshield scraper, wrench and bottle opener. All this in a stainless-steel frame! Price $10

- Mini flashlight. Has functions for flashlight, lantern and safety light. The flashlight has two levels of brightness, high and low. The lantern also has two modes, high and low. The safety light has three modes, glow, flash and SOS. All this in a machined aluminum body and takes only one AA battery. Price $12

- BetterBand. Stretch bands that can hold things together, link cords, bags of chips, etc, or use as a tie-down to something else. Price $4 There are many other versions of these bands in different lengths. Handy for keeping thing together.

- PowerKey. A small container for a cable with an iPhone 5/6 attachment and USB plug. Price $18

- GearTie. A flexible rubberized wire, useful for keeping items together. Comes in

various lengths. Price $4.50 for 6-inch pair

There are many more useful products in the Nite-ize catalog. See http://www.niteize.com ❑

Interesting Internet Finds – September 2016

Steve Costello, Boca Raton Computer Society

editor@brcs.org
http://ctublog.sefcug.com/

In the course of going through the more than 300 RSS feeds, I often run across things that I think might be of interest to other user group members.

The following are some items I found interesting during the month of September 2016.

The Flaw in Secure Logins

http://askbobrankin.com/the_flaw_in_secure_logins.html

Bob Rankin talks about some flaws in two-factor secure logins.

Top 10 Ways to Secure Your Mobile Phone

https://blog.malwarebytes.com/101/2016/09/top-10-ways-to-secure-your-mobile-phone/

Malwarebytes talks about ways to secure your mobile phone.

How To Create Strong Passwords: 6 Expert Tips For Online Safety

http://www.geekersmagazine.com/create-strong-passwords-expert-tips-online-safety/

To be secure online you need to use strong passwords. This post gives you tips about creating them.

What Is Email Spoofing & How To Protect Yourself & Stay Safe

http://www.thewindowsclub.com/email-spoofing

This post explains how an email can look like it comes from a trusted place, but is actually from somewhere quite different. It also tells you how to identify this and

BREVARD USERS GROUP

BUG Officers

President:
Bill Middleton
oresident@bugclub.org
Treasurer:
Loretta Mills
treasurer@bugclub.org
Secretary:
Bill Middleton
secretary@bugclub.org
member at Large:
Jim Townsend

Webmaster:
Chris Crisafulli
webmaster@bugclub.org

Special Interest Groups
Beginners' SIG:

beginners@bugclub.org

Hardware (Tinkers) SIG:
Bob Schmidt   952-0199
hardware@bugclub.org

BUG Web Page:
http://bugclub.org

Brevard Users Group Secretary's Report

by Bill Middleton

Monthly General Meeting, February 23, 2017

The meeting was called to order by President, Bill Middleton at 3:30 PM.

The meeting had been scheduled to be a Q and A session with club guru, Chuck Boring. Due to a nasty cold, Chuck could not be present. A few questions on matters that had been previously discussed were fielded by the Pres. and other senior members.

The rest of the meeting was devoted to introducing the new club laptop computer, an HP with a quarter terabyte solid-state hard drive, an AMD A-12 processor and 12 gigs of memory. The machine lacks only a touch screen to be totally state-of-the-art for a non-gaming computer. With no whirring hard drive, the machine is extremely quiet The It's full speed capability could not be demonstrated due to the libraries Wi-Fi connection. Members are invited to help us show this March 8, One Senior Place meeting. An ethernet connection in the meeting room was revealed at last month's meeting.......

Meeting was adjourned at 4:45 PM.

Respectfully submitted by
Bill Middleton, Secretary. ❑

Interesting Internet Finds.................from page 29

what to do to stay safe.

Common Questions About Two-Factor Authentication

https://www.telesign.com/blog/post/common-questions-about-two-factor-authentication-2/

This post answers some of the most common questions about two-factor authentication. If you haven't started using two-factor authentication yet, and you should be using it, check this out for answers to your questions about it.

3 Videos to Help You Be #CyberAware

https://www.consumer.ftc.gov/blog/3-videos-help-you-be-cyberaware

This post from the FTC (Federal Trade Commission) contains three videos:

· Protect Your Computer from Malware

· Public Wi-Fi Networks

· Tech Support Imposter Scams

****

Most Fridays, more interesting finds will be posted on the Computers, Technology, and User Groups Blog:

http://ctublog.sefcug.com/tag/interesting-internet-finds/

The posts are under Creative Commons licensing.❏

Monthly Meeting Schedules

Please check with your BUG Officers for

the   dates and times of the upcoming meetings.

February 2017 Treasurers Report
by Loretta Mills

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Brevard Users Group Secretary's
            Report


         By Bill Middleton

Monthly General Meeting, February
           23, 2017
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1. The meeting was called to order by President,

    Bill Middleton at 3:30 PM.
2. The meeting had been scheduled to be a Q and A session with club guru, Chuck Boring. Due to a nasty cold, Chuck could not be present. A few questions on matters that had been previously discussed were fielded by the Pres. and other senior members.
3. The rest of the meeting was devoted to introducing the new club laptop computer, an HP with a quarter terabyte solid-state hard drive, an AMD A-12 processor and 12 gigs of memory. The machine lacks only a touch screen to be totally state-of-the-art for

© Randy Glasbergen
glasbergen.com

"I love reading. I read about 3 hours a day.
My favorite book is Facebook."

Change of Address?

Going North for the summer

or coming back ?

Don't miss a single issue of your

Please give us any change to your email address if you wish to receive the eJournal .

Send your changes to
ringram28@cfl.rr.com
or mail a note to him at:
**SCPCUG Editor
Space Coast PC Users Group
8700 Ridgewood Avenue, #B-301
Cape Canaveral, FL 32920-2040
Reminder**
*There will no longer be a print copy
of the Space Coast PC Journal
mailed to you.
Print copies if available at the
Monthly Meetings are $1.50
If requested, a print copy can be mailed
for $3.00*

Are you having problems with your
hardware or software?
Did you find the solution yourself?
How about sharing that information with your
fellow club members? Sit down for a few minutes
open up that word processor and put your ideas
to paper. Aside from the value to the members,
you'll get your name in print!
Don't worry about the details, we'll
edit it for the best appearance and
presentation.

Calendar of Events

March 16, 2017 - SCPCUG Meeting
Central Brevard Library and Reference Center
6:00 PM -SCPCUG Meeting, Room 2

March 18, 2017- Learning Center
Merritt Island Library 12:00- 3:30 PM

March 31, 2017- Deadline for Journal Input

April 1, 2017 - Learning Center
Merritt Island Library 12:00- 3:30 PM

April 13, 2017- SCPCUG Meeting
Central Brevard Library and Reference Center
6:00 PM -SCPCUG Meeting, Room 2

April 30, 2017 Deadline for Journal Input

Presentations Schedule
March **16, 2017**

Mr. Mark Kirschner, of Magick Movers, will give a presentation on Television in the 21st Century and a review of the Phantom 3 Drone.

Bring your friends or neighbors

Beginners or Advanced
Bring Your Questions
Get Technical Help
Share Your Knowledge
at your SCPCUG

Learning Center

Meets on First and Third

Saturdays in The Merritt Island

Library Conference Room

From 12 - 3:30 PM

Please restrict your visits to these times.

Bring your hardware or software problems.

We'll do all we can to help.

If you bring a desktop computer, please bring the keyboard, mouse, and power cord.

Call Ron Ingraham. 321-777-2578 for more information.

Call Ron Ingraham, 777-2578,
for more information.

The
Space Coast PC Users Group Journal
is produced using
Adobe InDesign CS3
&
Adobe PhotoShop 6.0
All SCPCUG club members are entitled to receive the electronic version of the Journal in pdf format. You'll need Adobe's widely available Acrobat Reader X.I (free) to view the eJournal.
Contact Ron Ingraham
ringram28@cfl.rr.com to get on the
eJournal mailing list

Space Coast PC Users

Group is proud to be a

Member of

An International
Association of Technology
& Computer User Groups

Reduced attendance at the regular monthly meetings has made it increasingly difficult to find people willing to give a presentation.

It would be helpful if you would offer suggestions regarding subjects of interest to you or the group as a whole.

If you know of anyone with knowledge of computer software or hardware who might be willing to speak to the group, please let our Vice-President, Larry Bennett know.

(321) 259-2400
lbennett@ qualitek.biz

Space Coast PC Users Group, Inc.
MEMBERSHIP APPLICATION

Membership
$25.00   [ ] Check [ ] Cash
One-time Initiation Fee
Check No. _____

NAME _____ [ ] New [ ] Renewal

ADDRESS _____ Date _____

CITY _____ STATE _____ ZIP _____

Home Phone _____ Work Phone (Optional) _____

E-mail _____

Would you like to attend: a class for BEGINNERS?   [ ]
                           a WINDOWS class?   [ ]
                           an ADVANCED WINDOWS class?   [ ]
What other topics would you like covered in a class? _____
Would you like to join a Special Interest Group (SIG)? [ ] Yes   [ ] No
Please list groups of intereststt: _____, _____,
                  _____ See page 31 for the names of active groups
Do you have expertise that you would like to share? Please describe.
_____ ☐
Would you be willing to be listed in the Helpline of the *Journal*?
If so, what subject? _____ Calling hours: _____
Phone _____ E-mail _____
Would you like to help the Club in the following areas?
Resource Center Staff _____ Journal Staff _____
Computer Doctor _____ Room Setup _____ Teach Class _____
Other _____
What topics would you like to see for monthly programs?

What can the SCPCUG do to help you and others?

If you were told about the SCPCUG by a club member, write that
member's name here _____

Make check payable to: Space Coast PC Users Group

Mail to: SCPCUG Treasurer, 8700 Ridgewood Avenue, #B-301, Cape Canaveral, FL 32920-2040

DRAM   **CPU**
Are You
Bewildered?

HTML   **Windows**   **Modem**

____   Join the
Space Coast PC Users Group
and learn the lingo!

Membership benefits:
The *SCPCUG Journal*
Computer Literacy Classes
  (e.g. Windows 95/98)
Seminars and Workshops
Special Interest Groups
Computer Doctors - computer
  help - **FREE**!
Group Purchases, Raffles, and
  Door Prizes!
Helplines - get help from the
  experts

Join Now!

ADVERTISING RATES

SIZE	1 Month	3 Months ~10%*	6 Months ~15%*	1 Year ~ 25%*
Full Page	$90.00	$243.00*	$459.00*	$810.00*
Half Page..	...45.00...	123.00*	230.00 *	405.00*
1/4 Page	...23.00....	62.00*	117.00*	207.00*
Business Card		35.00	59.00 *	105.00*

* = Discount from regular monthly rate. Discount applies to ads
      running in consecutive issues.
Payment **must** accompany order. Make checks payable to:
  Space Coast PC Users Group

Dimensions (W x H) for ads are as follows:
    Full page: 7" x 9 1/4"
    Half page: 7" x 4 3/8" or 3 3/8" x 9 1/4"
    Quarter page: 3 3/8" x 4 3/8"
    Business card: 3 3/8" x 2"
Camera ready ad copy is due by the 28th of the month to
ensure that the ad will appear in the next issue. Mail ad
copy to the Editor at: 1360 Mayflower Avenue, Melbourne,
FL 32940-6723. Prices will be quoted for design work.
Questions? Call (321)777-2578.
All advertisements are subject to the approval of the Editor.

SPACE COAST PC USERS GROUP, INC.
8700 RIDGEWOOD AVENUE, #B-301
CAPE CANAVERAL, FL 32920-2040

STATEMENT OF PURPOSE

The Space Coast PC Users Group is an in-dependent, not for profit, computer group open to anyone interested in computers. It is not affiliated with any business. Our purpose is to serve as an educational, scientific, and literary organization designed to enhance computer literacy.

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INITIAL MEMBERSHIP $25. ANNUAL DUES HAVE BEEN SUSPENDED. Please send check, made payable to **Space Coast PC Users Group, Inc.** to the Treasurer at the address above.

BENEFITS: Members get the monthly *Journal*.
 In addition, _only_ members can: participate in meeting drawings· join special interest groups; use the Helplines . talk to one of our computer "doctors"

Next Meeting
March 16, 2017

Central Brevard Library and Reference Center

308 Forrest Avenue, Cocoa

To get to Meeting Room Two: after entering the Library turn left after the

Gift Shop and proceed down the hallway, through a set of double doors,

through a second set of double doors on the right into

Meeting Room Two

Guests are always welcome at the Space Coast PC Users Group meetings.