

Eastside Coordinator Needed - See Page Three



NEWSLETTER

*The Best Accessory
for your PC!*

MAIN MEETINGS

West Side.....Sat, Oct 16

CollegeAmerica, 6533 N Black Canyon Hwy, Phoenix

East Side.....Wed, Oct 20

University of Advancing Technologies
2625 W Baseline Rd, Tempe
(one block west of Fry's Electronics)

Fountain Hills.....Thu, Oct 21

Fountain Hills Library, 12901 N La Montana Drive,
Fountain Hills

Presentation this month:

Setting up for the Future
Beginner, Intermediate and Advanced
Presentation Programs

Discussion and Demo
Interesting aspects of Saywire and Dimdim

For date and time changes, check our
website: phoenixpcug.org

Phoenix PC Users Group

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Hank Pearson: Webmaster@PhoenixPCUG.org

Steering Committee:

**Officers and Members who are present
at the 6:00 P.M. West Side meeting.**

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THOUGHTS FOR THE MONTH

FROM YOUR PRESIDENT

Fall is upon us and it really is trick or treat time with Halloween and Mid-term elections in the offing.

Here are some items we might want to discuss at the October meetings:

- ◆ Windows 7 phones are starting to compete with iPhone & Droid type phones.
- ◆ Windows Home Server - "The Center of Your Digital Life" & Windows Media Center (part of Windows 7) are new, so we hope to bring you more from Harold Wong, Microsoft Phoenix.

Saywire, dimdim - things are still developing with Allen's help and oversight.

At the October meetings, we plan to demo interesting aspects and their relevance. While only a few of us have been programmed to use the site we encourage all interested members to contact Allen Hunt via vicepres@phoenixpcug.org if they are interested in participating in future sessions. If enough interest is shown we will try to work it out.

Dimdim.com has a remote demo capability we are interested in but will require more study.

AZACC – an Arizona umbrella group we belong to is interested in our saywire experience and might use it to obtain top computer industry presenters & topics for us.

The main meeting topic for this month is: Setting up Beginner, Intermediate, Advanced programs for future meetings. Our motto is "users helping users". We intend to live up to it.

We encourage users to submit their favorite websites to explain topics that helped them. For example, how to buy a PC, a printer, etc. Also, explaining technical terms - ipconfig, networks, IP 4 vs IP6, 32 & 64 bit Windows, etc.

Finally please note sometimes your only source for the clubs latest information is our website. Any changes or new information is on the website first.

David



FROM YOUR EDITOR

"Spam" and "phishing" are two terms that have entered the lexicon since the worldwide spread of the Internet. Who has not received an e-mail from Nigeria informing us that we are the only living distant relative of a recently deceased millionaire, and a fortune may be ours, if only... and so on. But these schemes are merely the electronic successors to the "pigeon drop", the "badger scheme", or "grifting" - confidence games that have been around for decades. Closer to home, we are constantly bombarded with commercial advertising on our personal computer when we check the local weather, sports headlines, and the like. These intruders are the electronic counterparts of the offers to "make thousands of dollars a year in your own home" that once appeared in the back pages of magazines.

We learned to ignore the printed publications. We just turned the page. But the electronic messages, with their flashing graphics and priority loading before our chosen web search items, are annoying persistent and impossible to block on our screens. Nevertheless, knowing that most advertising consists of selected adjectives of the seller's choice, we still ignore them, if we can.

But once in a while a company builds a reputation that seems to reflect a pride in producing a quality product that makes us believe that there can be some truth in advertising. Such was the case with Ben and Jerry's Ice Cream. This company was founded in the twilight of the hippie, flower child era several decades ago. They became famous for the funky names of their ice cream flavors (Cherry Garcia, Dublin Mudslide, Chubby Hubby, etc.), and their assiduous support for every treehugger project and *outré* social cause that has ever been invented. Their product was sold as "All Natural", and we believed it.

So it was a shock to learn that Ben and Jerry are removing their iconic slogan. The federal Food and Drug Administration has identified nearly 50 products that contain artificial or processed ingredients. (The irony is not lost that it was a public health watchdog organization that alerted the FDA.) Perhaps we could suggest some new flavors for Ben and Jerry's ice cream. How about Fudgin' Truth, or Public Razzberry, or even Bronx Cheery?

Michael



MEETINGS

CALENDAR

For date and time changes, check our
website: phoenixpcug.org

PRESENTATION:

**Setting up for the Future
Beginner, Intermediate and Advanced
Presentation Programs**

**Discussion and Demo
Interesting aspects of Saywire and Dimdim**

GENERAL MEETINGS

WEST SIDE: CollegeAmerica (see map page 18)

- Saturday, October 16, 2010
- 12:00 Noon Steering Committee
- 12:30 PM - Q and A
- Followed by Presentation.

EAST SIDE: University of Advancing Technology (see map page 18)

- Wednesday, October 20, 2010
- 6:30 PM - Q and A
- Followed by Presentation.

FOUNTAIN HILLS: Fountain Hills Library (see map page 18)

- Thursday, October 21, 2010
- 6:30 PM - Q and A
- Followed by Presentation.

EASTSIDE COORDINATOR NEEDED

The eastside meeting will continue but we need a new coordinator.
Our coordinator Marion Smith's work schedule has changed.
If you are willing to volunteer, please contact Lo Hardman.

treasurer@phoenixpcug.org

Thank you

WEB TOUR

ONLY IN AMERICA

By Bill Aulepp

As regular readers know Web Tour appears in the newsletter almost every month. Most, if not all, readers know that Michael Bishop has taken over as Editor and I have become Newsletter Publisher.

When I worked at NBC TV in New York city such a move was known as being "kicked upstairs". You knew too much about the company to be fired so you were given an office overlooking the plaza and forgotten. Well not forgotten exactly at Christmas time all your old friends stopped by to say hello and watch the lighting of the plaza's Christmas tree.

I do not have an office overlooking anything and do not intend to be forgotten. This month I beg your indulgence and ask that you travel with me on the web. I am a news geek so I spend hours reading the UK, French and German periodicals. All have english editions.

I have come across something that illustrates why America differs from all other countries on this earth. Only here could the following narrative take place.

To begin with, Mercedes plans to have in production an all electric car within the next few months. Toyota is planning to have an all electric car but not that soon. Many of the other car manufacturers are planning electric cars for the future. How is it that Mercedes can beat them all?

A small Silicon Valley company has been making and selling all electric sports cars since 2006. To date they have sold more than 1200 roadsters in more than 28 countries. At a sticker price of over \$100,000 it appeals to a limited few. But those few own a sports car that leaves all other sports cars in the dust. And I mean all!! It goes from 0 to 60 in 3.7 seconds. As we know an electric motor starts at full torque, combustion engines do not. Why do you think we use a transmission that shifts several gears? Best of all it goes over 200 miles on a charge and that charge can be accomplished in your garage using a 90 amp 240 volt electric service. Recharge time about four hours.

You may think I am writing this for "Motor Trend". But wait there's more. How has an upstart



american company been able to do what the major car companies have failed to do?

Without any aid from Washington, adhering to voluminous government mandated forms and regulations, they dreamed an electric sports car then took the route American entrepreneurs have always taken. "Build a better mousetrap". In this case a sports car that outclasses all others. For the cheese - do not spend years of research on building a suitable battery, look for it in the cupboard and use what is already there!

This car is called the Tesla and uses what the new Mercedes E-car will use - laptop batteries configured by Telsa. Over 6000 cells sandwiched on the car floor in a configuration that separates batteries so that if a cell goes out, or shorts, it will not compromise the whole grid. Telsa also has pioneered a drive transmission that can take and use the tremendous torque the electric motor produces.



With four years of experience building a profitable and reliable electric car, no wonder Mercedes has decided to go with the Telsa plan for their first E-car. If you wish to read further go to the web-sites below.

This could only happen in the US. I spent a year in Germany after WWII. I also worked on news stories and documentaries in Europe during the 60s and 70s, so I can say with some authority the chances of a socialist country, and, they all are, spawning anyone who could imagine building an upscale sports car using laptop batteries as power, and turn it into a viable commercial venture is nil.

Thumbs up America.

Wikipedia - Telsa Roadster

<http://en.wikipedia.org/w/index.php?title=Special%3ASearch&search=Telsa+Roadster&button=>

Spiegel - Jump-Starting the E-Car Revolution

<http://www.spiegel.de/international/business/0,1518,718867,00.html>



GROUP PRESENTATIONS
AND SAYWIRE

VISIT OUR WEBSITE

By
Michael Bishop

Throughout the past year or so, some of the members of the Phoenix PC Users Group (PPCUG) have discussed ways to increase the number and variety of presentations for the Group's three separate monthly meetings. In the past, only a few Group members have made presentations at these meetings.

Allen Hunt, the PPCUG Vice-President, at a quarterly meeting of the Arizona Alliance of Computer Clubs (AZACC), met representatives of other computer groups who mentioned that they too were concerned with this matter. In addition, user groups were looking for a method by which their group could view presentations given at another group's meeting. No group had a real idea how to make this happen.

On further investigation, Allen discovered Saywire, a company that offers a communication system for schools. In the Saywire system each school director, teacher, mentor and student, can establish his/her own profile/page with mutual connectivity, around the clock, seven days a week.

In addition, Saywire has a working relationship with a company called Dimdim that offers a special rate for a Dimdim room. Dimdim provides the capability for making presentations and sharing web pages, whiteboards, voice, video - even recording your events - all within your browser. Thus meetings can be created, managed, and attended right inside Saywire.

It has been suggested that the Saywire system may be adaptable to these monthly presentation needs of computer groups, as well as linking the web page, the newsletter, and other communications. Allen has been working with the Saywire company to set up a demonstration system to test its workability for the PPCUG, as well as anticipated hardware, software, and financial arrangements. All PPCUG members who are interested in this potential linkup with the Saywire company are requested to offer their input, comments, and questions to the members of the Board of Directors.

By
Bill Aulepp

It is obvious, time and time again, that our members do not use our website. I think it is because they do not really know what the website contains. Read on, and you might be surprised at some of the areas the site covers.

When you go to the site, PhoenixPCUG.org, the first page contains the latest information available about upcoming meetings: Date, Time and Place. It also has current information that members should be aware of. Looking at the current home page, there is a notice of our mailing address change, the next board meeting date, and a series of general PC areas that might affect you.

From the home page, you can go to the page that is devoted to the meeting you attend - Westside, Eastside, or Fountain Hills.

Let's look at the Discounts page. You might not be aware that if you are buying from Tiger Direct, that through its parent company, Global Computer, it is offering APCUG member user groups discount pricing on all products they carry (and there are a lot!). This is a definite money-saver. Have you bought and not saved?

We are working on Ride Sharing and soon there will be additional information on areas that incorporate ride sharing plans.

Online Newsletters and the Web Tour pages contain many past editions and the current editions as well.

Tip Jar - Tips, Tricks, Quips, Clips, Pix, Clix? Web Tour Links, Meeting Topics? Links we saw in meetings? Links from the newsletter? Questions? Answers? Ideas? Suggestions? Drop them all in the Tip Jar, and go to the Tip Jar page for answers.

Our website has more information than I have space to tell about. Remember, it is all there for you, so use it!

Thanks to Hank Pearson for his editorial input.



BEFORE SENDING AN E-MAIL

By
Hewie Poplock

I get a lot of email. I mean a lot! I am sure that most of you do, too. I have some suggestions for you and to pass on to your friends and family.

On average, 51.1% of readers spend less than 2 seconds looking at your email, according to a blog from a company that tracked over 4 million email opens. Of course they were tracking advertising campaigns, but every email that you send should be just as important to you and to your recipients.

I have unscientifically found that most people trash your mail if there is no subject. If there are several topics in the email, you will be lucky if they notice or remember 1 of them. If the important stuff in the message is below the first paragraph and especially if they have to scroll to see it, it probably will not get read at all.

If the message is in all caps or all lower case, it may not get read or may be blocked by a security program. If there is no way to tell who sent the message, it may not get read. Who the heck is big-foot1000@****.com? Sign your message and use your full name. I know more than 1 Mary and more than 1 Mike. If you mention that you read an article or saw some information, give a link and make it a link. Most email programs will interpret a complete URL as a link (<http://www.hewie.net>, but not just the domain (hewie.net). Give credit to the original author. When I see a tip and the article says, "I did...", I expect it to be you and not Kim Komando!

Don't forward a lot of jokes. Your friends don't really want them and most don't think all of them are that funny either. Sending one once in a while is nice, but it is Spam if you send several. If you find a link where you see a lot of jokes, forward the link, not the jokes.

If you send a message to several people, use the BCC so that your address book doesn't become someone's Spam list. If you are replying or forwarding a message, clean it up. You should remove the >>> in the message or other indicators that the messages has been forwarded a bunch of times. If it contains an ad, delete the ad. If you care enough about the topic and the recipient, take the time to make the message presentable and readable.

In summary (and a few more items):

- Keep the message to 1 subject
- Include a Subject and keep to it, if in a thread
- Change the Subject if the thread changes
- Try to keep your message to 1 paragraph or 1 screen
- Separate paragraphs with a blank line
- Keep the main thought at the top
- Use as proper English as well as you are capable. Use upper & lower case and punctuation.
- Sign your message with your name. In most cases use your full name
- Include links and use the full link
- Clean up replies and forwards
- Keep the jokes at a minimum. If you find a good source, send the link.
- Be sure to use the BCC for addresses if sending to a list of people
- Delete ads and repeated info in replies and forwards
- Look at your message before you send it. Do you want a message like this?

If it is hard to tell your family or friends about some of the best practices for sending an email, send a copy of this article.

The author is a member of the Central Florida computer Society.



DID YOU KNOW YOU CAN GET
YOUR NEWSLETTER
ELECTRONICALLY EACH
MONTH ?

Or did you expect to get a copy
electronically and still
received a paper copy?

Just send an email

members@phoenixpcug.org

or check the box on your membership
application. You will get a notice
each month when
the newsletter is available.

MAKE SURE YOU INCLUDE YOUR EMAIL

ARMING YOURSELF AGAINST IDENTITY THEFT

By Jay Ferron, CEH, CISM, CISSP, CSWP, MCITP, MVP, Security Practice Lead - Global Knowledge

Identity theft is a very fast-growing problem, and you can become a victim if you're not careful. According to Privacy Rights Clearinghouse (<http://www.privacyrights.org/>), compromised personal information collected during data breaches includes Social Security numbers, account numbers, and driver's license numbers, all of which are useful to identity thieves. Since January 2005, 356,088,361 records containing sensitive personal information have been involved in security breaches in the U.S. This does not include incidents where identity theft was not reported.

What is identity theft? Simply put, it occurs when some else says that he or she is you and uses your credit and identity to commit crimes. The consequences can include ruining your credit or worse. And if your identity is stolen, it can take a long time to fix the issues that it will cause.

How does one become a victim of Identity Theft? Most of the time, people give the thieves the necessary information. For example, have you ever gotten an e-mail that says, "You won a 42-inch TV!" or "You won the lottery!" Have you ever received email from an overseas country stating that someone died and left \$300,000,000, and all you need to do to get 69% of the money is..? You might get an e-mail saying "There is an issue with your account, please login with your user name and password." Do yourself a favor; do not answer and put the mail in the deleted folder.

You also can become a victim by downloading malware or spyware. According to Wikipedia, "malware, short for malicious software, is software designed to infiltrate a computer system without the owner's informed consent. "On the Microsoft web-site <http://www.microsoft.com/security/spyware/whatis.aspx>), spyware is defined as "a general term used to identity software that performs certain behaviors, generally without appropriately obtaining your consent first, such as: advertising collecting personal information, or changing the configuration of your computer. Spyware is often associated with software that displays advertisements (called adware) or software that tracks personal or sensitive information."

Malware and spyware can be downloaded to your computer in any number of ways. They can get in through down-loading games or music from the Web, peer-to-peer sharing networks, some screen-savers, and some "Free software."

What are the criminals looking for? Information such as Social Security numbers, passwords, your mother's maiden name, your birth date, billing and e-mail addresses, credit card numbers, bank account numbers, and ATM pins. The more information you give them, the easier it is to steal your identity.

Simple steps to prevent becoming a victim

1. Think security. If you are not sure about something, do not open or install it.
2. If asked to download a file, and you are not sure what it does, do not download it.
3. Get an anti-spyware program, keep it updated, and use it.
4. Do not open e-mails from people you do not know.
5. Do not open attachments if you are not positive you know what they are.
6. If an e-mail offers something too good to be true, it probably is a scam.
7. Use anti-virus software; update it at least once a day or more.
8. Patch your computer's operating system (all vendors have updates).
9. Patch you applications (word, games, mail programs, etc.).
10. Be smart; know what services run on your computer, and what ports are open.
11. Stay away from peer-to-peer sharing software programs.
12. Think! Computer Security is about what you do as well as what you don't do.

(Continued on page 9)

ANOTHER LOW COST INTERNET PHONE DEVICE

By
Ira Wilsker

WEBSITE:

<http://www.nettalk.com>

<http://en.wikipedia.org/wiki/Voip>

<http://www.magicjack.com>

I am always on the lookout for bargains, and ways to save some money. Like many of my readers, I am not using my telephone landline as much as I have in the past, but still receive a sizeable monthly phone bill. I have not used my landline phone for long distance calls in eons, because of the easy long distance access on my cell phone, supplemented by the MagicJack internet phone service that I wrote about in 2009.

There has been explosive growth in the popularity of VoIP (Voice over Internet Protocol), much to the chagrin of the traditional telephone industry. Millions of customers have forgone the convenience and cost of traditional phone service, in favor of cell phones, and VoIP services. It is nearly impossible to turn on the TV and not see an ad for a cell phone carrier, or internet based phone service. None of my four adult children have a traditional home phone, but use their cell phones and VoIP phones exclusively at home.

For the past 18 months I have been using the widely advertised and inexpensive MagicJack to supplement my cell phone for making long distance phone calls from home, as well as a method of making calls while traveling away from home. At home, I have been using the MagicJack to make long distance calls during the day on weekdays, rather than burn prime cell phone minutes; evenings and weekends, with unlimited cell phone minutes, the cell phone is my chosen device. My landline is only occasionally used to make local calls, and rarely to send or receive a fax; financially, with such little actual use, my landline is becoming an expensive anachronism. When traveling, I have sometimes taken my MagicJack with me to use to make local phone calls from the internet in my hotel room, without expensive hotel phone charges, or consuming prime cell phone minutes.

Mostly, I have been happy with my MagicJack. I have the base unit of a multi-handset cordless phone plugged into it, which allows us to use the MagicJack throughout the house, with cordless handsets in most rooms. My only issues with it

have been that it takes a lot of time to load after I boot my computer, and that the computer must be on in order for it to function, as it must be connected to an active and powered USB port in order to work. Since I turn my computer off when I am not using it, the MagicJack is unavailable, unless I boot my computer. Other than that, the MagicJack works well, offers unlimited local and long distance calling, was extremely easy to install and setup, and does everything that it is advertised to do, for a very low cost (\$39.95 for the device and the first year's service, \$19.95 per year thereafter - that is the advertised \$1.70 per month).

In July, a lesser known competitor, NetTalk (www.nettalk.com), released its second model of a competing device, the NetTalk DUO. Just like the MagicJack, the NetTalk DUO is very small (2.7 inch x 1.5 inch x 0.9 inch), extremely easy to setup, requires a broadband internet source, and has a phone jack which can connect to any standard corded or cordless phone. Similarly, the NetTalk DUO offers unlimited local and long distance calls to the U.S. and Canada, at a low fixed price. Where the NetTalk DUO primarily differs from the MagicJack, is that it can connect directly to a broadband router, and does not require a connection to a computer. Since a router connected to a broadband service is typically always on, the NetTalk DUO is also always on, providing 24/7 VoIP service, without the need to have a booted computer. As long as there is a functional router, there is actually no need to even have a computer connected to the internet in order to use the NetTalk DUO. For those cases where there is broadband internet service but no router, such as in a hotel room, internet cafe, hotspot, college dorm room, or other such location, the NetTalk DUO also has the ability to connect to the USB port on a computer, just like the MagicJack. Apparently the "DUO" in the NetTalk moniker means it has the ability to connect via two methods; USB or router. The NetTalk DUO comes complete with all necessary cables, and an AC adapter.

This enhanced functionality comes at a price, though not a very high one. The NetTalk DUO sells for \$69.95, and includes the first year of unlimited local and long distance phone service; subsequent phone service is \$29.95 per year, or about \$2.50 per month. Even though the device itself is \$30 more than the MagicJack, and the subsequent second year

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ANOTHER LOW COST INTERNET PHONE DEVICE

ARMING YOURSELF AGAINST IDENTITY THEFT

(Continued from page 8)

of service is \$10 more (per year, not per month), there have been some pundits who have claimed that the NetTalk Duo is actually less expensive to operate than a MagicJack, when energy savings are considered. Since the NetTalk DUO does not require that a computer be turned on, the extra 80 cent additional monthly cost of the NetTalk DUO (less than 3 cents additional per day) would be more than made up in energy savings. I have not personally verified this claim, but it does not seem unreasonable.

The NetTalk DUO offers a free U.S. Phone number at activation, but according to some published reviews, local phone numbers are not yet available for all locations. According to a NetTalk support forum response, NetTalk will try to add more local numbers as they are requested. NetTalk also offers call waiting, 3 way calling, caller ID, free 411 (directory assistance), enhanced 911 service, priority call forwarding, and works with most fax machines to send and receive faxes (subject to the limitations of VoIP technology). Free voice mail service is included, as well as the capability to automatically send the voicemail message to the recipient via email. Calling other NetTalk customers anywhere in the world is free, and calls to other international destinations are deeply discounted. The NetTalk DUO can be used in a home or office environment as a replacement for traditional phone service. At present, phone number portability is not yet available, meaning that users of the NetTalk DUO will receive a new phone number, rather than be able to use an existing phone number. This lack of phone number portability may be changing, as most competitive services either already have or will shortly have phone number portability, so I will assume that NetTalk will have to follow suit. About the only con of replacing a traditional landline with NetTalk (or any other VoIP provider), is that NetTalk requires that there be power, and will not work during a power failure, or if the internet connection is otherwise unavailable; most landlines do not require an external power source. NetTalk does not require an annual contract, unlike some of the other VoIP providers.

For those who travel internationally, the NetTalk DUO can be used anywhere there is a broadband connection, allowing the user to call the U.S. and Canada for free, as well as receive calls from the U.S. and Canada without the caller incurring international long distance charges.



(Continued from page 7)

13. If your computer has a Trojan or worm, you can try to fix it BUT it probably has more than one Trojan or worm. It's better to rebuild if you want to be truly secure.
14. Wipe out the hard drive when disposing of computers with utilities such as Active KillDisk (Free) WipeDisk, or BCwipe.
15. Think before you click.

If You Are a Victim

1. Contact all of your banking, credit card, mortgage, etc., companies.
2. Contact the police.
3. Report it to the Federal Trade Commission.
4. Prepare an ID Theft Affidavit and Fraudulent Account Statement.

To learn more about identity theft you can go to <http://www.ftc.gov/bcp/edu/microsites/idtheft/index.html>



**HELP INCREASE OUR
MEMBERSHIP.**

**BRING A GUEST
TO THE
NEXT MEETING**

SMART COMPUTING MAGAZINE - SUPPORT



There is a way you can support your user group. Smart Computing Magazine will give a subscription to the Phoenix PC Users Group to be used as a door prize, raffle, etc., for each five subscriptions received from our group. Subscriptions can be applied for with the subscription coupon below or by phone as long as you use our group's unique source code number (8305) when beginning the subscription.

For each paid subscription using the source code 8305, our user group will be credited one credit. Results are calculated each quarter, and credits will accumulate until the group reaches five paid subscriptions, at which time they will contact the PPCUG.

In the event our group does not reach the five paid subscription mark by the end of the quarter, credits will be carried over into the following quarter until the amount reaches five paid subscriptions, at which time a free subscription will be issued.



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MICROSOFT OFFICE SUITE 2010—IS IT FOR YOU

By Nancy DeMarte

This summer, Microsoft's newest suite, Office 2010, was released and is being hailed by some as the final, must-have update to Office 2007. Since I had moved to Office 2007 a few years ago, I decided to download the trial Home and Student version and test this claim. I was wondering if this new version would be different enough from the 2007 suite to make it worth the purchase price and another learning curve. The big learning curve, of course, had come when I made the move from Office 2003 to 2007, as anyone who has tried that would realize. Now that I am nearing the last slope of that curve and appreciate the new features of Office 2007, I feel ready to make a comparison.

Office 2010 does have some important upgrades which need to be acknowledged. Here are a few:

1. The "ribbon" in 2010 can be customized. Unlike Office 2007, I can add, delete or rearrange buttons on the ribbon-like display of commands which are now part of all Office programs. For an experienced Office user, it really is a big advantage to put your favorite commands right at your fingertips. But I am still getting used to where the commands are located on the Office 2007 ribbon. Maybe someday I will be so adept that I'd want to move them around, but not yet. I can always pin my favorites to the Quick Access toolbar.

2. When I work with graphics within Office 2010, such as inserting photos into Word documents or video clips into PowerPoint presentations, I find that now I can do limited editing of these things within the Office programs themselves. This saves numerous steps, such as

opening another editing program, saving the changes, and importing the graphics back into Office. A person in advertising or graphic design might be interested in this concept, but a home user like me, who does occasional work with graphics in Office, would probably not find these new features valuable enough to purchase the suite.

3. Microsoft has succeeded in increasing and adding style to file sharing among users in Office 2010. PowerPoint users can create a slide show and broadcast it over the Internet from inside a browser, rather than having to attach it to an email. This allows associates to experience the presentation at the same time in remote locations. While corporations might find this to be a cost-saver, I probably would underuse this feature. Excel spreadsheet creators can more easily communicate trend data through the use of Sparklines, new mini-charts created in single cells that represent the numerical data in nearby cells. Although corporate boards will benefit from this display enhancement, I would be unlikely to use Sparklines in my home finance spreadsheets.

4. One of the most heralded features of Office 2010 is the new concept of web applications or Web Apps, which are abbreviated, online versions of four of the Office programs. With Word 2010 and a free Windows Live account, I can use my computer, another computer, or a smart phone to create a document on the Internet using the Word Web Application. I can edit it either on the web with the Web App's limited Word commands or on my home computer with the full range of commands. Then I can share the edited document on Sky Drive, Microsoft's free, password-protected online storage area.

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MICROSOFT OFFICE SUITE 2010—IS IT FOR YOU

(Continued from page 11)

Although a few other companies have already introduced these sorts of “cloud” applications, such as Google Docs, none yet has the support of the powerful tools in Office. The most intriguing part of the Web Apps feature to me is document sharing. I have been uploading Word 2007 documents to an online site called Windows Live Spaces and sharing them for several months. Recently Microsoft announced that Sky Drive with its 25 GB of web storage is available to Office 2007 users with Windows Live accounts.

So what did I decide? Office 2010 has many valuable upgrades and some excellent new features which will enhance the business community. The home user would probably find these features interesting, but not vital to their daily computer tasks. However, if I were still using Office 2003, I would strongly consider purchasing Office 2010. It contains the best features in Office 2007 with some improvements. Plus, the cost of Office 2010 is less than Office 2007 was when it came out, although there is no upgrade version. The Home and Student version, which includes Word, Excel, PowerPoint, and One Note, costs \$149.99 (or less at Amazon.com) for a retail CD version with permission for installation on three computers. In a new computer with Office 2010 loaded, the non-CD suite cost is only \$119.99. I have decided that I will pass on 2010 for now and continue to marvel at what can be done with 2007. It has all the features I need and more.

The author is a member of the Sarasota PC User Group.



PPCUG's Ride Sharing Program

Bill Aulepp, long time group member has volunteered to coordinate member communication for those who need rides and those who can provide them.

To join the program for either side, email Bill at bill@aulepp.com Provide your name, your address, a way to contact you, and whether you can give or need a ride. Please do not wait until the last minute to request a ride,

Bill will gather the information from everyone who responds and connect up drivers with riders. It will be the responsibility of the individual members to organize the actual rides, dates, and pick up information.

Able to Provide a Ride?

Are you willing to pick up, transport and drive another member to one meeting a month? As an added bonus, any driver participating will receive one extra raffle ticket each time they drive a member to a meeting.

BUSINESS CARDS



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 Commercial advertising rates per issue are shown below. Submit camera-ready black and white copy.

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- Full Page (7.5" by 10.0") \$50.00
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- Business Cards (2.0" by 3.5") \$ 5.00 (minimum of 3 months prepaid)

For questions please contact David Yamamoto 602 418-1249 or write to above.

Submission deadlines are the 25th of each month prior to month of publication. Prices subject to change without notice.

FREE SCANNERS DETECT AND REMOVE MALWARE

By Ira Wilsker

WEBSITES:

<http://housecall.trendmicro.com>

<http://quickscan.bitdefender.com>

<http://www.eset.com/online-scanner>

<http://onecare.live.com/site/en-us/default.htm>

<http://onecare.live.com/site/en-us/center/howsafe.htm>

In recent weeks I have written about a variety of utilities that can detect and remove malware from an infected computer. Some of the utilities can be downloaded and installed, and run as necessary to detect and remove any malware that may have penetrated the primary security software that was installed on that computer. Other utilities discussed previously in this column are portable and could be run from a flash drive to detect and remove malware, while still others are intended to remove stubborn malware by utilizing a bootable CD that has the anti-malware software installed on it. One of the simplest and most popular ways to detect any malware that may have infected a computer is the free online scan, provided by several of the security companies.

For many years I have been using TrendMicro's Housecall (housecall.trendmicro.com) as a tool to check if a computer is infected, but like all other online scanners, Housecall requires a functional internet connection. TrendMicro recently released Housecall version 7.1, which will run on most browsers, including Internet Explorer and Firefox, and on any Windows system with at least Windows XP installed. While 32 bit versions of Housecall have been available for years, Housecall now has versions explicitly for 64 bit systems running Windows 7-64 or Vista-64. When using Housecall, the user needs to select a build by clicking on "Download HouseCall 7.1 (32-bit)" or "Download HouseCall 7.1 (64-bit)". Housecall will download and install a small web based launcher (1.4 mb) that is a "Stand-alone, browser-independent implementation (which) eliminates compatibility issues associated with browser-activated scanners." The user can select a quick scan which utilizes a "targeted scanning of critical system areas and active threats, reducing scan times to within a few minutes." I typically do a quick scan as one of my first tasks when cleaning a computer. A full scan will be much more comprehensive, but take much longer; a recent scan I performed on a Vista laptop took over an hour, but most recent full scans I performed were completed in as little as 15 minutes. The new version 7.1 of Housecall also allows the user to selectively scan chosen folders

(Custom Scan), which may be a time saver, but will only check the selected folders, possibly missing some malware; this is precisely why I prefer the slower full scan. As is the current technological rage, Housecall uses cloud computing as the source of malware signatures, greatly improving download times and processing speed, while always using the absolute latest malware information. In addition to detecting and removing viruses, Trojans, keyloggers, and other common threats, Housecall can even detect and remove the difficult to find rootkits, as well as other sophisticated threats.

The well respected security vendor BitDefender offers one of the fastest online scanners, that will detect, but not remove active malware. It is often important to quickly know if a computer is infected or not, and that is precisely the service offered by BitDefender. The scanner offered is BitDefender Quick Scan which runs from the browser, and is compatible with most major browsers, including Microsoft Internet Explorer, Mozilla Firefox and Google Chrome. Quick Scan will run on Microsoft Windows 2000, XP SP2, Vista, and Windows 7. This Quick Scan is very fast, often completing a scan in about one minute. One major advantage of BitDefender Quick Scan is that you can use it without having to uninstall your existing data security product." The online scan engine is always up to date, as it is updated automatically each time it is run. The BitDefender Quick Scan is invoked simply by clicking on the "Start Scan" button, which connects the computer to the "cloud" where other very fast computers do much of the work. There are no malware signatures to download, as they are maintained and constantly updated in the cloud, and all actual scanning is done by the remote servers in the cloud; this is why BitDefender Quick Scan does not drain system resources on the computer, and can run so quickly. One other reason for the speed is that, "QuickScan only detects viruses which are active in memory or present in files that are run at system startup. Inactive virus bodies are not scanned for and therefore not detected." To perform a thorough scan, and remove both the active and inactive malware components will require a scan with another scanner. I use the Quick Scan as a very fast check to determine if a computer is infected, and if so, then I determine the subsequent action.

ESET has a complete free online scanner and malware remover " ESET Online Scanner" at www.eset.com/online-scanner. It is browser based, and will run on Microsoft Internet Explorer 5.0 or later, Firefox, Opera, Netscape, and Safari, and is

(Continued on page 15)

FREE SCANNERS DETECT AND REMOVE MALWARE

(Continued from page 14)

implemented with a single mouse click. Only requiring a paltry 32mb of memory, ESET Online Scanner will run on Microsoft Windows 7, Vista, XP, 2000, and NT, and supports both 32 bit and 64 bit platforms. ESET Online Scanner uses a graphical user interface (GUI) that is intuitive and easy to use, and detects both known and unknown forms of malware, viruses, worms, Trojans, phishing and spyware. ESET performs a deep scan which also looks inside archived and packed files for malware. The user can select a full scan, or only selected files or folders. This scanner can detect and neutralize hidden rootkits, one of the latest and most difficult to detect types of threats. Rather than deleting infected files, all compromised files are moved to a quarantine folder where they no longer can threaten the security of the computer, but can be later repaired, restored, or deleted permanently. For those concerned with privacy, the scanner is used anonymously, and does not require any registration in order to use the free service. I have used the ESET Online Scanner several times, and found it to be a capable and effective free online scanner; it would be a good choice for anyone who wants to check his computer for all forms of malware, and remove anything that may have penetrated his existing security.

**Microsoft also offers a free online scanner, and being a Microsoft product, has a large and loyal following. Windows Live OneCare Safety Scanner is available at onecare.live.com/site/en-us/default.htm. This online scanner uses many features that are in common with Microsoft's free full time security product, Microsoft Security Essentials. Windows Live OneCare Safety Scanner is a multi-function utility that can detect and remove malware, but also clean junk files on the hard drive, and tune up the computer, improving PC performance. Initiated by clicking on the "Full Service Scan" button, this utility is designed to "... help ensure the health of your PC." While intended to be used with Microsoft's Internet Explorer browser, Microsoft has posted special instructions for using it with Firefox. Users of Firefox must install the free Firefox add-on "IETAB add-on" (link provided by Microsoft) which adds an Internet Explorer tab to Firefox that allows utilities designed explicitly for Internet Explorer to run on Firefox. There are also special versions of the Safety Scanner that are required for Vista and Windows 7, which are also linked from the Safety Scanner website. For those who do not want to clean their hard drive, or tune up their computer, the Safety Scanner can selectively perform scans, including the "Protection Scan". To scan the computer for malware using the Safety Scanner, the user should go to

onecare.live.com/site/en-us/center/howSAFE.htm and click on "Protection Scan". The other scanners can also be individually selected from the menu on the left margin of the page. While not as sophisticated or as fast as some of the competing online scanners, Microsoft's Windows Live OneCare Safety Scanner is capable of detecting and removing most malware, and is a useful utility to check a computer for infection and clean whatever malware is detected.

Other free online scanners are available from Kaspersky, F-Secure, Panda Software, a-squared (Emsisoft), SUPERAntispyware, McAfee, Computer Associates (CA), and Comodo. While free, the Kaspersky and McAfee online scanners do not remove malware, only detect it, and require their respective paid versions to remove the malware so detected. The other products listed will all do a credible job of detecting and removing malware, and are viable alternatives to those discussed here.

An online scan is by no means a substitute for having a comprehensive, full-time, on demand security utility installed and frequently updated, which provides continuous security. The online scanners should be used to frequently check to see if security has been breached by malware, which is a good practice since the installed utilities can only detect about one-half of the total threats in circulation, but are typically quite good at protecting from the most common threats. Still, many of the contemporary threats are designed to penetrate traditional security defenses, or are so called "zero-day" threats that spread faster than the security companies can update their software. Since most online scanners utilize always updated cloud systems, they can provide a level of detection lacking in the installed scanners, and are a valuable adjunct to any security system.

Personally, I perform an online security scan with a variety of online scanners from providers other than the publisher of my installed security suite on a regular basis. I do this just to provide that little bit of an edge searching for threats that may have penetrated my layered and redundant security system. It would be a good idea for you to do the same. A little time invested now may save a lot of grief later.

**David Yamamoto adds this advice from his personal experience. To fix a difficult PC that has been compromised it is essential to turn off the PC first. This will stop any malware that is memory resident. Then reboot by powering on and pressing F8 about 6-10 times repeating about twice a second. Choose the second choice "Safemode with Networking" and then go to Internet Explorer and follow Ira's instructions.



DEALING WITH STRESS IN THE COMPUTER WORLD

By
Stanley Popovich

Stress and anxiety are very common in today's computer industry. As a result, here is a list of techniques that a person in the computer industry can use to help manage their daily stresses and anxieties.

Sometimes, we get stressed when everything happens all at once. When this happens, a person should take a deep breath and try to find something to do for a few minutes to get their mind off of the problem. A person could take a walk, listen to some music, read the newspaper or do an activity that will give them a fresh perspective on things.

When facing a current or upcoming task at your computer job that overwhelms you with a lot of anxiety, divide the task into a series of smaller steps and then complete each of the smaller tasks one at a time. Completing these smaller tasks will make the stress more manageable and increases your chances of success.

Challenge your negative thinking with positive statements and realistic thinking. When encountering thoughts that make you fearful or depressed, challenge those thoughts by asking yourself questions that will maintain objectivity and common sense. For example, you are afraid that if you do not get that job promotion then you will be stuck at your job forever. This depresses you, however your thinking in this situation is unrealistic. The fact of the matter is that there all are kinds of jobs available and just because you don't get this job promotion doesn't mean that you will never get one.

Remember that no one can predict the future with one hundred percent certainty. Even if the thing that you feared does happen there are circumstances and factors that you can't predict which can be used to your advantage. For instance, you are at your place of work and you miss the deadline for a project you have been working on for the last few months. Everything you feared is coming true. Suddenly, your boss

comes to your office and tells you that the deadline is extended and that he forgot to tell you the day before. This unknown factor changes everything.

In dealing with your anxieties at your computer job, learn to take it one day at a time. While the consequences of a particular fear may seem real, there are usually other factors that cannot be anticipated and can affect the results of any situation. Get all of the facts of the situation and use them to your advantage. The more control you have over your stresses and anxieties, the better off you will be in the long run.

Take advantage of the help that is available around you. If possible, talk to a professional who can help you manage your fears and anxieties. They will be able to provide you with additional advice and insights on how to deal with your current problem. By talking to a professional, a person will be helping themselves in the long run because they will become better able to deal with their problems in the future. Managing your fears and anxieties takes practice. The more you practice, the better you will become.

Stan Popovich is the author of "A Layman's Guide to Managing Fear" - an easy to read book that presents a general overview of techniques that are effective in managing persistent fears and anxieties. For additional information go to:

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



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Example: (user group and the name and date of the publication).

Short Circuits

No Outlet - Automobile manufacturers are gearing up to offer all-electric vehicles in the coming year. Potential buyers are encouraged to have an appropriate recharging system in place before purchase, as a result of the need to meet city building codes, licensing, and permit requirements. City officials are forecasting that such registration will take 30-45 days in most locations. The typical time for a full battery recharge for these cars on a normal 110 volt circuit is expected to be 8 to 14 hours, however, the recharge time may be halved if a 220 volt system is used. In either case, it is likely that the higher voltage system will have to be a dedicated circuit with its own circuit breaker installed by a certified electrician. Current cost estimates are about \$2000 per installation. In addition, negotiations with power companies may be required to insure that transformers are not overloaded in a particular neighborhood. Landlords of rented facilities and communities with Home Owner Associations may also have additional restrictions or covenants.

Dana Huff, San Jose Mercury News – 9/23/2010

Slip Up - Thieves in North Bergen, NJ were caught in the act of stealing 700 gallons of used cooking oil. The oil was placed in storage tanks in back of the restaurant, and the perpetrators came equipped with a hose pump and bladder container in a van. The anticipated delivery point was a local firm that buys used oil for about \$1 per gallon for conversion to a biodiesel fuel.

Associated Press - 9/21/2010



**"This years most popular new baby names
Are Twitter, ROTFL, Google, iBoy, iGirl
Www.iliam and www.endy**



Anything to Declare? - An American technician for a cell phone company in Albuquerque won 1 million Russian dumplings in a karaoke contest held in Finland. Karaoke is a performance event in which amateur singers croon along to the accompaniment of recorded music. It originated in Japan (the word is derived from the Japanese words, kara "empty" and oke, short for "orchestra"), but it is performed worldwide. No particular singing style is favored nor is any disallowed. Six of the last 8 "World Championships" have been held in Finland. The promoter of this year's event explains that the Finns, like the Japanese, are propriety sensitive, so they "can sing a heartbreaking ballad then just shut up and sit down again". The major winners, a Finnish man and woman, won their own karaoke machines in the judged portion of the competition. The American winner received the Russian dumplings as the audience favorite chosen by acclamation.

Jim Heintz, Associate Press, Moscow --9/23/2010

Hi, Mom! - A woman in Grants Pass, Oregon was surprised to be arrested by police waiting at her house as she brought her children home from elementary school. It seems that she made an unusual stop on her pickup route. She stopped at a local bank, handed the clerk a note demanding cash and drove off. However, witnesses noted the make and model of the car, along with the license plate number. So the police went directly to her house to meet her with the children on arrival at home, much to her and their surprise.

Associated Press—9/21/2010

These stories are based on articles from the noted sources and have been adapted by the Editor of the newsletter.

HOW TO GET THERE



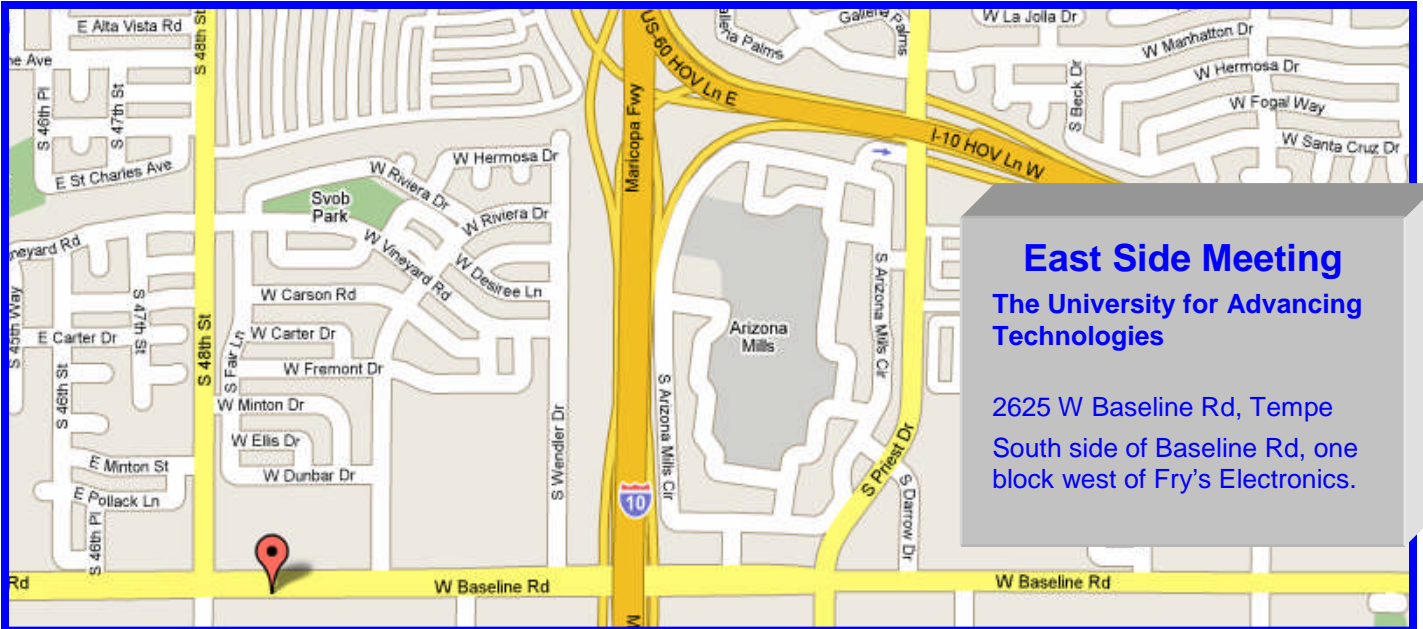
West Side Meeting

College America Room 2

6533 N Black Canyon Hwy
Phoenix

Turn right (east) on McLellan Blvd.

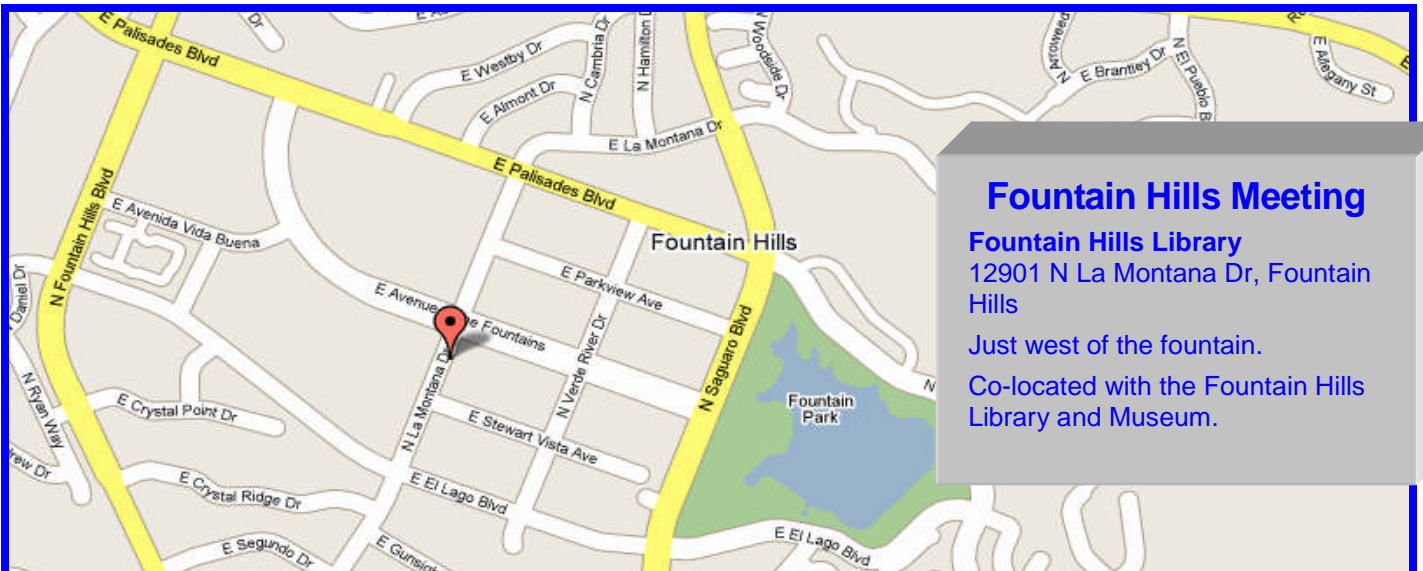
Immediately turn right (south) into parking lot.



East Side Meeting

The University for Advancing Technologies

2625 W Baseline Rd, Tempe
South side of Baseline Rd, one block west of Fry's Electronics.



Fountain Hills Meeting

Fountain Hills Library
12901 N La Montana Dr, Fountain Hills

Just west of the fountain.

Co-located with the Fountain Hills Library and Museum.

MEMBERSHIP DUES

The Official Policy of the Phoenix PC Users Group is that we do not condone software piracy in any form.

*DUES \$36 FOR OCT, 2010
THROUGH
DEC 31, 2011*

NEW MEMBERS GET 3 MONTHS FREE

Phoenix PC Users Group Membership Application

First: (Print Legibly) _____ Initial: ___ Last: _____

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City, State: _____ Zip Code: _____

Home Phone: _____ Work Phone: _____ Ext: _____

Please note: We DO-NOT share phone numbers outside the club, and will generally only use your phone information, if we cannot contact you in timely fashion, via e-mail, or the club web-site

Receive Electronic newsletter in place of printed one: Yes No

E-mail address: _____ (Print Legibly)

Signature _____ Date ___/___/___

Release my address to vendors ? Yes No Note: Phone numbers **will not** be listed.

May the club share your e-mail address with other members only? Yes No

With club approved vendors? Yes No

Please do not share my e-mail address

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October 2010

The Newsletter of the Phoenix Personal Computer Users Group
"Users helping users to understand computers"

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