

Reports



Volume 22 Issue 3

Third Quarter 2011

Association of Personal Computer User Groups

In This Issue

President's Message.....	3
Connecting from a distance.....	3
UGLS Update	4
Welcome our new Treasurer!..	4
Secretary Report.....	4
Skype Screen Sharing	5
Our Very Modern Communications	6
Speakers Bureau	7
Virtual Meetings.....	8
First Broadcast Meeting of a Computer & Technology Club.....	12
2011 APCUG Annual Conference	13
Conference Schedule	14
Speaker Bios	16
Benefits of Membership.....	18
Region 1.....	19
Free Classes	19
Region 2 (DC, DE, MD, NJ, VA)	20
Anti-Spyware 2011	22
Staying Active After Retiring.....	22
Region 3 Upcoming event	23
Recycling event.....	23
Region 5 Report.....	24
Third Technology Conference@Sea	24
Region 9.....	26
Regions 10 & 11.....	26
Regions USA 12 & International	27
Scam Alert	29
2011 Southwest Computer Conference Receives Rave Reviews	32

2011 APCUG Annual Conference

This year we are excited to announce that the 2011 APCUG Annual Conference will be held in the Cleveland Metropolitan area.

continued on page 13

Conference Schedule

continued on page 14

Speaker Bios

continued on page 16

UGLS Update

ID's and Passwords have been sent to our User Groups and the easiest way to update your group's information is the following:

continued on page 4

Speakers Bureau

A presenter from a User Group clear across the country can do a Remote Presentation for your UG, from the comfort of their own home.

continued on page 1

Skype Screen Sharing

Today I will be talking about using the Screen Sharing facility in Skype (<http://www.skype.com>) to do a Remote Presentation.

continued on page 5

Our Very Modern Communications

There are a number of services for doing remote presentations, meetings, and webinars. They can be broken into One to One, One to Many, Many to One, and Many to Many.

continued on page 6

Virtual Meetings

Here is a first look at some tools available for Virtual (or Online) Meetings and Webinars.

continued on page 8

APCUG REPORTS

APCUG REPORTS is published quarterly by the Association of Personal Computer User Groups, Inc. (APCUG), 13940 Cedar Rd. #447, Cleveland, OH 44118-3204 to inform and educate officers of member user groups. It shares information about the activities of APCUG and related opportunities for the benefit of APCUG members.

Unless specifically stated otherwise, the opinions that are expressed in any article or column are those of the individual author(s) and do not represent an official position of, or endorsement by, APCUG.

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Submission of Articles

The absolute deadline is shown below; copy received after the deadline will be considered for the next quarter's issue.

Issue	Published	Deadline
Q1 = Jan/Feb/Mar	Jan 1	Dec 15
Q2 = Apr/May/June	Apr 1	Mar 15
Q3 = Jul/Aug/Sep	Jul 1	Jun 15
Q4 = Oct/Nov/Dec	Oct 1	Sep 15

President's Message

Practice what we preach

Users Helping Users - that is what our groups are all about. But how often do you take the time to find out what help your club members really need? How often does your club reach out to the rest of the community to find out what they need?

These questions are on my heart this quarter as we prepare for the Cleveland Conference in July. I am finding myself wondering - How good of a job is APCUG doing at practicing what we preach to our groups?

It has been a rough year. The directors and advisors have worked hard to get our organization back on track and keep us there. We got into recovery mode early in the year and are just now getting out of it.

The problem with that? We haven't had the energy to do as much outreach to you, our member groups, as we should. Not reaching out to you, that's bad. Not trying to grow? That's even worse.

We can't expect you to try new things if we aren't trying them first. We can't help you if we don't know what you need or want. We can't start growing if our current members aren't happy with what we currently offer.

I am guessing that this sounds very familiar to you. What we are struggling with, you are too. You are looking for new ideas, new presentations, new ways to reach out. Your members expect your group leaders to know the answers - even if your members don't know the questions yet.

One way to get new ideas is to ask. We have asked you, and we know that you have asked your members. But, as you know, getting answers is harder than asking questions.

Another way to get new ideas is to learn from other groups. We hope to be able to facilitate that better in the second half of year than we have in the first half. We are currently testing out Office 365 to use as a hosted SharePoint solution. Our site probably won't look like what you are used to seeing as a SharePoint site, but should offer a better way to connect with other groups.

FACUG, one of our member groups has started doing quarterly calls to share ideas and get new ideas from participating groups. If you haven't gotten any of the information on these calls, check with your advisor. While you are at it, find out if they plan to set up equivalent calls for your region.

Now that UGLS is online, use it to find other groups in your area. Work together to get presenters to come. Multiple groups meeting together usually means more participants and a better experience for all.

Our new website will have a blog. This blog will be set up to allow communication both ways. The leadership of APCUG will be sharing information on a more timely basis via the blog, but we will also be open to publishing information you and your group members send in.

Finally, check out the ideas in Reports to learn what has worked in other groups. Borrow ideas, improve them, and then let the rest of APCUG know what worked and what didn't.

Learning from each other and sharing what we know with each other - that's been the user group way since the beginning. Now seems a good time to get back to that path.

Connecting from a distance

Kathy Jacobs, APCUG President

This morning, I had a great conversation with a new friend from here in Phoenix. We were talking about trying to move businesses online. One of the problems he has hit is one many of our clubs hit as well:

How do you get the less technical people in your group to feel connected without having to all be in the same room?

Last winter, I spoke via Skype to a group across the country. The presentation went fairly well, people participated and learned. At the end of the presentation, one of the club members went up to the organizer and asked to have me pointed out to them. They thought I was in the room. That's a compliment, but it also points out this same problem.

Many members of our clubs still think in terms of going somewhere for a meeting/conference/conversation/visit. People think of the phone as a way to connect. BUT most people still don't think about using the computer as a way to connect in real time and face to face.

In today's economy, getting together face to face isn't economically feasible. Having a presenter come to a meeting is becoming harder to schedule. Good presenters don't travel unless their time and travel is covered. Even a tank of gas can be more than most clubs can afford to pay a speaker.

APCUG offers a few benefits that will help your group connect. The speakers in our speaker's bureau will all do remote presentations without cost. APCUG can even help out with the technology - we are testing out a number of options for remote presentations (see the reports on those options on pages 5 through 7 of this issue of Reports).

But getting the technology in place is only half the battle. The other half is getting people comfortable with these technologies. That's harder. We can help with that too.

- Marie Vesta, our vice president, will be speaking on Skype at the Cleveland Conference in July. She will be showing how to use Skype, as well as how to get comfortable with it.
- If you can't get to Cleveland, try having Marie, myself, or your advisor do an interactive session with your group. We can either do it during your regular meeting or a separate session.

- Try setting up a special event on Skype. Do a totally virtual meeting where your group members submit questions during the session and everyone works together to find the answers. By doing a meeting without a specific presenter, you encourage people to talk with each other - even if they aren't in the same room.
- Do a series of seminars where everyone is encouraged to pick a website to share. ASCLI (one of our Arizona clubs) does this every month. They call it "Site Seekers". That makes this a connection exercise. Make the web site sharing an exercise where the presenter of the sites doesn't need to be at the actual meeting. Have each seeker prepare either a screencast/video of the sites. Or, go the full way and make the sites a video cast your share every month.

The biggest thing to keep in mind is that not everyone will get comfortable with the remote presentations at the same rate. It may take a few attempts before everyone feels comfortable connecting using live computer connections. This is a good thing - it gives you as the organizer the chance to practice your skills as they learn too!

UGLS Update

By Marie Vesta, APCUG Vice President

As many are aware, APCUG is going through the growing pains of getting a new User Group Locator Service up and running. It is kind of like having a baby, nothing goes as anticipated. The engineer is trying diligently to stomp each bug as it occurs but this is a time consuming project to say the least and this is not his main work. He is volunteering a good portion of his time to this, so let's all be patient. Please remember that this is the Beta stage of this program.

ID's and Passwords have been sent to our User Groups and the easiest way to update your group's information is the following:

1. Log into the UGLS
2. Click on "Groups"
3. Click on your Groups name
4. Make or add any changes needed
5. Click the update button

If you have any problems updating your group's information, please email membership@apcug.org.

Computers make it easier
to do a lot of things, but most of
the things they make it easier to
do don't need to be done.

~Andy Rooney

Welcome our new Treasurer!

Clint Tinsley resigned as APCUG treasurer and director during this quarter. He has been a valued volunteer for APCUG for quite some time and will be missed. Thankfully, another volunteer has stepped up to take his place: Sandra Hart.

Please join me in welcoming Sandra to the Board of Directors and the role of APCUG Treasurer. Sandra is a former advisor for APCUG, so she understands the issues in front of us.

For those of you who don't know her, let me introduce her. Sandra is the former president of AZACC (the Arizona Alliance of Computer Clubs). AZACC is also known here in Arizona as "the tour". She has been active in user groups for many years and has held just about every position a club might have. Sandra led the committee responsible for the 2010 APCUG Regional Event in Arizona.

I have been lucky enough to know Sandra for many years. On the multiple occasions where I did the AZACC tour, Sandra was my main support. She has been a great friend, as well as a huge asset to the user group community.

Coming to Cleveland for the conference? Be sure to say hi to Sandra and welcome her back to APCUG leadership!

Indecision is the key to flexibility.

Secretary Report

Jim Evans

secretary@apcug.org

Hello, the directors and advisors are looking forward to seeing those of you who are coming to the annual meeting / conference in Cleveland in July. There are more details elsewhere in Reports.

Did you know that APCUG is on Facebook and Twitter? Follow us at @APCUG on Twitter and like the APCUG page on Facebook? Is your group on there? Let us know so we can connect with you.

If you need to connect with APCUG, the old fashion way, here you go . . .

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If you need help, contact us. If you don't know who to contact, contact me at secretary@apcug.org and I will do my best to get you connected to the right person.

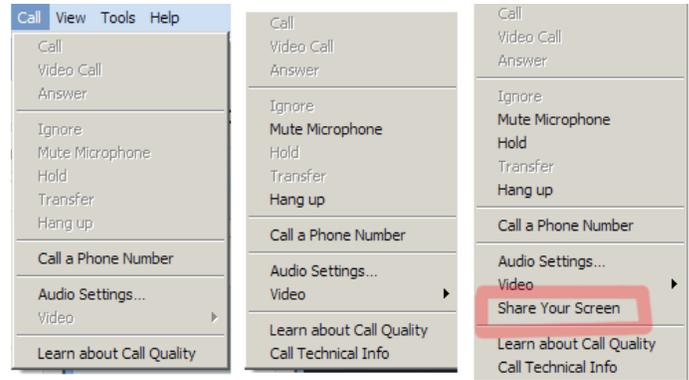
Skype Screen Sharing

by Don Singleton, APCUG Director

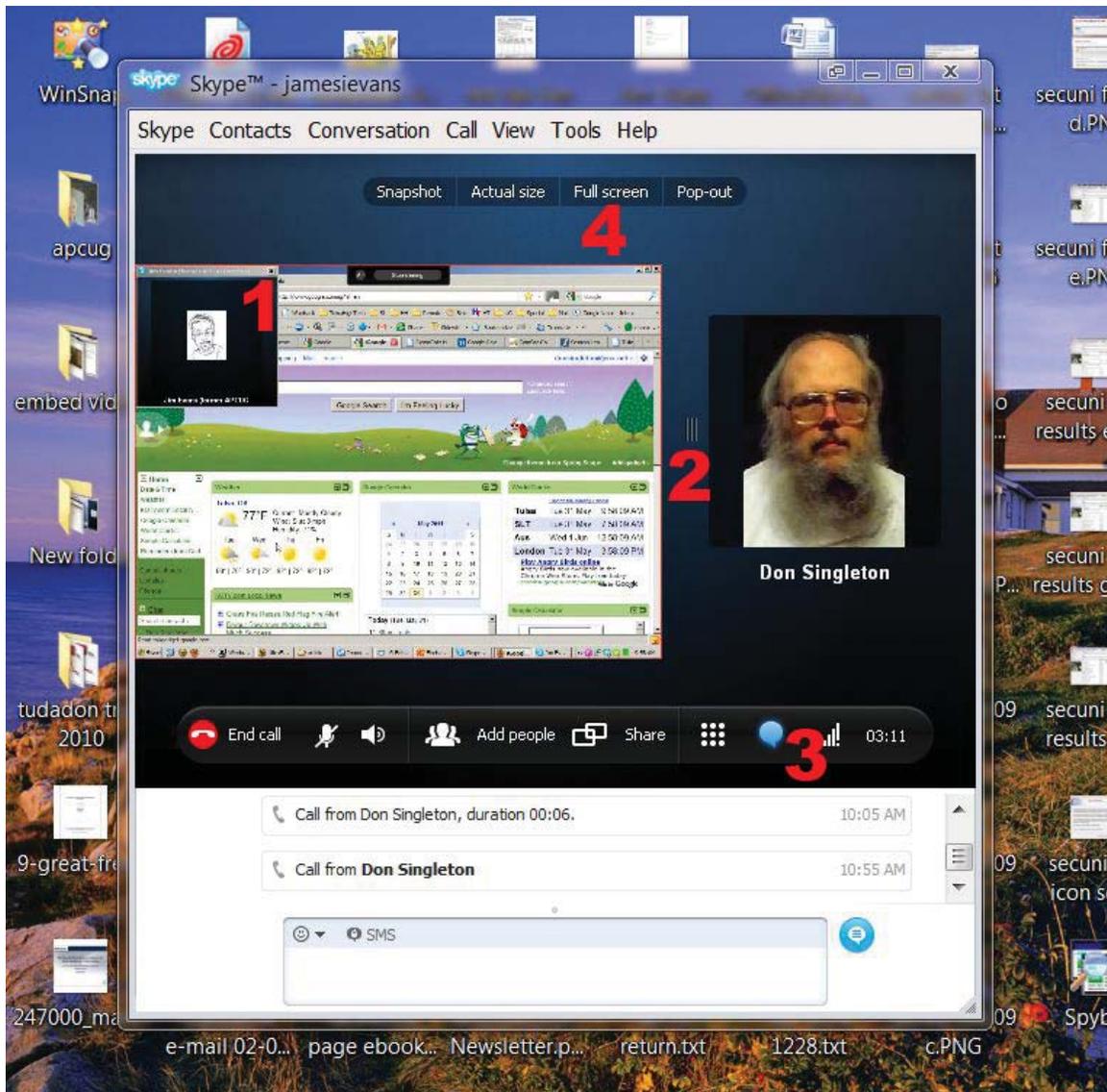
There are many tools available for doing Remote Presentations, conducting OnLine Meetings, and doing Webinars. Those are three different topics. Some tools are just used for one of the three; others could be used for more than one. Hewie Poplock and I both plan to write at least one article, and sometimes more than one, each issue for the next several issues, on tools for doing Remote Presentations, conducting OnLine Meetings, and doing Webinars.

Today I will be talking about using the Screen Sharing facility in Skype (http://www.skype.com) to do a Remote Presentation. This what I used for my program on Google Calendar that I talked about in the article on Speakers Bureau. Skype is basically a Voice Over IP (VOIP) service that lets your computer connect to another computer for free, both with Audio and a Web Cam, and you can use your computer to call a phone number in another city (or even another country) for just a few cents per minute.

If you do not already use Skype, download it from <http://www.skype.com> and sign up for a free account.



If you click on the "Call" menu, when not connected to anyone, it will look like the menu on the left. Clicking while trying to connect will give you the menu in the middle. But once you are connected to another computer, clicking on the "Call" menu will give you the option to "Share Your Screen." In this example below I connected to Jim Evans, APCUG Secretary. Well, Jim can certainly see my screen, but it is a bit small, because there is a lot of other stuff there.



But we can get rid of a lot of it. In the example, I have areas numbered in red. In area 1 Jim sees his own picture. If he had a web cam plugged in this would be a video, but for now it is a static image. I suspect Jim knows what he looks like, so he can click the little X above the 1, and that picture / web cam video disappears. On the right side, at area 2, are three vertical lines with my picture (or web cam image). If Jim puts his mouse on the three vertical lines and drags to the right, he can push my picture / web cam off the screen. In area 3 there is a blue talk balloon, above an area where we can type to each other. We have headsets and VOIP audio, so clicking on the blue talk balloon turns it white, and it gets rid of the area below my shared screen.



Here we have everything gone except for my picture / web cam. I don't know why Jim left it there. He must have a strong stomach. If I was him I would wipe my mouse across the three lines and push the picture off the screen, and perhaps allowing my shared screen to be even larger. After all, my screen is where the information is for the program I am presenting, so it should be as prominent as possible. This is not a lot of information in a static photograph of my face.

Our Very Modern Communications

By Hewie Poplock

Member of the Board of Directors – APCUG

Vice-President – Central Florida Computer Society

The methods to contact people have changed considerably since we have embraced the Internet. Social Media along with other software and hardware advances have changed the face of communications and continues to change.

My search for the “perfect” collaboration service/software began in early 2008. At that time I wrote some articles and did a lot of research to find which services were available. I am currently in the process of updating all of that information.

This process started by trying to find a way to stream my computer user group meetings and presentations to members and non-members, who could not attend the meeting but would

like to see and hear the presentations.

Many of the services have since gone away, merged, improved, or completely changed in the last few years. Also our needs have changed. The advent of smartphones, the acceptance of VoIP (Voice over Internet Protocol), faster Internet connections, more bandwidth being available, and more of us wanting to use the latest means of communications has increased our communication wants and needs. However we are finding it difficult to determine the correct service to use.

I have been trying to categorize the services and come up with the following:

1. One to One
2. One to Many
3. Many to One
4. Many to Many

One to One

This is basic communications. One hundred years ago it was meeting in person or sending a letter through the mail. Later people were using the telephone. Now cell phones have given us mobility and free long distance calls. The latest smartphones are actually small computers.

The Internet brought us e-mail and many of us started using that as our main means of communications. The bad guys figured out how to take advantage of the services and we got junk mail and our addresses being stolen, as well as using e-mail to tempt us in ways to give up our money or information.

We have moved on to communicating through social media and making our messages public through such services as Twitter, Facebook, and others. We are using the Magic Jack through our computers or such services as Skype with our computers. Microsoft thinks Skype is so important that they paid \$1 billion dollars for the service.

One to Many

I have already mentioned some of the recent ways that we are communicating to many people at once. Twitter, Facebook, YouTube, Blogs, personal websites, are many of the most popular. We can also mention podcasts, either audio or video. Webcasts fall into this category where someone presents a program, information, or training from one computer to any number of people who are interested.

Many to One

We would use this service to make presentations to a group, such as a computer user group, utilizing one or more presenters and having it projected to an audience in 1 room. Some services require payment per “seat”, and in this instance, the audience is considered one, but could be many people in the room. The presenters may be in different locations, and each would require a “seat.”

Many to Many

Using this category would require more equipment and probably a person dedicated to controlling the communications flow. This would be more like a television or radio show with an undetermined audience. Using these services might include several presenters in various locations, some type of presentation, live or recorded, and being moderated by these presenters, instant messaging by the audience, and having a wide audience.

This is similar to One to Many, but can include several presenters to a wide audience or a meeting, such as a board meeting where all of the participants can communicate between themselves. It can be a teacher conducting a class where the students can communicate with the instructor and/or with each other.

Many of the available services include audio and video. Some are only audio. There are some that are only video, and audio is supplied by an additional service or a third party, such as telephone conferencing. Some allow audio through the Internet and some by telephone, with others making it possible for both to connect with each other.

Each of these categories will be used in evaluating and reviewing services in the coming months. Don Singleton and I will be testing various services in the coming months and publishing them. I will update and maintain a chart to compare these services. No one service solves everyone's concerns or needs. You will have to examine each service to see if it fits your requirements.

Some of your requirements may include:

- Voice communication – speaker, multiple speakers, all those on line
- Video – Just the main Speaker, all speakers, all attendees
- Screen Sharing – Just show the speaker's screen, share access to speaker's screen, multiple screens
- Whiteboard – For illustrations & notes
- Show Multimedia – ability for video & audio to be played
- Ability to record session – with or without instant messaging included
- Ability to bridge telephone & VoIP audio so that they speak to each other
- Presenter control – Presenter controls who has microphone abilities
- More than 1 person can be presenter
- Free or low cost versus high cost – can you justify cost
- Password needed, or open to anyone who has a link, or open to anyone
- Many more options may be available

Which category fits your needs? Which category might fit for you or your organization? In the coming months you will see the results of our research and testing. I will post a comparison chart soon and will be keeping it updated.

Speakers Bureau

by Don Singleton, APCUG Director

Who presents the programs in your User Group? If you are like most UGs, I suspect most programs come from either one person, or one of a very small group. I suspect that person (or small group) may be getting tired, having just one month to learn a new program or product well enough to give a presentation on it. I am sure everyone loves their presentations, but just think how much better their presentations would be if they had several months to fully learn the program or product, and then prepare a PowerPoint slide show, perhaps with handouts, for their presentation.

Sure that sounds good, but what are we to do for programs in the meantime? How about inviting a presenter to speak from another User Group? We are the only group around here, and with the high cost of gasoline no presenter is going to drive all the way here just to do a program for our group. Don't you have access to the internet? A presenter from a User Group clear across the country can do a Remote Presentation for your UG, from the comfort of their own home, and if you usually take guest presenters out to eat after your meeting (some groups call this a Pig Sig meeting), you will not even have to buy him dinner.

I am physically disabled. I can no longer even attend my own UG meetings in person, yet on May 24 I did a presentation on Google Calendar for the Western New York Computer Society (<http://www.wnycomsoc.org>), and then six days later I did the same presentation for my own group, the Tulsa Computer Society, and in both cases I never left my Lift Chair in my living room.

A number of speakers are prepared to offer Remote Presentations to APCUG Member Groups using the internet. See <http://www.apcug.net/speakers>. If you have wired broadband internet available where you meet this should be easy. If all you have is WiFi I recommend running a test before scheduling a presentation to be sure there is sufficient bandwidth for a presentation. If you do not have adequate internet access where you meet, you may still be able to participate in this service. See the article at <http://reports.apcug.org/2010q2/16.htm> to see the results of tests Fox Valley PC Association did of various alternatives. You may also find that one of your members has invested in Wireless Access for his laptop for business purposes, and who might be willing to let you use his/her laptop and Wireless Access on meeting nights.

Currently we have five speakers, with a total of 42 programs, available to be remotely presented, and we would love to add speakers from your UG to the list. Just think how excited your members will be to see a presentation by someone from clear across the country, and just think how your primary speakers will appreciate having the time to really develop a fantastic presentation, and then not just present it one time to your UG, but to spend the next few months sharing that same presentation to groups all across the country.

Local User Groups form to share ideas and help other computer owners in your local area. But with the APCUG Speakers Bureau you can share ideas and help other computer owners all over the country (and in some cases even in other countries). Doesn't that cast a new light on what User Groups are all about?

Virtual Meetings

by Don Singleton, APCUG Director

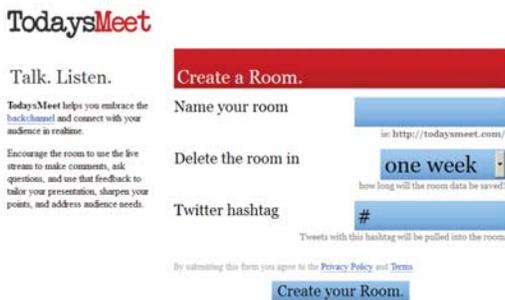
Elsewhere in this issue we announced that Hewie Poplock and I will be doing a series of articles in APCUG Reports on various tools out there to do Remote Presentations, Virtual Meetings, and Webinars. Sam Wexler of FACUG is also doing some groundbreaking work in this area.

M&LDC

On Monday, June 13 from 7PM - 9PM Eastern Time FACUG held a Membership & Leadership Development Forum meeting which used a free conferencing facility offered by MagicJack (<http://www.magicjack.com>)



for the audio (you have to pay to call the conference facility, unless you have unlimited calling on your home phone or cell phone (many do), or you can use Skype to call it for 2.3 cents a minute and record it for free (which is what I did), and they used TodayMeet (<http://www.todaysmeet.com>)



for a text chat area. You can go to <http://www.todaysmeet.com/FACUGforum/transcript> to see the chat in transcript form (oldest messages on top) or <http://www.todaysmeet.com/FACUGforum/read> to see it in projector form (most recent message on top) which is what you would want to use if you had a UG meeting that was using the service to show chat with a remote speaker.

Valencia Falls

Monday, June 20 @ 7PM ET Sam did a test broadcast of the first online monthly meeting of the Valencia Falls Computer and Technology Club in which he showed 2 UTube videos and then had 5 speakers from all over the country do a 5 to 10 minute presentation (Judy Taylour, Robert Vance, Dave Whittle, Sam Wexler for Hank Feinberg, and RayZ).



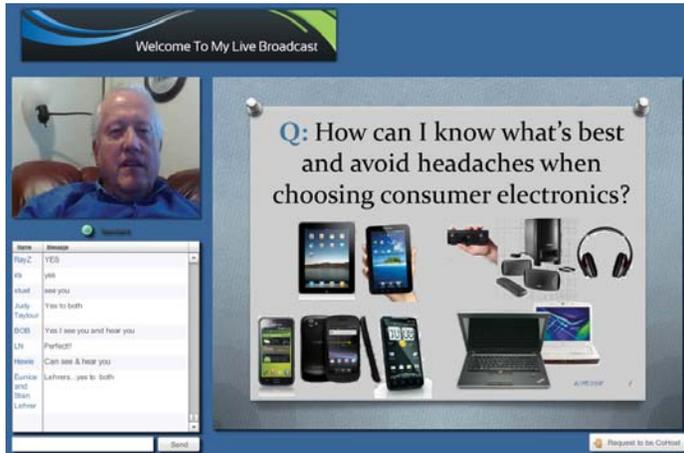
They use a product designed for a MultiLevelMarketing (MLM) company ComF5 (<http://www.comf5.com/>). It appears to cost as little as \$50 a month for 20gb bandwidth, but for some things it appears that may be a "Trial** through June 15 - requires upgrade to higher package after", and the next level is \$100/month for 100gb bandwidth. We were told that it supported an unlimited number of viewers, but I did not see that written anywhere, and <http://www.imreportcard.com/services/attainresponse> talks about an earlier pricing plan for this MLM under a different name which indicated four levels of membership. The basic membership is \$39.95 per month and comes with a 10GB mailbox and can handle up to 20 simultaneous viewers. Standard membership is \$99.95 per month and come with 20GB and up to 100 simultaneous viewers. Premium is \$195.95 and it comes with 25GB and 200 simultaneous viewers and the largest membership package is Prof which is \$499.95. This membership level comes with a 30GB mailbox and can have up to 500 simultaneous viewers. So I am skeptical about claims of unlimited number of viewers.



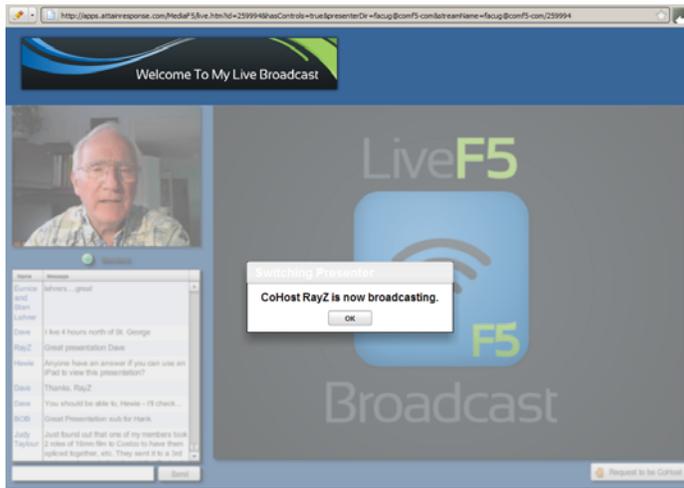
I was not able to evaluate this from a presenter point of view, but Sam, as presenter, was able to turn control over to other speakers to present their part of the presentation. There seemed to be a problem taking control back once a speaker started a video, until the video ended, but this was Sam's first time in the directors chair and there may be other tools he will learn later.



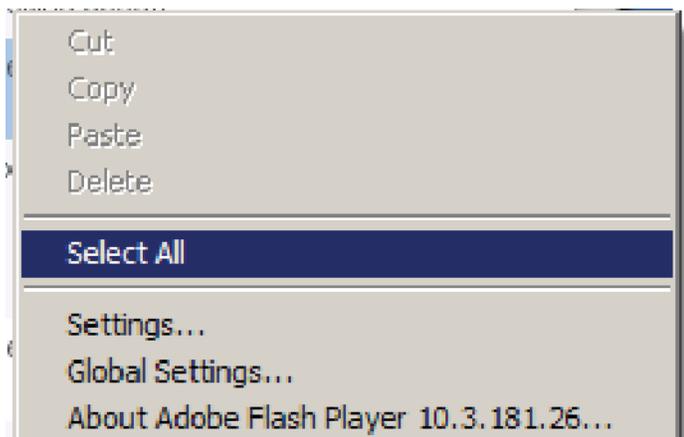
Speakers were able to play video clips



and present a power point slide presentation. Unfortunately no one attempted to screen share while describing how a program works, so I do not know whether that ability exists or not. I would think it would be a requirement for a UG presentation, but since ComF5 is designed for marketing use, I don't know whether they support that or not.



One thing I found annoying is that when another speaker was given the floor, a screen popped up identifying the CoHost, and until you clicked OK a white veil you could see through covered the screen.



Another annoyance related the the chat area. You can click Select All, but it did not select everything to allow a cut and

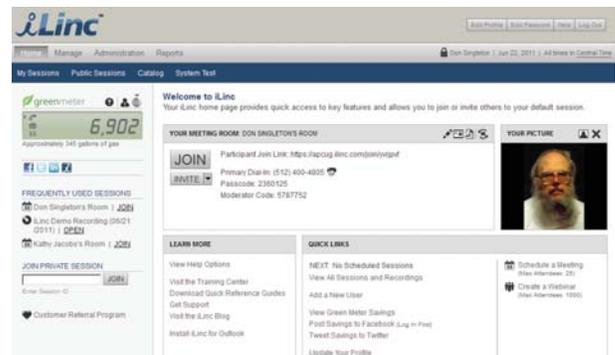
paste. You could only cut and paste from a single line in chat.

iLinc

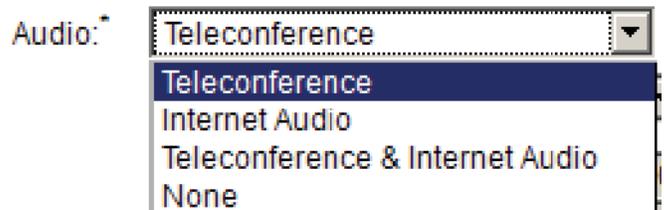
Tuesday we tried a test with two very distinct systems with very similar names: iLinc (<http://www.ilinc.com/>) and Lync, part of Microsoft's Office 365 which in beta test, but replaces their old LiveMeeting product. Frankly the old Live Meeting product was far superior to either iLinc or Lync, but in fairness to Microsoft Lync is still in beta, and may improve significantly. If I was forced to select one of the two, based on what I know today, I would choose iLinc, but I would still be very sad that I could not have my old Live Meeting. Fortunately I do not have to choose today, so I can hope that Lync gets a lot better, and that maybe iLinc will improve as well, and Hewie and I are still evaluating other products. We just tried out <http://anymeeting.com/>. Look for a report on it next quarter, and if you have any other suggestions for us to look at let us know.



iLink for meetings starts at \$49 a month, and iLink for webinars starts at \$79 a month. It supports Macs as well as PCs, but unfortunately no Mac or Linux users joined our Tuesday test, so we were not able to see how well the Mac support worked, or whether Linux users could get on or not.



You start in your iLinc home page, where you can Schedule a Meeting (Max Attendees: 25) or Create a Webinar (Max Attendees: 1000)



At both meetings and webinars you can select audio to be:

- 1 Teleconference (Teleconference (telephone conference -- toll and toll free, so you can provide a conference bridge that will allow 150 participants in a single conference and the only charge would be to the participants who would pay long distance charges to call the number. They are from allfreeconferencing.com and we integrate this as well so you can control the audio from your iLinc interface[mute, unmute etc])
- 2 Internet Audio (VOIP)
- 3 Teleconference & Internet Audio

Unfortunately if you select Teleconference & Internet Audio your presenters MUST use the telephone, because all VOIP people are in Listen Only Mode (you can't unmute them). It is true that with VOIP you really want all speakers to use a headset, to avoid noise and feedback, but I hate trying to do a presentation while using one hand to hold a telephone. I would much prefer to use VOIP with my headset, and let the teleconference lines be used just for people that had trouble connecting via the internet, and who wanted to listen to the audio portion by phone.

Schedule

Open
 Single Occurrence

Date: 06/22/2011

Start Time: 7:45 AM
 (UTC-07:00) Arizona

Duration: 30 minutes

Allow Join: 20 minutes before the Start Time
 Remove from Home Page When Expired

Recurring

Start Time: 7:45 AM
 (UTC-07:00) Arizona

Duration: 30 minutes

Allow Join: 20 minutes before the Start Time

Recurrence: Daily
 Weekly
 Monthly
 Yearly

Every 1 day(s)
 Every weekday

Start Date: 06/22/2011

End Date: No end date
 End after 1 occurrence(s)
 End by: 06/22/2011

Session Attendees: Different (Max 60 occurrences)
 Attendees will select a specific date to attend when registering
 Same
 Attendees will register to attend all sessions

Remove From Home Page After Last Occurrence

You can schedule either a single meeting/webinar, or you can schedule one that repeats, and as you can see you have just about every possible form of repeating events.

You can also upload a number of types of "Content" files. I was expecting this to be like the old Live Meeting, where the files would be available on the server, and would be displayed one at a time on all attendee's screens during the meeting / webinar. But that was not the case.

Hi Don,

Here is the login information for your iLinc webinar.

Webinar Details:
Add this webinar to your calendar: <https://apcug.ilinc.com/calendar/hhxwzpb/cfwvzpw>
Title: iLinc Demo
Date & Time: 06/21/2011 at 07:00 PM Eastern Time
Duration: 3 hour(s)
Leader: Don Singleton

Join this webinar:
Your Personal Join Link: <https://apcug.ilinc.com/join/hhxwzpb/cfwvzpw> (do not forward to others)
Primary Dial-In: (512) 400-4805
Passcode: 2360125 and Moderator Code: 5787752

To view content for this webinar: <https://apcug.ilinc.com/content/hhxwzpb/cfwvzpw>

Want to prepare your system ahead of time? <https://apcug.ilinc.com/systest/hhxwzpb>

Need assistance? Click [here](#).

Learn More about iLinc Web Conferencing at www.ilinc.com

When you register for an iLinc webinar, or are notified of an iLinc online meeting, you are sent several links. One is to allow you to "Add this webinar to your calendar", one is the link you will use to join the meeting/webinar, one allows you to "prepare your system ahead of time", but one allows you to "To view content for this webinar", i.e. it is a preview of the handouts for the meeting/webinar.

Content Click a link to the right of the item.

iLinc Demo

- Title
- PPT File
PowerPoint Presentation
- PDF File
PDF File
- png
File

A presenter, when sending invitations by email, can designate anyone he wants to be an assistant. For a webinar where the presenter has asked attendees to register, like we did on the Tuesday test with <https://apcug.ilinc.com/register/hhxwzpb>, can review the people that have registered, and flag any he wants to be assistants. An attendee that is not flagged as an assistant cannot join the meeting more than 20 minutes in advance. If he tries, he will be informed by the Help Lady that he needs to come back later.

Content

PowerPoint Presentation Add

- Media
- File
- Recording
- Powerboard File
- PowerPoint Presentation
- Polling
- WebSync URL

Joining

Error Message
 Conference: iLinc Demo
 This session is unavailable. The session is scheduled to start at 06/21/2011 07:00 PM (Eastern Time). Members may join the session up to 20 minutes before the scheduled start time.

Join public session
 Join public session



But the presenter, or anyone flagged as an assistant, can join the meeting long before it starts, and can upload a PPT file (as long as it is not too big -- I had one that was too big for iLinc)

Add Content

PowerPoint Presentation - Enter the information and then click the "Submit" button.

Error Message
Could not create content item.

GENERAL (* required)

* Title:

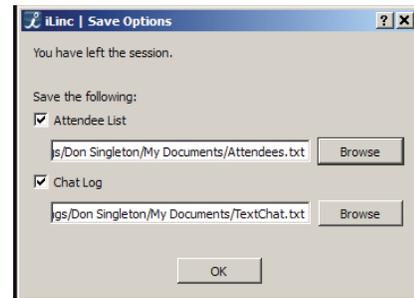
Description:

* File:

Files of type: *.ppt, *.ppbx, Max size: 10860 KB
NOTE: PowerPoint animations and transitions are not supported when uploaded. To animations and transitions in session, open your presentation locally and share your application rather than uploading. In addition, please remove any embedded mul and upload them separately as Media.

* Image Size:

* Quality:



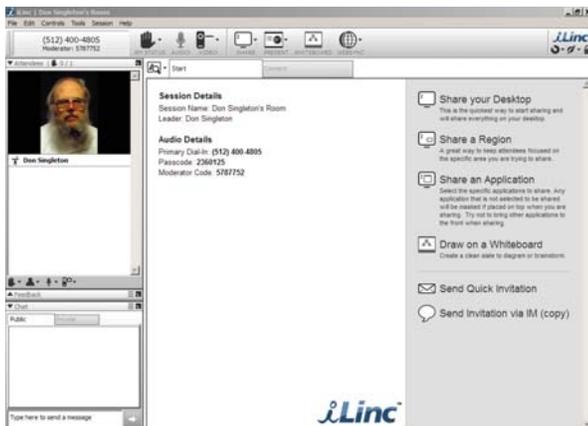
to save the attendee list and the chat log to my hard drive, so for the attendee that wanted to see the list, here it is (it has email addresses, but I have suppressed them):

User Name	Role	E-Mail
Don Singleton	Leader	
Hewie Poplock	Assistant	
Carl Lofstrom		
Jim Evans		
Jim Evans		
Kathy Jacobs		
Marie Vesta		

so that they could call on it during the presentation. You can't do this with anywhere nearly as many file types as the old Live Meeting supported.

And here is the chat log:

Public
 [06:23:07 pm] Hewie Poplock: This is the chat area
 [06:23:28 pm] Don Singleton: yes
 Jim Evans
 [06:28:41 pm] Don Singleton: hi
 Marie Vesta
 [06:24:30 pm] Don Singleton: hi marie
 [06:24:43 pm] Marie Vesta: hi



Yes, I realize it is somewhat boring (we did not do too much text chatting), but if we had, it is nice that it automatically made it available.

I failed to get a screen capture while we were in the middle of our Tuesday demo, but if you look at this screen shot you see two tabs: start, and content (with content greyed out. If a presenter shares his desktop, or activates an uploaded content item, it will create a new greyed out tab. The presenter, or any assistant, can preview any of the greyed out tabs, to prepare for when they are given the floor. Someone who is just an attendee cannot select one of the greyed out tabs, unless the Presenter gives them the floor. Whoever has the floor, whether Presenter, assistant, or attendee, can select any of the greyed out tabs, and all attendees see that content.

It took me a while to figure out how to turn recording on, and there were some audio problems on the recording (and I have not heard back from iLinc on that), but I was able to do a recording. Recording under Lync is disabled while Microsoft tries to resolve legal questions about recording in some countries.

Lync

The Presenter, and any assistants, see the attendee list; but the default setting does not allow attendees to see for webinars because most companies do not want others to see who is there but it can be changed for any situation prior to the session. I was not able to figure out how to make it available to attendees, and this was one objection some had to iLink, but I now know how to do it. I did discover that at the end of the presentation, as Presenter I was given the option

Once we finished the iLinc demo, we shut it down and went to the Lync test. Kathy and Marie made it in fine, but Hewie, Jim, and I had problems. Hewie was able to reboot and get in cleanly. Jim and I were forced to try the web interface and VOIP sound did not work. I don't know how long it took Jim to get in, but it took me 30 minutes, rebooting at least four times, before Lync was able to connect and log me into the servers. I hope that Microsoft was not able to hear what I was yelling at my computer during that 30 minutes, because I am sure I questioned not only the intelligence, but the legitimacy of birth of just about everyone in Redmond, WA.

I am sure we will be doing additional tests of Lync, since it is a part of the beta for Office365, and this article is getting pretty long, so I will wait until next quarter to go into detail on Lync.

First Broadcast Meeting of a Computer & Technology Club

by Sam Wexler, Region 1 Advisor

More than half the members of the Valencia Falls Computer & Technology Club (VFC&TC) in Delray Beach, Florida are snowbirds so there are no spring and summer meetings. Enter 21st century technology and on Monday evening, June 20, 2011 the first ever broadcast of the VFC&TC monthly meeting hit the airways on the Valencia Falls Broadcast Network.

There were speakers and attendees from as far away as California attending the meeting which was recorded and a link placed on several websites. This is new technology that requires all the parts to work and if only one part of many fail, then it could be ballgame over and we try again another day. When was the last time you attended a meeting and all the technology stuff worked perfectly – that is what we were up against that evening. If the system did die then a virtual telephone conference room was set up for more information.

Qualifications for this system included:

- the broadcast system was accessed by a click of the mouse that any novice could easily do,
- there was nothing to download,
- it could handle more remote people that could reasonably be expected to attend,
- attendees could hear and see the speakers with their presentations on the screen at the same time,
- the speakers had control when they had the floor,
- there was no cost for the User Group and
- all attendees had the ability to easily send an instant message for all to see as well as talk and be seen if they wanted.

This meeting was designed to be interesting while giving the attendees technology information and at the same time showing some of the many powerful functions of the broadcasting system. At the end of this meeting, everyone had the option to express their opinion on this system which was very good.

There is currently no book on this since we are writing it at events like this. Follow-on plans are to use it in other South Florida places, the rest of Florida under the FACUG umbrella and nationally under the APCUG umbrella. As a public service, we have started offering to run a broadcast (including supply technical expertise) of a future meeting of your User Group with remote attendees so please send an email to broadcast@ariesmart.com with specifics if you are interested. We can just do a limited number of broadcast meetings so the early bird gets the worm.

The meeting started with a welcome by the club president Sam Wexler and followed by two 3-minute videos on future consumer technology. Then there were five speakers; Ray Zukowski (Florida), Bob Vance (Ohio), Sam Wexler for Hank Feinberg (New York), Dave Whittle (Utah) and Judy Taylour (California) talking for 10 minutes each on different aspects of technology. The speakers were heard and seen by all attendees as was their presentations. The intent was two-fold – to give some interesting technology information and to show some powerful functions of the broadcast system.

At the end, there were five minutes of community announcements and the next broadcast meeting was set for Monday, August 15 at 7PM Eastern Time. Send an email to broadcast@ariesmart.com if you would like to attend this cyberspace meeting from any place on earth with a high-speed internet connection.

Converting QuickTime files

By Kim Komando

Q. I got a Kodak CX7525 camera for my Birthday. Unfortunately, the software uses QuickTime for video. Windows Movie Maker doesn't handle QuickTime. I called Kodak and they said I would have to live with it. How can I solve this problem?

A. Well, they weren't very helpful, were they? As it happens, you do not simply have to live with it.

Windows Movie Maker can handle about a dozen file types, including .AVI. But it does not work with QuickTime. Movie Maker is a Microsoft program, and QuickTime is made by Apple. Sigh.

So, you need to convert to a format that Movie Maker can read. According to Microsoft, it can handle files ending with the extensions .AVI, .ASF, .M1V, .MP2, .MP2V, .MPE, .MPEG, .MPG, .MPV2, .WM AND .WMV.

According to Apple's QuickTime site, its Pro version, which costs \$30, can export in many formats, including .AVI. So, buying that version should solve your problem.

There are many other programs available that will do the job. Some are shareware, which means you could test them before making the purchase. That's a good idea. Conversion requires a lot of churning beneath the surface. It doesn't always work well.

I found these programs that say they can convert .MOV to .AVI: Xilisoft Video Converter (<http://www.xilisoft.com/video-converter.html>) (\$35); WinMPGVideoConvert v.5.6 (<http://www.winmpg.com/>) (\$30); and WinAVI Video Converter (<http://www.winavi.com/en/video-converter/video-converter.htm>) (\$30).

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2011 APCUG Annual Conference

APCUG Region 3 is once again the site of the 2011 APCUG Annual Conference

by Robert Lee Vance (Bob)

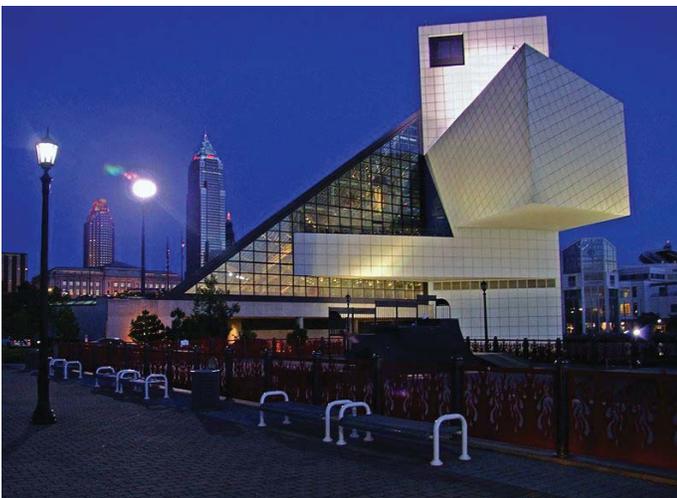
APCUG Region 3 Advisor

As you may remember the very first APCUG Annual Conference at a regional location was the very successful 2009 APCUG Annual Ohio Midwest Computer Conference which was held in conjunction and co-hosted by the Licking County Computer Society (LCCS) in Newark, Ohio. As was the case in 2009 the Licking County Computer Society LCCS along with the Lorain Computer User Group LCCUG and the Akron Area Computer User Group (AACUG) will be providing the pizza for the meet and greet on Friday night

This year we are excited to announce that the 2011 APCUG Annual Conference will be held in the Cleveland Metropolitan area. The venue for this event will be the Crown Plaza Cleveland South in Independence, Ohio. The Crown Plaza in Independence, Ohio is located right off the I-77 interstate route.



This hotel's location near downtown Cleveland, Ohio, off Rockside Road and I-77 in the heart of Independence Business District, includes over 10,000 sq ft of event space for groups of 10 to 250. Near Cleveland, Ohio attractions like Great Lakes Science Center



and the Rock and Roll Hall of Fame, this hotel's location ensures convenient travel for vacationers. Nearby Cuyahoga Valley

National Park promises outdoor adventures.



Sports teams, from the NFL's Browns to the NBA's Cavaliers, are a terrific source of entertainment, too.

With 100% smoke-free rooms featuring free Wi-Fi access, as well as perks like free airport and area shuttles, this hotel delivers the optimal travel experience. Additional amenities include Fitness and Business Centers, an indoor pool and Aura Bistro (on-site). The staff is looking forward to serving the needs of the APCUG attendees.

Check In / Check Out

- Check-In Time: 3:00 PM
- Check-Out Time: 12:00 PM
- Minimum Check-In Age 21 yrs
- Evening Reception Desk Open

Pets

- Pets not allowed at our hotel.
- Service/Guide animals acceptable.
- Credit Card required with service animals.

Languages Spoken by Hotel Staff

- English, Hindi, Polish, Punjabi

Parking

- Contact hotel for details
- Car Parking - Registered Guests Only
- Parking Area Equipped with Lights

Location

- Hotel is located in a Suburban area
- Closest City: CLEVELAND
- Distance from Hotel: 8.0 MI
- Local Time: EDT

Accessibility

- Service Animals Allowed
- 7 Room(s) with Accessibility Standards

- American Express
- JCB
- Master Card

Facility

- Hotel renovated in 2010
- 5 Floor(s)
- 178 Guest Room(s)
- 83 Single-Bedded Room(s)
- 95 Double-Bedded Room(s)
- 178 Non-Smoking Room(s)
- Executive Floors



Credit Cards Accepted

- Diners Club
- Carte Blanche
- Discover
- Visa

Saturday Lunch

Luncheon Buffet - The Delicatessen

Potato Salad, Cole Slaw, Macaroni Salad, Chicken or Tuna Salad, a Variety of Sliced Deli Meats to Include: Roast Beef, Smoked Sliced Turkey, Sliced Ham and Genoa Salami, Monterey Jack, American and Swiss Cheeses, Lettuce, Sliced Tomatoes, Red Onion, Crisp Pickle Spears, Olives, Pepperoncini and Cherry Peppers, Mayo, Whole Grain and Yellow Mustard, Assorted Breads and Kaiser Rolls, Assorted Cookies and Chocolate Pecan Brownies plus Fresh Rolls and Butter, Freshly Brewed Regular and Decaffeinated Coffee, Iced and Hot Tea.

Sunday Breakfast

Fresh Start Buffet

Assorted Chilled Juices, Sliced Fresh Fruit Garnished with Seasonal Berries, Scrambled Eggs, Home Fried Potatoes, Bacon and Sausage, Assorted Breads and Croissants With Jellies and Creamy Butter, Freshly Brewed Regular and Decaffeinated Coffee and Assorted Regular and Herbal Teas.

Conference Schedule

Friday 15 July 2011	Conference Agenda		
3:00 PM	Registration Sign In		
6:30 PM	Social Meet and Greet		
7:00PM until ?			
Saturday 16 July 2011			
7:00 AM	Breakfast on your own		
7:50AM			
8:00 AM	Keynote	Dave Whittle	HotCoolNot
8:50 AM	Cuyahoga Ballroom		
	Break out sessions for training tracks		
	Track 1 Salon Room 1	Track 2 Salon Room 2	Track 3 Salon Room 3
9:00 AM	Windows Tips and Tech	OneNote	Digital Photography
9:50 AM	Hewie Poplock	Kathy Jacobs	James Wright
10:00 AM	iPad Where it Fits	Ins & Outs of Skype	Windows 7 XP Mode
10:50 AM	E books Q&A Don & Michelle Tillman	Marie Vesta	Bruce Jacobs
11:00 AM	Open Source in SMBs	Mr Excel	Searching with Google, Bing &
11:50 AM	Don Corbet	Bill Jelen	Biekko Dave Williams

12:00 PM 1:10 PM	Lunch in Cuyahoga Room Open Air Walls between Salon 1, 2, & 3		
1:20 PM 2:20 PM	Keynote Matt Hester Microsoft Cuyahoga Ballroom		
	Break out sessions for training tracks		
	Track 1 Summit Room	Track 2 Independence Room	Track 3 Rockside Board Room
2:30 PM 3:20 PM	LinkedIn Susie Sharp	Team Viewer John Kennedy	Facebook Angie Palmer
3:30 PM 4:20 PM	Virtual Machines Don Tillman	Genealogy Ohio Genealogical Society Margaret Cheney	
4:30 PM 5:20 PM	Social Media Kathy Jacobs	Iolo Karen Sorenson	Genealogy Webinar Geoff Rasmussen
Sunday 17 July 2011			
7:00 AM 7:50AM	Buffet Breakfast Seating in Cuyahoga		
8:00 AM 8:50 AM	MAR's Refurbishing & Recycling Hank Feinberg Cuyahoga Ballroom		
	Break out sessions for training tracks		
	Track 1 Salon Room 1	Track 2 Salon Room 2	Track 3 Salon Room 3
9:00 AM 9:50 AM	Avast Anti Virus Bob Gosticha	Cross Loop Don Singleton	Power Point Add in's and Tools Steve Rindsberg
10:00 AM 10:50 AM	Q&A with BoD Kathy Jacobs	Remote Access Programs Lori Berenson	Drupal Part 1
11:00 AM 11:50 AM	Basic Cloud Computing Safe Data Destruction Don Tillman	Q&A with BoA David Stewart	Drupal Part 2
12:00 PM 1:30 PM	Annual Meeting and other Business Cuyahoga Ballroom Open Walls Cuyahoga Room		
1:30 PM	End of Conference		
	F2F following Conference Sunday and Monday		

Speaker Bios

Jeff Carlson

Jeff Carlson, Channel Applications Engineer, Intel Corporation. Jeff has been with Intel for the past 11 years based out of Ohio. Jeff has been focused on working with the top reseller accounts in the North Central District in the US. He has been working in the computer field for the past 25 years selling, configuring, and designing everything from handheld computers up to VAXes.

Margaret Cheney

Margaret Cheney is a current OGS trustee that has worked on several committees and chairs the newly formed OGS lineage society CFO; She has been president of both the Lorain and Medina County chapters and was awarded the OGS Outstanding Chapter Officer in 2006. Margaret is a retired customer service representation and has spoken to several northeastern Ohio organizations.

Donald L. Corbet

Donald L. Corbet, aka The Linux Guy is an accomplished corporate senior executive technical expert on Linux, Unix, Windows and other platforms, trainer and educator and public speaker. He has received numerous corporate awards for his ground breaking work in customer satisfaction. He is a recognized presence and speaker at global Linux events, has hosted technical radio talk shows and was a columnist for a mid-west computer publication. Mr. Corbet is a member of Who's Who in America. he founded D.L. ICorbet & Associates, LLC in late 2002 Mr. Corbet has also been a Board Member of the Florida Linux Alliance Group.

Matt Hester

Matt Hester is a seasoned Information Technology Professional Evangelist for Microsoft. Matt has been involved in the IT Pro community for over 15 years. Matt is a skilled and experienced evangelist presenting to audiences nationally and internationally. Prior to joining Microsoft Matt was a highly successful Microsoft Certified Trainer for over 8 years. After joining Microsoft, Matt has continued to be heavily involved in IT Pro community as an IT Pro Evangelist. In his role at Microsoft Matt has presented to audiences in excess of 5000 and as small as 10. Matt has also written 4 articles for TechNet magazine. Matt also has published 2 books:

- Microsoft Windows Server 2008 R2 Administration Instant Reference by Sybex
- Automating Microsoft Windows Server 2008 R2 with Windows PowerShell 2.0 by Sybex, Automating Microsoft Windows Server 2008 R2 with Windows PowerShell 2.0

Matt Hester :: US IT Pro Evangelism

<http://blogs.technet.com/matthewms>

Kathy Jacobs

Kathy Jacobs is the current president of the Association of Personal Computer User Groups (APCUG)

Kathy Jacobs is a social media geek who loves to connect people with who and what they need. She is active on the social web as "CallKathy". Professionally, Kathy speaks, writes, and answers questions on social media, community, OneNote, PowerPoint (when she has to), and other computer topics. In her spare time, Kathy is an active member of the PodCampAZ team, and a regular speaker at user groups around the Phoenix area.

John Kennedy

John Kennedy, known to fellow LCCS members as "free John", has had his hands on the computer keyboard beginning with the Atari 400. Over the years he progressed to a Packard-Bell. Dell and upon retiring, built his own computer. John taught computer skills and applications to middle schoolers for 12 years and now spends his retirement learning more about computers, digital imaging, and helping others with their computer problems. John uses Team Viewer among other desktop sharing programs to help others solve their software and hardware issues. He will be presenting some of the capabilities of using the Team Viewer program.

Angie Palmer

Angie Palmer manages public relations and social media for small businesses and non-profit organizations with a focus on the performing arts and hospitality communities. She also teaches Internet marketing, social media marketing, media and technology at a local university. During her spare time, she models in fashion events and acts in theater shows and independent films.

<http://www.angiepalmer.net>

Hewie Poplock

After purchasing his first PC, he joined the local PC user group and immediately became active. It wasn't long before he was on the Board of Directors and involved with some SIGs. He moved in the late 80's to the Orlando, Florida area and joined the Central Florida Computer Society. He is a 4 time Past President, a 15 plus year leader of the Windows SIG, and a 15 plus year program chair. He is currently the Vice-President as well as continuing as program chair and Windows SIG chair.

Don Singleton

Don Singleton is a Director of APCUG, webmaster, editor of APCUG Reports, and Coordinator of the APCUG Speakers Bureau. He has served APCUG as Secretary, Vice President, and President. He is a member of the Tulsa Computer Society where he serves as President, webmaster, and editor. He began in computers in 1963 where he was a programmer, systems analyst, systems programmer, manager, and independent computer consultant. He worked with CDC, IBM, Tandem,

and Intel microcomputers, and worked on interfaces between microprocessors and mainframe computers in computer controlled warehouse and manufacturing applications, interface between gasoline pumps and banks to allow gasoline purchases with a credit card in Venezuela and Israel, development of a handheld Bible computer, etc.

He retired with a disability, and is homebound and spends most of his time in a liftchair in his home in Tulsa, Oklahoma, but using his laptop and the Internet, without ever leaving his liftchair, he presents programs to user groups accross the country, and teaches scripting and building classes in the virtual world of Second Life.

Don Tillman

Mr. Tillman has been working with computers since 1982 and has been working as a computer professional since 1987. During that time he focused on computers and electronics which led him to getting his Associates in Electronics (Owens Community College) During that time he worked as a lab consultant and as a private computer consultant and as an instructor. After completing his tenure at BGSU (1993) he started working full time at Wright State University's Department of Psychology with a focus on research psychology for over 12 years that involved work with The Army, Air Force and NASA. Throughout his career he has worded with many operating systems (Sun OS, SGI Irix, Linux, DEC VMS, DOS, Windows, Macintosh and also was active in visualization on the Macintosh starting with SoftPC (1990) using it for client projects. Since then he has been working with and experimenting with many VM's including VirtualPC, VMWare server and Parallels. Mr. Tillman also started Safe Data Destruction (www.safedata1.net) more that 3 years ago.

Mrs. Michelle Linet Tillman will be assisting Don Tillman with parts of the presentations for the 2011 APCUG Annual Conference. She was born in Lima, Ohio and graduated from Bowling Green in 1994 with a BA. She additionally went on to spend 2 quarters of grad school in Rehab Phys at OSU. When she met Don she went to Dayton to be with him. While in Bowling Green she suffered a traumatic injury 1992 but was able to eventually go back to finish her degree.

Marie Vesta

Marie Vesta is currently the V. President and Director of APCUG.

She joined the Pasco Area Computer User Group in 1998, became Vice President in 2001, President from 2003 until 2010 when that club disbanded. Currently she is a member of Tampa Bay Computer Society and represents that group as their APCUG representative.

She served as Vice President and then as President of Florida Association of Computer User Group, (FACUG), for two years. She coordinated and hosted a highly successful state wide conference both years, the second conference in conjunction with APCUG. As a result of her activities, she was fortunate enough to have been invited to the Microsoft Campus in Redmond, Washington, to attend and participate in an MVP

Summit.

She creates and maintains websites for mobile home parks in the Central Florida area. She travels the Central Florida area giving presentations to various user groups.

David V.P. Williams

On Line Services & Programs coordinator
Board Secretary
Central Iowa Computer User Group
www.ciacug.org
dvpwjr@mchsi.com
dvpwjr@gmail.com
[515] 957-1339 google voice
Follow me -
twitter.com/dvpwjr
dvpwjr.amplify.com/
dvpwjr.tumblr.com/
dvpwjr.posterous.com/
www.plurk.com/dvpwjr
tungle.me/dvpwjr

B.S from the University of Virginia School of Engineering – Applied Mathematics and Computer Sciences

M.B. A. Drake University

Employer – TALX UCM Services a provider of Equifax Workplace Solutions – 1987 to Present Currently Asst Mgr – Appellate Services

Central Iowa Computer user Group member since 1996. Served in many positions, including president and vice president

Current BOD secretary since 2004. Responsible for use of One Note for BOD meetings and the board sharing of files thru Microsoft Live (Was Live Mesh)

Program and Online Services coordinator -responsible for monthly meeting topics and web site

Was newsletter editor and publisher.

Responsible for the social media content of the user group.

Responsible and producer for the streaming of the General Meeting on Ustream

APCUG

Have been attending national and regional events since 2002

Board of Advisors (2011-2013) Region 10-11

An independent thinker who wants to improve communication between APCUG and it member clubs.

James Wright

James Wright has been in the technology field for over 10 years, working with everything from servers, to digital cameras, to computer parts. Working with so many different gadgets and new cameras, he could not help but fall in love with photography.

On his current camera, he has taken over 15,000 shots! Taking so many images he has learned what works, what doesn't and more importantly why it doesn't. He has learned how to compose, expose, shoot manually, and how to sell his final images. His enthusiasm for technology and photography has kept him up to date on many of the latest creative techniques and you are sure to leave his presentation excited and ready to explore the wonderful world of Digital Photography!

You don't need to buy a screen for your projector

By Kim Komando

Ben wrote in from Tampa, FL because he just bought an LCD projector for his home theater. He's used it to watch a couple of movies. Unfortunately, they don't look good when they're projected on his wall. He wants to know if there is any alternative to buying a screen.

I generally recommend buying a screen when you buy a projector. A screen specifically designed for your projector will give you a good picture. But, a screen isn't necessarily a requirement.

You can project directly on a wall. But, the wall should be completely smooth. If it is textured, it will give you a terrible picture. Likewise, there shouldn't be any blemishes on the wall. Check carefully. Small nicks or patches will be much more noticeable when you turn on the projector. They will drive you crazy!

Now, I'll bet the wall you're using is completely white. It seems logical that white paint would be ideal. Think again. The best color for a digital projector is white paint with a slight gray tint to it. This will give you more vivid colors along with better detail and contrast.

You should also paint a black border around the projection area. Or, if you prefer, create a black frame from molding. This will improve the contrast and make watching the projector easier on your eyes.

A better solution to regular paint is Screen Goo. It is formulated especially for use with projectors. It gives great results. Again, you'll need the wall to be completely smooth. The wall should be primed with flat white latex paint. Apply Screen Goo with a sprayer for best results. Or, use a foam paint roller (fabric rollers leave lint).

Thinking about buying a projector? Visit my site for more on home theater projectors (<http://www.komando.com/columns/index.aspx?id=1047>). My buying guide (<http://www.komando.com/buyguide/index.aspx?id=1314>) will help you find one that suits your needs.

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Benefits of Membership

NOOZ

- Monthly e-mail sent to selected officers by regional advisors to all their active APCUG groups.

APCUG Reports

- Sent to selected officers quarterly
 - APCUG, Regional, Vendor news
 - How to & What Works articles
 - Benefit & contact info, etc.

PUSH Articles

- Many articles sent each month to APCUG editors
- Articles written by UG members, professionals & occasionally vendors

FREE Web Services

- Web page hosting (free to member groups)

Tips & Tricks for Running Your UG

- Information for program chairs, growing your UG, newsletter & PR guidelines – compiled from various conferences, etc.

Webinars

- Being part of APCUG gives your UG an inside track to Webinar presentations.

UGLS (User Group Locator Service)

- With over 200 member groups, there are probably a number of groups within a 250 mile radius of your group. Look them up in the Locator – get in touch, share presenters, help each other, cross-advertise! Everyone benefits.

Conferences

- Annual & Regional Conferences
 - California – Washington – Florida – will your Region be next?

Newsletter, Photo & Web Contests

- Will your Group compete? Will your Group win? Get information at www.apcug.net

Solutions to Your Problems

- APCUG is here to help your group. BOD members -- Advisors – they all are former officers of UGs and they are just an e-mail away.

Region 1

(CT, MA, ME, NH, NY, RI, VT)

By Sam Wexler, Advisor

swexler@apcug.org

On-Line Courses

**Michael Ligon, Capital Community
College Professor**

**Business & Professional Micro User
Group**

<http://www.bpmug.org>

Universities and colleges have been offering on-line courses for a long time now. This is an easy way to earn credits if you are too busy or unable to physically go the school. Also larger schools offer a wide variety of courses. Additionally, if you are out of work or in a dead-end job and want to train for a new career, this might be your answer. Long distance learning has come a long way over the years and it's available to all us.

At our May 16th meeting Michael Ligon, from Capital Community College, presented how online courses work and what is available to us. Michael demonstrated an actual on-line course that the college offers and what we can expect in a virtual class. He also addressed what computer equipment we need to participate in an on-line course. Being a local community college, the college prices are very reasonable but Michael also talked about other on-line courses that you might find interesting. We were able to get the scoop on this wonderful use of technology

A Little Computer Quiz

Stuart Rabinowitz

**Hartford User Group Exchange
East Hartford, CT**

<http://www.huge.org>

1. As you all know April is tax month and many of you filed electronically, but do you know when E-filing of taxes began?

Answer: Just 25 years ago in 1986.

2. When Unisys was formed in 1986 it became the 2nd largest computer company in the world. What companies merged to form it?

Answer: Burroughs merged (acquired) Sperry.

3. What were the original names for those companies?

Answer: In 1886 Burroughs began as 'American Arithmometer Company' and Sperry- began as Sperry Gyroscope Company in 1910. Unisys also included Eckert-Mauchly Computer

Corp. which invented the ENIAC.

4. The IETF (Internet Engineering Task Force) created many of the underlying standards that make the Internet work, including fundamental routing, e-mail, directory services and telephony protocols. When did it get started?

Answer: The first was Jan. 16, 1986.

5. In 1994 IETF approved as a standard IMAP (Internet Message Access Protocol) which enables e-mail clients to access remote mail servers without having to download the message (think Google Mail). When and by whom was the standard developed?

Answer: It was developed by Mark Crispin at Stanford University in 1986.

6. What computer shipped in 1986 with 1 MB of RAM (expandable to 4 MB), 800kb floppy and a SCSI port? Also, how much did it cost?

Answer: The Mac Plus at \$2600.

Evelyn Watts – Corel

Corel VideoStudio Pro X4 Webinar

Rockland PC User Group

<http://www.rpcug.org>

Evelyn Watts from Corel presented a webinar on VideoStudio Pro X4 (newly released) to the May meeting of the Rockland PC User Group.

Corel® VideoStudio® Pro X4 is the powerful, creative and easy way to take your video footage from shoot to show—fast. Quickly load, organize and trim SD or HD video clips. Cut together your production from templates and get creative with effects, music, titles, transitions and more. Explore new Stop Motion Animation and Time-Lapse tools, then export to 3D! It's everything you need for professional-quality video editing.

Free Classes

By Sam Wexler, Region 1 Advisor

swexler@apcug.org

For the last FACUG Technology Conference Cruise, Keystone Learning Systems gave the FACUG access to their classes for Microsoft Office 2007, Microsoft Office 2010 and Windows 7 which are free to anyone who uses one of the licenses they gave them. Microsoft Office includes Access, Excel, PowerPoint, Outlook and Word. If you are interested in taking any of these classes at no cost, send your name, email address and "Office 2007" or "Office 2010" to keystone@ariesmart.com. Windows 7 training is included in both options. FACUG is making some of these licenses available to APCUG people and there are only a limited available so it is the early bird that gets the worm.



Region 2 (DC, DE, MD, NJ, VA)

by Gabe Goldberg, Advisor

ggoldberg@apcug.org

Summer Is an Ideal Time to Volunteer

I received a note on this topic from the ever-helpful Federal Citizen Information Center at <http://www.pueblo.gsa.gov/>. They explained that it's easy to find volunteer opportunities in one's community. While they're emphasizing volunteering, they also describe how to use a government website to recruit volunteers!

You can create volunteer projects tailored to needs of your community using [Serve.gov](http://www.serve.gov) toolkits with step-by-step instructions to help create community campaigns. They mention projects such as

- Organize book drive for low-income students lacking age-appropriate books
- Establish a neighborhood food bank
- Start a walking team for senior citizens
- Make your home energy efficient and get neighbors to do the same

...so community-serving user group projects surely qualify! If you start your own project, you can also use [Serve.gov](http://www.serve.gov) to promote your initiative and to look for volunteers.

O'Reilly Media Supports User Groups

It's gratifying that some businesses are steadfast in supporting user groups, recognizing the valuable year-in/year-out community service they provide. Among the most committed user group supporters is O'Reilly Media, which provides diverse user group program benefits. If your group isn't a member, visit <http://ug.oreilly.com/register.csp> to sign up!

Marketing to Boomers, Seniors, and The Mature Market

Almost all user groups are challenged to recruit members. Interesting blog post <http://trmann.com/wordpress/2011/03/marketing-boomers-seniors/> emphasizes using the power of free incentives:

Today's boomers and seniors are hesitant to spend money without a clear demonstration of value. Free incentives offer a way to test your value.

We have many mature market clients who have hesitated when our team at TR Mann Consulting recommend that they "give" something of value away for free. "Tom," they say, "we're in the business of making money." However, cost sensitivity is now the new norm. Regardless of age, upper-class consumers have joined the middle-class and lower-income in being price sensitive and value minded. And as we know, the mature market (boomers and beyond) is even more cynical and cautious, because they

have seen it all. And, they have the patience and intelligence to gather information in a thoughtful manner.

Branding Matters -- So Does Providing Basic Information

While I'm APCUG Advisor for Region 2 (NJ/DE/MD/DC/VA) I happily read user group newsletters and websites from around the world. Too often, I'm baffled by material lacking basic location and contact information. Such mysteries create missed opportunities -- someone might be intrigued by a printed newsletter or online material and want to follow up. But if there's no detailed location information they can't tell whether a group is local to them or across the country. Even if all your members know where you meet and what your phone number area codes are, non-members don't. So make it easy for them to find you. And if there's no clear contact information, even if they want to get in touch, they can't.

It's critical to prominently include user group location and contact information on website and newsletter. But where to display it? Home page? First/last page? A simple URL on every web page and newsletter page isn't overdoing it, since people view online, enter websites at inner pages, and copy pages selectively.

Always remember visibility/branding/accessibility/acknowledgment. When possible, include contact information for newsletter/website authors. Help other user groups by explicitly granting (online, in print) permission for non-commercial use, and identify any articles which can't be republished/redistributed.

Don't be coy, subtle, or hard to find! Include diverse timely keywords for search engine optimization so your content is easily found and read. And provide useful/powerful search tools for your site so visitors can find information (officers, meeting topics and locations, articles, links, etc.).

Documenting User Group Operation Makes Life Easier for Volunteers

For internal group use -- but also to facilitate recruiting volunteers -- it's worthwhile creating job descriptions for every titled position. Not everyone will know what a newsletter editor, secretary, treasurer, SIG chair -- or even president -- does. And it's much easier for someone to take on a new job when there's a responsibilities/timeline checklist.

Second in importance is considering job succession -- that is, who might take on new responsibilities when planned or sudden changes occur. I observed a wonderful user group idea in action: a Director of Volunteers whose job was recruiting, motivating, counseling, and assigning volunteers. At monthly meetings she summoned the "volunteer of the month" to center stage for recognition, applause, and receiving a special coveted hat. Even without that level of formality, telling volunteers promptly and specifically why they're appreciated can immensely increase their enthusiasm for their work. Note that appreciation is different from a compliment: the latter refers to what's done while the former reflects how they're valued.

Consider using generic email addresses for volunteers -- president@xpcug.org, etc. That simplifies members staying in touch with leaders and prevents communications (from vendors, APCUG, whomever) from going astray. And it avoids having to constantly update newsletter boilerplate and web pages as jobs change hands. Of course, the email forwarding server must be updated -- but that's just one change versus potentially many more.

Finally, speaking of email addresses -- when APCUG's UGLS (User Group Locator Service) enables self-service updates, PLEASE keep your group's information current. As an Advisor, it's frustrating to have numerous NOOZ notes bounce. First, it means that people aren't receiving important information. And second, I have to chase down people who've changed email address and nudge them to update APCUG records.

Best Practices from FPCUG

I like sharing good stuff I see user groups doing. A recent FPCUG (Fredericksburg PC User Group) newsletter featured several tasty items. First, here are several non-traditional creative meeting topics:

Redistricting—Why - When - How

It happens every 10 years after the U.S. Census is completed. An attempt is made to have each Congress-person representing approximately the same number of people in a district. This is happening now and will even cause a change in each county in Virginia.

According to the Public Mapping Project, "The drawing of electoral districts is among the least transparent processes in democratic governance. All too often, redistricting authorities maintain their power by obstructing public participation. The resulting districts embody the goals of politicians to the detriment of the representational interests of communities and the public at large". The Wason Center for Public Policy at Christopher Newport University and the Public Mapping Project are sponsoring the Virginia College and University Legislative Redistricting Competition to help educate students and the public about the process of redistricting.

Eyeglasses - Rebecca Haynes

Most of us wear them and we all know that getting the glasses after the Doctor's exam can be a real problem.

There are so many choices that vary from what kind of a frame, to what kind of a lens, progressive or lined, and what other options are offered for the lens ranging from an antireflective coating, to scratch resistant coatings to slight or deep tinting.

Our speaker tonight is Rebecca Haynes who has had extensive experience in adjusting and fitting glasses as well as helping people in selecting an appropriate frame and lens which will depend on your own preferences, as well as what is recommended by the Eye Doctor.

She will also explain what numbers are on the prescription from the Doctor. These numbers are all but incomprehensible to

most of us but they all have a meaning and are very important to the proper fitting and a good experience of a proper pair of glasses.

Rapphannock Waste Management

Analyst Julie May gave the real scoop on handling our waste products.

We all know about the basics of recycling but Julie pointed out differences in the recycling process for many of the advertised products. This can range from simply grinding them and reusing them as raw plastic to a rather complicated method of separation into the basics and then reforming them into a usable material.

Compost was another topic and Rapphannock Solid Waste is a leader in reusing and refining solid material in waste water and turning it into a compost that will be available to taxpayers in the appropriate area.

Julie then went into management of a landfill. It's a lot more than just filling in a big hole in the ground. She illustrated what goes into making a real landfill that can be used for many purposes.

Then they mentioned their "State of FPCUG" meeting:

Once a year it is time to see what FPCUG has accomplished in the past year. This year was no exception.

Through the medium of a PowerPoint presentation developed by Kay Pollock and lead by President John Kruelle we were shown what FPCUG has been doing all year.

Among the equipment we purchased for non-profit organizations were 4 computers for the Community Foundation, a computer and portable screen for Habitat for Humanity, a rebuilt computer for the Micah Ministries, a \$2000 donation for the Governor's school and matching grant of \$900 to the Fredericksburg Food Bank.

Shown at left is Rick Neil receiving the award of a Lifetime Membership in FPCUG from President John Kruelle.

And they reminded members of the group's Attendance Rewards:

As you can see from the photo, all members names are listed and each name indicates a tile number.

Each round tile has a number and these numbers are turned down so that whoever picks a tile it will indicate the person winning a \$10.00 check. If that person is not present the name is dropped from the eligibility list and the next months award goes to \$20.00 etc. Only dues paid members are eligible for this drawing.

Bill Pinschmidt's tile was selected but he was not present in March so the award will be \$40 in March.

...and "Offers from our friends":

Clip the coupon from your printed copy and have your FPCUG membership card to validate the offer.

...and "Why FPCUG Special Interest Group Meetings Are So Special!":

In last month's newsletter, I told you about our Technology SIG, led by Josh Cockey. This month, I want to tell you about the Internet SIG.

...and a membership benefits recap:

- Interesting monthly meetings
- Special Interest Groups
- Subscription to Electronically Speaking
- Holiday Party for family
- Answers to computing problems

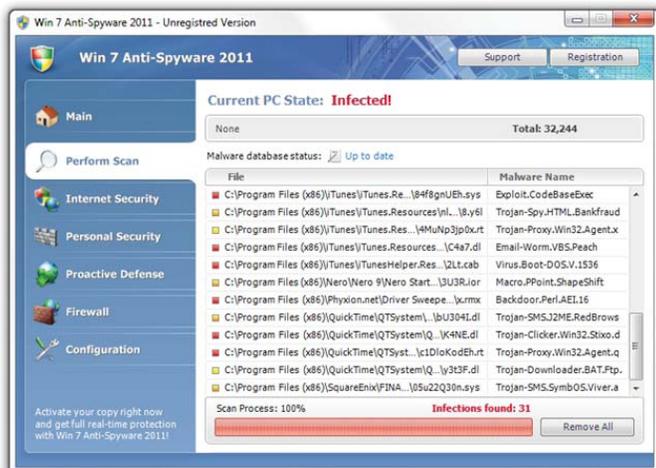
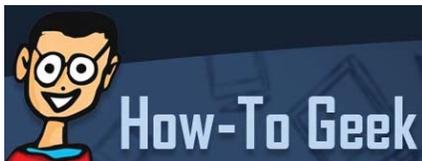
If you're not reminding people -- members and potential members -- about the full breadth of your group's activities, membership benefits, projects, meetings, etc., you're missing opportunities to recruit/retain/reclaim members! And reports recapping meeting content can make people regret missing meetings, resolve to attend future events!

Out-of-Box Meeting Topics

Recruit local government speakers -- police, fire, disaster planning -- they all use technology and often welcome opportunities to tell citizens what they're doing, what's available (traffic information, construction warnings, crime data mapping, etc.).

Anti-Spyware 2011

Robert Vance, advisor for Region 3, said that he knew several people that had run into this virus, and he wanted to refer people to an article on HowToGeek (<http://www.howtogeek.com/57837/how-to-remove-win-7-anti-spyware-2011-fake-anti-malware-infections/>) on How to Remove Win 7 Anti-Spyware 2011 (Fake Anti-Virus Infections)



Staying Active After Retiring

By Marie Vesta, APCUG Vice President

Retirement isn't what it is cracked up to be. What's fun about sitting around, doing very little besides lifting a wine glass and letting the sun bake your skin?

After 26 years of following my husband Steve around the world during his Air Force career, raising two fantastic sons, and owning a business for 10 years, it was finally time to head to sunny Florida and "retire".

Purchasing a home in a "55" senior-restricted area was the easy part. We resettled and started to get involved with the activities in our new community, but within six months we both knew it wasn't for us. The once-a-week morning coffees and spaghetti dinners were fine, going to the pool each day and baking our skin was soothing, but was this all there was? The highlight of our day was waiting for 4 p.m. to come so we could sit in our "Florida room" and sip on a glass of wine. After a while, we looked at each other and asked, "What is wrong with this picture?"

Trying to figure out how to fix the situation didn't happen overnight. Mike, our youngest son, had been trying to get us involved in computers for years, but both Steve and I kept resisting. Who wants to put their mind to work learning something new at our ages? Mike finally announced that he was sending me his old computer and, even if we only played games on it, it would give us something to do. I am sure in the past 20 years, he has regretted that decision, especially when I have called him at midnight thinking my computer crashed and I didn't know what to do.

In the very early 1990's a friend asked me to join her at a local computer user group. I sat there and most everything was over my head. I had never paid much attention to words like megabyte or kilobyte, but thought I might get something out of the meetings.

To make a long story short, I sat through a photo class where they used a digital camera. We could see the photos displayed instantly on a computer! WOW! I was hooked and haven't turned back.

Steve on the other hand, being the boy that he is, had to figure out what make these machines work. He now has a small repair shop where he fixes computers for a hobby. I have been fortunate enough over the years to go from member to President of the Pasco Area Computer Users Group (PACUG), to President of the Florida Association of Computer User Groups (FACUG), to Vice President of APCUG, which is the position I currently hold.

The bottom line is, no matter what your age, if you let your mind stop learning, be prepared to stagnate. Perhaps computers aren't for you, but keep an open mind on whatever is offered and never think you are too old to learn and enjoy a hobby that can stimulate even the oldest brain.

Getting started in home computing may be easier than you think. Check the usual sources (Chamber of Commerce, library, visitor centers, etc) to find a nearby computer user group/club that loves to help someone get started. Also go to www.apcug.net and click on "User Group", then on "Find a Group Near You".

Region 3 Upcoming event

Robert Lee Vance (Bob)

APCUG Region 3 Advisor

Be sure to mark your calendars for the Software Freedom Day event on September 17th, 2011. This international event is held annually to help to promote and educate people about Open Source and Free software, mostly utilized on Linux operating systems but also in many cases available for Windows and Apple operating systems.

Jon Mazur (cjcb@verizon.net) President of the CUser Group of Pittsburgh and his members will host a similar event from 8am-3pm and encourages other user groups from Region 3 to host an event as well. For additional information on the software freedom day visit the following site: <http://softwarefreedomday.org/>. You can also try CUser Group (cpusergroup@hotmail.com).

Recycling event

Licking County Computer Society Semi Annual Recycling Event

by Robert Lee Vance (Bob)

APCUG Region 3 Advisor

The Licking County Computer Society (LCCS) of Newark, Ohio recently held it's semi annual recycling event on the 18th and 19th of May 2011. On the first day of the event we had 18 volunteers helping out with this event. Additionally we had 18 on the second day of the event some of which were the same volunteers.

Among the volunteers were seven volunteers from an organization that promotes people with disabilities getting ahead. The volunteers, some of whom never have owned a computer before, each spent eight hours working alongside LCCS members unloading used computer equipment from cars, salvaging usable components and loading the rest into a semi-truck bound for a recycling center.

The getting Ahead program is a 19 session class for people who want to become financially stable and is a component of the Bridges Out of Poverty Initiative in Licking County.

Whether by car, pickup, mini van or motorcycle the donations keep coming in making this a very successful event.

The refurbishing recycling event net 27 pallets of materials that were kept from being disposed of in landfills.



Region 5 Report

by *Stu Silverman, Advisor*

First User Group Meeting in Cyberspace.

Valencia Falls pioneers the use of computer based broadcasting. Sam Wexler, Region 1 Advisor, President of the Valencia Falls Computer and Technology Club and winter resident of Florida and summer resident in New York, is experimenting with providing added benefits to membership in his group. He also invited all groups within Florida and selected groups from around the country. If you would like to be on the mailing list for the next meeting announcement, send an email to broadcasting@ariesmart.com, informing him of your interest. Ordinarily the group does not function during the summer; however, Sam will be providing a most interesting program design, whereby he will have several experts in different areas of the country speak on the areas of their expertise. We intend to report back in the next issue of Reports, how this pilot program worked and how it might be utilized by groups throughout the country.

Membership & Leadership Development Forum

User groups throughout Region 5 had the opportunity to participate in a mass teleconference call. We are delighted to report that Judy Taylour (President, SCV Computer Club, CA and recipient of the FACUG Lifetime Achievement Award), David Steward (APCUG Board of Advisor Chair), Don Singleton (APCUG Director and former President), Hank Feinberg (FACUG Director and President, Rockland, NY PC User Group), Stu Silverman (FACUG Vice-President and APCUG Advisor), Sam Wexler (FACUG President and APCUG Advisor), Dave Whittle of "Coolhotnot" and many others participated the Monday, June 13, FACUG Membership & Leadership Development Forum meeting which discussed User Group issues.

This event was a forum style discussion involving what you want and exchange ideas with experienced User Group leaders, to get new ideas with different viewpoints. This concept comes from conversations with people during last two technology conference cruises, as well as the last three Town Hall meetings.

Program Planning
 Officer burn-out
 Finances
 Meetings (programs, speakers, publicity, giveaways, venues)
 Presentations
 Vendor relations
 Industry matters
 Cooperative arrangements, partnerships, opportunities
 User Group Associations
 Communication (newsletters, Web sites, etc.)
 Social media/networking
 Volunteers

Keystone Learning Systems

- For the last FACUG Technology Conference Cruise, Keystone Learning Systems provided access to their DVD classes for Microsoft Office 2007, Microsoft Office 2010 and Windows 7, which are free to anyone in the Region 5, who uses one of the licenses they gave FACUG. If you are interested in taking any of these classes at no cost, send your name, email address and "Office 2007" or "Office 2010" to keystone@ariesmart.com. Windows 7 training is included in both options. There are only a limited available so it is the early bird that gets the worm.

Stu Silverman
 Region 5

Third Technology Conference@Sea



A joint event by
**Association of Personal Computer
 User Groups (APCUG) and
 Florida Association of Computer User
 Groups (FACUG)**

June Update The "Sky's" the Limit

Come join the 360+ people as of now, from 17 states, which have indicated they are excited at the opportunity to experience this extraordinary conference. APCUG as well as FACUG will also be holding their Annual Meeting aboard the ship.

After the last technology conference cruise on the Norwegian Sky, a survey was taken and 74% of the responders, including spouses, rated the event an "A". The programs are designed to help you as individuals as well as leaders of your group. It was called a great balance between conference time and party time. Ask your friends who were there; this is the event you need to be part of! We also ask that you share the information in this publication, with your rank and file members.

This year we are providing several new top notch programs for the non-technical spouse. As of this early date, we have already booked the following sessions:

- Relaxation Techniques and Stress Reduction
- Bringing More Joy and Happiness into Your Life
- The Humorous Side of Technology presented by the "Guru of Laughter"

- Hand & Foot new card game that is becoming the rage
- A book Discussion Group
- A Canasta party
- A Mahjong party
- Two Complimentary Cocktail Parties

This is in addition to the programs NCL normally holds on the ship.

Also at this early date, we have already booked technical sessions that include the following topics:

- iPad 2
- “What’s Hot & What’s Not” in technology
- New technology “toys”
- Buying and selling on eBay
- Digital Photography & Videography
- Cloud Computing
- Internet Security
- Marketing your User Group
- Getting the Best Stuff on the Internet
- National Cristina Foundation – a new FACUG innovative community service
- Several presentations on various aspects of Social Networking
- Panel Discussion on The Future of Technology
- 2012 annual meetings of both APCUG and FACUG
- Joint FACUG/APCUG User Group Discussion Group

We have already booked nine outstanding speakers, who come highly recommended and have never previously presented at an FACUG Conference. We will also have several of our most highly rated previous presenters. Dave Graveline and his production staff, of the Into Tomorrow radio show (www.intotomorrow.com), will be recording an entire show on board the ship as they will be interviewing attendees. Dave and Rob will be doing an exciting freewheeling Q & A session.

There is no better vacation bargain than a cruise and no better cruise bargain than this one. The cost for this cruise amounts to less than \$60/day, which is the cost of one decent meal. For the \$60/day, you will receive your cabin, 24 hours of food, all the entertainment that the ship has to offer, including a show every evening, dancing till the wee hours and oh yes, a Technology Conference. We have been told by some of our registrants that for many it is less expensive than staying home. Remember, on the “Sky” there is freestyle dining; dine whenever you want and wear whatever you want. Add to it a full-fledged Computer and Technology Conference on the high seas and it becomes an outstanding event, not to be missed. Do you want to be part

of FACUG’s 3rd Annual Conference@Sea, on what promises to be another outstanding sail-a-bration? Join us on board for a fantastic unique experience. Then go to www.facug.org and register today.

The cost of the 5 days/4 nights (interior cabin) is \$269/person + tips including the FACUG \$25 early-bird incentive refund; ocean-view is \$319/person + tips. The Technology Conference Bahamas Cruise will be on the Norwegian Sky: sailing on Monday, January 23, 2012 to Friday, January 27, 2012. FACUG is doing the work and dealing directly with Norwegian Cruise Line, since no travel agent allows us to offer this outstanding rate and some unique amenities. Sail from the Port of Miami, calling on the Grand Bahamas Island, Nassau and Great Stirrup Cay, then returning to the Port of Miami. The \$269 includes fare, port charges and taxes minus \$25 early-bird refund. Many have said this price is cheaper than staying home! Again this offer is valid only for conference attendees until August 15 or until we run out of the cabins allocated to us; whichever occurs first. The Technology Conference@Sea registration fee for the first person in the cabin is \$75 (\$100 for non-members) and \$25 for the second person who need not be a club member. Included in the conference fee are many extra perks, including name badges for all, a Welcome Bag full of goodies and two Meet & Greet cocktail parties, which were a big hit last year and a few additional surprises.

There will be buses from several locations around Palm Beach County to the Port of Miami and back for \$15/person each way. We will look into buses from other points in Florida, if there is sufficient demand.

If you are interested in sailing with us at the above early-bird rates, you first need to go to the FACUG website (www.facug.org) to register for the conference. You will then be directed to NCL directly, using the access information on the website to book your cabin. A \$100/person deposit will hold your cabin at the current rate. It is refundable until 90 days prior to sailing. The balance is due 90 days prior to sailing. So get on board now and go to this link www.facug.org to start this wonderful journey.

Stu Silverman
Region 5 Advisor

Race

Programmers are in a race
with the Universe
to create bigger and better
idiot-proof programs,
while the Universe is trying to
create bigger and better idiots.
So far the Universe is winning.

Region 9

*Bill James, APCUG Advisor
AZ, CO, NM, UT*

The big news in Region 9 was the number of APCUG clubs that attended the **18th Annual Southwest Computer Conference** held in beautiful Town and Country Resort and Convention Center in San Diego, CA. This conference was not an APCUG event, but none the less it was an opportunity to personally meet and greet a number of UG leaders that are members of APCUG. Computer conferences be it an APCUG regional such as the upcoming event in Cleveland, Ohio July 15th and 16th or just a plain old computer show, it is a great way to meet, network and learn about what occurring in the UG community. So if you have the opportunity, get out and show some support.

Other news in Region 9, the **Computer Club of Green Valley of Arizona** conducted a survey to determine what operating systems their members used and 99 of their members responded resulting is rather an interesting mix of Windows, Mac's and Linux: 34 use Windows 7, 11 use Windows Vista, 28 use Windows XP, 12 use Mac Snow Leopard, 3 use Mac Leopard, 4 use Tiger, 9 use Ubuntu. 1 uses Mint, 1 uses more than one operating system. The numbers do not add up to 99 since some individuals use more than one operating system.

The **Colorado Senior Network User's Group, CoSNUG** recently surveyed their members to find out how they can improve their club's benefits and membership. Surveys are a great way to get member feedback. All members may not respond, but those that do still provide a club some insight as to how well a club is doing to meet members need. Always keep in mind that a happy member is a good and loyal member and your number one recruiter for new members.

The **Islander Computer User Group of Arizona** started a Facebook page like a growing number of User Groups. Facebook is great way to get your name out into the public as a means of getting new members. Speaking of members, check out the **Tucson Society's** website, this UG is really active and has some great programs that are being presented by their members. I did not check with them, but I'm quite sure they would be willing to share. You will find notes, Web links, and videos from their meetings. Also if anyone is having problems with a keyboard, there is a nifty Keyboard Tester link on their site that was developed by TCS member Tom Warburton.

Did you know that the **Pikes Pike Computer Application Society (P*PCompAS)** had a guest presenter Jerry Minich, from the **Lake Sumter Computer Society** in Florida via Skype presenting a program on computer maintenance. You might say Florida meets Colorado via Skype. Skype is a great tool for presenters to give presentations from remote locations. So if a presenter can't physically be present, you can try Skype and be surprised at the results.

That is a short rundown of what has been occurring in Region 9. Happy Computing!

Regions 10 & 11

by David Williams

Fun in the Sun and Computers Too

The 18th Annual Southwest Computer Conference was held Jun 3, 4 & 5, 2011 in San Diego, CA.

Over 200 User group members from across the southwest attended along with APCUG board members Patty Lowry, Bob Vance, Bill James and David Williams. Judy Tylour and her conference team did an amazing job and put on another great conference.



The conference kicked off Thursday evening with a tour of the Microsoft store in Fashion Valley Mall and a talk about windows phone. Abby Stokes and Andy Marken gave keynote speeches Friday afternoon. Friday's Dinner

was sponsored by GFI/Sunbelt Software who talked about their new security products for the smart phone market.

Saturday breakfast was sponsored by Wolverine Data who demonstrated their digital imaging devices and the fast way to get slides/negatives and photos to a digital image. Lunch was sponsored by Opera who demonstrated their newest browser capabilities. Sunday breakfast presentation was by Evelyn Watts of Corel who showed off some of Corel's products. She did a great job as usual.

There were a lot of great presentation from learning a new language by singing, to good computer habits, ergonomics and Netiquette. For a complete schedule check out their website - <http://www.theswcc.org>

A good time was had and everyone walked away with some new ideas and good memories.



Regions USA 12 & International

(AK, HI, ID, MT, NV, OR, WA, WY)

By Carl Lofstrom, Advisor

clofstrom@apcug.org

Greetings Regions USA 12 & International

What an exciting time we are living in. Almost everyday new electronic devices are making the news. The desktop, laptop and netbook as we now know them are morphing into the tablet. The same goes for the cell phone. We know from experience the tablet will come and go as the nature of invention will find new ways for us to do business and communicate with each other. This is an opportune time now for all of us to embrace these new devices and technologies and at the same time help our members learn how to use them.

The cloud computing is hear to stay. My first experience using Microsoft Office 365 came with a short learning curve. It required reading the 10 pages of instruction and some trial and error to start. Just like anything else that is new you have to spend time reading the instructions and teaching yourself first before you can expect to have the full user experience.

We are starting to see the CLOUD becoming an important part of our daily computer experience. However, some may not elect to adopt the cloud because of possible security issues and others will want to wait and see what happens. The major companies are not waiting for anyone. They are offering many incentives to move you to the cloud now. You will want to try out some of the new cloud technology but keep in mind the technology is still new and may have some drawbacks that should be only temporary.

All of this new "Gadget World" technology is challenging our user group leadership to the fullest. How can we find the talented members that want to teach the "how to" when our members are leaving because of burnout and wanting more time to spend with family and travel. So where do we find the talent to do the training is the question all of us are asking our self. We are not in this alone as major tech companies are having a similar problem finding the right people.

Something new called "Bite Size" training is now being tried by tech companies. No longer are the training sessions lasting the usual 50 to 60 minutes or longer on one subject. Those thick software books are no longer made available to customers. In its place are long counters (bars) with stools where customers bring their own devices or use in house devices to get free "Bite Size" training. The training tip is less than 10 minutes. Handouts and videos are made an integral part of each session. The high tech companies are looking to improve its customer service with "Bite Size" training.

Why not take this concept and use it for our user groups. This concept with some minor changes could become a partial solution to our problem of limited talent. Members can request the "Bit Size" subjects; stations setup with tables and chairs, and instructors assigned to each station. A mix of member request along with instructor choice should fill one or two hours of training without a problem. A group of instructors will find it much easier to give the specific training the member request than preparing for a one hour of training that may or may not be something that members really wants. Maybe the time has come for "Bite Size" training. Members who can request a specific subject are more likely to attend meetings and participate. How about it!

Elections Results

OMUG:

Congratulations to Fred Day, President; Al Williams, Vice President; Arlene Kapnerand, Newsletter Editor; and Paul Braget, Webmaster. They are the newly elected officers for the Olympia Microcomputer Users Group, Olympia, Washington. Special thanks are in order to the officers who served before.

Membership:

Three more user groups renewed their APCUG Membership for 2011. That brings the total number of user group members to 14 for USA Area 12 and International. It is not too late to renew your membership for 2011. Just send you membership renewal check to APCUG, 13940 Cedar Rd. #447, Cleveland, OH 44118-3204.

We would welcome user groups from England, New Zealand and Japan to come join APCUG. If you are reading this report and know of any user group that might want to join APCUG please email me clofstrom@apcug.org with the information.

e-PUSH Tech:

Very special thanks to Gordon Giles, Perth PC Users Group, Australia for his informative article on "What Exactly in an Intranet?" and Les Towsing, Melbourne PCUG, Australia for his article "Disk Maintenance" and Gregory West, Sarnia Computer Users Group, Sarnia, Canada for his two book reviews on "Online Marketing Inside Out" and "Power Fiending."

The APCUG e-PUSH Tech newsletter is emailed every month to all USA Area 12 & International user groups. The e-PUSH Tech is intended to be a tech supplement to user group's newsletters. The user groups that no longer publish a monthly newsletter are provided with the e-PUSH Tech as a Publisher file which they can edit and make it their own newsletter. Your feedback is welcomed.

Please keep sending your PUSH articles with photos to Judy T aylour. Her email address, Jtarticles2go@gmail.com . Send a photo of yourself we can add to your article.



Alabama Hills

LVPCUG

e-PUSH Tech

May 2011

IPv6 is Coming

by Cal Esneault, President and leader of many Open Source Workshops & SIGs, Cajun Clickers Computer Club, Louisiana

Canonical (Ubuntu Linux) and Google recently announced they would participate in a 24-hour trial of IPv6 on June 8, 2011, along with Facebook, Yahoo, and others. This means that some of the big names in open source software will be involved with the new Internet Protocol, version 6 (IPv6) which will be needed to replace the



current Internet Protocol, version 4 (IPv4). To get to an Internet address, we usually type in a name, such as Clickers.org or Google.com. Software then goes to a distributed database from a Domain Name Server (DNS) and uses a table to translate this into a 32-bit numerical identifier. The identifiers are split into four 8bit segments. Since 8 binary digits (bits) can span the range from 0 – 255, we sometimes see these addresses as the decimal equivalents separated by periods. For example, 192.168.1.2 is a typical address for our internal networks when using routers. If we use the last “block” (last 8 bits), we could theoretically have 256 computers in this network. The total number of distinct addresses in IPv4 is $256 \times 256 \times 256 \times 256 = 4.3$ billion. When the Internet first started, no one could conceive that more than 4 billion addresses would be needed, but the need for each home network and each mobile phone to have an address is straining that concept. Recently, the last big “blocks” were issued to area centers for distribution.

The problem is not as bleak as it may seem since many addresses can be issued temporarily, some early users took more than they really need and can give some back, and only one address is needed for a private network which handles many computers within its structure. Some believe that we will run out of freely available addresses by the end of 2011, and that new addresses will have to wait for an old one to be freed up.

Internet designers have been working on the new IPv6 protocol to solve issues with the old system. It will have 128-bit addresses which will provide for a possible of 340 trillion, trillion, trillion addresses (3.4×10^{38}). This at first seems silly today since each person on earth could have trillions of addresses, but it becomes more reasonable when you realize that any electronic device in your home (which will soon be a computer) and any device in a factory or auto-

mobile could have a unique address for control purposes. Also, it is hoped this will be sufficient for a very long time so that the change will be permanent in even our grandchildren's lifetimes.

The addresses for IPv6 will be split into eight 16-bit units. Since the decimal number for each unit is large ($2^{16} = 65,536$), the addresses will be in hexadecimal notation (a = 10, b = 11, ... , f=15). An example address might look like fe80:0:0:200:f3ff:fe21:67cf where fields are separated by a colon, leading zero's can be omitted, and blank fields can be represented by multiple colon marks. There will be a protocol which allows current IPv4 addresses to be contained within the new IPv6 address. If all works as hoped, we won't care since our DNS resources will fill in numbers for us when we type in *Clickers.org*, etc., just like it happens today.

Modern operating systems (Windows, Mac OS, Linux, BSD) have already been configured to allow for IPv6 protocol.

Your current router and your ISP (Internet Service Provider) equipment may not be ready.

In complex computer networks, all of the interactions between equipment and older software are not sufficiently known. Therefore, the test on June 8 will be the first of probably many to debug the issues which will have to be addressed.

A similar situation was envisioned when we moved into the 21st century (known as the Y2K issue, where ambiguity between dates could occur since early software only used the last two numbers for years).

In that case, the situation was handled well and none of the dire predictions about airplane crashes and business shutdown came to pass. It did, however, take a lot of work and effort to prevent chaos. **Will IPv6 be a big event, or just a problem for computer professionals?** We don't know yet, but open source folks are in there with everyone else to help. II

2011 APCUG Contest

- *Newsletter Contest*
- *Photo Contest*
- *Website Contest*

Deadline June 17, 2011

2011 Contest Forms Available at

<http://www.apcug.net/>



please email me at clofstrom@apcug.org.

User Group Newsletters:

When was the last time you changed the format of your newsletter? Was it one year, two years or more than five years? The newsletter plays an important part in advancing the user group agenda and is a reflection of how the user group sees itself. Your newsletter is the spokesperson for your user group. Can you honestly say it is doing the job?

When you look at the different newsletters from USA Area 12 & International user groups you get many different impressions some favorable and some not so favorable. In other words you see the missed opportunities. Some will have only two photos of members in 18 pages, some no member photos in 12 pages and some with no photos of anything. Most of the newsletters front pages have no photos.

The single most important thing you can do to improve your newsletter is to add at least one or more photos per page. Use as many member photos as possible. With all of the photo editing software available today everyone can be made to look like a movie star with a few clicks and copy and paste. Build a following with your readers. Include as many photos of them as possible in every edition telling a story others would want to read.

The size of your font size and type, the use of color versus black and white, one column or two or three, margins, number of pages all are important. Find the right combination for your newsletter that will project the best possible image of your user group. Try Microsoft Publisher if you are now using word processing. Remember to convert your newsletter to a .pdf file before emailing it to members.

Human interest stories can attract readers. Tell the story about the member who traveled in a rented VW with his Netbook and brother in Mexico City for two weeks. More member stories can keep readers coming back month after month. Give your newsletter a new look for 2011 and 2012. You will be surprised how favorably your members will respond to the change.

APCUG 2011 Cleveland Regional APCUG Annual Meeting July 15- 17, 2011

You can still register for the conference and accommodations. This conference will have two keynote speakers one from Microsoft and 27 different technology workshops all day Saturday and ½ day on Sunday. Go to this <http://cleveland.apcug.org/schedule.htm> to view schedule of events. Go to this site to register <http://apcugcleveland.eventbrite.com/>

Members from our Canadian user groups are planning to attend. We would love to have more members from USA Area 12 and International come join us. Any questions about the conference

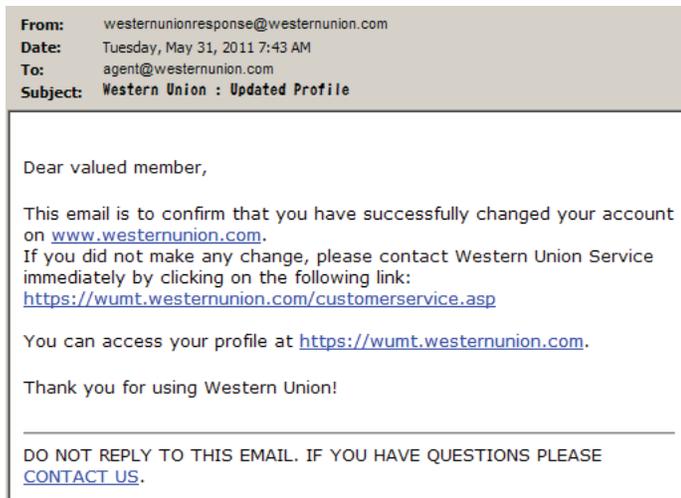
Scam Alert

by Don Singleton, APCUG Director

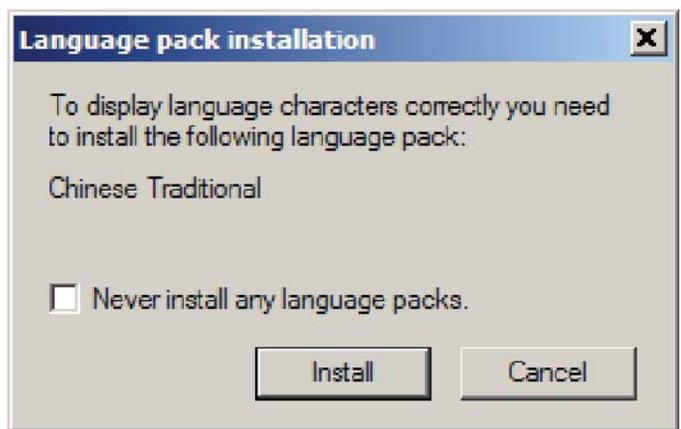
SCAM

We all get hundreds of spam messages seeking to sell us all sort of things we have absolutely no interest in, but we can just delete them. And if we are stupid enough to buy them, not only will we likely get trash, but we will get many hundred more spam messages. But buried in the hundreds of spam messages are some that are even worse, including scam messages and phishing attempts seeking access to our financial records. Let us look at some of them to make sure we know how to detect them.

I got an email recently, supposedly from Western Union, which I have used in the past to send money to a friend.



But before I could read the email I had to click on one of these:



I know most of the stuff we buy is made in China, but I doubt Western Union has moved there, and if they have, I suspect they would be bright enough to send me an email from a computer installed with a Chinese character set. I am also bright enough not to click on a link in an email from a financial institution (if I plan on actually connecting), but for the purposes of this article I went ahead and clicked on the link, which supposedly was going to take me to www.westernunion.com, and instead

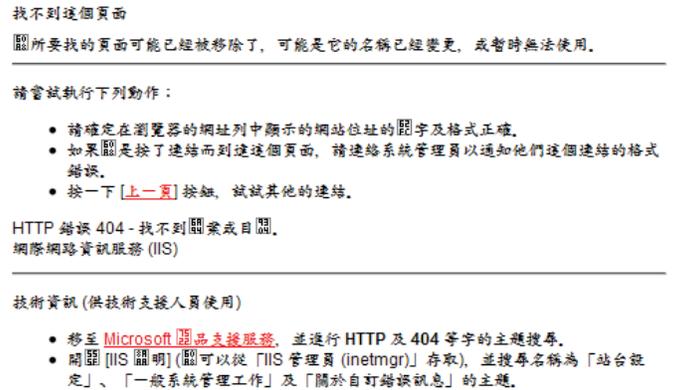
briedly went to:



which immediatly redirected me to:



and showed me this



We can tell from the first of those that it actually came from a student at Lulin Observatory in Taiwan (lulin.ncu.edu.tw) who must have decided to try his hand at pfishing to try to get into my banking account. He was bright enough to redirect the browser to an IP address 211.75.112.26 which http://www.iplocation.net/index.php confirms is also in China, but he was not bright enough to do it in English. Sorry I don't read Chinese so I can't tell you much more about this phishing attempt.

SCAM

Everyone on the APCUG Board of Directors received:



The ACH transfer (ID: 708628777483), recently sent from your bank account (by you or any other person), was rejected by the other financial institution.

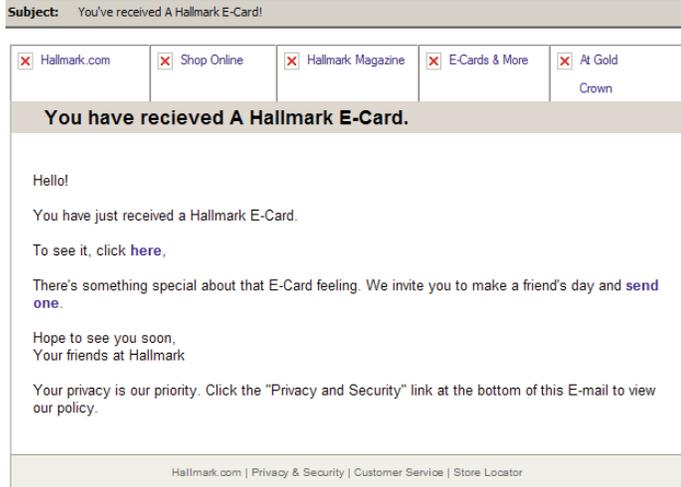
Rejected transfer	
Transaction ID:	708628777483
Rejection Reason	See details in the report below
Transaction Report	report_708628777483.pdf.exe (self-extracting archive, Adobe PDF)

13450 Sunrise Valley Drive, Suite 100 Herndon, VA 20171 (703) 561-1100

2011 NACHA - The Electronic Payments Association

I quickly warned everyone not to click on it. Notice the "708628777483.pdf.exe". It is not a PDF as some might think.

The last part of the address is what counts, and "EXE" means it is executable. It is probably a virus, although it could be a worm or a trojan horse. The distinction between them is not german to this article; none of them are anything I want infecting my computer.



Well this one certainly looks suspicious. Either they did not put good graphics on their email, or the site they were pulling them from has been taken down, but if I clicked on "here" it would take me to <http://87.56.58.182/card.exe>. Remember an "exe" is an executable file, probably a virus, worm or trojan horse. <http://www.ip2location.com/free.asp> says 87.56.58.182 is in Denmark. Sorry I don't want any Danish Malware.



d.konne@hotmail.fr wrote me:

DEAREST RESPECTFUL ONE,

I know my message will come to you as a surprise. Don't worry I was totally convinced to right you in reference of 600 kilos of GOLD, i want you to help me receive this 600 kilos of GOLD and also help me investment in your country for the best of my future. I promise you that your % is sure for your assistance, I will wait to hear from you so that i will give you more details on how we can get this done successfully, Have a nice day.

yours sincerely,

David Konne.

Maybe it is just my suspicious nature, but I bet David really does not have that much gold, and is going to want me to put up some money to show I am sincere before I get anything (which I never will, except for the feeling I've been ripped off). Thanks but no thanks.



From: Twitter
Date: Wednesday, March 30, 2011 8:39 PM
To: dsingleton@apcug.net
Subject: You have 2 unread message(s)



Hello,

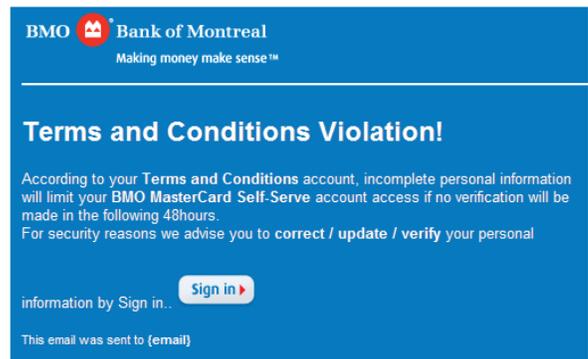
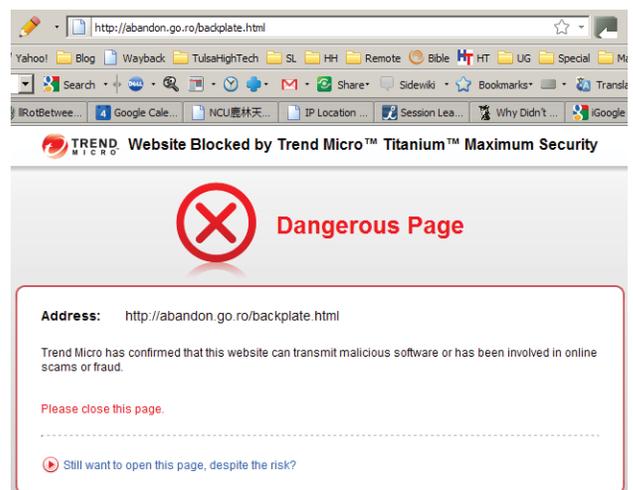
You have 2 unread message(s)

For more details, please follow the link below:

<http://twitter.com/account/message/20110331/?userid=398667919>

The Twitter Team

Twitter does not send an email to indicate that you have not read a message (thankfully), but it is good that I have Trend Micro installed on my computer, because <http://abandon.go.ro/backplate.html> does not appear to be a place I would want to go (damn those sneaky Romanians).



I did not remember ever getting a Master Card from the Bank of Montreal, but it looks like I must have lost it because the bank's account has been suspended (not mine, BMO's).

SCAM



Dear RBC Customer,

Your Online Banking password was entered incorrectly more than 3 times. For the protection of your account we have suspended access to it. To restore access please [Sign In](#) correctly. Previous notifications have been sent.

Please remember RBC NEVER asks customers to enter their Activation Code numbers via email or through a link in an email. RBC do not request any codes from your Activation Code to log in.

Thank you for choosing RBC Bank.
Copyright Royal Bank of Canada 2010. All rights reserved.



Interesting, they tell me "RBC NEVER asks customers to enter their Activation Code numbers via email or through a link in an email" and then they ask me to "Sign in" to resolve the problem with a link to webmail.lancaster.com.br. BR is the country code for Brazil. Do you think I am just being suspicious to wonder why the Royal Bank of Canada (where I do NOT have an account) has their website in Brazil?

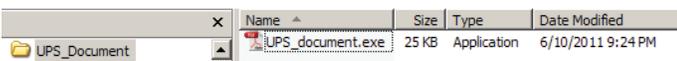
SCAM

I received the following

From: United Parcel Service
Date: Saturday, June 11, 2011 11:00 AM
To: dsingleton@apcug.net
Subject: United Parcel Service notification #15696
Attach: UPS_Document.zip (8.50 KB)



It certainly is possible I am waiting on a package to come via UPS, but this is not the way UPS sends tracking info. Notice the UPS_Document.zip. It looks innocent doesn't it, after all it is not an exe file. But let us see what is inside it:



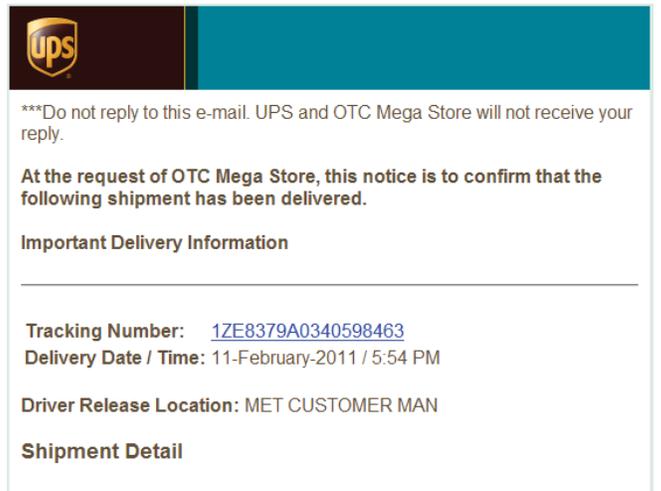
Oh no, it contains an exe file, which is probably a virus, although

it could be a worm or a trojan horse.

And the above is not what a UPS tracking email looks like. Rather it looks like:



Which has a link where I can get full tracking info, but which tells me exactly when and where the package was delivered (they left it at the front door of the people I shipped it to; fortunately they found it). Here is one that I received:



Since I am disabled, I have a note on my door asking FedEx and UPS to bring packages inside, and they honor that. Notice they said "MET CUSTOMER MAN". They physically saw me, and knew I was a man.



I seldom get boxes from DSL, but I seriously suspect this is from the same virus people that sent the first one.

2011 Southwest Computer Conference Receives Rave Reviews

Another successful Southwest Computer Conference was held June 3-5 at the Town and Country Resort and Conference Center in San Diego with over 200 attendees. The conference started 18 years ago with 35 attendees – and some of the attendees haven't missed a year as well as one sponsor, Gene and Linda Barlow (User Group Relations).

Conference Highlights

A field trip was held on Thursday; almost 50 attendees in two groups had the opportunity to tour the San Diego Microsoft store and have a presentation on the Windows phone that included a lot of late-breaking news. The afternoon group also had the opportunity to tour the Apple and Sony stores. The representatives who gave the presentations really knew their stuff and we all went away with a lot of knowledge about the phone and discounts on software and hardware.

Abby Stokes, author of *Is This Thing Turned On?*, once again kicked off the conference. Her topic was "Social Networking -- How to (safely) get the most out of Twitter, Facebook, and Blogging." Alex Eckelberry, President of Sunbelt Software, spoke about their upcoming Vipre anti-virus for mobile devices product. We all enjoyed Evelyn Watt's presentation on Corel's Video Studio Pro X4.

We had the opportunity to hear from some new sponsors this year: Thomas Ford, Global Communications Manager, gave a presentation on Opera, one of the alternates to Internet Explorer. They started out in a basement in Norway and Marian Radcliffe, President of the TUGNET group in California, met them in the basement of the Sands during COMDEX and she has been using the program ever since. Those of you who attended COMDEX over the years know how long ago that was! Many of us downloaded Opera's mini-module for our phones and tablets right away and love the great features and functionality. Another new sponsor was Matt Mardini, president of Wolverine Data. He brought many of their great products to show us and we had the opportunity to buy them at the Expo at a conference discount.

On Saturday and Sunday, attendees had 24 presentations to choose from. Many were by user group members (we certainly have a talented group of people!) and others were by conference sponsors. Some of the presentations given by computer club members were: Save \$\$ with Free Software, How to Get Your Photos from Your Camera and Back Out, Android Phones and Tablets, Setting Up a Wireless Network, eBay (Buying and Selling), Virtual Machines, Video Taping Meetings, DIY Computer Maintenance, Ask the Gurus, The Internet – What's Out There You Should Know About, as well as an Officers workshop. Check out the conference website (www.theswcc.org) for presentations and/or handouts.



Presentations by sponsors included: Sing2Learn how easy it is to learn a new language (www.sing2learn.com); the Microsoft Store team talking about the Cloud; Safety via Your Cell Phone or Smartphone (www.safetrec.me); Good Computer Habits - Ergonomics, Netiquette, and How to Make a Difference (www.abbyandme.com); Windows 7 and Word 2010 - Things you might have missed; What's new in printers and ink products (www.klassicspecialties.com); PC Tune-up with System Mechanic (www.iolo.com); Choosing the Best Backup Approach for your Computer (www.ugr.com); Problems with Digital Photos (www.topazlabs.com); How Linux Took Over the World While No One Noticed (<http://www.socallinuxexpo.org/scale9x/>); The Next Generation in Travel (www.rovia.com); and Security myths, Internet do's and don'ts, the evolution of computer threats + more (www.avast.com).

Rick Edwards, an Associate of the Royal Photography Society and world-famous wildlife photographer, conducted a walk-about session of the beautiful Town and Country site. As the participants took photos, Rick critiqued them and they took another photo using his tips. As reported by Susan Phelps, there were two places he wanted the group to take photos and then they were on their own. He said, first, ask yourself, "Is this a cover photo? If so, take it portrait instead of landscape. If you are shooting a person, animal or a subject head on, the rule of thirds doesn't apply. If the subject is at the edge of the frame

looking sideways 'the rule of thirds' does apply, but the subject needs to be looking across the photo and not at the edge (looking into the picture instead of out)." While chatting with Rick, he told her to put her camera on the table. So, she did. Then he handed her the humongous camera he was using. The one with the awesome telephoto lens on it and told her to go take some photos. Boy could that spoil you... there were two triggers on the body of the camera -- one for landscape and one for portrait, no reaching around for the button. You do need extra muscles to use that camera!

The Saturday-night Expo featured the traditional Mexican buffet; attendees had a chance to talk with the sponsors, book presentations for their group and buy products at discounted conference prices. As Marian Radcliffe and Judy Tylour went from table-to-table, the sponsors had an opportunity to speak to all of the attendees. They were all very generous with their door prizes and discounts.

Enjoyed seeing old friends and making new friends, improved my computer skills, loved the Microsoft bags, couldn't believe how many door prizes were given away, thanks for letting us help, turnout was fantastic, can't wait to share what I learned with my club, so much content and fun for such a small fee, were a few of the attendee comments. Here are some more....

Conference Reviews

"I just had the pleasure of doing a presentation at the Southwest Computer Conference in San Diego. Alice and I really enjoyed the hospitality afforded us by everyone associated with this first class organization. Thank you, Judy Tylour and the rest of the officers for an amazing job." Bob Gostischa, avast

"Thank you for putting on another great Southwest Computer Conference. The workshops were great and so was the Expo. The food portions were just right and the presentations were perfect.....GOOD JOB! It was our pleasure to be of help doing the Raffle." Yomar Cleary, Big Bear Computer Club

"It was a great show. I heard good feedback from people. You and your team did an awesome job again this year. I am glad to be part of your team. Thanks for the opportunity to help. I will be sharing all the vendor info and savings opportunities with all the AZacc clubs." Kate Gertz, AKA Dr. Kate, Kate's Computer Clinic

"Thank you so much for a great conference. I loved the new presentations and took a lot away for my group. It is hard to pick what I liked the best-from the Corel presentation to learning the latest tricks on Word 2010 to my favorite expo where I picked up a few speakers. Can't wait for next year! Your hard work and dedication to computer users is awesome. Thanks again." Cheryl Wester, Temecula Valley CUG

"Thanks again for letting us be a part of this past weekend's events. All of us who took part had an amazing time." Sincerely, Carter McLennan, Microsoft Store – San Diego

Congratulations on another successful conference! It was great, and we had a lot of fun talking to folks who came by our booth. We gave away 165 Linux DVDs - hopefully some of them will

be put to good use! We attempted 4 Linux installs. Three were successful and we sent them away with laptops that are now dual boot Windows & openSUSE Linux 11.4. The lady (Beth) with the non-booting Dell laptop came by, and I put my best man on the problem ;-). He booted the laptop on a live Linux DVD, and was able to (slowly) copy all her data onto her thumb drive. It appears her hard disc is going south. But at least we salvaged her data for her, sent her away knowing what she has to do to get it working again. She appeared to be happy. Thanks again! I suspect we'll see you again next year! Orv Beach, Linux

"It was a great conference. Thanks again." Lee Laughner, Computer Club of Green Valley

"SWCC this year was the best one in a long time for being able to get actual fixed presentation dates filled. I got five meetings set up and have 13 possible presentations that I have to work on getting a date coordinated to both our schedules." Melvin Weekley, Seniors Computer Group

Make those windows fill the screen

By Kim Komando

Alfred, of Vestal, NY, sent his computer to the shop for repairs. When it came back, he found that when he opened a program, it did not fill the screen. The windows are only about half-size. He wants to fix that.

This is a common problem, Alfred, and an irritating one. The half-size window is called Normal. But I don't know anyone who uses it.

You can fix this. Identify the programs with which you are having a problem. Click Start>>All Programs. Find each program in the list. Each entry in All Programs is a shortcut.

I'll use Microsoft Word as an example. Right-click it, then click Properties. On the Shortcut tab, find the Run box. Click the down arrow and select Maximized. This works with any shortcut, including icons on the desktop and in the Quick Start area.

Often, if you click a link in Internet Explorer, it opens a new Window that is not maximized. When that happens, close the original window. Then drag the borders of the "normal" window to the screen's edges. Close that window, too. That should solve the problem.

If it doesn't, download IE New Window Maximizer (<http://www.komando.com/downloads/category.aspx?id=1284>). This free program works very well.

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<http://www.komando.com>