



Phoenix PC Users Group Officers

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NEWSLETTER

The Best Accessory for your PC!

Proud member of www.azacc.org

The Arizona Alliance of Computer Clubs

MAIN MEETINGS

West Side.....Tue, Dec 17
CollegeAmerica, 9801 North Metro Pkwy East

East Side......Wed, Dec 18 2625 W Baseline Rd, Tempe, (one block west of Fry's Electronics)

Fountain Hills......Thur, Dec 19
Fountain Hills Library, 12901 N La Montana
Drive, Fountain Hills

Presentation this month:

Election of Officers - West side meeting only and Bob Gostischa's AVAST! Antivirus video at other meetings, interesting demos by members.

website: www.phoenixpcug.org

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December! --- Merry Christmas!

Bring an interesting item to share a demo!

Election of Officers for 2014 This meeting Dec 17, at CollegeAmerica is super important. We need you all to come! Our future is at stake.

Watch video from last month. Last month we had Bob Gotischa of AVAST antivirus, an excellent product and worth your while to check out. You can email your questions! CollegeAmerica & Fountain Hills.

bob3160@gmail.com www.avast.com

You will learn a lot from a top expert on how to protect your computer. Tell your friends! http://bob3160.blogspot.com/

Bob: "Thanks for the warm welcome I received from you and the club members. It made my visit very pleasant. Please find instructions to successfully install Avast! and other helpful links and tips at: http://goo.gl/7AhRh "

AZACC news. <u>www.CompTechConf.com</u>- Jan 2014 Conference. Several of us went last year. Very informative and worth your time to see this. Time permitting, we'll explain more about this.

Census & Family History

FREE complete 1940 U.S. Census index, were released by the US National Archives April 2, 2012. http://1940census.archives.gov// Kim Komando likes www.TryAncestry.com.

Best free family history software. http://www.techsupportalert.com/best-freegenealogy-family-tree-software.htm

<u>Find a Medicare Part D Plan</u> - plan now for next year if you turn age 65. Here one site by Walgreens http://www.walgreens.com/topic/pharmacy/medicare partd/findaplan-info.jsp

DUES ARE DUE THIS MONTH! \$36 Thank you! & to our board & staff too!

The relationship between electronics and horseless carriages has always been filled with trade-offs. Among the early linkups between these two technologies came electric starters, power steering, headlights, and windshield wipers. As a positive, drivers were no longer required to be mechanics and it allowed anyone to drive at night or in poor weather. But as a negative, the number of accidents that occurred among unskilled and/or adventurous drivers increased accordingly.

This development was, perhaps, not a particular surprise, but the next questionable "advance" in the link of these two businesses was the installation of radios. Radios generated a distraction to the driver within the confines of the vehicle. It took several decades, AM, then FM, a side step to CB, then cassette tape players, 8-track stereo, but eventually, the devices evolved into CD players with multiple libraries installed as standard equipment.

Although entertainment values were enhanced, the drawback was, and as it remains, that to change stations or recorded selections requires the driver's physical and visual attention away from safe driving. Bad as the current situation is, the next step proposed is beyond any rational explanation.

The new invention being readied for production in 2014 consists of an ultra-small screen (postage stamp size) that has technological communication capabilities of current smart-phones. The device is to be fitted to a frame similar to eyeglasses. The screen is to be activated by a nod of the head.

The current use of handheld telephones for voice or text communication by drivers has already been found to be the single most dangerous technical device ever installed in a vehicle. Most state legislatures have restricted the usage of cell-phones while driving to hands-free devices.

Unfortunately, such restrictions are ignored by the general public until a catastrophe occurs. Thus, the very suggestion that a device can be turned on, accidently or purposefully, by a nod of the head, thereby blocking out fifty percent of a driver's visual acuity and up to one hundred percent of attention to driving is truly mind-boggling. One of most common decisions faced by scientists and engineers who are working at the cutting edge is not "can it be done?", rather, it is "should it be done?". This invention falls squarely in that dilemma.

David

Michael

CALENDAR

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

PRESENTATION THIS MONTH

Election of Officers at CollegeAmerica
Bob Gotischa's AVAST antivirus video of his presentation
at CollegeAmerica & Fountain Hills meetings

Also, the future of our club is at stake.
What is our future? How do we survive?

GENERAL MEETINGS

See maps page 18

WEST SIDE: CollegeAmerica

- Tuesday, December 17, 2013
- 6:00 PM Steering Committee and Election of Officers
- 6:30 PM Q and A

EAST SIDE: University of Advancing Technology

- Wednesday, December 18, 2013
- 6:30 PM Q and A

FOUNTAIN HILLS: Fountain Hills Library

- Thursday, December 19, 2013
- 6:30 PM Q and A

The Other Side of the Street Monthly Column

Google
Bill Hart, Member, The PC Users Group of Connecticut
July 2013 issue, The Program
www.tpcug-ct.org
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Google, it seems, has not just the most wonderful web search device in its arsenal; it is also accused of collecting private data from its clients (that's us) – far more than we necessarily know or suspect. No one in this country seems to bother about that much, but in Europe....

Think of it: how has Google become so huge? And I mean HUGE. If it's just there for us to use as a combination dictionary, gazetteer, art museum and library – for free – how can it amass the \$millions necessary to keep those battalions of servers waiting to satisfy us almost instantaneously? The answer is: Cookies.

A Cookie is a small file of data sent by a website to a contact and stored on the contact's computer. When you log in to a website which uses cookies it will create a quick summary of who you are and maybe what you have accessed on the site and this will be saved on your computer so that next time you log in you can be recognized and perhaps welcomed by name. Fine; but think of it: the site now knows who you are, what your email address is, maybe (if you set up a more formal link) the User ID and password you created to use the site, and even the fact that you looked at, say, electric kettles rather than glassware. And for Google, what you looked at could be anything.

So Google can collect this data and sell it to others: to marketers of electric kettles to warn them you are on the prowl for one, say – the list could be endless. And as you move from searching history to ski equipment to checking maps to reading the news, a fairly full idea can be formed of the sort of person you are. Rather like the personal live-in servant who, over the years, knows a lot more about who you really are than even you may realize. And this worries a lot of people – particularly in Europe, which has had more than its share of secret police over the years.

So now Google is in trouble in Europe, and most of all in France. The trouble really came with the introduction of Google Street View, when specially-equipped vehicles drove the roads of the world recording pictures of what they were passing. It turned out than someone had added to the equipment a Wi-Fi recorder which was picking up all sorts of extraneous information – emails, data transfers, passwords and such. And though Google officially denied authorizing this and promised to delete the data recovered, it turns out that they have not done so. Two years ago an investigation was begun. It is still raging today, as the authorities try to rein Google in. Now the BBC reports Google has been given 35 days to delete the material. After that, who knows? Can France remove the website www.google.fr from the world?

Back to cookies. They started in the 1990s when a commercial site wanted to retain some information on visitors, but found this would quickly clog its data storage. So they asked the browser writers (Netscape in those days) to arrange for small files to be stored by the browser on each personal machine instead. When they were originally implemented nobody knew they even existed, let alone they were being stored locally. But there are now, as a result of complaints, rules for cookie construction (each issuer can only read its own cookies, for example) and ways of reducing the numbers.

You can, for example, turn them off completely ("I do not wish to help you recognize me at all!") but this may backfire. There are sites today which will not let you onto them unless you allow them to store cookies on your machine. My Firefox browser is set to tell me when cookies are requested and I can reply Yes or No. This is interesting: I have seen sites that want to place as many as six cookies at a time on my machine (Six? Why?). I often reply No and wait to see if the request is repeated until I say Yes, or if I can get onto the site without.

Many sites also, as they create the data stream for building their picture on your screen, branch to other sites which then ask for cookie permission. One of the most notorious is DoubleClick (which is now owned by Google too!). DoubleClick is purely advertising-related: we can provide marketers (for a fee) with information on the effectiveness of their ads, or the shopping habits of the public. It seems all they do is drop cookies and read them. By being called from a website as part of its setup, routine, they get by the restriction that only the issuer can read a cookie. This annoys me. I try to say No to

DoubleClick cookies when I can.

What fascinates me is that "google" has become a word in common use. We no longer search for information; we google it, even if we are using another search engine. I remember as a child that Hoover came into the common English lexicon. We did not vacuum the carpet; we hoovered it. And my parents owned an Electrolux hoover. That is, to me, the ultimate in Having Arrived!

Preserving memories in a digital age

Mike Hancock, Advertising Manager, Golden Gate Computer Society, CA July 2013 issue, GGCS Newsletter www.ggcs.org editor (at) ggcs.org

More than 30 years ago—in 1982—videotapes came to the market. By now, though, many are degenerating. Alan Kolsky, of Digital Video Dimensions, startled attendees of the June 24 GGCS General Meeting by enumerating the probable life spans of various media:

- CDs 5 100 years
- Newspapers 10 20
- Data-grade VHS videotape 10 30
- Digital linear tape 10 300
- Other magnetic tape 10 30
- Microfilm 10 500
- Photographic slides 100
- Archival grade acid-free paper 10 500
- Egyptian stone tablet 2,000!

But people often want to digitize home movies, slides, videotapes, audio recordings, documents, and photos for storage and ease of presentation. Some authorities argue that because of rapid advances in technology enhanced media longevity is questionable.

Future trends that will affect archiving include higher resolution and solid-state storage. "4K" resolution video format (4,000 pixels in horizontal direction) is coming and is needed for the huge monitors, which tend to have much softer resolution than smaller monitors.

"Ultra HD" is on its way, too. 64GB thumb drives are readily available, and solid-state drives are being introduced to computers and will displace mechanical drives and players. DVDs are ubiquitous today, but Alan warned us that improper handling can rapidly degrade them. Hold DVDs at their edges, across their diameter; do not handle them on their recording face, and do not handle them roughly. Also, avoid using paper stick on labels because they cause wobbling and thus poorer recording.

These factors affect the life of any media:

- Quality of the original media. Kodachrome slides from the '50s are still beautiful.
- The number of times the media are accessed.
- Storage temperature and humidity; store in a cool, dry place.
- Cleanliness of the storage environment.
- Quality of the device used to read/write the media.

To help keep your media in good condition:

- Keep media in its storage case.
- Avoid flexing or twisting any media.
- Do not touch exposed media.
- Do not expose magnetic media such as videotapes to magnetic fields (speakers, for example).

Alan recommends making backup copies of all digital media—two backups minimum for optical discs and hard drives. And re-copy them every two years or so. "High-8" tapes, especially from Sony, have a 20% failure rate, therefore they should be copied digitally and archived.

Tips for digitizing media

Alan suggests if you are digitizing home movie films to remember that film deteriorates and becomes brittle, and old projectors can accelerate damage.

With slides, look for at least 2,400-dpi scanners with no glass between the scanner and the film, otherwise you may have distortion from Newton rings, an interference pattern created by the reflection of light between two surfaces.

Canon is the best scanner brand for prosumers, or try to find an old Microtek 1800F on eBay. A 4,000dpi scan is the best, with 7,200 dpi being overkill, Alan says.

Document scanners are affordable at \$500 to \$600. Alan's advice for scanning photos is to scan at 600 dpi for photos 5x7 inches or smaller, and at 300 dpi for greater than 5x7 inches.

Scanning services usually charge by the hour: \$15 to \$25. Be careful about cheap scanning services; they work as fast as possible and not necessarily with consistent quality. Also, pick out only the best of your photos to scan to reduce cost.

With videotape, "repack" the tape before copying by using fast-forward and fast-rewind before playback and capture. It helps, too, if tapes sit in the machine for a couple of hours before repacking because the heat of the machine makes them more flexible.

The best DVDs for general purposes are Verbatim and JVC at the Gold level. Ritek is another good general purpose DVD. Meritline.com and Rima.com are good online resources if you buy at least 50.

Go to eBay to obtain a Sony VHS Adaptor for the High-8 reader and capture the output of a VCR.

Alan showed us a couple of examples of advanced mixed media montages with voiceover, comprising slides, videos, and music. An external service would charge about \$6,000 for a 35-minute professional

mixed media show.

Video editing software include Adobe Premiere Pro, Sony Vega, ProShow Gold, and Photodex. Be careful, though, of copyright laws when using, for example, Youtube video clips or music. Alan recommends paying for royalty-free music or looking for government newsreels.

If you wish to digitize tape, look for a Grass Valley Digital Converter that runs output to a computer (upward of \$250), or an outside service will do it for \$25/hour. Clean dirty or greasy DVDs and CDs from the center out, radially, using a cleaner (Radio Shack has one).

Judging by the numerous questions and comments, a significant number of the audience had boxes of material that were candidates for digitizing!

The Web of Unintended Consequences

By Greg Skalka, President, Under the Computer Hood User Group, CA June 2013 issue, Drive Light www.uchug.org president (at) uchug.org





For all those new high school graduates out there, the World Wide Web has been around all of their lives. Even most new college grads have never known a time without the web. Though the Internet, a global computer network, has existed since the 1960s, the World Wide Web has existed publicly for only 20 years. Tim Berners-Lee, then an employee of the European nuclear research organization CERN, created the framework for linked information in 1989; it went into the public domain on April 30, 1993. Berners-Lee hosted the first website on a NeXT computer with the intent to allow physicists around the world to share information. To commemorate the anniversary, CERN has resurrected that first web page, which explained the basics of the web and how to use it (see http://info.cern.ch/hypertext/WWW/TheProject.html).

I wonder if Tim Berners-Lee could have anticipated the impact the web has had on life today. While he no doubt intended it to be a space to exchange information, fostering creativity and collaboration, the fact that it has become so much more has me considering the unintended consequences of his creation. What do we now have, 20 years later, as a result of that first web page, and what price have we paid?

Whole industries have been created and fortunes made (and lost) in servicing the web. Our lives have been made easier, and the world has been made a smaller and more interconnected place by the resources available to anyone on the planet (and even on the International Space Station) from the World Wide Web. Though there are great global benefits in the free exchange of information it provides (at least in most countries), even helping to topple repressive

governments, some would argue there are also detrimental consequences to its spread. The web has made good and useful information freely available to anyone with Internet access, but it has also allowed those with bad ideas, racist attitudes and radical goals to put their views and information before a worldwide audience. As with any new environment, it didn't take long for criminal activity to find it, and for governments to look at it as a new battlefield.

The World Wide Web could be thought of as an application running on the Internet, and while it is not the only Internet service typically in use today, it enables or enhances the use of most others. Although email and streaming media don't require the web, most people access them through it. It is hard to imagine social media and web commerce without the web.

A great deal of new wealth has come into the world as a result of the web, not even counting that from ecommerce. The web provided a primary reason for personal computer use and fueled the expansion of the fledgling personal computer industry.

Without the web, there would have been no "browser wars", and all those Netscape employees would have been without jobs. Today most computer users would cringe at having to use dial-up Internet access; the need for web connection has driven a worldwide broadband infrastructure expansion. New telecom technologies have been developed and the companies that promoted them have prospered as a result of this demand for web access, especially mobile access. Our own San Diego economy has benefited greatly from this infrastructure build-out driven by the need for improved web connections. Qualcomm pioneered new cell phone technologies that now carry more data than voice traffic, and have developed new processors that power smartphones. ViaSat in Carlsbad is planning to develop and launch their second satellite to help provide cheaper broadband satellite service to areas of North America not served by wired broadband. All that economic development and the related benefits (like jobs) that it provides are the result of Berners-Lee's development twenty years ago.

The popularity of mobile computing, using laptops, netbooks, smartphones and tablets, came out of the use of the web. What would be the point of having a tablet or smartphone, devices primarily oriented towards consumption of content, if the World Wide Web were not there to provide that content? Devices like the Chromebook, which are pretty much useless without web access, and concepts like cloud storage exist only because of the web. Big technology companies like Apple, Intel and Microsoft owe a lot of their success to the existence of the web.

Google, of course, is the best example of economic success driven by the web, as a search engine is unnecessary if there is no web to search. The concept of making money from web advertising was another unintended consequence of the web's development.

E-commerce was probably unanticipated by Berners-Lee, yet it has grown into a significant economic factor worldwide. The ability to easily comparison shop products from all over the globe is definitely a great benefit, one that has become so popular that it is sometimes blamed for the demise of traditional "brick and mortar" stores. Today's political battles over taxes on Internet sales would not be happening were it not for e-commerce on the web. So many personal and financial tasks can now be more easily performed on the web, including paying bills, registering to vote, booking travel and applying for college. Web banking has revolutionized personal finance and the banking industry, providing greater competition in the industry (including web-only banks), but no doubt costing jobs in local branches.

Without the web, there would be no YouTube, no Facebook, no Google Maps, no iTunes and no eBay. All these beneficial things owe their existence to the web, yet there are also unintended consequences, many of the quite detrimental, to all that information so easily accessible.

Could Berners-Lee have anticipated the growth in Internet porn facilitated by the World Wide Web? Or how much time people might waste on Facebook? Or how much deception might go on in online dating site profiles? Or how

much productivity is lost by employers each year on Cyber Monday, the Monday after Thanksgiving, when employees are lured by marketers into shopping online from work? Cybercrime, cyber bullying, cyber-attacks; these are all unintended consequences of having the World Wide Web. Unfortunately, along with the benefit of web page links that take you to the information you want are corrupted links that hijack your browser and take you to undesirable sites, or facilitate the loading of malware on your computer. With useful web access also come denial of service attacks, where groups or individuals with malicious intent attempt to make web sites unavailable to intended users.

With more and more business and infrastructure information and systems connected to and accessible through the web, the threat of misuse of that information and access becomes greater. Cyber spying by criminals and governments unfriendly to our own is costly to businesses, individuals and our country's economic and military security. There are legitimate concerns about terrorist threats to our infrastructure through cyber attacks. Investigations into recent terrorist acts often lead to web sites where groups hostile to our country and our way of life promote their views, recruit members and provide how-to information on bomb making and other terrorist tactics.

The cyber threat is so significant that our own military has a specific branch devoted to cyber security and warfare, the U.S. Cyber Command. Our adversaries are increasing their hostile cyber activities, requiring us to fund a growing cyber capability for our defense in that arena.

On a personal front, the presence of the web has had unintended consequences for my finances. In addition to all the personal financial benefits I've received from the web, there are added costs as well. All that connectivity comes at a price. For me that cost is around \$100 a month, for cable Internet access at home and smartphone data plan expenses for family members. My own personal security costs add up as well. While viruses and malware can be spread through removable media and emails, a lot of the threat comes from the web. Would I need to have so many antivirus and antimalware programs if the web didn't exist? Would I need to go to such great lengths to keep track of hundreds of unique and complex passwords to protect my financial and personal information in all my web-based accounts? Would I need to worry about doing everything right in terms of cyber security but still having my identity stolen by criminals that hacked the web site of a careless online merchant I purchased from?

With each anniversary of the World Wide Web, we should be grateful to Tim Berners-Lee for all the benefits the web has brought us. It has profoundly changed our lives and culture, mostly for the good. We must also be aware that almost everything that seems good comes with unintended consequences.

What to do if you think your email has been hacked

John King, Contributing Editor, Golden Gate Computer Society July 2013 issue, GGCS Newsletter www.ggcs.org editor (at) ggcs.org

The first thing to do if you worry about email hacking is to change your email account password to something more complex than 123456. For best security, use a password such as Q*93im#&qrR-57\$. You'll never remember it and won't have any more email problems [insert snicker].

My Hotmail account was hacked a while ago. A human hacker or automated bot was indeed sending spam from my account on Hotmail. My local computer wasn't involved. Everything was happening on the Hotmail computers.

Spammers like to use other people's email accounts to send spam because it's free and makes the spam harder to block. After I changed my weak Hotmail password to a stronger one, the spammer/bot couldn't access my account; and the problem ended.

Alternatively, a spammer may be simply spoofing the return address of the spam using your email address to make the message less likely to be blocked. There's nothing that you can do to stop that. You could stop using that email address, but the spammer can keep using it as the return address anyway.

Fortunately, spam with your spoofed return address usually stops in a few days or weeks at the most. The spammer probably found your address without hacking your account, for example, from the address book of a friend, an intercepted email, etc. Nonetheless, changing your email password is still a good idea.

If your email is a POP account, as opposed to a web mail account such as Hotmail or Gmail, the odds are higher that your computer has been hacked, which is a much larger problem. The best solution is to restore a backup system image made well before the hacking was suspected. The chance that you have a backup image to restore is as likely as the intruder putting money into your bank account, but this instance is when

you want backups. Lacking a backup, you can thoroughly scan your system with several antimalware products in addition to your normal antivirus product.

Again, you should change the passwords for your Internet Service Provider, router, and email, and be sure that your Wi-Fi network is protected with the highest level of security possible. People often hate passwords on computers; but if any computer on the network was hacked, all computers on the network should have logon passwords. Fortunately, protecting the network is enough in most cases.

Personally, I'd suggest you change your email password, scan your computer with your up-to-date antivirus software, and wait to see what happens. If possible, do not do any online shopping or banking until some time has passed to confirm that only your email was hacked. Also watch for any suspicious activity on credit card and bank accounts.

What I Would Change If I Were In Charge

By Jim Cerny, Director, Sarasota PC Users Group, FL July 2013 issue, PC Monitor www.spcug.org jimcerny123 (at) gmail.com

Yes I am a big fan of technology. I enjoy it. To me, my computer devices (including my tablet and phone) and the things they can do for me are totally amazing. Computers are also very complex. I believe the day has long past when one person can know everything about them. I certainly am not anywhere close to that. But having used computers for a number of years, I am still totally amazed at some of the design decisions that are made about these devices and the software (programs, apps) they use. Do the designers sit around a table and say "Ok, let's do it that way, the users will figure it out."? Does there ever seem a real reason why they do the things they do? Do they ever trial their designs with real people like us?

I don't mean to be rude -- maybe just a bit amusing. Here is my "top ten" list of the things I would change if I were in charge:

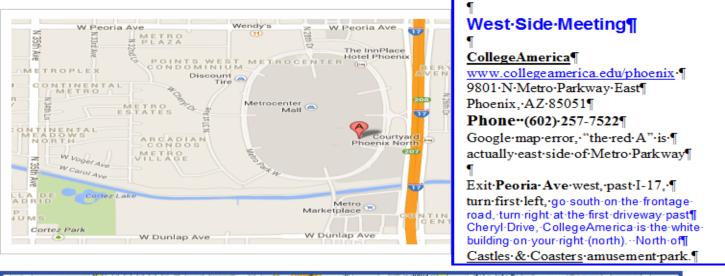
- 10. Computer buttons on a device would be a different color from the rest of the device. I would like to be able to clearly see the buttons or switches, especially as the devices get smaller and smaller.
- 9. When I move or copy a file from one place to another, I would have a pop-up box appear that says "You have successfully moved (or copied) file X to folder Y." That way I could catch a mistake if I dropped it into the wrong folder. If other users are so confident that they would never move something to the wrong place, they could turn off this feature.
- 8. When updating software, I would keep the most-used commands in the same place in the window. For example, when updating an email program, I would not move the "write" command box from one side of the screen to the other, nor change its color from blue to red, nor change the word "write" to "compose" or "create."
- 7. I would have the "help" searches recognize the words most users would enter in the "help" search, not just the words the program designers decided to acknowledge. Maybe the software uses the term "font color", but some people may search help for "letter color" or "text color.
- 6. Finding seldom used commands or options should be easier to find and not removed out of sight because I haven't used them lately.
- 5. All companies that take my money should have a live person whom I can talk to on the phone in a reasonable time.
- 4. Companies which use an automatic answering system (a computer voice that answers the phone and asks you questions, also known as a "phone robot") MUST make their own management employees call their own number and go through the same "telephone tree" that their customers go through. And they should all do it at least once every three months because they must "please listen carefully as our options have changed!"
- 3. If I give an answer to a telephone answering robot, I should not have to answer the same question again from a real person who finally gets on the line to help me.
- 2. When writing a new version of software, I would initially make it look like the old version and gradually help the user transition and learn as they use the new version.

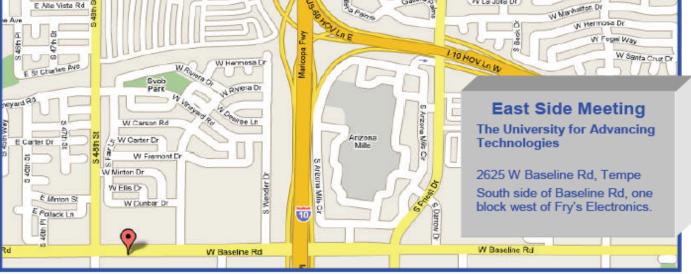
And now (drum roll please) my number 1 thing I would change:

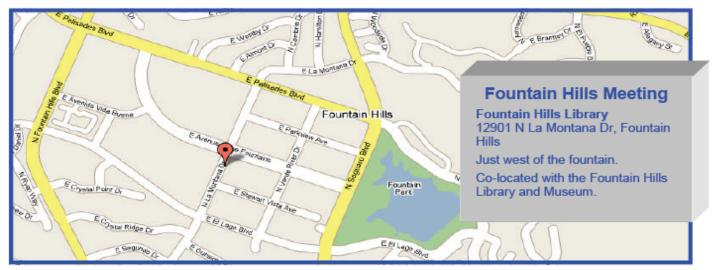
1. Company employees who finally help me on the phone should be knowledgeable of their own company's web page and the information on it! Yes, believe it or not, you can constantly negotiate totally different deals and prices in person, on the phone, and on the Internet – all with the same company.

Well, I guess no world is perfect. And I am sure you have your "top ten" list too. If any of you get a call from a company asking for your opinion on any of these things, please let me know. For some reason no one calls and asks me. Maybe it's because of my "telephone tree" answering message they have to listen to first.

HOW TO GET THERE







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

2014 **DUES \$36** ARE PAYABLE DECEMBER

Phoenix PC Users Group Membership Application

First: (Print Legibly)	Initial:	_Last:		
Address:				
City, State:		Zip Code:		
Home Phone:	Work Phone:		Ext:	
	e numbers outside the club, and will gen a timely fashion, via e-mail, or the clu		se your phone	
Receive Electronic PDF newsl	etter in place of printed one:	☐ Yes	□ No (Please ci	rcle)
E-mail address:				(Print Legibly)
Signature		 	Date/	
May the club share your e-ma With club approved vendors?				0
Mail this completed form with	n payment to:			

Phoenix PC Users Group PO Box 45451 Phoenix, AZ 85064-5451





Web address: www.phoenixpcug.org

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

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STAMP

PLEASE NOTE - OUR NEW ADDRESS