

MANLY MOUSE

Newsletter of Computerpals for Seniors – Manly Inc.

October 2008



Anyone
Else?

**Up for Election at the AGM:
Clockwise from the top: Graham,
Noel, Elaine, David and Bob**

Dazzle Video Creator is a plug-and-play USB 1.1 or USB 2.0 device that allows you to record your videos from a camcorder, a VCR or any video equipment with analogue outputs. It comes with both InstantDVD Recorder software that allows you to transfer videos straight from tapes to DVD and Pinnacle Studio QuickStart software to easily create polished movies with titles, transitions, music and more, before burning to CDs and DVDs.



September's General Meeting was vitally important. All our work could be at risk if we allow viruses, worms, Trojans, spyware or phishing to infiltrate our computers. Graham Clark described these dangers, putting fear in our hearts, but then told us how to prevent them. He gave us an invaluable handout listing many free programs while admitting that some you could purchase might be even better. If you didn't



come to this meeting you should try to beg, borrow, steal or ask Graham nicely for a copy of his handout.

It's that time again!
**11th Annual General Meeting
will be held on 9 October 2008 at 2 pm**

As usual in the Manly Library Meeting Room. You already have the details now come and vote. After the short AGM there will be a fun Trivia contest followed by afternoon tea. There will be some excellent prizes to be won (Door Prize & Trivia prizes) including a new Dell Printer, a Pinnacle Dazzle Video Creator, some USB Flash Drives, etc.



Dell926 This is an All In One colour printer. Copy, scan, fax, print. Never been out of its box. Installation not included.

Win! Win! Win!



Any Questions?

If you are puzzled about how to do something in particular with your computer or want to know what a computer term you have come across means there are bound to be other members needing an answer to the same question. So, send in any question to gwyneth@bigpond.net.au and we will endeavour to give the answer in the following month's Manly Mouse.

A Vista Problem? No! An Epson Problem? No! It's My Problem!

For a month now I've been trying to make my Epson CX3100 multifunction printer work properly.

The trouble began when I connected it to my new computer that runs under the Vista Home Premium OS (operating system). I went through the usual set up procedures by downloading and installing the printer's Vista drivers from Epson's Australian website.

I then made the CX3100 the default printer, set the printer preferences I needed and clicked "Print Test Page". A window flashed up saying a test page has been sent to the printer. I waited...and waited... nothing happened. No test page and no sign of life from the printer. I then checked the printer status which told me the page was printing... hmm - it certainly wasn't printing.

It then occurred to me when the CX3100 "Print Preview" option is selected the preview must be OK'd before the page will print and no preview had appeared. By deselecting 'Print Preview', the test page printed. But I always use print preview and so I contacted Epson to ask for help. Here is Epson's answer:

"Thank you for contacting Epson Support.

When updating to the latest version of Operating System and using Hardware that was released before the Operating System was released certain features may no longer be compatible. The Print Preview option with the Stylus CX3100 and Windows Vista is an example of this, Epson cannot provide or suggest a solution as Print Previews are simply not available with Windows Vista and the Stylus CX3100. ***If Print Previews are of vital importance for you Epson suggests using the printer on a compatible Operating System such as Windows XP.***" [My emphasis]

Both Microsoft and Seiko Epson are giant international companies and the latter should be ashamed of such a reply which amounts to saying "Stiff s**t mate!" And both should be ashamed of marketing products which have built-in obsolescence.

So be warned when dealing with Microsoft's Vista and with Epson's printers because you may well be up for a new printer (and, in my case, the costs of scanner and copier) or the cost and inconvenience of removing Vista

from your computer and going back to XP. Also be warned to check Microsoft's Hardware Compatibility List before you buy a computer with Vista OS on it - if you want to play safe choose XP or an Apple computer.

(I was unable to find any reference to Epson CX3100 multi-function printer and Vista in Microsoft's web site. Epson provides Vista printer driver downloads for the CX3100 but as you see, the drivers have limitations.)

JN Sept 08

Google Chrome (BETA) Web Browser for Windows

Google Chrome is a browser that combines a minimal design with sophisticated technology to make the web faster, safer, and easier.

<http://www.google.com/chrome>

One box for everything

Type in the address bar and get suggestions for both search and web pages.

Thumbnails of your top sites

Access your favourite pages instantly with lightning speed from any new tab.

Shortcuts for your apps

Get desktop shortcuts to launch your favourite web applications.



Network Magic Hassle-Free Home Networking

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

Connect Vista & XP Computers Easily. Set up, manage and secure your home or small office network effortlessly.

With Network Magic you can:

- Easily add new computers, printers and devices to your network
- Share printers and files among computers in your network running different versions of Windows
- Monitor and repair your network
- Protect against wireless network intruders
- View your entire network on the network map.



Vale Jan Allport

Jan Allport was 83 and had been coming to Computerpals for the past 6 years. She was our regular 9 am lady and couldn't wait to come. Interested in photos and putting newsletters together. She was a member of the Masters Swimming Assn. for approx. the past 10 years and recently competed in the world Masters Perth championships where she won some medals in her age group. She was always laughing and enjoyed a good joke and we would receive numerous funny, informative and, sometimes, risqué jokes.

Portable Apps <http://portableapps.com/apps>

What is a portable app?

Portable - carried or moved with ease

App - a computer program like a web browser or word processor

A portable app is a computer program that you can carry around with you on a portable device and use on any Windows computer. When your USB flash drive, portable hard drive, iPod or other portable device is plugged in, you have access to your software and personal data just as you would on your own PC. And when you unplug the device, none of your personal data is left behind.

This Web site offers a bundle of programs called a suite, which includes a word processor, an e-mail program, a password utility, a calendar and even a Sudoku game. If you don't want all the programs, you can install them individually. There are dozens of portable applications to choose from.

Here's a quick note about installing the applications: make sure you have your flash drive plugged in when you download the apps. After you start the installer, it will ask you where you want to install them. To do it correctly, choose the drive letter of your flash drive and then continue on with the installation. Enjoy!

No Special Hardware: Use any USB flash drive, portable hard drive, iPod/MP3player etc.

No Additional Software: Just download the portable app, run the portable installer and go.

Painless Backups to USB Drives

Low-cost USB drives make it easier than ever to back up your data and take it with you.

Michael S. Lasky

USB thumb drives have declined in price recently, making now a great time to start using them for your daily backups. Unfortunately, not all USB drives support automatic backups.

Look for devices labelled 'USB Smart Drives'; these are enabled with U3 functions or with Lexar's PowerToGo, either of which offers a self-contained operating system that lets you access the files and programs on the drive from any USB-equipped PC, without leaving

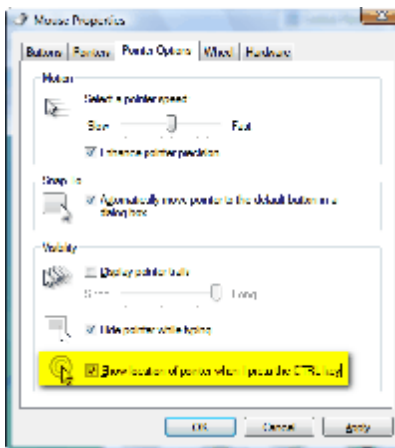
remnants of your session on the system when you remove the drive. Currently, 4GB U3 drives such as SanDisk's Cruzer cost about \$55, and the Lexar 4GB JumpDrive Lightning costs from \$70 to \$100 online. Most of these drives come with trial or full versions of backup and syncing software, but you can download a free copy of SanDisk's CruzerSync for U3 (follow the download instructions) or try Migo Software's \$30 Migo Personal for U3 (free trial).

Each works the same way: You select the folders and files you want to backup by clicking the box next to the folder in the outline tree. Both CruzerSync and Migo back up and sync your Microsoft Outlook and Outlook Express messages and address books, so you can access them on any computer. The backup and restore apps create mirror copies on the USB drive. You can set any of these programs to back up and/or sync specified folders automatically when you insert the drive into a USB port. Some even do automatic backups at set times if the drive remains in the USB port.

Where's the mouse in the house?

Windows XP and Windows Vista (all versions)

Here's a great tip for those of you who have trouble locating your mouse pointer on the screen. Windows XP and Windows Vista have a feature that some refer to as "mouse sonar". This option causes your mouse pointer to pop-up in a little concentric ring around it so you can easily find it. The mouse pointer can be very difficult to find if you have trouble seeing or on certain colours.



If you'd like to use the "mouse sonar effect" to assist you in locating your mouse pointer at all times, in all conditions, on all colours, here's how easy that is to do. This tip works on Windows XP and Windows Vista. The screen cap was taken on a computer running Vista.

1. Click Start then Control Panel

2. Click On "Mouse"

3. Choose Pointer Options

4. Select "Show location of pointer when I press the CTRL key." *Cloudeight*.

Resizing the Quick Launch toolbar

Windows XP and Windows Vista (all versions)

One of the handiest features of Windows XP and Vista is the Quick Launch Toolbar. You can drag any shortcut into it from your desktop or start menu - so it's a great place to quickly find and launch your favourite programs. For those of you who haven't discovered this feature yet, you will find it right next to your start button on both Windows XP and Windows Vista.

If you're using XP, you must enable the Quick Launch Tool-



bar because it's not enabled by default. To do that, right-click on an empty space on your taskbar, unlock the taskbar, choose "Toolbars" and select "Quick Launch". The Quick Launch Toolbar is enabled by default in Windows Vista. By default, the Quick Launch Toolbar only displays three items. After you've exceeded these three items, you have to click a tiny arrow near the right edge of the toolbar to display a vertical list of shortcuts contained in your Quick Launch Toolbar. The more you use the Quick Launch Toolbar, the more you'll like it and the more shortcuts you'll drag into it, which means you'll be clicking away at the little arrow all the time - unless you know how to resize the toolbar.

So, here's how you resize the Quick Launch Toolbar on both Windows XP and Windows Vista. XP users, your colours will be different but your sizing handle will still be little dotted line thingies. See them? Look down!



Toolbar sizing handle

OK, now that you see the "sizing handle" you can grab it with your mouse pointer (as you hover over it your pointer will turn to <--->). Now hold down your left mouse button and drag it to the right to expand your Quick Launch bar. If you want to make it smaller again, guess what? You drag it to the left. After resizing, relock the toolbar. (*Cloudeight*)

Fixing Internet problems Windows XP and Windows Vista (all versions)

Here are some tips you can try if you experience problems with your cable or DSL connection. Connection TCP/IP problems can be really hard to troubleshoot. And sometimes your connection may quit for no apparent reason. This can be frustrating, especially if you're not sure what to do when it happens.

First, make sure your ISP is not having problems. Cable and DSL modems have a connection light that is on and not flashing when a connection is available. If you don't see a steady connection light, call your ISP to make sure that the problem isn't with your ISP. If your modem indicates a connection is available but you cannot get on the Internet, here are some safe and easy tips if you experience problems with your broadband connections that we've used over time and will help you get back on the Internet fast.

1. Try automated repair. Just right-click on the problem connection in the Network Connections folder and choose Repair.

2. Re-set your router: If you have a home network, the problem may lie with the router or in the connection between the router and your broadband provider. Follow the directions for resetting the router. Most always you can reset your router by unplugging the power cord, leaving the router off for at least one minute, then turning it back on. Routers vary

though, so be sure to check your manual.

3. Re-set your cable DSL modem: If you have a broadband connection, the problem may be with the IP address assignment by your ISP. Turn off your cable or DSL modem by unplugging the power cord and leave it powered off for at least three minutes. Plug in the power cord and wait until the modem has cycled through its test cycle. Hopefully, you'll find that your back on the Internet.

4. Power Cycling: First shut down your computer, then unplug the power to your cable modem, and then unplug the power cord from your router. Wait at least three minutes, then plug the power cord back into your modem and wait for the test cycle to complete. Now power up the router and wait for its test cycle to complete. Finally, boot up your computer. You should be back on the 'Net now.

Honey, I Exploded The CDROM!

Unfortunately this is not an urban legend... CDs do occasionally explode when spinning at high speeds. If you have a CDROM drive that operates at 48X speed or higher, then you might not want to sit directly in front of your computer when it is reading a CD. There is a slight risk, documented by CDROM manufacturers, that a flawed or unbalanced CD disc might explode when spinning at the high speeds attained by modern CDROM drives.



When a CD breaks apart, little pieces of plastic shrapnel will fly around inside the drive, possibly penetrating the drive housing and escaping into the room. If this happens, count yourself lucky if you're not injured -- a 52x CDROM can spin a disc at just over 10,000 RPM. You can forget about the data that was on the disc, and possibly the drive too. Even if you're willing to remove the drive and clean out all the tiny shards, it's likely that the laser which reads the disc was damaged too.

Exploding CDs: Cause and Prevention

According to the data published by CD manufacturers, the likelihood of a CD shattering due to a defect in the disc media is only around one in 10,000. But there are risk factors that can make it more likely. CDs that are old, scratched or cracked are much more likely to self-destruct while in use. Discs that are unbalanced also increase the risk of data detonation. The most likely cause of this is an off-centre label, so keep that in mind if you burn CDs and apply labels yourself.

CDs may develop cracks as they age, especially if they're not cared for properly. Store CDs in a jewel case when not in use, and check frequently used discs for cracks before popping them in the drive. If you do experience an exploding CD, it's also possible that the drive was at fault. Contact the retailer who sold you the drive or disc, and you may be able to recover some of your losses.

http://askbobrankin.com/exploding_cdroms.html



Complaint:

Here is a copy of a letter that won a competition in UK as complaint letter of the year...have a laugh and read on. The British do have a way with words. A real-life customer complaint letter sent to NTL (to their complaints dept.).

Dear Cretins,

I have been an NTL customer since 9th July 2001, when I signed up for your 3-in-one deal for cable TV, cable modem, and telephone. During this three-month period I have encountered inadequacy of service which I had not previously considered possible, as well as ignorance and stupidity of monolithic proportions. Please allow me to provide specific details so that you can either pursue your professional prerogative and seek to rectify these difficulties - or more likely (I suspect) so that you can have some entertaining reading material as you while away the working day smoking B&H and drinking vendor-coffee on the bog in your office:

My initial installation was cancelled without warning, resulting in my spending an entire Saturday sitting on my fat arse waiting for your technician to arrive. When he did not arrive I spent a further 57 minutes listening to your infuriating hold music and the even more annoying Scottish robot woman telling me to look at your helpful website....HOW?

I alleviated the boredom by playing with my testicles for a few minutes - an activity at which you are no-doubt both familiar and highly adept. The rescheduled installation then took place some two weeks later, although the technician did forget to bring a number of vital tools - such as a drill-bit, and his cerebrum. Two weeks later my cable modem had still not arrived. After 15 telephone calls over 4 weeks my modem arrived... six weeks after I had requested it, and begun to pay for it. I estimate your internet server's downtime is roughly 35%... hours between about 6pm - midnight, Mon-Fri, and most of the weekend. I am still waiting for my telephone connection. I have made 9 calls on my mobile to your no-help line, and have been unhelpfully transferred to a variety of uninterested individuals, who are it seems also highly skilled bollock jugglers.

I have been informed that a telephone line is available (and someone will call me back); that no telephone line is available (and someone will call me back); that I will be transferred to someone who knows whether or not a telephone line is available (and then been cut off); that I will be transferred to someone (and then been redirected to an answer machine informing me that your office is closed); that I will be transferred to someone and then been redirected to the irritating Scottish robot woman...and several other variations on this theme.

Doubtless you are no longer reading this letter, as you have at least a thousand other dissatisfied customers to ignore, and also another one of those crucially important testicle-moments to attend to. Frankly I don't care, it's far more satisfying as a customer to voice my frustrations in print than to shout them at your unending hold music. Forgive me, therefore, if I continue. I thought BT were shit, that they had attained the holy piss-pot of god-awful customer relations, that no-one, anywhere, ever, could be more uninterested, less helpful or more obstructive to delivering service to their customers. That's why I chose NTL, and because, well, there isn't anyone else is there? How surprised I therefore was, when I discovered to my considerable dis-

satisfaction and disappointment what a useless shower of bastards you truly are. You are sputum-filled pieces of distended rectum incompetents of the highest order. British Telecom - wankers though they are - shine like brilliant beacons of success, in the filthy puss-filled mire of your seemingly limitless inadequacy. Suffice to say that I have now given up on my futile and foolhardy quest to receive any kind of service from you. I suggest that you cease any potential future attempts to extort payment from me for the services which you have so pointedly and catastrophically failed to deliver - any such activity will be greeted initially with hilarity and disbelief, quickly be replaced by derision, and even perhaps bemused rage. I enclose two small deposits, selected with great care from my cat's litter tray, as an expression of my utter and complete contempt for both you and your pointless company. I sincerely hope that they have not become desiccated during transit - they were satisfyingly moist at the time of posting, and I would feel considerable disappointment if you did not experience both their rich aroma and delicate texture. Consider them the very embodiment of my feelings towards NTL, and its worthless employees. Have a nice day - may it be the last in your miserable short life, you irritatingly incompetent and infuriatingly unhelpful bunch of twerps. - John (*Bob Bellini*)

Is this what we all have to look forward to?

We went to breakfast at a restaurant where the "seniors' Special" was two eggs, bacon, hash browns and toast for \$1.99. "Sounds good," my wife said. "But I don't want the eggs." "Then, I'll have to charge you two dollars and forty-nine cents because you're ordering a la carte," the waitress warned her. "You mean I'd have to pay for not taking the eggs?" my wife asked incredulously. "YES!!" stated the waitress. "I'll take the special then." my wife said. "How do you want your eggs?" the waitress asked. "Raw and in the shell," my wife replied. She took the two eggs home. DON'T MESS WITH SENIORS!!! We've been around the block more than once.

Hospital regulations require a wheel chair for patients being discharged. However, while working as a student nurse, I found one elderly gentleman already dressed and sitting on the bed with a suitcase at his feet, who insisted he didn't need my help to leave the hospital. After a chat about rules being rules, he reluctantly let me wheel him to the elevator. On the way down I asked him if his wife was meeting him. 'I don't know,' he said. 'She's still upstairs in the bathroom changing out of her hospital gown.'

Morris, an 82 year-old man, went to the doctor to get a physical. A few days later, the doctor saw Morris walking down the street with a gorgeous young woman on his arm. A couple of days later, the doctor spoke to Morris and said, 'You're really doing great, aren't you?' Morris replied, 'Just doing what you said, Doc: 'Get a hot mamma and be cheerful.'" The doctor said, 'I didn't say that. I said, 'You've got a heart murmur; be careful.'



Welcome to new members:
 Nick BIBLE; Margaret CONNA; Ann DENNIS;
 Beverley EMERSON; Christine HENRIKSON;
 Maura HERLIHY; Owen KWAN; Joyce MANSUR;
 Maureen RYAN; Jill SHAW; Trisha STEIL;
 Mel VOLLER
 If you are not listed here you will be next month.

Tutors' Roster (subject to change)

Monday	9 am - 1 pm	Graham Clark & Lyn Nicholls David McAdam & Jan Schoot
	1 pm - 5 pm	
Tuesday	9 am - 1 pm	Jim Wade & Wally Gora Lyaill McNeish & Harry Brabin
	1 pm - 5 pm	
Wednesday	9 am - 1 pm	Ted Hulbert & Bridget Mahoney Harry Aguero & Elaine Johns
	1 pm - 5 pm	
Thursday	9 am - 1 pm	Tony Vanderwalle & Dorothy Peters Picasa Course
	1 pm - 5 pm	
Friday	9 am - 1 pm	Ern Cohen & Hugh Walker Bob Bellini & Ron Peerless
	1 pm - 5 pm	

Christmas Break
 Closing day for lessons will be
 Friday 12th December 2008
 re-opening Monday 12th January 2009.
 Xmas party day will be
 Thursday 11th December

IF YOU CANNOT ATTEND A CLASS PLEASE PHONE THE CLUB 9976 0930 AND ADVISE THE DUTY TUTOR TO ALTER LIST.

Thanks to Bob Bellini the Club now has an Apple Mac computer. Bob will give lessons by arrangement on Friday afternoons.



Booking lessons ahead.
 Members are reminded to book ahead to ensure their lessons are on days and times to suit. Every Monday morning the past week's roster is taken down and a new one for two weeks hence is put up. This way the training rosters cover a 3 week period & it is up to the members to get their names down early each week. Some only book a week ahead and when they do come for a lesson they often find the next week or two are already heavily booked. The message is - GET IN EARLY & BOOK AHEAD. If you cannot get in on a Monday or Tuesday to put your name down on the new sheet, you can phone in and request a day & time and, if available, we will book it for you.

The assistance provided by Manly Council to Manly Computerpals is gratefully acknowledged.

Disclaimers
 Members who bring equipment such as a laptop computer or digital camera to the Club, do so at their own risk and Computerpals accepts no responsibility for damages or loss.
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Our Website is kept up to date by Graham and includes photos, latest news and recent and former copies of the Manly Mouse.

www.manlycompals.org.au