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**Next Meeting**  
**Wednesday 2nd August 2006**  
**General Discussion 7 PM**  
**E Bay Basics 8 PM**  
**Judy Hall**



Newstream Articles

Deadline : 10 Days before Meeting

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## OPEN NEWSLETTER – AUGUST 2006

### *What's Happening at OPEN* **Next Monthly Meeting** *August 2 at 1.00 pm*

#### FROM THE ASSISTANT EDITOR



At the last Tutors' Meeting on July 5 it was decided that a second E-Learn course would not be held this year. The decision was due to the low number of potential enrolments and the realisation that trying to complete the course in just 3 or 4 months may place pressure on both members and tutors.

However I would encourage those members who want to participate in next year's E-Learn course to familiarise themselves with the course material and keep studying. The 2007 course will almost certainly include word-processing and spreadsheets, so any expertise gained in these areas will be of benefit.

The late class that had been run on Thursday afternoons has been postponed for the time being as we have been able to integrate those attending into other sessions.

Finally I would point out to members that some computers are still not being shut down correctly. The general rule is to leave the monitor switched on until the 'box' shuts down automatically or an "OK to turn off" message appears. Be aware that at times the computer may have been set to the 'Restart' option - and that's just what it will do unless you re-set it to 'Shut Down'.

*Dennis Murray*

### OPEN COMPUTING MEETING Wednesday, August 2 at 1 pm

Do you have any ideas for improving or varying OPEN's operations?

Is there a new class or activity you'd like to try?  
Why not come along to the next OPEN meeting and let us know.

Our monthly meetings are not just for committee members – any member of OPEN is welcome to come and participate or just find out what goes on 'behind the scenes' at the club. There are always 'vacancies' for people to act in support roles for our designated office-bearers.

NEW  
COMPUTERS

#### GRAPHICS FOR BEGINNERS

Wednesday August 9, 9 am–12 noon

A class for new members to learn the basics of graphics and photo enhancement.

#### QUESTIONS AND ANSWERS

Wednesday Aug 16 9 am–12 noon

The number of members attending the Q&A sessions are increasing so it appears that people are benefiting from the information provided. Come along and ask your questions and perhaps you will also learn something from the queries that other people raise.

The OPEN Newsletter is part of the Launceston Computer Group's publication "Newstream".

"Newstream" is distributed by E-mail each month, or alternatively can be viewed or downloaded as a PDF file from the LCG Web-site.

#### **"EMBROIDERY GROUP"**

The Embroidery Group will be meeting on two Fridays this month - **August 11** and **August 25**.

For any details in regard to this class contact Eleanor Horder via OPEN Computing.

#### **FAMILY HISTORY ON-LINE**

Standard sessions will be conducted on

**August 9 - 1 pm to 3.30 pm**

**August 23 - 9 am to 12 noon**

#### **1841 CENSUS INFORMATION**

We have been advised by 'Ancestry' that the **1841 Census Information** is now available for **Scotland** as well as **England, Wales** and the **Channel Islands** as noted last month.

Contact Judy Hall for more details

## OPEN NEWSLETTER – AUGUST 2006

### Launceston Computer Group SOFTWARE LIBRARY

Dated 1<sup>st</sup> August 2006



#### DISK 2000 - Your Library on Disk

Disk 2000 is now available. The change from a floppy disk to a CD has enabled us to include much more in the way of games, information and utilities. Existing members can upgrade to the new CD version for just \$1.50 . Ask at the club or contact Judy via the e-mail address shown below. This disk is free of charge to all new members.

#### DISK COPY PRICES - CLUB MEMBERS \$1.00 per disk

Disk Prices - Box of 25 = \$12.00 Members Only

CD Prices – Box of 10 = \$10.00 Members Only

Games CDs #2 and #3 are also available featuring games that are suited to Windows 98 and later.

### AVAILABILITY OF LIBRARY

**The Shareware Library is available in between meetings from the following person. Please telephone first to arrange a suitable time.**

The library is also available at the venue - Studioworks most Wednesdays 9am to 3pm. Email: [opencomputingtas@hotmail.com](mailto:opencomputingtas@hotmail.com)

#### EXTRA CLASSES

WEDNESDAY AUGUST 30

Morning session 9 am to noon  
CD-burning and DVD-burning

Learn how to record your documents, photos and movies on to CDs or DVDs for safe-keeping or sending to family and friends.

Afternoon Session 1 pm to 3.30 pm  
Introduction to Microsoft PowerPoint

Learn the basics of Microsoft's presentation tool and create a basic slideshow incorporating photos, text,



### NORTHERN TASMANIAN CAMERA CLUB WORKSHOP

This month's column starts with a clarification that the monthly get-togethers are **Workshop** sessions in which participants use the popular Paint Shop Pro program to learn photo enhancement techniques.

Saturday August 12 is the date for the next workshop and Kai Johnson will be there to pass on her skills and experience.

If you are interested in learning more about digital cameras and related subjects contact Kai on 6326 2358.

### Launceston Computer Group Monthly Workshop Wednesday August 2

**E-Bay – Judy Hall will conduct this session on how to access and use the popular on-line auction site. Learn how to set up your own account and other basics.**

#### NEXT TUTORS MEETING

Will be held on Wednesday September 6 at 10 a.m.

For the time being Tutors' Meetings will only be held every two months so please take these opportunities to contribute your suggestions on matters affecting how we provide tuition to members.

### VENUE TELEPHONE NUMBER

Members can be contacted at the clubrooms **during class hours** by telephoning the number shown below.

Monday to Thursday 10am – 3pm

Friday 10am - noon

**0413 698 610**

## OPEN Session Times

At Studioworks, 1 Pipeworks Rd, L'ton

**Standard Sessions \$4.00**

**[Some special tutorial materials may incur additional charges]**

## OPEN NEWSLETTER – AUGUST 2006

### SPECIAL WEDNESDAY SESSIONS

Please register on the sheets – numbers may be limited

Monday	10 am –12	E-Learn & Beginners
	1 pm – 3 pm	Basics and Beyond
Tuesday	10 am –12	E-Learn & Beginners [all day]
	1 pm – 3 pm	Mac [all day]
Wednesday		Special sessions or Meetings
		As for mornings (see rosters)
Thursday	10 am –12	E-Learn & Beginners
	1 pm – 3 pm	E-Learn & Beginners
Friday	10 am –12	E-Learn & Beginners
2nd, 4th Fridays	1 pm – 3 pm	Embroidery Group
2nd or 3rd Saturday	10 am –12	Camera Club

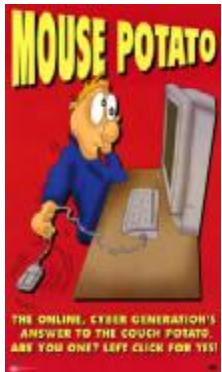
Date	Time	Topic	Details
August 2	10 am – 12	'Working Bee'	Help compile induction packs, stationery etc.
	1 pm onwards	<b>OPEN General Meeting</b>	General discussion on matters affecting OPEN.
	7.15 pm onwards	Launceston Computer Group Meeting	Club President Judy Hall will provide an intro to the on-line auction site e-Bay
August 9	9 am – 12 noon	Basic Graphics	A session for beginners to learn the basic skills in graphics manipulation.
	1 pm – 3.30	<b>Family History On-line</b>	The 1841 Census information for Scotland is now available.
August 16	9 am – 12 noon	Questions and Answers	A general forum on any computer topic that may be puzzling you.
	1 pm – 3.30	Advanced Graphics Paint Shop Pro 7	Continuation of the Advanced level classes.
August 23	9 am – 12 noon	Family History On-line	Research your family history using the Internet and other resources provided by OPEN.
	1 pm – 3.30	<b>Microsoft Access</b>	<b>TUTORS ONLY</b>
August 30	9 am – 12 noon	CD and DVD Burning Workshop	Learn the skills required to copy all types of files to CD and DVDs
	1 pm – 3.30	<b>Introduction to MS PowerPoint</b>	Create a basic slideshow using Microsoft's presentation program.

## OPEN NEWSLETTER – AUGUST 2006

### TALES FROM THE VICTOR VAULT

This month is a Potpourri of little tidbits and information that maybe of interest to you. We will be touching on the following: What is a mouse potato? Do you google, are you into googleing . Windows XP Service Pack 2. Dial up internet security.

Recently a heap of new words have worked their way into our everyday language to such words are mouse potato and google. Here are the definitions firstly:



#### mouse potato:

*A human being who spends an inordinate amount of time "pointing and clicking" using a mouse device with a computer and/or staring at a computer screen.*

**Google:** *trademark for a search engine to use the Internet to obtain information about various topics on the World Wide Web. Other forms are Googled and Googleing.*

N.B when I typed in the definition "to google" I found something interesting. The word google is not new for movie buffs – here is its origin.

The word "google" was first used in the 1927 Little Rascals silent film "Dog Heaven", used to refer to a having a drink of water.

### “VICTOR” (continued)

#### Windows Service Pack 2

For people with older versions of Windows XP you may find at some time, that you will get a 'blue star' that will appear in the system tray saying that you will be unable to receive updates from Microsoft until Service Pack 2 has been installed. If this happens to you please contact the VICTOR program and we will be able to install Service Pack 2 for you.

#### Dial-up Security:

With the advent of broadband modems these have the protection of a firewall that allows safety when surfing the Internet, Unfortunately dial-up does not have that facility. Windows XP has its own in-built firewall which can be activated but it's not enough to stop someone trying to infiltrate a computer. The best free program around to protect you while you are on the Internet is **Zone Alarm** free edition.

There is one drawback to the program (if you consider it a drawback) and that is every time you add a new program or update a program it will ask you to either allow or deny the said action. It takes a little time to get used to that but it will protect your computer from hacker attacks. There is a paid version and that allows you to see what country the hijack attempt has originated from. For the average computer user it's not an essential. If anyone has any questions that "the vault" may have an answer to please contact me and we can answer your question or we can ask other readers to write the answers and publish them in our newsletter. Till next month, Happy Computing. **Rob**

Contact VICTOR's Co-ordinator Rob Tierney on 0417 555 398 for details.

### “ORGANISE YOUR DESKTOP”

The ability to start programs by double-clicking a desktop icon (or single-clicking and pressing ENTER) is a vast improvement from my early experiences of computing when most commands had to be typed in at the DOS-prompt (>) or selected from a menu. But that advantage can be lost if you have to hunt through a maze of icons to find the program you want to run.

Due to the variety of classes that we conduct at OPEN there are many more desktop icons on our computers than most people would encounter at home, so there is more potential for confusion. Let's think about ways we can organise our desk-tops more efficiently.

Sub-divide the icons into logical groups e.g. put all the Office programs together in the middle of the screen and the Graphics programs at the right. Use the top left-hand side of the screen for the 'un-delete-able' system icons and the bottom left for frequently used system programs – My Computer, My Documents etc.

Some programs that you install create icons that you'll rarely use e.g. WinZip and Adobe Reader, which each automatically start when you double-click ZIP and PDF files. Get rid of them or place them in a Not Used Often desktop folder. The software accompanying Scanners, Printers and Digital Cameras can be notorious for creating 4 or 5 desktop icons each – you don't need them 24 hours each day, 7 days each week, so put them into folders where they can be accessed when required.

Finally, try not to save documents or downloads to the desktop, or at worst, delete them after you finished using

### WHERE OH WHERE HAS MY LITTLE 'DOC' GONE?

Can't find a file that you saved a few minutes ago? Use the Start Menu>Documents or Recent Documents to see a list of recently used files. Or re-open Word and check the entries at the bottom of the File Menu.

## Composition 3

Brian Plush

This month is less about composition and more about the most vital tool to achieve good composition: the viewfinder.

However not all viewfinders are equal. Ever taken a photo and thought 'What's Auntie Maud's knee doing there!'

Well, you probably didn't know that many cameras' viewfinders do not display 100% of the image. It ranges from about 85% to 95%. Only the pro cameras show 100%, which is one reason why they cost a little more. Professionals always want to know exactly what they are shooting, not a millimetre more, not a millimetre less!

So it's quite possible your viewfinder maybe a little out.

Now by viewfinder, in this article I also include LCD viewing screens as opposed to the tiny little window one pokes in one's eye.

What is in your viewfinder?

Viewfinders are deceptive little suckers! Stand in the photography line at the local chemist and you frequently hear indignant voices declaring, 'But it all looks so small!'

It seems that many of the snap shooting fraternity don't relate what they see in their viewfinder to what's in front of them when they lift their eyes away from the camera.

The scene may look wonderful, but if it looks small and rather under-whelming in the viewfinder that's exactly how the final image will turn out. The human eye selects the important elements of any scene and sees the good bits. Cameras can't. They see everything equally. There's no 'abracadabra' inside the camera saying, 'Let's zoom in.'

Learn to use your viewfinder

Look at it carefully. Look around the centre of interest. Imagine the viewfinder as if it's a picture, flat on your wall. Now do you really want that image?

See what happens when you move position. Is that better?

Carefully check all corners of your viewfinder, particularly the background. Things lurk in backgrounds just waiting to appear as protrusions out of heads, distractions, little things which fight for attention.

Hot spots are the small bright things that catch the eye, a piece of paper, rubbish on the ground, a leaf glinting in the sun, a brightly coloured stone.

Hot spots are to be avoided and often it's as simple as moving slightly, or heaven forbid, picking that something up (and chucking it in a bin!).

Make sure you don't cut things off with the edge of your viewfinder. Auntie Maud's elbow doesn't look right snipped off and she probably won't appreciate it either.

Even out of focus some objects just don't work. For example, galvanised iron fences always remain galvanised iron fences despite how much they blur and despite how wonderful the close-ups of the roses are. Hang a coloured sheet behind the roses far enough back to blur. That will solve that problem, or you could dig the roses up and shift them!

Remember what's in your viewfinder now, will be there in the final image.

Trees don't grow out of heads sometime between the shutter being released and previewing the image on the computer. Chemists don't keep a pile of blurry distractions to sprinkle over your prints before handing them back for \$6.90.

So remember, with your viewfinder you compose the image by looking at what is really there.

With your viewfinder you search out hot spots to fix, severed

*(Continued on page 8)*

(Continued from page 7)

limbs to put back.

And finally if it doesn't look quite right through your viewfinder, change your position.

The whole beauty of a digital camera is you have instant preview of your image. Film photographers have to wait a week, a month, or until next Christmas before they can see what they shot! You digital people are so much luckier!



LCD panels on two digital cameras. That on the Nikon is larger, but there is no

optical finder. The Canon does have an optical viewfinder, and its LCD pivots, and can be viewed from many angles, even from in front  
From AppleSauce August 20065

Definite world champions.

There's no privacy these days: they even look inside



From a Kodak ad in Science

## Review: Digital Audio Essentials

George Carrington

I first got seriously interested in transcribing audio about 35 years ago, when we were living in Port Moresby. If you liked listening to music, you had the choice of the local radio station or playing your own records. As the local radio would deliver about two hours of “decent” music a week, we used to play our own records. The trouble with records though is that the more you play them the more they sound like it. Our solution? We would transcribe the records to cassette tapes, and play these to death instead.

Fast forward thirty+ years. Living in Canberra there is no dearth of “decent” music on the radio, and if that isn't enough, I can always tune in to Internet Radio in my iTunes, yet somehow I still prefer my records. Trouble is they won't fit into the slot on the side of my iMac, and, as we learnt when we changed from 5.25” to 3.5” floppies, folding the 5.25” ones in half didn't work, the only solution was to transcribe my records – in my case to CDs.

Now, there are two ways of learning how to do that. You can follow my footsteps and learn the hard way, or you can pick up a book like *Digital Audio Essentials – A Comprehensive Guide to Creating, Recording, Editing, and Sharing Music and Other Audio* (Bruce & Marty Fries, O'Reilly, 360pp, ISBN 0-596-00856-2, \$65 at Dymocks). I would strongly recommend the second course as being, in the long run, less painful and less expensive.

Digital Audio Essentials is a typical O'Reilly paperback. It starts out with one of the briefest Introductions I have yet encountered in all the O'Reilly books I've ever read – the authors waste no time in getting you started. Part I: Going Digital gives you a brief introduction to digital audio, and then promptly, with The Right System for the Job, gets you going on setting up your audio/computer combo. I think that, for us, I can summarise this chapter by saying that if you have a recent Mac, adequate RAM and a stereo player less than twenty years old,

(Continued on page 9)

*(Continued from page 8)*

you're set. To transfer the audio to your computer you need to Connect Your Computer to Your Stereo. Unlike the previous chapter, this one you'd better read. Mind you, I'm surprised that the Griffin iMic doesn't get a mention here – IMHO it's still one of the easiest ways of hooking up your Mac and your stereo.

Frankly, if all you'd want to do is to transcribe your LPs to CDs, and aren't too fussy about the result, you could stop here – and miss out on a lot of other useful information.

Part II: Listening to Digital Music starts off with Organizing and Playing Music, which makes me glad I'm on a Mac, though I have to admit that I was startled the first time I saw an illustration of iTunes under Windows. Actually, this chapter provides as good an introduction to iTunes as you'd find anywhere. The two chapters that fascinated me were Music on the Web (I think I now have a glimpse of what my daughter is talking about!) and Listening to Internet Radio. Reading the latter I was tempted – once again – into trying the iTunes Radio “playlist” entry. As I hadn't tried it for some time, I was pleasantly surprised at the range of music you can get this way, and the authors show you a few more avenues worth exploring. I'm sorry, but Music on the Move left me cold. I don't own an iPod nor even a Walkman, and I suspect that the radio in my car is rusty from disuse. However, if you're considering getting an iPod for yourself or even for someone else, this chapter has some interesting stuff.

With Part III: The Nuts and Bolts of Digital Audio we get into the more serious stuff. I appreciate that much of this is fairly technical, but the authors have made it remarkably accessible even if you're a confirmed technophobe. I would suggest that you should read both Understanding Digital Audio and Digital Audio Formats. These two chapters lay down the groundwork for Part IV: Capturing and Editing Audio. Unlike the rest of the book, where you can cheerfully dip in to read what you might consider interesting, and either skim (as I have done) or even completely ignore large chunks,

Part IV you must read – even if for no other reason than to make

you feel glad you're using a Mac. For me this was the part of the book that made having the book in front of me worthwhile – I can now see where I've gone wrong, but I can also see how to do better in future.

Part V: Sharing and Distributing Your Music sort-of rounds out the book. I found Burning Your Own CDs and DVDs very useful and full of practical tips. Even though Digital Audio and Copyright Laws is primarily aimed at an American audience, I believe everyone should read it, and take the underlying message to heart. And finally there's the Index. I think it's adequate, even though my copy of the book ended up with tags sticking out all over so that I could again find those bits I wanted to go over in more detail.

In the Introduction the authors suggest that this book is suitable for audiophiles with a wide range of technical expertise. I agree – I consider myself a reasonably tech-savvy amateur, yet I still learned quite a few bits from this book, without finding it too “technical”. On the other hand I feel that this book is wasted simply sitting here on my shelves, which is why I'm sending it up to my daughter to take it to her school and put it into their library. Have you considered doing something similar?

*F r o m*  
2006

*AppleACT June*



## Tutorial "Remove That Unwanted Stuff From Your PC"

Joe Robson

<http://joerobson.com>

=====

We've all been there haven't we?

Trying to remove unwanted items from your computer can range from the trivial, to the downright nerve-wracking.

First let us classify the various types of 'unwanted items' in existence. Also for the purposes of this article, assume that a Windows-based computer is the object of this exercise.

Unwanted items in the most generic sense may appear in the form of files (items of data), or programs (executables), either fully installed in the normal fashion (using the Windows Installer program), or simply stored in some folder location. The latter simply needs to be clicked on for it to run as intended, or unintentionally triggered by some other process. Moreover, programs may be 'hostile'. In other words they may be malware - a virus, trojan, spyware or Adware.

Below are listed some of the more common types of unwanted items that may be found on your computer.

Unwanted Data:

Removal of unwanted data can be simply by identifying, locating and deleting the data file, followed by emptying the trash can.

However, you should be aware that if security is an issue, simple file deletion as described above will not completely remove all traces of the data. To ensure that sensitive data is removed 'forever' the data must be overwritten with new data designed according to recognized secure methods. Details of such a procedure are beyond the scope of this article.

Since it is theoretically possible to retrieve even data that has been overwritten, some would argue that the only secure way to prevent sensitive data from ever being retrieved is to physically destroy the hard disk originally used to store the data. It is safe to say, though, that such retrieval would be way beyond the capabilities of all but the most technically sophisticated.

Cache Files:

Cache files are used by Windows to help speed up the execution of routing and/or repetitive operations. While these are not 'unwanted' in the strictest sense of the term, over time the cache file size may grow unnecessarily large, thereby degrading computer performance.

Internet Temporary Files:

During the course of the normal use of Internet Explorer or other Internet browser, many temporary files are created.

Windows Temporary Files:

Windows creates temp files during software installation as well as various other operations. These files provide the ability to easily recover from various possible 'glitches' that may occur during execution of a given process.

Similar to Cache files, Windows uses 'temp' (temporary) files to provide smoother operation of various installed programs. Temp files are conspicuous by their '.tmp' file extension. For example, you will find temp files being created whenever programs such as MSWord or Excel are used.

Unwanted Installed Programs:

Any program originally installed using the Windows installer may be uninstalled by the usual (recommended) method of going to the Control Panel and running the 'Add/Remove Programs' utility. Many programs are also supplied with their own uninstaller. In such cases this feature should be used as a first option for its removal from your computer.

It should be noted that if the program's own uninstaller and/or Windows Add/Remove Program utility fail to remove the program, other more intrusive means of removal may be employed. This option will be covered in Part II of this article.

Malware:

The removal of malware (spyware, adware, etc.) is typically the most challenging of all the procedures described thus far. In fact, the initial obstacle is recognizing that such an 'infestation' does indeed exist.

Some of the first signs of possible malware infestation are: - Erratic computer operation. - Computer crashes. - Slower-than-normal operation. - Pop-up messages warning of virus infestation or other problem (trying to scare you into taking some particular action, such as visiting a website promising to fix the problem). - Your Home Page suddenly being changed from the normal site (home-page hijacking).

To be sure, there are other factors that may slow down your computer or cause erratic behaviour, such as file corruption, or software bugs. However, there are a few procedures you can follow which will reduce or eliminate the possibility that your computer is in fact the victim of a malware 'attack'.

It makes good sense to run a complete check for malware and remove any items found, and then perform routine maintenance procedures (temp file removal, etc.).

The basic recommended procedures for removal of unwanted items from your

## Geek Speak Busters

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### ----- GHz - Gigahertz

A unit used to measure the frequency of electric vibrations per second. 1 GHz is equal to 100 Megahertz and 1 Billion hertz per second.

Man that's a lot of vibrations:-)

### ----- Memory - RAM

Random Access Memory is the amount of memory available to a program at any time. Generally the more Megabytes (MB) of RAM your PC has installed, the faster and more efficient it will run.

### ----- Storage Gigabytes (GB)

This determines the amount of information and number of applications (programs) you can store on your PC. The higher the GB the better, as video and digital photos become more and more popular.

### ----- Pentium

A series of Intel (the manufacturer) processors for specific use in Notebooks. They are much lighter than usual and consume less battery power.

### ----- Dual Layer

The latest DVD optical drives, using compatible media, can read and write almost twice as much data to a single disk - up to 8.5 GB.

### ----- LCD

Full name is Liquid Crystal Display and employs technology using 3 liquid crystals and a series of mirrors and lenses to project an image onto a screen such as a computer monitor or TV set.

### ----- ANSI Lumens

This is a measure of how bright a screen projector is. For business presentations look for 1200 or higher.

### ----- DLP

Digital Light Processing. This is a technology that replaces LCDs with a silicon chip.

### ----- FSB

Front Side Bus (where DO they get these names from?). It refers to how fast the main connection to the processor runs. The faster the better - of course!

### ----- Processor.

Like the engine of a car., a computer's processor dictates how fast a CC can run and therefore how fast it can perform tasks.

## **Back up and restore your emails**

Whether you use Outlook Express or Thunderbird, we explain how to protect your electronic correspondence.

*Emails bounce back and forth all over the world between millions of people, yet how many take steps to back up and protect that information? Think about what's contained within your emails.*

*You might have personal correspondence that's irreplaceable, Web site log-ins, business letters and more. Do you really want to risk losing all of that?*

*It only takes one crash, hardware breakdown or virus to destroy your data. So this month we're showing you how to back up and restore two of the most popular email applications, Thunderbird and Outlook Express.*

### *A healthy Outlook*

*We'll take a look at Outlook Express first. Read the 'Back up Outlook Express emails' step-by-step guide to find out one way to back up email files. If you have multiple identities for Outlook Express (you may have one for each member of your family, for example), you'll have to repeat these steps.*

*Once you've saved the emails, you may also want to back up your Address Book, Mail Account or Newsgroup account. To export your Address Book, go to the File menu and click Export > Address Book.*

*Click Text File (Comma Separated Values), then Export. Browse to your back-up folder and type in a name for your Address Book back-up file.*

*Click Save > Next, select the fields you'd like to export, then click Finish.*

*To export your mail and newsgroups accounts, click Accounts or Tools on the Tools menu, depending on which you're exporting*

*Then on the Mail or News tab click the account you want to export and then click Export.*

*Choose where you'd prefer to save to and name the file, then close. You can repeat these steps for as many accounts as you have.*

*Another way to back up Outlook Express information is to use XP's File and Transfer Settings wizard. Read the step-by-step guide above to find out more. Restoration*

*Restoring your Outlook Express information is as easy as saving it, however if you had several identities, you may have to recreate them. To import messages, go to the File menu and click Import > Messages. Then select Microsoft Outlook Express 5 or 6 from the list and click Next.*

*Choose to import mail from a store directory and click OK.*

*(Continued on page 12)*

*(Continued from page 11)*

Browse to find the folder you saved your mail into, click OK, then Next. Click All Folders > Next and then Finish.

To import your Address Book, go to the File menu, click Import > Other Address Book, click Text File (Comma Separated Values) and then click Import.

Browse to your back-up folder, click the Address Book back-up file and click Open. Click Next > Finish > OK, then Close.

For Mail and Newsgroup accounts, go to Tools > Accounts > Mail or News (depending on which you're importing) > Import. Click the account you want to import, then Open.

**Thunderbird**

Thunderbird, which is steadily rising in popularity, is even easier to back up and restore. Exit all Mozilla programs, and browse to the folder containing your Thunderbird profile data. You can generally find this at C:\ Documents and Settings \ [User Name] \ Application Data \ Thunderbird.

For Windows 95/98/Me, you may find the folder here: C:\ WINDOWS \ Application Data \ Mozilla \ Thunderbird.

Then, copy the Thunderbird folder to your back-up location. It's that simple. To restore your emails, ensure that you close all Mozilla applications.

Then, just copy the backed-up folder to the same location that you originally found it in, ensuring that it's got its original name, too. If you're moving the folder to a different location, perhaps because you've changed drives or PC, visit [http://kb.mozillazine.org/Moving\\_your\\_profile\\_folder](http://kb.mozillazine.org/Moving_your_profile_folder) for more information.

Helen French

Back up Outlook Express emails

Head to the Tools menu and click Options. Go to the Maintenance tab and click Store Folder. Then select and copy the folder location ([Ctrl] + [C]). Close the dialog. Click Start > Run. In the Open box, press [Ctrl] + [V] to paste the location, then click OK.

Once it's opened the folder, click Edit > Select All. Click Edit again, Copy and then close the window.

Create a new folder wherever you want your backup to be saved and press Edit > Paste (or simply click [Ctrl] + [V] in the folder). Perform all of these steps for each Outlook Express identity.

Use XP's File and Settings Transfer Wizard

If you have XP you can use the File and Settings Transfer Wizard to back up your email. Start the wizard, choose Old Computer and click Next. When asked to select a transfer method, choose Other and enter an appropriate destination.

Click Next. Choose 'Let me select a custom list of files and settings' and click Next. Remove everything on the list except for Outlook Express and finish the wizard. It won't save passwords so keep a record of these.

If you need to restore, just start the File and Settings Transfer wizard again, choose the new computer option and point the wizard to the backup data you saved in the steps above.

## Tutorial ... "Complex Tasks The Easy Way"

We're a mouse-crazed world. Before the invention of the mouse, everything on a computer was done using the keyboard. Today, you can still do TONS and TONS of stuff with the keyboard that you can never accomplish with your mouse. You just have to know how.

Excluding the little round buttons added to a keyboard to increase its 'one-touch' ability, most boards have around 105 keys. From an ESC key on the top left to an Enter key on the bottom right.

The spacebar is always in the middle of things, operated by your thumbs.

What can you do quickly with the keyboard? Well, right now, you can clear all of the stuff on your screen, safely minimizing it to the bottom of your screen where your Task bar lives (next to the Start button) by holding down the Windows logo key and pressing the letter 'D'.

The Logo key is on the bottom row... between the Ctrl and Alt keys to the left of the spacebar and to its right.

Try it. Hold down the logo key... press 'D'... and release 'D'... then release the logo key.

If you press the Logo key alone, nothing happens until you release the key. Press and release it to activate the ... well try it and see!

Want to copy some text from a web site and paste it into a word processor such as Word or Wordpad? Open the word processor... and open the web page... highlight the text with the mouse cursor... then hold down the Ctrl key and press the 'C' key. You won't see anything happen. Now, move to the word processor, click once where you want the text to appear to set the cursor. Then, hold down the Ctrl key, and press the 'V' key.

The text will appear. If it doesn't, you didn't highlight the text from the previous document (in this case the 'document' is the web page you are copying from.)

You can highlight text with the keyboard, too. Right now, make sure your cursor is located in the body of this email. Doesn't matter where, this is only an illustration.

Now, hold down the Shift key... and press the right arrow key repeatedly. Hmm... magic! See the text being highlighted? It's being 'selected'!

Select as much as you desire, then do the Ctrl + C thing to copy, and Ctrl + V to paste. (Ctrl + C is shorthand for saying "hold down the Ctrl key while you press the C key.")

One last 'trick' ( for Win 98 users only): Want to quickly view the System Properties of your computer? That is, see how much RAM you have, the amount of resources free, and more? Just press and hold the Windows Logo key while you press the Pause/Break key. The System Properties window should appear.

## Tutorial... "Understanding Disks"

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One of the commonest things that PC beginners get mixed up on is the lowly disk or diskette. This section should reveal a few things you need to know about these vital parts.

There are only two classes of disk-- the magnetic type, and the optical type. What follows will help clarify this point.

CD-ROM disks are perfect examples of optical disks. The data that is "read" from them is obtained by a laser beam. If you ever look closely at the inside of a CD player, you'll notice a little label that warns about the laser. CD-ROMs hold at least 650 megabyte's worth of data. That's about 650 million characters, roughly speaking.

Of course DVDs and Memory Sticks are now extremely popular - but let's walk before we run:-)

Magnetic Disks are the standard-issue 3-1/2 inch units you can buy in packs of, well, almost any number. They have a little metal shutter that protects the inside disk, which really is floppy.

Now, no floppy disk in the world will hold the contents of your next backup. They hold just over 1 megabyte of data--that's 1.44 megs, to be exact. And part of that space is taken up with a little directory information, so you'll really only have about 1.38 megs available for actual file storage.

Floppies are good for storing articles, reports, and other items that are relatively small in size. Remember the one megabyte limit. Some small games will fit on a floppy, or multiple floppies, and they're also very portable.

You can back up your entire 10 gigabyte hard drive on floppies, but you'll have to obtain a very large number of diskettes to accomplish this. How many?

Think of it this way. There are 1,000 megabytes in a gigabyte. So, 1,000 times 10 is the number of floppy disks you'd need if you were to attempt such a silly feat. Of course I haven't figured in the ".44" megabytes of additional space on each disk, but you still get the picture. After all, this is \*supposed\* to be easy to understand.... Yeah right!

There was a time when diskettes were the primary method of distributing software. Then came the CD-ROM, and the diskette became nearly obsolete.

Diskettes have grown less useful because programmers have gotten lazier. It takes a lot more work to program in machine language, instead of visual languages, which results in programs that are simply huge.

But, as computers have gotten faster, and storage space cheaper and bigger, the prevailing attitude is one of "why minimize when the consumer has so much stor-

age space available?"

Optical disks store a tremendous amount of data. But they require special hardware called a CD Writer. It's a lot like a CD player, except you can actually create your own CDs--both data and music. There is a difference!

A data CD won't do anything in your stereo CD player. But your music CD will work just fine in your computer's CD player. And of course, these can be internal or external devices.

CD writers can also play your CDs. They're a dual purpose machine, and they usually work extremely well.

If you want flexibility, consider installing a second CD writer along with your CD player. That way, you can copy direct from one CD to another.

For you old timers who grew up with DOS, the old 5.25 inch floppy disk is probably still in your memory. The old disks will still work with a new computer, if you can find a 5.25 inch drive. You can run whatever's on them in DOS mode, or from the DOS Prompt, accessible from the Start Menu.

The old 5.25 inch floppy disks (hey, they were truly floppy!) were also susceptible to corruption, since there is no protective shield over their delicate magnetic surface. Just a window that exposed the insides to the world. I always cracked up when I read the dire warning, "Don't touch." That is, don't touch the magnetic surface. It made sense. How many floppies died untimely deaths? More than you can count.

Since floppies don't hold much, along came a company named Iomega and developed what became the most popular format on the market-- the Zip drive and its associated Zip disk. These little guys hold 100 megabytes, and now there's a 250 megabyte version. Other companies have similar products, but they aren't as popular. I have to hand it to Iomega for a fine marketing effort and market saturation.

Iomega makes larger capacity removable disks, known as the Jaz and Ditto, as well as many other slick drives. See the web site for more information about these products:

[www.iomega.com](http://www.iomega.com)

Now of course we have external hard drives that hold 300 GIGABYTE and more. Boy how quickly technology changes:-)

When is a disk not a disk? When it's a tape. Tape drives use (of all things) tape to store data. Magnetic tape, to be sure. A lot like the familiar cassette tapes that are becoming less popular every day, these units can store massive quantities of data, and are measured in gigabytes of storage.

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Don't confuse storage capacity with memory. Memory is dynamic--it only works when the power switch is on. Storage is static--it depends on a magnetic field that is set by the part of the hardware that does the work--the part known as the data head, or read/write head. It's a mechanical arm that you can think of like the arm on an old record player.

Did I say this was easy?

Just imagine the old record player's stylus writing lines of data onto the surface of the vinyl disk, and you've got a pretty good mental image of the way things work.

CDs don't require anything approaching magnetics, but they too use an arm device that moves back and forth, writing or reading data via a laser beam. So the record player analogy holds here, too.

Ever seen a big jukebox that plays CDs? The kind where you can watch the CD actually being pulled into close association with the play head, and then watch it spin? There's your CD player's insides magnified for your viewing pleasure.

New storage devices are always in the works. As learning increases, technology leaps forward. Things get smaller, faster, and cheaper. But remember, if you wait long enough to buy some new techie item, awaiting a price drop, you won't have to buy it all. It will probably become obsolete!

Isn't technology just absolutely wunnerful?

Hmmmm ...

## A Blast From The Past

### TECH TROUBLES

The following stories are from the TechRoom Web site thanks to Bill Donald. who emailed this to me.

#### Colon Trouble

Thanks to: Gunner

I do tech support for a major computer company's big accounts division. Most of the calls I take are from system admins and other well versed computer users. Though, on occasion, I'll get the temp secretary in the office. Still, usually knowledgeable enough use the system. This guy just took the cake one day...

Tech: Thanks for calling (XXX). How can I help you?

User: My company headquarters just sent me this disk with quotes on it for my spreadsheets and gave directions to access them, but they aren't there.

Tech: Okay, what where the directions?

User: Put in the disk, double click My Computer, double click 3 1/2 Floppy and they should be right there.

Tech: And you don't see anything there, right?

User: Right.

Tech: Okay. Click on Start, then Programs, then MS-DOS Prompt and that should take you to a DOS prompt.

User: Okay, I'm there.

Tech: All right. Now, type A: and hit Enter. (pause...)

Tech: Are you there?

User: Which one is the colon? The two dots or the dot and squiggly line? (Not done yet...)

Tech: The two dots.

User: Okay. (we did a DIR and found files on there. Got back into Win95 and followed his instructions again)

Tech: Okay, now looking at the floppy there, you don't see anything?

User: Nope.

Tech: Do you see a scroll bar there?

User: A scroll bar? After ten minutes of explaining what a scroll bar is and how to use it, we finally found his missing files. I wonder sometimes if I shouldn't get the number to these companies' employment office and apply.

#### A Million Netscapes!

Thanks to: Anonymous Tech Supporter

I thought this was a cute call I received for tech support from a nice lady:

me: thanks for calling tech support.

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customer: I have a problem! I open up netscape and it tells me I don't have enough memory. me: Okay, no problem, do you have any other programs running?  
customer: Well, not that I know of. only Netscape.  
me: (thinking: of course, they usually can't tell) On the bottom of the screen, do you see any boxes that have names in them? (gotta be simple!)  
customer: oh yes, I have about thirty boxes that have "N's" in them. me: You mean Netscape? you have a tons of boxes that say Netscape? customer: Oh no, they just have N's. me: (thinking something could be wrong with Netscape) Okay, ma'am why don't you restart your computer. customer: (??) How do I do that? me: click on the start button, click on shutdown, click on restart the computer and click on ok or yes. customer: (pauses while she clicks and clicks) okay, it's restarting. what do you think could be the problem? me: could be a number of problems ma'am, when it restarts, everything should be just fine. customer: okay, that's good, I wasn't sure what ... (pauses, while I hear a numerous amount of beeps in the background.) Oh my gosh! (panicked) the computers beeping at me! me: (laughing while the mute button is on) Okay, ma'am, is your enter key stuck? customer: enter key? well, it looks like it's wedged in, yes, so i guess it's stuck. me: go ahead and fix that, the computer should be okay now. (laughing) customer: oh, could that have been the problem?? me: oh yes, I'm sure it was. It was a good laugh, she was so sweet too.

## Senior Network Analyst

by Anonymous Tech Supporter

This really happened to me about 3 years ago when I was working a telephone tech support job for an online service. AT&T was beta testing a program called "Interchange". The beta product "sometimes" required a bit of "ini" editing. I was guiding an older gentleman through the process of editing an "ini" file with notepad and when we were finished I told him to:

1. Save the ini file
2. Close all windows
3. and reboot the computer

Honest to God I heard the man put down the telephone and he started closing the windows in the room that he was sitting in. I never forgot that.

Working on a phone support help desk is many times the way you describe it, Laugh - Scream - Cry and Pulling your hair (this will help you avoid putting your fist through the telephone)

## Yours or Mine?

Thanks to: Anonymous Tech Supporter

We're an ISP and I was setting up a customer to get connected to the net. tech "OK we

want to set up you're connection. Double click on "My Computer" customer "How can I click on your computer?"

## Where is the Explorer?

Thanks to: Karen

We work for a payroll software company in the tech support department. One of the techs was on a rather long call with a user late at night. While trying to troubleshoot a problem she asked the user to get out of our software and go to her Explorer. The user was not happy with this request. She said that it was raining outside and her "Explorer" was at the other end of the parking lot.

## Wrong Size CDROM

Thanks to: Rich S

I do tech support for an ISP, One day a woman calls trying to tell me that we sent her the wrong sized installation cd, the call proceeded as such.....

Me: hello tech support, how can I help you?

Customer: Yes I just received your cd in the mail, and it isn't the correct size for my computer, Can you send me a smaller one?

Me: do you mean you need the floppy disks instead of the cd?

Customer: No, I need the round cd but the one you sent me doesn't fit all the way in the drive, it only gos about half way in and then gets stuck.

Me:You mean the tray doesn't go all the way back in?

Customer: Tray?...there is no tray I just stuck it in the big slot on the front of my computer!

Me: (at this point I realised what was going on, she didn't have a cd ROM drive at all, she was trying to force the cd into a 5.25" floppy drive.)

## The Zip Drive That Just Wouldn't Go

Thanks to: Jonathan Lotman

I was working the evening shift when the call came through on the Dial-A-Tech line. The guy was attempting to install a Zip drive on a new computer, and no matter what he did, the computer would not read any disk put in the drive, despite the fact that the Removable Drive was showing up under My Computer.

So I had him run the install program off the disk. It found the drive and assigned it a letter, but he still couldn't read a disk off the drive. Then I had him check his BIOS to verify that his printer port was set to EPP mode. No change. So I had him run a manual install of the drivers through the Add New Hardware icon. Doing this brought up a fatal device conflict.

*(Continued on page 16)*

Then I asked the guy "What model of computer do you have?"  
 The guy replied (with no small amount of pride), "It's a Compaq 4550, I ought to know, I picked it out myself."  
 To which I replied, "Sir, open the front panel on the computer." A click. Silence.  
 Then I hear over the phone, "\*@(&#! There's a Zip drive already in this thing!"  
 At that point, I hung up on the guy and went home for the night.

## But I'm in New York!!

Thanks to: Steve Straus

I am a technical support representative for a large online service. One day I got a call from a lady who had NEVER turned on her computer. This is how the conversation went:

Me: Thank you for calling \*\*\* My name is Steve, what can I help you with tonight.

Lady: I'm trying to get online with you guys and I can't figure it out!!

Me: Okay, where do we start??

Lady: how do i turn it on?

Me: hit the button that says power or I/O (this took around 10 minutes because I had to explain the difference between hitting the power button on the monitor and the one on the CPU box...) Lady: Okay, what now?

Me: Do you have our software installed?

Lady: What's software?

Me: do you have one of our floppy disks??

Lady: I have a hard disk??

Me: ::sigh:: okay....go ahead and put it in the drive, and click on file then run

Lady: .....(almost crying) I don't see "file"

Me: okay, I want you to double-click on your "main" group

Lady: "Maine?" I live in New York!

Me: (containing laughter)I'll...be...right...back... (At this point I had to put her on hold for about 3 minutes to collect myself, I was DYING of laughter, as was the new guy who was paralleling with me at the time, it was the first call he had ever heard and we both almost threw up from laughing so hard. She hung up before I could get back to her.....)

## A Real WIN-near

Thanks to: Hodge

This story takes place about 6 months ago. I work at a convenience store that has a POS (point-of-sale) system installed on the office computer. This helps us with bookwork, and inventory. (by the way, this tale is about a tech - not a customer) The original POS program was starting to fail repeatedly, and was in need of upgrading. We contacted the company we got the original software from, and made arrangements for the delivery and

installation of the upgraded version which even at this point in time was still a DOS program. I happened to be in the store on one of the two days the tech was there. She was diligently working away in the office, and the boss and I were standing near a display discussing business. The tech came wandering out and seeing us, trotted over and asked us this:

"How do I get into Windows from DOS?" (The computer has Win31.11 on it.)

My boss and I looked at each other, then turned to the tech and we both said,

"W - I - N, then hit 'enter'" I still can't believe that, y' know?

## The Price of a Printer Port

Thanks to: Abd Wahab

I don't know if you ever heard of this, but it really happened to my colleague this morning. My friend attended a call that goes something like this....

"Hello, is this IS Technical Support? I have a problem with my printing because the message here says that I need to have the printer attached to this printer port. If you have a spare one, could you sent it over? I really need it fast because my boss wants me to print a few documents urgently. Could you help me on this? Anyway, how much does it cost if I have to buy it?"

## The Sloppy Floppy

Thanks to: Dermot O' Hagan

My tale begins back in the 386 era. I was working for a small computer sales and service centre in Dublin (yes, Ireland) that, to help "make the sale" regularly sold 4 hour on-site warranty for a pittance just to get the business. Needless to say, the tech support department (one guy) was very busy and always tried to fix problems over the phone. Here is one support call that he related to me that I have repeated and chuckled over many times.

Cust: The floppy drive on this new computer that you sold me doesn't work.

Tech: Have you tried a different diskette?

Cust: I have tried over twenty, it doesn't read any of them.

The support department then walked him through trying another diskette, confirming that the power light lit on the drive but it wouldn't read or format the disk. So he went out on-site. When he got there, he put his diag disk in the drive and checked it out thoroughly. Everything was fine. So he asked the customer to show him how he used it and when the problem occurred. The customer then produced a pile of black diskettes and put one in the drive producing the required error. Holding back tears of laughter, the technician explained to the customer that cutting the edges off his old 5.25 inch diskettes and sealing them with electrical tape does not make them compatible with the (then) new 3.5 inch drive.

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