



# NEWSLETTER

*The Best Accessory  
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## MAIN MEETINGS

**West Side.....Tue, Aug 17**

CollegeAmerica, 6533 N Black Canyon Hwy, Phoenix

**East Side.....Wed, Aug 18**

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

**Fountain Hills.....Thu, Aug 19**

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

Presentation this month:

Nitro PDF Professional, the complete Adobe®  
Acrobat® alternative.  
By Lo Hardman

**Check our Website at [www.PhoenixPCUG.org](http://www.PhoenixPCUG.org)  
to verify subject matter and time changes .**



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### Contact Information

David Yamamoto: [President@PhoenixPCUG.org](mailto:President@PhoenixPCUG.org)  
Allen Hunt: [Vicepres@PhoenixPCUG.org](mailto:Vicepres@PhoenixPCUG.org)  
Chuck Lewis: [Secretary@PhoenixPCUG.org](mailto:Secretary@PhoenixPCUG.org)  
Lo Hardman: [Treasurer@PhoenixPCUG.org](mailto:Treasurer@PhoenixPCUG.org)  
Bill Aulepp: [Publisher@PhoenixPCUG.org](mailto:Publisher@PhoenixPCUG.org)  
Michael Bishop: [Editor@PhoenixPCUG.org](mailto:Editor@PhoenixPCUG.org)  
Hank Pearson: [Webmaster@PhoenixPCUG.org](mailto:Webmaster@PhoenixPCUG.org)

### Steering Committee:

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

### *Inside this Issue...*

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# THOUGHTS FOR THE MONTH

## FROM YOUR PRESIDENT

Hello Everybody,

Welcome to August, it's another scorcher! This month the BOD members are working on a long range list of monthly presentations.

We need everyone's input so we can find subjects that will be interesting to our beginners, intermediates and our pros. Once we formulate our list we will work out a means so all can see it and add their preferences. We will use the newsletter and the website to get this going. We are also working on a plan to provide videos of our presentations for members that can not attend our meetings.

Let's increase our membership. Everyone should invite a friend or acquaintance to visit the next meeting. If enough members take us up on this we will keep track of those who brought visitors and in December there will be a special drawing for a really good prize.

We invite all members to attend our board meetings. Check our website. We now have a Bulletin Board area listing date, time and place for BOD meetings plus other timely information.

I hope to see you at our August meetings.

*David*

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## FROM YOUR EDITOR

Traditionally, this publication secures a stream of timely and printable articles compiled from two primary sources. These sources are 1) newsletters prepared by other Personal Computer Users Groups, and 2) commercial media sources, both printed and electronic. The authors and compilers of these materials range over a broad spectrum of individuals, from scholarly professionals in the electronics industries to avid users in the general public, whether they are neophytes or "old hands" in the use of computers. For the most part, this newsletter has provided information that dealt with technological changes, for good or bad, in hardware and software. In all cases, appropriate attribution is given to the authors and their affiliation.

However, looking at the world as a whole, the impacts of the development of the electronics industries in the past few decades on the methods of commerce, communication, and everyday life have been stunningly dramatic. Many chronicles of historically significant events have suggested that these relatively recent changes have had the most significant impact upon human social development since the invention of moveable type and the Gutenberg Bible in the 15<sup>th</sup> Century.

Consequently, there have been numerous incidents publicized in non-technical media as a result of human interaction with electronic devices. Sometimes the media reports are bizarre, sometimes sad, sometimes humorous, but almost always interesting, even if it is only for discussion at the breakfast table.

As a result of this abundance of material that is likely to be of interest to our readers, this issue of the Phoenix PCUG newsletter contains the first in a series of columns that will highlight the effects produced by the introduction of this new technology into daily life throughout the world.

Recognizing that facts can be distorted by rumor, hearsay, political opinions, prejudice, and other warping influences, we will provide the source of our stories. Every reader will be free to interpret the credibility and reliability of the news items as they feel fit. In addition, we will welcome all contributions from our readers.

So, look for "Short Circuits...zzzt!", the new column, in this and future issues.

*Michael*

# MEETINGS

## CALENDAR

**For room and time changes,  
check your website: [phoenixpcug.org](http://phoenixpcug.org) .**

### ***GENERAL MEETINGS***

Presentation this month:

Nitro PDF Professional, the complete Adobe® Acrobat® alternative.  
By Lo Hardman

WEST SIDE: CollegeAmerica (see map page 18)

- Tuesday, August 17, 2010
- 6:00 PM Steering Committee
- 6:30 PM - Q and A
- Followed by Presentation.

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

- Wednesday, August, 18, 2010
- 6:30 PM - Q and A
- Followed by Presentation.

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

- Thursday, August, 19, 2010
- 6:30 PM - Q and A
- Followed by Presentation.

### ***SIG MEETINGS***

None are scheduled for this month.

# STRETCH INK CARTRIDGES

## Permanent Ink Tips To Stretch [Printer Cartridges](#)

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It's no secret in the inkjet [printer](#) business: Companies practically give away the printer near cost and make money on "consumables," meaning specialty papers and ink cartridges. With a complete cartridge set for a mainstream inkjet printer typically costing more than \$40, it behooves users to stretch those cartridges as long as possible. We've got some expert advice on how to get the most out of every ink dollar.

### *Many ink cartridges*



*ship with a protective clip or cap to prevent the ink from drying out. If you remove the [cartridge](#) from the printer, put the protector back onto the cartridge or store the cartridge in an airtight plastic container.*

this gumminess can inhibit ink from flowing through the cartridge. Therefore, don't panic and throw out the cartridge. Simply put the clip that shipped on the cartridge back on it and let the cartridge sit upright for two or three days. If you're in a hurry, or if setting the cartridge upright didn't fix the problem, the nozzles may be blocked. Take a damp paper towel and fold it into quarters. With the cartridge's print head or outlets exposed, gently press the print head or outlets into the paper towel. This should help rehydrate any ink blockage and help wick some

### **Ink blockages.**

One of the most common problems with ink cartridges is that the computer sometimes reports them as empty even if they're brand-new. Usually, this is a result of the cartridges having been stored for weeks or months upside down. There is a sponge inside each cartridge behind its outlet, and if the ink settles away from the sponge, then what ink is left in the sponge can become gummy. When you install the cartridge into the printer,

ink out of the head. Test the cartridge by reinserting it in the printer and trying to print a few pages. Some ink blockages are more serious and won't respond to the prior tip. Let the print head or outlet sit in about half an inch of warm water for several minutes or until you start seeing ink bleed into the water. When this happens, remove the cartridge, dry it with a soft, clean towel, install the cartridge in the printer, and run the print head cleaning utility a couple of times. Repeat this process once or twice if necessary. If the cartridge still refuses to print, and you know it's full of ink, you may be dealing with a damaged print head and a cartridge that needs to be replaced. **Reset usage values.** Some printer manufacturers have models that track ink usage by counting the ink droplets expended. So if you use a remanufactured or refilled cartridge, the system may still be getting a low reading based on that cartridge's prior usage, not its present ink level. The object is to manually reset that cartridge's "known" usage value. With many printer models, you may be prompted after installation to state if the cartridge is new or used. Selecting New will reset the cartridge's usage count. If this doesn't work, try the same process again, only this time remove the "low" cartridge while the printer is turned off. Then, turn the printer back on, reinsert the cartridge when prompted, and select the option that indicates it's a new cartridge.

### *High-capacity ink*



*cartridges, such as this HP 60XL, only make sense if you're going to use up all of that extra ink before the cartridge dries out.*

### **Print in draft mode.**

Most printer drivers give you the option to print in a draft mode. This is a lower-quality setting that uses less ink than the normal mode. Many print jobs don't need high quality; they're simply output for a one-time reading, such as a dinner recipe. It doesn't have to look fabulous. Use draft mode for such jobs and save money.

*(Continued on page 5)*

## STRETCH INK CARTRIDGES

*(Continued from page 4)*

**Grayscale printing.** Similarly, when you print text jobs on a color inkjet, you may unknowingly be wasting color ink. "A lot of printers default to printing layers of color under black, especially with tank cartridges, where you have the individual black, cyan, magenta, and yellow," says Katherine Lile, manager at Ink Spot in Blacksburg, Va. "Color under black makes it look richer and stand out better. Black alone often looks gray. Customers tell us that sometimes they can figure out how to change that default mode so that the printer only prints black for black. This is called grayscale printing. It's the biggest way to make tank cartridges last longer."

**Tricks and workarounds.** Users have long reported cartridges that appear to be 30 to 50% full registering as low on ink. (The real telltale for a near-empty cartridge is when its output quality degrades, even after head cleaning and calibration.) There are plenty of workarounds for over-aggressive



"empty" cartridge statuses. For example, for some printers, holding down the Power button for 10 seconds resets stored ink values. We encourage readers who suspect bad ink level reporting to do Web searches on their specific cartridges to find tips and tricks. Keep in mind that some modifications

could conceivably lead to printer damage if you don't monitor your true ink levels, and many tricks will almost certainly void your cartridge warranty.

**Proper storage and temperature.** Be cautious of the temperature conditions at which ink cartridges are stored. Anywhere from 50 to 90 degrees Fahrenheit is safe, but try not to let cartridges sit outside of this range. "You know how ice forming in

a container can expand it? That can happen with ink cartridges," says Ink Spot's Lile. "It won't crack it, usually, but it can expand it so that the cartridge is difficult to fit back in the printer. That can happen with high heat, as well." Because of this, don't leave even new, sealed cartridges sitting in your car during times of frigid or extremely hot temperatures and be careful to keep them away from heaters, heating vents, and direct sunlight.

**High-capacity options.** Some printers have high-capacity cartridge options. These generally hold about three times the ink of a normal cartridge but sell for only twice the normal price. Seems like a good deal, right? Well, it is if you use the cartridge in a fairly quick manner. But if you're only an occasional user who takes several months to go through a high-capacity cartridge, the cartridge may naturally dry out just sitting idle in your printer, causing you to throw out more ink than you saved by buying the extra capacity option.

**Store It Right** Ink cartridges almost always ship from the factory with protective clips or caps on them. This keeps the cartridge secure and prevents it from drying out. Whenever you remove a partially full cartridge from your printer, such as when removing the black cartridge to insert a photo cartridge, put the cartridge back in this protector. According to Katherine Lile, manager at Ink Spot in Blacksburg, Va., a cartridge in its protector can withstand drying out for up to two months. With no protective cover at all, her estimate drops to a week. Thom Brown, marketing manager at HP's Imaging & Printing Group, notes that if you don't have (or if you lost) your cartridge's protector, you can use an airtight plastic container. "If you use a plastic container," he says, "make sure the ink nozzles on the bottom of the cartridge do not touch the plastic container. If they do, the ink colors could mix, or ink could drain out of the cartridge. Do not retape the cartridge, and don't place the cartridge in a plastic bag."



*by William Van Winkle*

# INTERNET TV APPS

What's On(line)?

Internet TV Apps

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I actually call my new HTPC (home-theater PC) a CPPC. Couch potato PC just seems more apropos. Through streaming video, I've been able to introduce my wide-eyed daughter to amazing activities that previously would have required us to leave the house: drag racing, bass tournaments, turkey calling. You know, basic life skills.

Picture this: Your last cable bill made you so mad, you decided to check out this "Internet TV" thing as a possible substitute. OK, so you've connected your laptop or old PC to your television. Now what?

The trick is finding stuff you want to watch. You probably already know about the biggies, such as YouTube ([www.youtube.com](http://www.youtube.com)) and Netflix ([www.netflix.com](http://www.netflix.com)). You can also point your browser to the Web site of a TV channel, such as Outdoor-Channel.com, and find interesting videos. Vimeo's HD channel ([vimeo.com/hd](http://vimeo.com/hd)) in particular can show off your HDTV's visual potential with high-def clips.

Then again, you probably don't want to go to individual sites any time you want to watch something. Consider installing one or more of the following video aggregation apps. Simply stated, they make it easier for you to find the things you want to see. What? Of course they're free. After all, I'm nothing if not cheap.

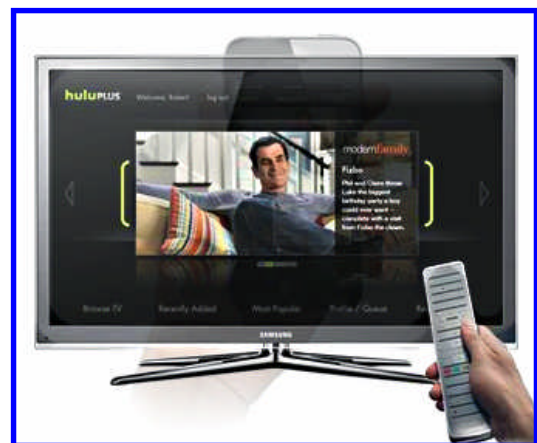
This program ([www.zinc.tv](http://www.zinc.tv)) acts as a simple portal to a veritable ton of video feeds. It presents each feed as a big, chunky, colorful logo, so it's easy to read from a couch and easy to click when you're using a remote.

It's invitingly easy to scroll down Zinc's stack of "channels," pick a network or site, and find some gems. Zinc generally links directly to each feed's originating site. I explored Cartoon Network and delighted my kid with "Justice Friends." (A hint: To re-

veal the Back button—Zinc is based on Firefox—move your mouse pointer to the top of the screen.)



In many ways, Zinc works the way I want an Internet video portal to. It doesn't try to do too much, so its interface is uncomplicated. Zinc even lets you enter your login details for Netflix and other sites so you can access them directly from its home screen. Nice.



Hulu Desktop

Video streaming site Hulu.com is a joint venture of NBC, Disney, News Corp, and others. Hulu Desktop ([www.hulu.com/labs/hulu-desktop](http://www.hulu.com/labs/hulu-desktop)) is an application that makes navigating the site's videos much easier on a big screen. At least if you live in the United States. Cough.

Hulu carries recent episodes and excerpts of current TV shows, among other media. On the site, you can "subscribe" free to shows you want to follow. Hulu Desktop will then list them so you can watch when you like. What Hulu doesn't give you is every episode

*(Continued on page 7)*

### Tips From Smart Computing

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**Selective Startup In Win7:** Windows bogs down over time, burdened with all of those background programs that load during startup. Some of those you need, but some just take up unnecessary boot seconds and are never used during an average Windows session. To disable unnecessary items, type msconfig in the Start Search field, select msconfig, and go to the System Configuration window's Startup tab. Uncheck anything that isn't useful or necessary. Some entries are pretty cryptic and require Web searching to figure out.

**Invest In An Outdoor GPS:** If you're going to be taking advantage of the great outdoors this summer, let a GPS (global positioning system) help you out. Special GPS devices are designed for boating, fishing, and golfing, so you can be sure you know where the most fish are or how far your golf ball needs to go to ensure you get a hole in one. Fitness GPSes are perfect to use while you're working out at your local park or making the difficult mountain climb. And if you're training for a triathlon and want to use your GPS on your bike, check out your local CE retailer for a special bike mount.

**Use Your Special Effects:** If your camera has special effects modes, be sure to go out on a sunny day and snap away. These special effects will change the colors of your photos to black and white or even orange, or they will enhance your photos in other ways. Once you've mastered the art, add a unique touch to your family or vacation photos.

*(Continued from page 6)*

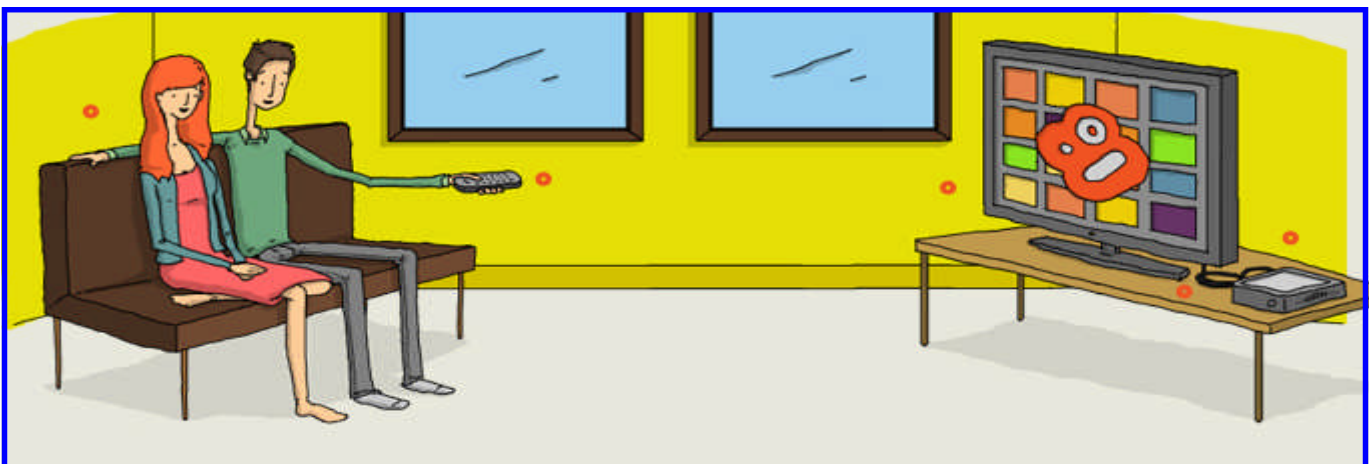
of a particular show. Usually you'll be able to access the most recent four or five episodes of a current program, and perhaps a whole season of an older show.

My daughter picked "The Simpsons" because she liked the cut of Homer's jib. I followed up by introducing her to a rather bizarre educational show from my own childhood: "The Electric Company." Blew her little mind, it did.

Boxee ([www.boxee.tv](http://www.boxee.tv)) seems to want to be the One App To Rule Them All. It isn't perfect, but it's lumbering in that direction. Technically in beta, this app plays not only online video and audio, including Netflix and Pandora, but also your local media files. Its Apps icon takes you to a Zinc-like list of video feeds both free and for-pay.

Boxee's interface takes some getting used to, whether you're using a mouse or a remote. Once I figured out how to make it scan my music folders, it played my WPL (Windows Media Player Playlist) and M3U playlists with some impressive high-resolution visualizations. Then again, Boxee seemed to ignore any local video clips that it couldn't automatically identify. I have to hunt for those by folder to watch them. Still, with a few minor changes, Boxee could become my favorite of all.

Marty Sems  
Send your comments to:  
[marty@smartcomputing.com](mailto:marty@smartcomputing.com)



# 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.



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# THE ROGUE SECURITY SOFTWARE EPIDEMIC

## THE ROGUE SECURITY SOFTWARE EPIDEMIC

By Betty Beatty

Sauk Computer User Group

[www.saukcomputerusergroup.org/](http://www.saukcomputerusergroup.org/)

Fake virus alerts seem to be popping up all over and they are really nasty. I saw one in full force on a co-worker's computer. There are hundreds of variations of these fake alerts advertising fake antivirus software with new ones coming out all the time. Some of the names of these fakes are: Antivirus Live, Antivirus XP/Win7/ Vista 2010, XP, Antivirus Pro, Antivirus Soft, etc. They look very legitimate. To see what these look like, visit Bharath's Security Blog at:

<http://bharath-mnarayan.blogspot.com/>

(you can find this link on SCUG'S Links page in the Computer Security section). Bharath has screen shots of many of these listed under the month they were discovered. He also includes screenshots of fake computer utility programs offering to clean your computer, etc.

Basically, the ones I saw display a Security Warning dialog box that looks like a Microsoft Windows dialog box stating that your computer is infected. It also showed a dialog box that looked like one from the real antivirus company on the computer. It displayed a fake Windows Security Center window and fake firewall warnings that looked real too. Boxes with security warnings and alerts just kept popping up. And of course they try and sell you a fake antivirus program to remove the fake viruses. And it seems like anything you click on to try and make these go away only make things worse.

I had never seen anything like this. It hijacked Internet Explorer and we couldn't go to anything except this site trying to sell the fake antivirus software. It does this by changing IE's proxy server setting. And it would terminate anything we tried to open telling us it was *QBITS 3* infected. It wouldn't let the computer's real antivirus software run. It wouldn't let us do a system restore. It was blocking everything we tried to do. It was a nightmare!

What I ended up doing, and this may not be the right thing to do because I have not seen it mentioned on any of the web sites dealing with this problem is that I rebooted into plain Safe Mode. (To boot into Safe Mode, restart the computer and start hitting the F8 key right away before Windows loads until the screen offering Safe Mode options displays.) Then I was able to run system restore. I set the computer back to the way it was several days before. Then I ran the computer's real antivirus software (Norton). This seemed to take care of it. The next two computers I saw this on we did the above immediately and everything seemed ok afterwards. Note: I have read that some of these malware infections also block safe mode! Like I said, there are hundreds of variations

and probably many different fixes. It would probably be a good idea to download, install and run Malwarebytes too.

After dealing with this I did some reading about all of this on the web. It does sound like the methods for dealing with these threats can vary depending on which variety you are infected with. If possible, Google the name of the fake antivirus that has hijacked your computer with the word remove, etc. to find the best fix for the rogue software you are dealing with.

Let me do a very brief summary of what I have read. Basically I have read that one should download the portable version of SUPER Anti-Spyware, and/or Malwarebytes. Some sites also mention Fixexe.reg (a Registry File that fixes .exe file associations that have been broken, usually caused by malware) and rkill.com (which will try to end the processes that the fake Antivirus is using so that you can continue with the fix). (You can find links to these and more articles about all of this on the Links page of the SCUG website, in the Computer Security section.) Anyway, if you are infected you will probably need to download these to a flash drive or a CD because you probably will not be able to access these sites from the infected computer remember, the rogue software/ malware will be trying to block everything you try and do. Some malware will recognize these anti-malware programs and not allow you to install, open or run them in which case you need to rename them to disguise them from the malware. Plug your flash drive with these programs on them into the infected computer. First try running the portable version of Super Anti-Spyware, it will run from your flash drive. That might do it. If not maybe install Fix Exe.reg and then Malwarebytes (mbam-setup.exe). Be sure and run Malwarebytes to the end. Some fixes require rkill.com to be run in order to run the fixes.

Again, this is a very brief explanation of all of this. Please refer to the links on the SCUG web site for a more thorough explanation. Keep your antivirus and anti-spyware software up-to-date. Use the latest version of the browser of your choice; the latest version should be the most secure. Also, keep your Windows software patched and updated to close possible security holes. Or hey, run Linux and you won't be such a target for all this malicious stuff. Of course Linux users need to be mindful of security issues too. But on Linux machines, nothing can execute on your machine without your permission. It is inherently safer. If you have your computer set up to dual boot into Windows or Ubuntu, I would think your Ubuntu side would be unaffected by the rogue virus attack in Windows. Just a thought...

From the April 2010 issue of The Computer Connection newsletter of Sauk Computer User Group.  
Betty is the Groups Webmaster

## A FONT OF KNOWLEDGE

### A Font of Knowledge

by Dave Chrestenson,  
Member— Fox Valley PC Association

Have you ever gotten a small print from your camera or cell phone and thought it looked pretty nice? And decided to have an 8x10 made? And discovered that diagonal lines stair stepped across the page and everything else looked like they were made of colored Legos? And realized why that happened? It's because all pictures are made out of pixels, this is called bitmapped, and there were not enough pixels in your image. So, when it was enlarged, you saw the individual pixels. Now, try an experiment. Open Word (or your favorite word processor,) select Times New Roman, size 6 point, and put an "s" on a page. Now change the size to 60 point and put another "s" on the page next to it. Now add a third "s", this time at 600 points. Now print the page out. Look Ma, no pixels! What happened? Why don't characters pixelate also? Welcome to the wonderful, and confusing, world of typography. Let's see why, and learn a bit about what's going on.

First, a given character set, or typeface, is contained in a file and is called a font. Now, if you've ever thought about it, you probably assumed that there was a bitmap for each character in the font, and when you pressed a key the system found that bitmap and printed it. Not so easy. If that were the case you would get pixilation. And that was the way it was done, once upon a time, and there are a few cases where it is still useful. (I'll get to those later.) Instead, each character is stored as a set of formulas, or equations. If you remember your analytic geometry you will know that any equation can be plotted as a line or curve. So, for a character, there is a set of equations, each of which defines a part of the outline or the character. A straight dash would be easy, four equations, one for each side. A dollar sign would be more complicated. When you key in a character the equations are adjusted to define the point size you specified, then the outline of the character is created, then it is filled with the color you selected. (For those seeking more enlightenment, Google "Bezier curves.") But it gets a lot more complicated. For each character there is more than one set. Bold type is not just fat type, if so the "counters" (the little openings in letters like e and o)

would get filled in. So the typographer has to design an entirely unique shape for each bold character, one that looks like the normal one, but is heavier. Italics? Same thing. Another design. Italic Bold. Yep, another design. And so on. And how many characters are there? Well, let's see. There's the twenty-six letters of the alphabet of course, ten digits, and, say, fourteen special characters. That's fifty. But how about upper and lower case. Add another twenty-six. Small caps. Another. But just fourteen special characters? Did you know there are four different dashes? And points of ellipsis. And umlauts. And so on. In fact, one of the formats for storing fonts can contain more than a million characters, and it's not uncommon for a well designed font to have over one thousand.

Back to you pressing a key. What happens? First, the character formulas are selected. Then a kerning table that's also built into the font is read. This compares the character you selected with the character immediately before it. Certain combinations of characters have to be printed closer together or farther apart to look correct, this is the function of the kerning table. Next another table is checked. It's been found that if exactly the same shape of character is printed in two different sizes they won't look the same to the eye. So this table looks at the point size you selected and adjusts the character thickness appropriately. (Larger sizes are thinner and closer together.) then a "hints" table is referred to. This is used when the character is going to a device with low resolution, such as a monitor. (It adds anti-aliasing to reduce the "threshold effect.") It also makes adjustments to the character to make it display more legibly. Finally, after some more manipulation which I won't take the space to go into here, your character appears somewhere.

Now, all of this is the responsibility of the font designer. And good ones take all of the above into consideration. It's certainly possible to skip some of the above. Ever seen these CD's "Thousand's of fonts for \$29.95?" I seriously doubt that they've put much time into each of the above factors. You get what you pay for.

*(Continued on page 11)*

**Versions of Windows**

From "The Outer Edge"

Channel Islands PCUG, Inc. September 2009

My partner, sometimes enemy, Rick Smith wanted someone to tell him how in the world we got to calling Windows, Windows 7. We only were able to get one answer, and it was wrong. The clue is NT4 because that was Windows 4. Before that, we had Windows 1, 2 and 3. After NT4 came NT5, which was renamed Windows 2000 because Microsoft lost a trademark lawsuit to Northern Telecom. Windows XP was really just a minor tweak to Windows 2000 — there was no rewrite of the core. Vista, then, was Windows 6. Of course, Windows 7 is just a tweak to Vista — there's no rewrite to the core, so it is really Windows 6.5 or similar. But they are calling it Windows 7 anyway.

**Versions of Windows 7** Q: Is Windows 7 for home or business and what is the difference?

A: Windows 1, 2, and initially 3 were all the only Windows. Home/ Business — Microsoft did not care. In Windows 3 they forked it. There was 3.1, the consumer version, and then there was NT 3.1 which updated to NT 3.5. Then they updated 3.1 to Windows 95 and had two completely separate cores at this point. Windows 95 and Windows NT were completely separate cores. They had a consumer core and a business core. NT moved forward to Windows 2000, Windows 95 moved to 98 and Windows ME.

There should have never been an ME. Microsoft thought it was too expensive to have two cores. The goal was to consolidate the home and business core in Windows 2000 or as it was at the time, NT 5. Microsoft could not get it out the door in time so at the last minute they pulled the thing apart, bolted the home stuff on top of Windows 98, and came out with ME. ME did not have nearly enough beta testing and it was regarded by even the Microsoft insiders as (a) a colossal mistake; and (b) the worst operating system Microsoft had ever produced. That was because they could not get the code consolidated in Windows 2000, and that is why they came out with XP in 2001. That is the product Windows 2000 would have been because that was the unified code and Windows XP came with Home and Professional or Business versions. Now you have Vista Home and Business and they have Home Basic and Home Premium and Business, then Ultimate. Vista has the same thing and now Windows 7 will be the same, too.



*(Continued from page 10)*

And lastly, I had mentioned above that there are still a few bitmapped fonts around. Why? Because regular fonts, no matter how well designed, have problems with legibility when displayed at small sizes on a monitor. This is a common problem in web design. Bit-mapped fonts are specifically designed for this purpose. So, the next time you key in "Dear Sirs," take a few seconds to think and appreciate the over-worked, underappreciated font designer who spent many sleepless hours to let you make your document look pretty.

Still curious? There are many books on the subject, the one to start with is "*The Complete Manual of Typography*" by James Felici.

### 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](mailto: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.

## STOLEN BY HACKERS

### **My email account was stolen by hackers** by Lorene Romero, NCMUG president

This month's NCMUG President's column will be about why you should tighten up your passwords and protect your email address from hackers (those evil people).

Yep, it happened to me (and how painful it was to be in the midst of it all). One of my email addresses was hacked! What that meant is that someone changed my login and pass code and all (1000 plus) contacts in my database were spammed a message asking for HELP!!!

This spam message is pretty common and easily seen through if you look at the message.

It said I was in London (oh, and Gayle would never let me go there alone), had been robbed and could you please wire me money.

Granted, being a Mac person gives me a greater level of protection against getting a virus, but we are all vulnerable to getting "hacked" from the web. It was my Sharp Tongued Consulting email address that was hit and I know it was from my Mobile Me account, not on my computer. I had not synced that address book, and the only place they could have gotten it from was the web mobileme.com site. It could have happened if it was a Gmail, Yahoo, or MSN account; anything that is from the web.

Thankfully, Ronnie Roche started calling me at 7 a.m. (normally our phone ringer is turned off), but we kept hearing a weird sound in the kitchen. She kept calling and calling until we picked up the phone.

She let me know that she had gotten the email message and people had also emailed her asking if I was okay. I do travel a lot, so people, especially my East Coast friends, were concerned (but the people on the West Coast were not up just up yet)

If this happens to you on your MobileMe account, the first thing you have to do is go to: <http://www.apple.com/support/mobileme/> When I arrived at this site there was support immediately. As far as I know there is NO phone tech support for MM users.

For FOUR hours I was on iChat with Jake; he was wonderful. Apparently the hackers had not only changed my password but changed all my security questions too. For example, while my birthday is in March, it now said it was in October. They even had

my email forwarded to a fake hotmail.com account. It took forever for me to prove it was really me.

During that entire time, anyone who responded to that email message had their responses sent to the hackers. Most people knew not to reply and instead sent a message to my Lorene@mac.com account to make sure that I really was okay. So what is the lesson in all this for me to pass on to you?

#### **1. Create a strong password.**

Make it something with lower and uppercase letters, some numbers and symbols. An example would be C2F\$wqu

#### **2. Whenever possible, blind copy people.**

Even if you are emailing a group of friends, protect their email address and bcc people. You never know where your message could end up

#### **3. Get a piece of software in which to store all these new pass codes (don't forget to strengthen your bank account and credit card codes too).**

One I recommend is Agile Web Solutions, makers of 1Password: <http://agilewebsolutions.com/> one password

**4. Never forward forwarded messages.** If you just can't resist forwarding a joke that has been forwarded to you, please, oh please, first delete all the email addresses in it. Keep in mind that most jokes have been circulating for years and we have already seen them, but also remember that people make a living out of stealing email addresses and then selling them to "bad people."

Hopefully someone can learn from what happened to me. My password was 6 or more characters, but it had been a while since I had changed it. This really was a good lesson for me to just make all my passwords stronger.

I really do believe all things happen for a reason. Although it was a painfully long day (all other things in my life got put on hold for about 36 hours so I could deal with this hacking issue), I had so many people contact me to make sure I really was okay or to let me know that I was hacked. My home and cell phones were ringing all day and I spoke with dozens of friends and really felt loved. So see, not all that happened was bad.



## ELIMINATING DEVICE DRIVERS

### Eliminating Obsolete Windows Device Drivers

by Vinny La Bash, Regular Contributor,  
Sarasota Personal Computer Users Group, Inc., FL.  
www.spcug.org vlabash (at) comcast.net

Device drivers are programs that are designed to control (drive) specific types of hardware (devices) that are attached to your computer. These devices can be attached through wires or by wireless connections. No matter how the device is attached you need a program to tell it how to interact with the computer. An operating system such as Windows comes with myriads of device drivers built into it so when you bring your new computer home, attach your printers, external drives, etc., most of them work fine.

The caveat is that drivers are hardware dependent and operating system specific so your external CD-ROM, which worked flawlessly under Vista, may not work with Windows 7 until you install an updated device driver designed for the new OS.

Every operating system directs device drivers to communicate with their devices through the computer bus or a communications subsystem. It is a process which is largely invisible to those trying to get work done on the computer, much like the internal workings of an automobile are largely invisible to a driver trying to get from home to the grocery store.

The invisibility of device drivers is a good thing when everything is working smoothly, but it tends to hinder troubleshooting when trying to track down the cause of a problem. When you upgrade or change hardware, Windows doesn't usually delete the old device drivers. Sometimes these obsolete programs can cause hardware conflicts. Seemingly unrelated quirky behavior on the part of the computer can often be traced to a no longer used device driver.

Resolving device driver problems in Windows can be difficult. In this article we're going to focus on finding outdated device drivers and eliminating them from your system.

Manually searching for device drivers on a Windows system can be frustrating, time-consuming, and mostly a waste of effort. Conveniently for us, Microsoft has provided a way to locate unused device drivers and remove them.

The directions herein are designed specifically for Windows 7, but the general process will work for Vista and XP. There are slight variations in the proc-

ess with each of the operating systems; just be careful when reading each screen. Let's get on with it.

The Device Manager as it comes from Microsoft is not set up to display device drivers that are no longer being used. The Device Manager has to be configured to show obsolete drivers so we can remove them. You need to add something called a special Windows Environment Variable. This is a text string that contains a path, file name or drive. Programmers refer to this as a system property. We don't really care what they call it as long as it works.

1. From the Start Menu, right-click on Computer.
2. Select Properties at the bottom of the list.
3. From the System window, select Advanced system settings.
4. From the System Properties dialog box, select the Environment Variables button. (See illustration)
5. The Environment Variables dialog box contains two panels, User variables and System variables.
6. Click the New... button.
7. In the New System Variable dialog box, type `devmgr_show_nonpresent_devices`
8. Type 1 in the Variable Value text box.
9. Close all the dialog boxes.

In most cases there is no need to restart the system. Let's test the results of our labor.

1. Access the Start Menu.
2. Right click Computer.
3. Select Manage.
4. When the Computer Management window appears, select Device Manager.
5. Open the View menu and select Show Hidden Devices.

From now on whenever you open a branch within the Device Manager tree structure and device icons are "grayed out" or appear faded, these are the unused drivers. You can safely delete them. Whenever you add, remove or change your hardware configuration, always check for left over drivers and avoid problems.

*This article has been obtained from APCUG with the author's permission for publication by APCUG member groups; all other uses require the permission of the author (see e-mail address above).*

# COMPUTER BACKUP MY WAY

## Computer Back Up

By John Curth

Member Phoenix PCUG

To back up ones computer means to have a separate disk, hard drive, or an adequate memory space that will store your existing files, programs and operating systems.

But – what is really necessary to back up? Do you have on hand the CD/DVD's Operating System and Programs? If so, the only thing that isn't on them are the files that you've created.

Over the years of owning a computer it's been drilled into me to back it up. And in my case I did. I've gone through a couple of computers to upgrade the speed, memory, video performance and hard drive space. In doing so later versions of the programs have also changed and in some cases were upgraded.

Unfortunately upgrading some of those programs came at a cost of learning the new program and loosing access to files that were included in the old program. For me a good case in point – **Family Tree Maker by Encore** and **The Print Shop by Broderbund** two well-known programs that as they moved forward added new ideas and deleted some of the old files so that you no longer have access to.

So what does this have to do with back up? In my case I back up the files that I've created on my computer. That's all folks.

All of the pictures, letters, birthday cards, the genealogy of my family and it's a lot, go into Documents. I've created folders for the years that I've had the computer starting in 1995 and went on from there. The one area that I've failed in is the pictures that I've accumulated over the years to separate them into separate folders for any given year. That needless to say is a project for the coming months.

The nice part of using the Microsoft system is that they automatically send your files to Documents. So for me, it's just the matter of telling it into which folder (year) I want it to go. And yes, some years are heavier with files while others are lean.

Over the years of meeting with other computer people and discussing their particular back up system it became quite evident that there is more than one way to do it. Some want total back up while people like me, do just what's necessary.



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## MUSIC-CAPTURE IT AND ENJOY IT PART 2

### **Music-- Capture it, Organize it and Enjoy it - Part 2**

by Phil Sorrentino

Member of the Sarasota Personal Computer Users Group, Inc.

Last month we discussed the History of digital music and how it is created. Now it's time to organize that Music and create a Music Folder so that it can be the repository of all the music you Rip, purchase, or convert from analog sources; basically your Music Library. There are many ways of organizing the Music folder with sub folders. Before we do that it is probably worth a review of the data that is kept with each music file to see if it can be of any use in determining the organization of these folders. What data? you say. Well along with the actual music, in each music file, there is data that describes the music part of the file. This type of data is called metadata.

So, metadata is data that describes other data (in this case the music). The music metadata is called ID3 Tag Data and is defined by the ID3v2 specification. ID3 Tag Data includes descriptive items such as: title, artist, album, track number, genre, year, copyright, stereo, length, composer, rating, etc., as well as album cover art graphics. ID3 Tag Data is created when the original MP3 data file is created. The ID3 Tag Data is not easily modified unless you use an ID3 Tag Editor like MP3Tag, which was discussed in the March 2010 issue of the Monitor. (In short, MP3Tag allows the user to modify the ID3 Tag Data that is created along with the MP3 file when a tune is initially created, or ripped from a CD.) The reason that ID3 Tag Data is important is because Music players, like Windows Media Player (WMP) and iTunes use the ID3 Tag Data to organize and present your music library. A music tune will show up according to the ID3 Tag Data, which may not be where you think it should show up if you are only looking at the file name. This will probably not be a problem if all of your tunes come from CDs or are downloaded, but if you convert any from vinyl or tape to MP3, the ID3 Tag Data may not be what you think it should be. Also, if you want to change where particular artists show up, you might have to change

the ID3 Tag Data for that artist. Some CD compilations of tunes have the artist as "Various Artists", which will put that tune under "V", probably not where you would expect to find it. So, it's good to have an ID3 Tag Editor so you can make any changes to the ID Tag Data to put the tunes in the places you want them. Once the tunes that need changes to the ID3 Tag Data are changed, the library will be presented as you expected, typically artists or songs alphabetically arranged, although, you can also view the library based on other items such as Genre, Album, Year, or even Rating. Rating is a number that you give to a tune, typically one to five. The Rating can then help you find a tune or present a specific view of your music library. (For example, you could show all the tunes with a rating of 4 or better.)

So the ID3 Tag Data determines how the music library will be presented, but we still may want to organize the under-lying folders for convenience. This is not necessary, but it might allow the music to be viewed easily (using Windows Explorer), without using a Music Player. When CDs are Ripped, they are put into folders for the Artist, with the Album being a sub-folder. You might continue this and just put all the Artist folders into a Music folder. Then, it would be easy to find any tune with just the Artist and Album names. This is in general a very good way to organize your Music Folder. The only difficulties that might arise are those associated with converted tapes and disks, but you will just have to see how best they can each fit into your overall scheme. A simpler, but less desirable scheme might be just one Music Folder with every tune included. The tunes would then be alphabetically arranged by the file name. This can lead to one very big file, but for small Music Libraries, this may be acceptable. You could even create separate music Folders for specific music genres, like Music-Big Band, Music-Country, Music-Pop; it's really your choice.

Playlists are next. Now that we have a Folder organization for our Music Folder, we can take advantage of that organization to find tunes to include in Playlists. Playlists are just as you would expect, they are lists of tunes to Play, without any

*(Continued on page 16)*

## MUSIC-CAPTURE IT AND ENJOY IT PART 2

*(Continued from page 15)*

manual intervention. Playlists can include as many tunes as you would like, only limited by the number of tunes in your library. You could easily create a playlist that would last all day. Playlist files are another file type. The original playlist file type is M3U. WMP can be set to use M3U but prefers another Microsoft file type, WPL. M3U has a very simple file structure which is just a text list of files. WPL is a little more complex and probably a little more capable and written in HTML. Both work fine and it is impossible to tell which is being used without looking at the file types. If you have no reason to prefer one over the other, use your Music Player's default type. (Either file can be modified using Notepad, not Wordpad or Word, if necessary. Notepad is a simple text editor that does not include any formatting information.) This should not be undertaken lightly. Modifying a file with a text editor should only be done with great caution, and only by a person who is confident of the file structure. An error in the file structure may make the file non-useable, so do this only if absolutely necessary. Once you have decided on the Playlist file type, or just accepted to use the default, you can start to create Playlists. Just think of a theme and then find all the tunes that support that theme. Using WMP, playlists are easily created by showing the Library in any view, such as by Artist, and then dragging-and-dropping the tunes for the Playlist over to the Playlist pane on the right side of the screen. After you have all the tunes in the list, give it a name and save it and that's all there is to it. While you're at it you might want to create a Playlist for each Artist so that you can review all of the tunes for that specific artist. In this case, the artist is the theme. You might even like this playlist for "an evening with a Sinatra, or Elvis, or the Beatles".

Now you're ready to take advantage of all that music entertainment, laboriously stored in the Music Folders. One last item to consider is using your music on other machines on your network. If you don't have a home network now, you probably will in the future. For simplicity and convenience it makes sense to have only one Music Folder, kept on your main computer (acting as a Music Server), and to use it on every other machine on your network.

This way there is only one Music Folder to be backed-up. WMP can easily be set up for Sharing Media. Select Tools-Library-Configure Sharing..., and check the Share Media check box. Then choose the devices, on the network, to Allow sharing of music. This will allow other machines to use the media in the Server's Music Library. By the way, all of the music in your Music Library can also be used on any of the portable MP3 music players, like Apple's iPod or SanDisk's Clip. WMP provides the ability to "Sync" your music to a portable device. Briefly, to share a Playlist, plug your device into a USB port and choose Sync on the Selection Bar, choose the playlist and select Sync. (Obviously, the memory in the portable device must be large enough to hold all the tuned in the playlist.)

Recorded music is only about 133 years old if we consider Edison's invention in 1877 as its practical beginning. (There were earlier patents on devices that could record but not playback the recording.) Recorded music has come a long way from Edison's time to the present when almost any recorded music can be obtained and stored indefinitely on our personal computers, and then played and shared almost effortlessly. The computer, besides all of its other jobs, can be a great music entertainment center. If you haven't started yet, what are you waiting for? Get started creating your own Music Library so you and your family can enjoy the fruits of the past 133 years and your current efforts. :

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## Short Circuits...zzzt!

### Un-Dell-ectable?

A Sacramento woman has accused a Dell technician, based in India, of copying a series of erotic photos from her computer. The woman was unable to retrieve the pictures of her with her boyfriend from her computer, so she allowed the Dell technician to assume remote control of her computer. Some time later, she discovered the pictures on a website owned by the technician. She also learned that he had purchased an \$800 Dell system via her credit card. Dell acknowledged that the connection was made, and the tech no longer works for Dell.

*George Warren, KXTV-TV, Sacramento, CA  
July 30, 2010*

### Knock on Wood?

Two men in Jackson, Mississippi wound duct tape and bubble wrap around wooden blocks, stuck Toshiba labels on the packages, and offered the packages for sale as computers. They also offered binders filled with paper for sale. Unfortunately for the nascent entrepreneurs, they chose to offer the "computers" to an off-duty state trooper.

No one actually bought the fakes.  
*Associated Press, July 31., 2010*

### Hear No Evil?

Saudi Arabia has suspended Blackberry services because its security agencies cannot crack the cryptography code. The United Arab Emirates will follow in October. Indonesia and India are also considering such a ban. No encrypted e-mail, messaging, or Web services are to be utilized. Foreign visitors are not to use roaming applications. The government officials consider the use of such devices may present a threat to national security as well as providing a conflict with judicial and social mores.

*The Economist, August 7, 2010*



**"The best thing about my new tablet  
Computer? Most people never  
Notice it's an Etch-a-Sketch"**



### Alarm Text?

The City of Sandy Springs, Georgia plans to install a texting capability in its 911 Emergency Call system. This resulted from an incident in which a 13-year old girl, home alone, hid in her closet while her parents' house was being burglarized. She managed to whisper her emergency, but it took extra time to get her message understood. The new system will allow the 911 operator to switch to a text mode.

*Karen Rowson, WXIA, August 5, 2010*

### Shocking Results?

A Scottsdale, AZ hospital is testing a safer implantable cardioverter defibrillator. The device avoids direct contact with the heart, since it has no direct placement of metal electrodes into the heart. It also reduces patient exposure to radiation because the previous positioning operation required the use of X-rays. The need for an overnight hospital stay is also minimized or even eliminated. In initial testing trials, the new device has proven to be capable of inducing heart beats due to irregular rhythm as well as being able to provide sustained heart beats in like more conventional defibrillators.

*Sonja Haller, Arizona Republic August 6, 2010*

### One or Too Many?

A Cleveland housewife claims that she discovered her husband had a second wife due to the posting of wedding photos on the new wife's profile in Facebook. She claims that she has had suspicions of an affair for months. The husband asserts that the wife knew of the pictures. He purports that the pictures were taken at a "fairy tale" wedding held at Disney World two years ago. Sadly, the claims and counterclaims were entered by the couple in a custody fight for their two children.

*Associated Press, August 5, 2010*

These stories are based on articles our Editor has read and redone from the noted sources.

# HOW TO GET THERE



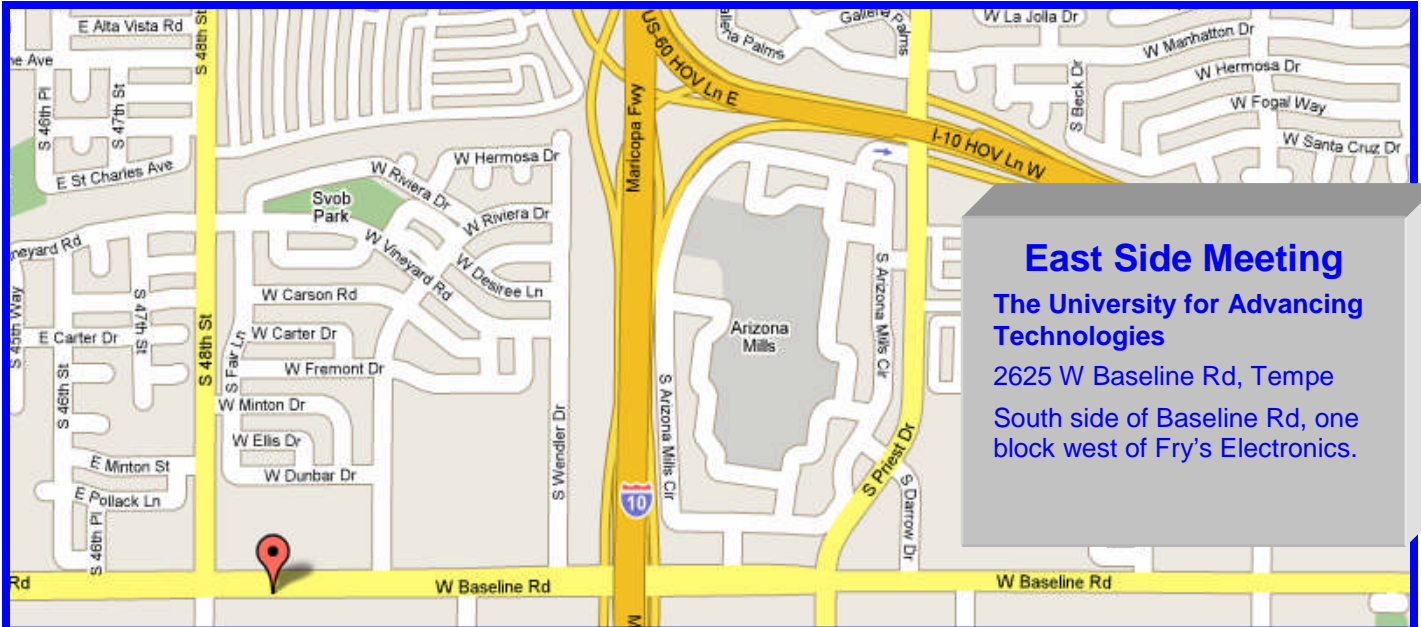
## West Side Meeting

### College America Room 2

6533 N Black Canyon Hwy Phoenix

Turn right (east) on McLellan Blvd.

Immediately turn right (south) into parking lot..

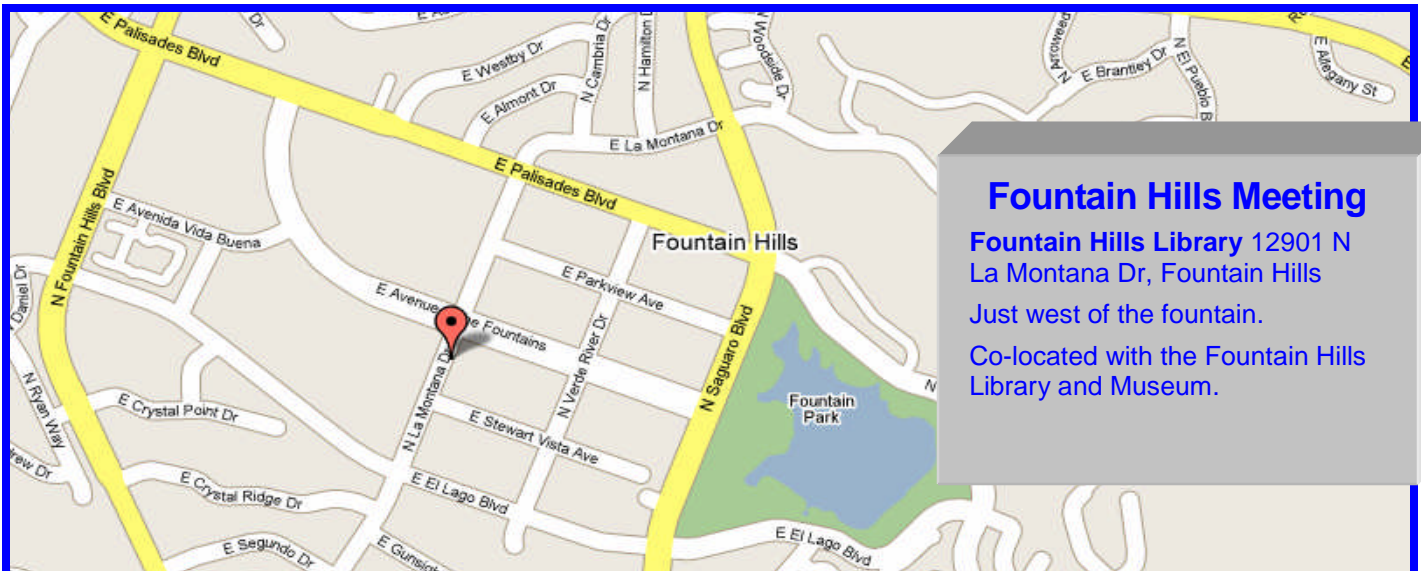


## East Side Meeting

### 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 AUG, 2010  
THROUGH  
DEC 31, 2010*

## Phoenix PC Users Group Membership Application

First: (Print Legibly) \_\_\_\_\_ Initial: \_\_\_ Last: \_\_\_\_\_

Address: \_\_\_\_\_

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

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