

Laguna Woods Village PC Club – May 2010 Monthly Meeting

Category	Question Detail
Browser Program	<p>Question: How do I get rid of those annoying pop-up ads??!!</p> <p>Answer: In Internet Explorer, click on the Tools menu and then click on “Pop-up Blocker” and then click on “Turn On Pop-up Blocker”.</p> <p>In Firefox, click on the Tools menu and then click on “Options...”. In the resulting window, click on the “Contents” tab and put a check mark next to “Block Pop-up Windows”.</p>
Browser Program	<p>Question: I see you have Firefox Internet Browser AND Internet Explorer on many of the PCs here in the Workshop - I didn't know it worked with Windows without uninstalling IE, but you must know more about it than I do. Do I need both?</p> <p>Answer: Both Internet Explorer (IE) and Firefox browser programs work well side by side on the same computer. No need to uninstall IE. In fact, I recommend always having IE available for your use because sometimes when you go to a Microsoft website, the web pages work better on IE – strange thing, what?</p> <p>Firefox offers some advantages over IE, but it is usually up to personal preference which people like to use. I like the download features and functioning better on FireFox.</p>
Computer Messages	<p>Question: When I turn on my computer, the bottom right (where the time is) often flashes a notice something like this: "You have files waiting to be written to CD". I don't have any CD's ready to burn. A friend told me to go in and cancel it, but when I go in, there's no icon to cancel and, besides, it doesn't show anything waiting to burn??? --</p> <p>Message: "You have files waiting to be written to CD".</p> <p>Answer: You did not say which operating system you are using. I could not reproduce this problem under Windows 7, but I did manage to see it under Windows XP, so I am assuming that you are using XP. I reproduced the problem by clicking on a file and dragging it to the CD drive even though there was no CD in the drive. A message immediately popped up at the lower right saying “You have files waiting to be written to the CD”. This message reappeared when the computer was restarted. The message also says “To see the files now, click this balloon”. I clicked on the balloon and a window opened that showed the files that were waiting to be written. At the left side of this window several options were listed. One options was “Delete Temporary Files”. I clicked that option and the files disappeared. I then restarted the computer and the pop-up message did not reappear.</p>

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Computer Performance Problem	<p>Question: My computers (PC's) are over 8 yrs old and are quite frankly "work horses" for my little home based business. I cannot afford to replace them at this present time because of loss of business, but, they are running very, very slow. I have tried cleaning up the disks, etc. and that seems to work for about 2 weeks, then they seem to slow down again... is there anything that can be done other than me spending loads of \$\$ on these old computers? --</p> <p>Answer: Over time, computers tend to accumulate extra programs that want to load into main memory and run in the background. If the memory cannot hold all of them, they will be copied to the hard drive and then read back in when it is their turn to run. These disk accesses will noticeably slow execution. Therefore, one of the most effective ways to speed up an old computer is to add memory. The cost of the extra memory should be less than \$80. Crucial.com is a handy web site where you can download a scanner program that will tell you what type of memory you need and will give you an idea of the cost.</p> <p>A second way to speed up your machine is to remove unused programs. This can be done by going to the Control Panel and clicking on "Add/Remove Programs" in XP (or "Programs and Features" in Vista and Windows 7). You can select and Uninstall any of the programs appearing on the resulting list.</p> <p>A third technique is to review the list of programs that start running whenever the computer starts. This can be done by clicking on the "Start" button, then clicking on "Run..." and typing "msconfig" followed by the "Enter" key. When the resulting window appears, click on the "Startup" tab. A list of the programs that start at power-on will appear. Clear the check mark next to any program you don't want to start at power-on.</p> <p>==> And that brings us to the second part of this question..</p> <p>I have so many things on the computer that it is very slow, but I'm afraid to take things off in case it is vital to my usage. How can I figure out what to take off and what not to?</p> <p>My favorite way to answer this question is to go to the web site "processlibrary.com". There you can type in the name of a program and the chances are very good that this web site will be able to tell you where the program came from, what it does, and whether it is safe to remove it.</p>

Laguna Woods Village PC Club – May 2010 Monthly Meeting

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<p>Computer Performance Problem</p>	<p>Question: My computer freezes for 20 to 30 seconds and starts again. This happens not once but many times. I cleaned the inside of the computer also. What is the reason? --</p> <p>Answer: We really need a bit more information to give you a definitive answer, but in general –</p> <ul style="list-style-type: none"> • The first possibility is that the slow-down is due to a normal computer function, like anti-virus scanning or hard drive indexing. This is more likely if your computer is a little older or needs more RAM (memory). • The second possibility is that you have one or more programs installed that are using your CPU cycle to look for program updates on the internet. Many programs do that now, but a few are more disruptive than is reasonable. One recent example I had was the Windows Live Toolbar for Internet Explorer that just brought a desktop computer to a dead stop for 5 minutes at startup. • A third possibility is that your computer is infected. <p>More information is needed, but good general steps that you can take are:</p> <ul style="list-style-type: none"> • Use the Task Manager program to find out which “process” is using the CPU and tying up your computer, then determine if you need it. Check on Google if you have questions. • Remove programs that you installed and are not using any longer. You really don’t want to remove all programs that you don’t know, because some may be needed components of software you do want. If you have question about a particular program name, check on Google. • Add memory to your computer. New computers are coming with 4 GB when even 5 years ago they sometimes came with only 512 MB! New programs need more RAM! • Verify that your hard drive has at least 20% free space. • Lastly, if the preceding actions don’t fix it, get a reputable anti-malware program and scan your computer for infections.
<p>Computer Performance Problem</p>	<p>Question: I have so many things on the computer that it is very slow, but I'm afraid to take things off in case it is vital to my usage. How can I figure out what to take off and what not to?</p> <p>Answer: My favorite way to answer this question is to go to the web site “processlibrary.com”. There you can type in the name of a program and the chances are very good that this web site will be able to tell you where the program came from, what it does, and whether it is safe to remove it.</p>

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Category	Question Detail
Computer Shopping	<p>Question: When you are buying a new computer, how do you know how much of each feature you will need so that you have what you need but don't overspend on things you don't need just because it sounds good to have them. Thanks. -</p> <p>Answer: A prospective buyer should do some home work...i.e. - needs and wants regarding a new PC. You might start with a decision about notebook or desktop. Realize that there are limitations with notebooks in screen size, battery life and generally higher cost. Let's say you settle on a desktop – consider the following: how much RAM; DVD burner or ROM; Camera card reader; web cam; typical applications - Word, Excel, Quicken, Photo Shop Elements, etc. that you expect to use - how many of these are going to come loaded on the PC. Don't forget your security software – you can't live without it these days.</p>
Computer Virus Messages	<p>Question: About: How to find out if I have virus in my computer or not. - Description: A pop up window from Security Analyst gave me a warning that I have 5 viruses in my computer. They give me a list of the 5 viruses. Trojan virus are among them. I know now that they are trying to sell me something and if I go for it, then I might really get into a big trouble. But I was wondering, if there is a way to find out if I really do have those viruses. I have Symantec Antivirus, it is up to date. Do I need to check once in a while, if I do have virus in my computer? - Thank you very much for all your kind help. -</p> <p>Answer: Since you have Symantec Antivirus and the program is up-to-date, it is unlikely that your computer has been infected. This antivirus program and in general most anti-virus programs report that they have intercepted computer viruses. This is really to let you know they are doing their job and also to make sure that you remember them as effective – so you will resubscribe!</p> <p>The real tell-tale signs that your computer is infected include when suddenly:</p> <ul style="list-style-type: none"> • Your computer slows down significantly, overall, • You notice that the computer is slow only when connected to the internet – because it is busy communicating – maybe sending out spam, • You get a lot of obnoxious, possibly obscene messages, or • Your computer just freezes for long periods. <p>If these things happen, the first thing is to backup your files (documents, pictures, & music. Then get reputable anti-malware software to attempt to remove the infection. But always, keep the CD's and DVD's for your Windows, Office and other software safe and available in case it is necessary to reload the computer. Of course you will also need your license keys and email account information.</p>

Laguna Woods Village PC Club – May 2010 Monthly Meeting

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Data backup	<p>Question: Is online back-up safe, reliable, fairly easy/straightforward and something one should do? I have many of my most critical files/photos on a large flash drive.</p> <p>Answer: There isn't any compelling reason to use On-Line Back-Up as opposed to using an external hard drive. However some people feel that their data is safer if their backup is on a server "out there" where a natural disaster can't destroy it; also it will likely be encrypted which is comforting to some people with data that they feel is sensitive. It's pretty much a matter of preference. Many people choose the remote as they can do so at a reasonable cost – as little as \$5.00 per month - and don't have to buy and install a device and then manage the Back-Up process. Programs like Norton's 360 provide a totally automated process which you set to do daily, weekly, monthly and then "set it and forget it".</p> <p>Again "Googling" the topic returned excellent results & informaton sources. For example, check out the following website - www.onlinebackupreviews.com.</p>
Data Backup	<p>Question: How do I install an External Hard Drive to back up my files, folders & photos to this drive?</p> <p>Answer: Today any device you buy – no matter what manufacturer – should be "Plug & Play" This means simply that it has a USB connection and when plugged into any Windows PC (XP; Vista; Win 7) the PC will automatically install the device.</p> <p>If your external HDD comes with special Backup Software there will likely be instructions in the box which will guide you through installation of it which will be on a CD.</p> <p>Plus, if you Google the question – "how do I back up my files to an Ext. HDD?" – you'll get 1000s of links with references & how-to explanations!</p>
E-mail	<p>Question: I always delete most emails after I read them; one of your Supervisors said they're still on my computer though. How do I get rid of them completely?</p> <p>Answer: On most email programs, deleted emails only go to the local "Deleted items" folder. To get rid of them completely and permanently, go to the "Deleted items" and delete them from there.</p>
E-mail	<p>Question: Is there a way to save e-mails, both received and sent, to an external hard drive?</p> <p>Answer: The method of saving your emails to an external hard drive will, of course, depend on what mail program you are using. Most email programs will have an "export" command to accomplish that. In Windows Live Mail under Windows 7 go to the File menu and click on Export -> Messages... and follow the instructions.</p>

Laguna Woods Village PC Club – May 2010 Monthly Meeting

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E-Mail	<p>Question: How can one easily backup Gmail folders? Are these folders in Gmail stored by them? Saving Emails individually is too time consuming.</p> <p>Answer: This is a GGRREAT question because I had never thought about how to do this, so research became the order of the day!</p> <p>Before the real answer, a couple points about backing up email –</p> <ul style="list-style-type: none">• First, since email is really stored in a database-like structure, regular file backups that work for Word or Excel documents don't work well here.• Secnd, size is always an issue. Someone who has years of saved email with lots of large attachments will find backing up email a looonnnng process. <p>Now for two free options – not all your options, but a representative sample</p> <p>1) Backup to your computer -</p> <p>In this option, you will send your Gmail messages to one of the compatible POP3 client program – My recommendation is either Windows Live Mail, or Outlook (part of Microsoft Office).</p> <p>Check Help in Gmail for details, but you will need to enable the POP3 service for your account – insure that you use the “Enable POP for all mail” and, that you “keep Gmail’s copy in the inbox” when mail is accessed. You will need to get the server, port and security settings from Help to set up your PC mail program.</p> <p>Using the Gmail provided settings information, create a new profile in your desktop email software. Be sure to check “Leave a copy on the server option” to help ensure that you really have a duplicate email database.</p> <p>The setup steps are fairly easy, should take about 10 – 15 minutes. The email download time will vary based on the amount of email in your Gmail account.</p> <p>2) Backup to an online service</p> <p>In this option your Gmail messages will be picked up by an online backup service and you will be notified on a daily or weekly basis on what was backed-up. Storage up to 2 GB is free. My recommendation is a service named “Backupify”.</p> <p>To get started, set up a free Backupify account, then select the services that you want them to backup. You will get a verification email which requires a response in order to activate the account.</p> <p>After about 24-48 hours you will get a message that your email has been backed-up. You will be able to access your archive messages by accessing your Backupify account.</p>

Laguna Woods Village PC Club – May 2010 Monthly Meeting

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E-mail	<p>Question: A friend says I should have a 2nd email account for non-family use; how do I get one? - does it also cost \$20.95 per month?</p> <p>Answer: Good news! With your West Coast Internet subscription, you can have up to 5 (count'm 5!) separate email addresses!! This is great for different family members or for business purposes.</p> <p>Now the big challenge – how to remember the password!</p>
E-mail	<p>Question: We travel a lot and I can't get my email while away; my son says I should be able to - I use comline.com. Is he right?</p> <p>Answer: We'll assume that you have the correct User Name logon and Password. You should go to either of the following web addresses and use these to access your email: www.comline.com or www.fea.net. Note the link for email in the middle of their page – near the top. Click it to logon to the page where you enter your user name and password.</p> <p>Be advised that whatever mail you see/read (away from your home PC) remains on their server until you return to your home PC and access your account again. If you want to read (or re-read/forward) a message you've already read at home, you probably will not find it unless you've set up a protocol to have your messages saved on the West Coast Internet servers for up to 30 days.</p>

Laguna Woods Village PC Club – May 2010 Monthly Meeting

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E-mail	<p>Question: How do you set up an email to go to multiple recipients? --</p> <p>Answer: Unfortunately, this question is a little vague. It would be best to know which e-mail program you are using and more description on what you mean by “multiple recipients”.</p> <p>There are two general answers that I can provide without those details –</p> <p>1) First, is the case where you want to send a email to more than one person. The simplest way is after entering the first email address in the “To:” box, type a semicolon, then the next email address. You can add quite a few email addresses this way, just typing a semicolon between each email address – and nothing after the last one.</p> <p>2) The second case is just a little more complex. You would use this technique when you will be sending email to the same group of people (email addresses) many times.</p> <p>You will need to enter the email addresses that you want to include in the address book of the email program you are using.</p> <p>Then create a “group” or “email distribution list” – the names vary by the email program that is being used. The name of the “group” should be descriptive so that you will easily remember what it is for.</p> <p>After the “group” is created, add each of the email addresses that should be included from your address book. Of course, save your work.</p> <p>Finally, create an email message that is to go to all members of the new “group”. Then, enter the name of the new “group” into the “To:” box. Complete the message and send it.</p> <p>Recommendation – include your email address in the group that you are sending to, so that you will be sure to see how other members of the group should have received it.</p> <p>Quick Reference – For MS Outlook 2007 –</p> <ul style="list-style-type: none">• Got to Contacts• Then the Tools, New Distribution List menu selections <p>For Gmail</p> <ul style="list-style-type: none">• Go to Contacts• Select “My Contacts”, then the “Groups” button

Laguna Woods Village PC Club – May 2010 Monthly Meeting

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E-Mail	<p>Question: I have a Vista notebook. My big problem is that while I am typing a long e-mail, apparently because I accidentally touch some key, I lose all that I have typed. Does e-mail have something like “undo” to recover what was lost by that unknown keystroke? --</p> <p>Answer: I am not sure which email program you are using, but I know that virtually all editors used on the Windows environment have an “undo” feature. The universal shortcut keystroke is “CTRL-Z”. Alternately, look on the edit or help menu for information for the undo feature and shortcut(s).</p> <p>Just for good measure, use the “undo” feature just as soon as you realize that you have lost the text!</p>
E-mail	<p>Question: I need to know how to "Whitewash" a friend that I no longer can receive her emails. This was lightly touched on at the last Meeting in C/H 3. Stating that her browser had probably been blackballed.</p> <p>Answer: In the Windows Live Mail email program you can add senders to the “Safe Senders List”. To do this, click on the Actions menu, then “Junk e-mail” then “Safety Options...”. Click on the “Safe Senders” tab and then check “automatically add people I e-mail to the safe senders list”. Then send your friend an e-mail.</p>
E-mail	<p>Question: I've had the following problem for months: I am locked out of Outlook Express - I can only check my email messages by going into Outlook Express and clicking on "Comline.com" and type in my password, as suggested by a tech at Outlook Express. I would like to return to the regular method. Would appreciate your help please. --</p> <p>Messages: "inbox - no items in this view" (exclamation in a yellow triangle) "some errors occurred while processing the requested tasks - - review errors for details" - Unknown error has occurred - account: mail.comline.com - Server: "mail.comline" Protocol: POP3, Port 110, Secure (SSL) No. Error Number: 0x800CO133"</p> <p>Answer: From your description and error message, it appears that there is still a problem with your email account setup in Outlook Express.</p> <p>From the error message indicates that the name of the email server is incomplete in the email profile settings. There are two server names required for the comline.com email service –</p> <ul style="list-style-type: none"> • For receiving email (POP3) it is “mail.comline.com” • For sending email (SMTP) it is “smtp.comline.com” <p>I suggest that that you do one of the following –</p> <ul style="list-style-type: none"> • Call West Cost Internet for help by phone, or • Request that someone from PC Club come out (the charge for the visit is TBD).

Laguna Woods Village PC Club – May 2010 Monthly Meeting

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File Formats	<p>Question: What is the file type “Rich Text Format”? Plus, when and why would I use it?</p> <p>Answer: A Google search with the terms “what is ‘rich text format’” returned the following: Rich Text Format is a standard created by Microsoft to specify the formatting of documents. RTF files are ASCII text files with special commands to provide formatting information such as fonts and margins.</p> <p>According to the web site About.com: Plain text and tab-delimited formats are good for universal file exchange but all the formatting is stripped out. How can you move text between programs without losing all your character formatting such as bold or italic type? One answer is the Rich Text Format or RTF.</p> <p>Before the widespread use of Adobe's PDF, Rich Text Format was the most portable file format used to exchange files cross-platform while still retaining all or much of its formatting. It is still a viable option for getting some types of files out of your word processor and into your page layout software or transferring formatted text between different desktop publishing programs.</p>
Internet Shortcut	<p>Question: I like to look at my stocks almost every day on Yahoo Finance - is there some way to add a short cut to my Start Menu or desktop?</p> <p>Answer: The following method works to place a shortcut to an Internet site onto the desktop or Start Menu: Go to the web site using Internet Explorer. Verify that the “Favorites” window is being displayed. If not, click on the “Favorites” icon to display the Favorites Window. Click on “Add to Favorites” and then click “Add”. This will put the web site address at the bottom of the Favorites Window. Shrink the Internet Explorer window so that a blank area of the desktop is visible. Click on the Favorites link you just created and drag it to the desktop and release. Next drag this new desktop shortcut to the Start Menu icon and release. The shortcut will now be on the desktop and on the Start Menu. A similar method works in the Firefox browser.</p>

Laguna Woods Village PC Club – May 2010 Monthly Meeting

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<p>Microsoft Word</p>	<p>Question: I would like to create individual labels using Excel 2007 and Word 2007 - a detail written strp by step please.</p> <p>Answer: There are two best answers for this question, 1) The best way to learn about Mail merge is to get both explanation and “hands-on” repeated practice. 2) The next best way is use the help feature built into Word 2007 and after searching under “mail merge”, I found the following topic listed – “Create and print mailing labels for an address list in Excel”. I copied this information and will make some copies available in the Workshop and perhaps post it on the PC Club website for you quick download. The file will be a 15 page PDF document.</p> <p>Mail merge is often confusing for people new to the topic because it really involves four key components that all have variables in their use –</p> <ul style="list-style-type: none"> • The data source document that can be in a wide variety of forms – a Word table, an Excel list, an Access database, or even an Outlook Contacts list. • The Main document that is setup as a letter, labels, a directory, or even emails. • The Mailings Ribbon is used to link the Main document to the data source, including embedding the actual merge fields. • The actual merge process to output directly to a printer, annother Word document or email. <p>Working with the PC Club Board, I will try to schedule a Saturday session in the Learning Center for a one-time class to cover mail merge for letters and labels. To show your interest, please contact Chris Dominguez and leave your email/phone information.</p>
<p>MS Office</p>	<p>Question: I can't find Word on my PC at home - it's only two years old...Vista, but you have it here in the WS; did you have your PCs made specifically with it?</p> <p>Answer: Each installation of Microsoft Office in the PC Club workshop is done with licensed software, which means that the Office software license was purchased for each computer system.</p> <p>The term “software license” is more technically correct then just talking about a “software purchase”. This is because, like a book or movie, while you can purchase a copy that you are free to read or view, you are not free to resell the technology behind the product. Software is considered intellectual property so what you really purchase is the access to the program files (a CD/DVD or download) and the license to use the software according to the end-user license agreement from the manufacturer. Usually the license agreement is one license equals one computer installation.</p> <p>Recently, Microsoft has sold copies of a scaled-down version of Office with 3 user licenses for a fairly low price. Microsoft uses this as a strategy to attract home users, ultimately bolstering their main cash cow – the business user market.</p>

Laguna Woods Village PC Club – May 2010 Monthly Meeting

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MS Office	<p>Question: I've heard that Open Office is pretty much the same as MS Office and FREE. Is this true? Can I do everything with it I do with MS Office 2000/2003?</p> <p>Answer: There's a complete change in the terminology of each component (due to copyright laws) and the appearance of the icons and menu bars, but you won't experience many other significant differences. Day to day tasks in "Word" [now Write], "Excel" [now Calc] and "Powerpoint" [now Impress] are performed in almost exactly the same manner. It's the real deal – very comprehensive and inclusive...and currently still FREE!</p>
MS Office	<p>Question: isn't Microsoft Office (Excel, PowerPoint, Word) a part of Windows 7? - I had it in XP!!</p> <p>Answer: Microsoft Office is not part of the Windows 7 operating system software, Nor was it part of Windows XP or Windows Vista. Microsoft Office has always been a separate software product that requires a separate user license.</p> <p>There are a number of reasons that people are often confused about this separation –</p> <ol style="list-style-type: none"> 1) Often people think of Microsoft only as the makers of Windows, and that everything else is included with it. Not true, Microsoft creates and sells hundreds of products, each requiring a separate purchase. Think of the X-box game console – you still have to buy the game software to have anything to play! 2) Often when a computer is purchased, Microsoft Office is often included in a special bundle. This reduces the visibility of the purchase, but also usually includes a discounted purchase price. 3) Microsoft, along with PC makers often install "trial versions" of the Office software. So right out of the box, the computer has Office available for use. But this is just a trial and expires after a number of days
MS Office	<p>Question: Can you use MS Word to create a 5x8 folded and stapled, address book, printed both sides, using 8.5x11 paper? The member data might, preferably, come from an Excel spreadsheet. A Word table would also be acceptable as a source document. I just want to avoid the cut and paste involved with getting the opposing 1/2 pages in the correct order. -- ,</p> <p>Answer: Microsoft Office 2007 claims to have a Book Fold option in the Page Setup section of the Page Layout tab of Word 2007. However, after much trial and error I was unable to print a booklet with two-sided printing and/or with the pages in the desired order. If a solution does exist within MS Word or Excel, I suspect the required steps are so involved as to be of little practical use.</p> <p>However, some printers are capable of printing on both sides of a sheet and some of those printers come with software that will handle all of the details for creating a foldable booklet on 8.5x11 paper. I have used my model HL-5250dn from Brother Corporation for printing club rosters in booklet form.</p>

Laguna Woods Village PC Club – May 2010 Monthly Meeting

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MS Office - 2003	<p>Question: I have Microsoft 2003, Without any known reason, I suddenly started getting a different tool bar and instead of the top border being white, it changed to blue. Most of the icons I had are still there, but the icon of the blank page is now gone and I can't access a new document page anymore unless I start up Word a second time and it automatically gives me a white screen. (Of course I can scroll down to new pages while I'm typing, but to start a new document while I'm already typing in a document is the problem. --</p> <p>Answer:</p>
MS Office - 2007	<p>Question: When doing word processing I used to have the "show/hide" button in Office 2003. I can't find it in Office 2007 (along with LOTS of other stuff) - did they leave that out?</p> <p>Answer: The "Show/Hide" tool button has be renamed to the "Show/Hide ¶" tool button and is now located on the Home Ribbon in the Paragraph Group. Say hello to an old friend!</p>

Laguna Woods Village PC Club – May 2010 Monthly Meeting

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New Computer Process	<p>Question: I will be getting a new PC – a) how do I save all my "stuff" - documents, photos, medical information and other important files? - b) Can it then be placed on the new PC? - c) I've heard that one should erase the old Hard Drive - how? - d) What should I do with the old PC?</p> <p>Answer: a & b) There are multiple lengthy answers – some involve doing manual copy of your data. For a more automated process check the websites listed below:</p> <p><u>For Windows XP -</u> http://www.howtogeek.com/howto/3179/migrate-xp-to-windows-7-with-easy-transfer-and-a-usb-drive/</p> <p><u>For Windows Vista -</u> http://windows.microsoft.com/en-us/windows7/Transfer-files-and-settings-from-another-computer</p> <p>c) Again there are several ways – the easiest is to have a computer technician take out and reformat the old hard drive. This process erases the table of contents for the hard drive, making the information difficult to recover. For a more through approach, have a computer technician take out the old hard drive and use a program that will reformat the old drive and then rewrite an alternating pattern of binary 1's and 0's to completely obliterate the information on the disk. Last option is best used if the drive will never be used again. Simply remove the drive from the computer and drill a hole through the casing and disk platters. The surface of the disk(s) will be so damaged that virtually any attempt to read the disk will result in more damage and no recovered data. One caveat, if the FBI/CIA/NSA are after you, then you should also melt it down!</p> <p>d) For an older computer, more than 6 years old, you should look up computer recyclers in your local area and also check with Staples/OfficeMax/Office Depot to see if they are running a recycling or e-waste program.</p>
PC Club Class	<p>Question: I paid for a computer maintenance class but missed two classes last month. How can I get back into the next class and not pay for the class again?</p> <p>Answer: The class enrollment usually says that after the first class session, the nominal fee is non-refundable. However, you should contact the Education Director id you have extenuating circumstances.</p>

Laguna Woods Village PC Club – May 2010 Monthly Meeting

Category	Question Detail
<p>Program Installation Prompt</p>	<p>Question: My second question concerns the need for "Windows Media Player 11" when I receive certain email recently. I checked for 'free' windows media play 11 and not successful. Any suggestions?</p> <p>Answer: Windows Media Player 11 is available for free download. Go to Google and type "Media Player 11 Download". The result at the top of the page should be the Microsoft site where you can download Version 11. Version 11 will work on Windows XP and Vista. Version 12 is available for Windows 7.</p>
<p>Program Installation Prompt</p>	<p>Question: MS keeps prompting me to install Internet Explorer 8; I'm not having any difficulty with 7 - why should I do this?</p> <p>Answer: Microsoft has always had legendary security flaws in Internet Explorer. Each "new and improved", safer, faster and more secure version of IE promises to be as good as it's ever going to get – we're assured that we can sleep at night and – "Oh BTW, you probably ought to install our new (free) anti-everything software program, Security Essentials. If you'd prefer use a new release of Norton, McAfee or the program of your choice!"</p> <p>For some real insight into the scope of the problem, open Control Panel, click Programs & Features in Windows 7/Vista - then click on View Installed Updates!! In XP click on Add/Remove Programs - then place a check in front of the Show Updates option!!</p> <p>Note this on updates in General - they're normally created and distributed for a good reason. You should have the Auto-Updates set up in Windows - be sure to check and confirm this. When you get the pop-up saying "you have updates ready to install – just do it!</p>
<p>Public Internet Access</p>	<p>Question: My kids warned us not to use the public PCs on a Cruise Ship or in Hotels as there's a big risk of identity theft, etc. Is this right - everyone seems to use them anyway?</p> <p>Answer: Read from Laguna Woods Village PC Club Newsletter (it's on the PCC Web site) Tip - check the PC for appropriate Anti-Spyware/Malware programs. If you don't find any – ask! If you do use it be sure to follow the advice in our article.</p>

Laguna Woods Village PC Club – May 2010 Monthly Meeting

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Scanning	<p>Question: I have an HP printer and have forgotten how to scan a document so that I have a word file that I can e-mail.</p> <p>Answer: Scanning a document into a Word file uses a process called OCR (Optical character recognition). The OCR process is rarely 100% accurate and usually requires corrections. If the document also has tables or graphics (including line drawings) the OCR task is more difficult. Often the OCR software is a separate package.</p> <p>If your goal is just to send a copy of the information on a document via email, then you should scan the document to a .PDF format. PDF formats are not intended for editing access, but are really great for conveying formatted information in a more compact file format.</p> <p>Always check your user guide for help. If you have lost it or want more information, check the HP website to see if you can download it.</p>
Streaming Video	<p>Question: I'd like to watch streaming video on my PC – i.e. The History Channel, PBS, etc. and listen to radio stations from “back home” in NYC. How do I start?</p> <p>Answer: First ensure that you have Windows Media Player installed (Start – All Programs and verify this) Then select a web site such as History Channel, National Geographic, Smithsonian Institution or PBS and find their section on media, video or playbacks. Choose a topic or program and click to start it - if your software is installed & configured properly, you should be in business. Most have audio, so have your speakers on or wear headphones.</p> <p>To see if you're good to go with your PC, click on either of the following links: www.history.com(History Channel) or www.si.edu (Smithsonian Institute).</p> <p>On the History Channel web page, note the tab at the top labeled VIDEOS – click here and review the page that opens next. You'll find hours of free, informative videos that you can play through your media player. (turn on speakers, or wear your headphones)</p> <p>On the Smithsonian Institute, web site scroll down the page to the link for Smithsonian Channel. Click it and then on VIDEO on the next page – this opens a treasure chest of video entertainment for your PC. Enjoy!!</p>

Laguna Woods Village PC Club – May 2010 Monthly Meeting

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<p>Typing Automation</p>	<p>Question: I'm determined to write an autobiography, or memoirs. I type so poorly that it's an "impossible dream". I can't hire and pay someone to do it - any ideas?</p> <p>Answer: As an alternative to typing you can try speaking to your computer and have it translate your words to text. This is called speech recognition, and Vista and Windows 7 both have a version built-in. You can find it as follows: Go to the Control Panel. Select "view by large icons", and click on "Speech Recognition". Follow the setup instructions provided. I have not used the built-in speech recognition, and reviewers claim that it has only basic capabilities. However, it may do what you need. The commercial product "Dragon Naturally Speaking" is widely recognized to give better results. The standard version is available from Amazon for less than \$50. A professional version is available for several hundred dollars.</p>
<p>User Interface</p>	<p>Question: How can you make the print on the screen larger?</p> <p>Answer: Being able to make print appear larger is often dependent on the program you are using. Internet Explorer, for instance, will enlarge the viewing area in response to pressing the Control key and the Plus key together (Ctrl+). Control and Minus will shrink the viewing area. Programs within Microsoft Office have a zoom feature to enlarge and shrink the document. On newer machines, Windows 7 has a magnifier feature. You find it by clicking on the Start Button, then "All Programs", then "Accessories", then "Ease of Access", then "Magnifier". Once you have found it, you can drag the Magnifier and pin it to the Task Bar for easier access in the future. For instructions on how to use the Magnifier, click on the Start Button, then "Help and Support" and then type "Magnifier" into the search box. The first listed item will lead you to an instructional video.</p> <p>Even though you may be viewing enlarged print on the screen, if you try to print what you see it will print only at the original size.</p>
<p>Windows - Vista</p>	<p>Question: I have a Vista computer. When in the sleep mode, on occasion, it will not restart. Why and what causes this? - Thank you!</p> <p>Answer: On most computers you can restart from Sleep Mode by pressing the power button. On some computers you can restart by moving the mouse or pressing a key on the keyboard. It sounds like you already know how to restart and are simply finding that the process fails occasionally. If you go to "Help and Support" on the Start Menu and type "hibernate" you will find a list of frequently asked questions on the subject. You may find information there that will help.</p> <p>Doing a Google search with keywords such as "Vista sleep restart fail" will give you several sources of further information. If you don't find help from these sources you can always disable the Sleep function. Do this by clicking on the Start Menu, then "Control Panel" then "Power Options". On the left column click on "choose when to put the computer to sleep" and select "Never".</p>

Laguna Woods Village PC Club – May 2010 Monthly Meeting

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Windows - Vista	<p>Question: I can't find add and remove programs on my vista computer at the control panel. Where did it go?</p> <p>Answer: Sometimes Microsoft actually removes a specific feature or command from a product upgrade, but usually they just rename and or move the familiar item. Consequently you and many other have to hunt for their "old friends".</p> <p>The feature you are looking for is now named "Programs and Features", still located by opening the Control Panel. When you select and installed program name, the option bar will show the available choices for your selection which include Install, Change & Repair options, depending upon what the program has provided during its installation process.</p>
Windows / MS Office	<p>Question: In my Intermediate Class, the Instructor mentioned "hot key" combinations. What are these; are they useful/important?</p> <p>Answer: Hot Keys usually involves using two keys simultaneously and acts as a shortcut for an operation. These shortcuts are especially useful in Word Processing. Here are some examples – hold CTRL + B, CTRL + I, CTRL + U to make a word, sentence or entire paragraph bold, italicized or underlined, respectively. For help on this, try Googling the key words: "hot keys".</p>
Windows XP	<p>Question: 1) Why is Wordpad not shown on the Programs menu? I know it was there several years ago as an instructor had us logon to computer through Wordpad.</p> <p>2) What is Capicom? It is listed on the Programs menu in my computer. I have no idea what it does or if it is a basic program in my Dell computer.</p> <p>Answer: Wordpad is listed</p>