

# User Friendly

June 2003



Next Meeting	1
May Meeting Report	1
From the Workbench: System Software Requirements	3
Office SIG Report —May 6	4
Welcome To You All	4
The Latest In The Digital World — CD Burners	5
Charlie Sez	8
Calendar and SIGs	9
Members Helping Members	10
List of Our Leaders	11
What You Should Expect From Your Recycled Inkjet Cartridge	12
Outrageous Help Desk Stories	13
Meeting Reporter Needed	14
Beginner/ E-mail/Internet SIG Report.	14
Humorous Quotations About Computers	15
Electronic Or Printed Newsletters?	15
Membership Information	19
Meeting Directions	20

## LACS General Meeting

### Managing and Protecting Your Information

By **Dr. Jeffry Padin, JP Cybertech Inc.**

Tuesday June 10, 7 P. M.

Fellowship Hall, 8065 Emerson Ave., Westchester

How many passwords, account numbers and other personal information items must you manage and protect? Using advanced encoding software, ENIGMA II allows you to easily use and still protect yourself when on the Internet. This encryption system allows you to work from just one password to access and use your various accounts. Using an 800 bit encryption engine, your credit card numbers, financial accounts, club membership numbers, computer account numbers and others are very securely protected. Dr. Jeffry Padin, president and CEO of JP Cybertech, Inc. will show us how valuable and easy it is to use ENIGMA II. With Internet security and privacy becoming more and more important, you'll want to see and hear Dr. Padin. The usual computer forums for beginners and advanced users start at 6:00 P.M. Information: (310) 289-7177 or <http://www.lacspc.org> ♦

## May Meeting Report

By **Stephanie Nordlinger,**  
LACS

President Charlotte Semple opened the meeting on May 13 and invited visitors and new members to introduce themselves, which they did. She then announced that our Secretary, **Lee Freehling,** had resigned and asked for members to apply for this position for the rest of the calendar year. The Secretary's main duty is to prepare the

minutes for board meetings. If you are interested, please contact Charlotte.

**Charlie Semple,** our SIG Coordinator, described an organizing meeting for a South Bay Wireless Users Group which he and two other members had attended the previous night. This nascent group is looking for a place to meet, etc. Charlie told them about LACS and how we might establish a **Wireless**

(CONTINUED ON PAGE 2)

**(MAY MEETING REPORT)***(CONTINUED FROM PAGE 1)*

**SIG** and provide help if the new people joined LACS. Charlie asked those present if they might be interested in such a SIG, and several raised their hands. **Todd Martin** said that he reads many industry newsletters and that wireless appears to be the way computing is going. Anyone who is interested in a Wireless SIG should send Charlie an e-mail at sig.coord@lacspc.org.

**Karl Springer** announced that he is collecting a list of **personal, non-business websites developed by our members**. If it's agreeable, he will put the list on the LACS website so that members can see what others are doing. If you are interested, contact Karl at karl.springer@lacspc.org.

**Stephanie Nordlinger** asked for members to serve on a temporary **Computer Faire Committee** to organize it, probably next fall. Mark Pre-sky explained that this was a membership recruiting effort designed to attract new people, not just something for our members. Several members volunteered. If anyone else is interested, please contact Stephanie at past-pres@lacspc.org.

**PROGRAM - VCOM**

Jess Hyman, Vice President of V Communications, Inc. (d.b.a. VCOM), presented a

number of its utility products for us. He explained the history of the company and of various utility programs it had purchased, improved and resold. V-Com's original claim to fame was System Commander, a Windows 95 utility that allowed people to use DOS, Windows 3.1 and Windows 95 programs on the same computer without partitioning the hard drive. In 2002, V-Com bought an Australian company's product, WebEasy (Standard and Professional). V-Com also released PhotoPlay in 2002. In October 2002, V-Com bought OnTrack Utilities. This added PowerDesk, ZipMagic, and Fix-It Utilities, etc. It also bought and sold programs from other companies.

Hyman demonstrated *SystemSuite* v. 4 (v. 5 will be out the first week of June). It includes Fix-It Utilities, PowerDesk Pro v. 4, a virus scanner (from Trend software), NetDefense firewall software, CrashProof, EasyUninstall, etc. Fix-It Utilities and PowerDesk can be purchased separately. For details of the included utilities, please see the VCOM website, www.v-com.com.

Unlike most utility software, SystemSuite and its subproducts work on multiple operating systems

from Windows 95B through WinXP. The company intends to have an upgrade that works on MS Server 2003. In response to a question, he recommended that most users use the product's Registry Cleaner (which lets you delete unattached information) and not its Registry Editor, which requires absolutely accurate input. He also recommended defragging in Safe Mode due to a Windows bug. He said multiple antivirus programs ran simultaneously on his computer without problems.

**POWERDESK**

After the social/refreshment break, Mr. Hyman demonstrated *PowerDesk*, which is designed to replace Windows Explorer. It lets you do additional things like add a note on the content of a file. You can also view a Word document without launching Word. The VCOM website has a detailed, but misleading, Competitive Comparison of PowerDesk v. 5 with Windows 95 through XP. At a minimum, read the footnotes. Also, you may already have (or can get free) other programs that do things that Windows doesn't do (e.g. MIME decoders).

**PHOTOPLAY**

He briefly demonstrated *DVD PhotoPlay*, which lets you easily create slide shows and burn them on CDs. This version allows for background music, and the

next version will include the ability to add a narration, transitions, etc.

#### **MEDIAEASY**

Next, he demonstrated *MediaEasy* v. 4.01, a tool to catalogue MP3 music and digital photo files. It will also do batch conversions of file formats and includes thumbnail images and some limited editing capability. Then he showed us *WebEasy Professional* v. 4.01. It lets you create your own website from its templates without learning HTML. The standard version costs \$30 and includes 50 templates. The Pro version costs \$60 and includes 100 templates and access to 50,000 clip art images and photo objects on a website. Version 5 will be released in July and will include shopping cart capability. The V-com website includes a Script Assistant and an interactive tutorial using sample websites.

#### **USER GROUP DISCOUNT**

VCOM offered us a special 15% user group discount through the end of June. The code to use when ordering was sent by e-mail to the LACSPC list on May 14. If you didn't get it and want it, contact Charlie Semple at SIG.Coord@lacspc.org. VCOM also provided many of copies of its software (and Panda antivirus software) for our door prizes. ♦

## **From the Workbench** ©

### **SOFTWARE SYSTEM REQUIREMENTS:**

#### **WHAT DO THEY MEAN**

By **Carol Theodore**, LACS

It happens all the time. A computer user goes to the software store to pick up the latest version of his/her favorite software, brings it home and installs it only to have the software crash after installation or not install at all. Trouble with software installation can be the result of many problems, a software bug or user error. However, one of the biggest problems is the result of inadequate hardware resources such as hard drive space, memory or processor speed.

Ok. Now that you know what **could** happen, how do you avoid or at least minimize a problem with new software.? The short answer is: Read the Program's System Requirements listed on the box. That's the short answer. Let's get into the details.

#### **WHERE ARE THE SYSTEM REQUIREMENTS LISTED?**

The system requirements are listed on the software box, usually on the side, bottom or top panel. They are also listed in the documentation. However unless you can find an open box, this will not help you. Depending on the software, the requirements list will generally include: Processor type and speed, amount of RAM (memory), available Hard Drive space, version of Windows, and perhaps a sound card and speakers.

### **HOW DO I FIND MY SYSTEM PROPERTIES?**

Get to know your system. If you purchased your machine from Dell, Gateway, or other direct companies: save the packing sheet that should list the system properties plus peripherals, cables, etc. If you lost the packing list you can get information online at the system maker's website. You'll need your model number and/or serial number. If you've got a no-name system you can start with the first page of System in Windows 98. Go to Start, Settings, Control Panel, and click on System. The first page shows the amount of RAM and the version of Windows you have installed.

To find out how much hard drive space you have available, open My Computer and right click on the C drive. Scroll your mouse down to Properties. You will see a pie chart showing the used and available hard drive space. If you have multiple partitions, repeat this on all hard drive partitions.

If you don't know your system's processor type and speed, you can either carefully watch the screen at boot-up or go to the BIOS before booting to Windows. (Note: read my last article on the BIOS).

Once you know your system properties, it's time to go to the manufacturers Web site or the computer store and check out the software you want to purchase.

(CONTINUED ON PAGE 4)

**(FROM THE WORKBENCH)***(CONTINUED FROM PAGE 3)***ARE THE MINIMUM REQUIREMENTS ENOUGH TO RUN THE SOFTWARE?**

Rule number one: **always double minimum requirements for Memory and Hard Drive space.** What does that mean? If software were to run on the minimum requirements listed, it wouldn't run very well at all. Many times there are two sets of requirements listed on the box. The first will be the minimum requirements. The second list will be the Recommended Requirements. If you see the latter, you should use them as your guide. If you don't see recommended requirements, the rule of thumb to use is: Take the minimum requirements for hard drive and RAM and double each of them. For instance, if you see a 64 Mb RAM requirement you should double that to 128MB. Do the same for Hard Drive space.

Processor speed and type is a little trickier. For Operating Systems you should check the maker's hardware compatibility list; ditto for any program that requires a lot of processing power. For ordinary every-day software, you should "double" the minimum processor speed. For instance, Norton SystemWorks lists a requirement for an Intel Pentium (or compatible) 233 MHz or higher, you should consider that you will need at least a Pentium II 450 for the program to run well. In this case the 233 MHz listed is the low end of the scale and you should take

the words "or higher seriously.

In conclusion, you should be sure to read the system requirements carefully before buying software or operating systems. It is also a good idea to keep a folder with the information for your system including the packing list or invoice you received when you purchased your system or any of its components.

*Carol Theodore is an LACS member and owner of Mycroft Consulting specializing in computer consulting for businesses and individuals. She offers a special rate to LACS members. She can be reached at 310-659-0604 and [cgtheodore@earthlink.net](mailto:cgtheodore@earthlink.net) ♦*

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## May 6 Office SIG Report

By **Paula Vanberkom**, LACS  
SIG leader George Wolkon conducted the Office SIG on 5/6/03 at the Cal Fed building. George explained about the book we bought: Microsoft PowerPoint 2000 Step by Step.

He showed us how to install the CD that comes with the book, with examples of the lessons

We decided that the people attending will take turns teaching a lesson from the book.

The second half of the meeting was dedicated to Q&A.

Charlie showed us how to change the desktop and the colors of the active and inactive windows.

We talked about Netscape email — how you can recognize if a message is sent in

HTML or plain text.

We learned the difference between Notepad and WordPad and where to find them.

How your computer can be invaded (only if it is turned on and you are connected to the Internet) and small programs can run in the background without you knowing and how routers and firewalls will protect you from outside intruders. ♦



## Welcome To You All

### NEW MEMBERS(3)

Albert Karagozian  
Violet Karagozian  
Sam Zevi

### RENEWING MEMBERS (18)

♥ Cindy Cameron  
♥ Janet Chesne  
Nicholas Conn  
♥ Moshe Cornfeld  
Earl Cagle  
Roger Clough  
Marv Greenbaum  
Merle Hunt  
Serge Iarosenco  
Cal Knecht  
Curly Jackson  
Irv Kornfeld  
William Purcell  
♥ Leo Salazar  
Larry Schlesinger  
Sheldon Shallon  
Lea Steinberg  
Julia Sumpton  
♥ Contributing ♦

## The Latest in The Digital World — The CD Burner

By Dale Swafford, Alamo PC

As we trudge into the dog days of a summer here in ol' San Antonio, we have to appreciate what a year we've had weather-wise. We started with about seven months of drought. That was punctuated by what is euphemistically called, The Floods of 2002. Do you suppose the consultants who have screwed-up the DVD formats so badly decided to take a break and do some consulting work for our weather makers? It could happen! This was supposed to be the big year for DVD. Unfortunately, the greedy proprietary interests of the drive makers combined with the fears of the entertainment industry to cause mass confusion for the early adaptor DVD burner buyers.

### DVD AND HDMI

Any way you look at it, DVD is only an interim technology. The DVD-R was supposed to be the universal format that would play on almost all current DVD players. But then there is plus R offered on some DVD burners, which use a different disc, and is not compatible with some players. The three rewriteable DVD formats (DVD:LRW and -RAM) is where it really gets fun. Each uses a different blank, and of course, the prices are different for each format. And forget about trying to compare their audio recording capability. The existing Digital Visual Interface (DVI), a unidi-

rectional data-transfer protocol, is doing a pretty good job of preventing DVD movie copying, at least to anything worth watching.

The new High Definition Multimedia Interface (HDMI) developed jointly by seven of the big dog brand names is ready to expand DVI protection to digital music and sound tracks. DVD-Audio is being welcomed like some brown stuff in a punch bowl. That could change with HDMI multi-channel protected outputs on the next generation of players. I don't think that was really the problem. Exorbitant price is what is driving the Y and Z generations to find an alternate source of music. Most music has a shorter shelf life than Roquefort cheese in the hot sun. I certainly hope we haven't raised a generation that in 20 years get all misty eyed over their favorite cop-killer, female degradation rap music.

The multi-level burners due out by Christmas [*Editors note: this was originally published in Sept. 02*] also offer great potential, but we won't know till the testers get their hands on them. The hard disk recorders are being stalled until the cop chip is required. In the meantime, CD burners are selling for less than the price of the bundled software; DVD burners and blank discs prices are falling fast (look on Pricecheck.com), and the blue-ray chipsets are on the way to drive makers. ALI (formerly known as Acer) decided to develop its own burner chipset to copy movies and stuff. An interesting concept. A drive maker using its

own chipset. Stay tuned, this promises to confound your expectations.

Heard of di music technology? A Hungarian artist named Sandor Mester came up with digital improvisation (di) or Multi-version Play. Every time a di (MS3) file is played, you hear a different version or re-mix of the song. It allows virtually infinite versions of a song to be stored as one file. The first release in Europe is titled "Life isn't static, why should music be?" This is so cool it boggles the mind!

Intel has announced they plan on selling their new P4 3+Ghz CPUs around Christmas. I guess they want the title of the fastest and baddest back.

### DRIVEZILLA

Western Digital has announced a new IDE hard drive called the Drivezilla. It's a 200 GB, 7200 RPM, ATA/100 monster for \$400.

Wow! I still think two smaller drives with a RAID interface is a safer setup, but what do I know.

### WINDOWS MEDIA PLAYER

I recently downloaded a Microsoft security update for Windows Media Player and it trashed my whole music playing/recording setup. I'm very thankful for GoBack. Our favorite monopolist must be trying to curry a little favor for past sins. Make sure you read the End user license agreement (EULA) before you download this security update, it will really mess-up your file associations, access to your burner except thru WMP, and a bunch

(CONTINUED ON PAGE 6)

**(THE CD BURNER)***(CONTINUED FROM PAGE 5)*

of other music programs including MP3 jukeboxes. If I had read The Register article by Thomas C. Green titled "MS security patch EULA gives Bill G admin privileges on your box" before I downloaded that security update, it would have saved me a lot of grief. Here is a sample of the EULA and the article:

"If you caught our recent coverage of the Windows Media Player trio of security holes you may have followed a link to the TechNet download site for a patch, or you might have activated Windows Update. If you did the former (though, oddly, not if you did the latter), you would have been confronted with an End User License Agreement (EULA) stating, most ominously, that: "You agree that in order to protect the integrity of content and software protected by digital rights management ('Secure Content'), Microsoft may provide security related updates to the OS - Components that will be automatically downloaded onto your computer. These security related updates may disable your ability to copy and/or play Secure Content and use other software on your computer. If we provide such a security update, we will use reasonable efforts to post notices on a Web site explaining the update." "Reasonable efforts to post notices" somewhere on the Web. I think it's clear from the wording that MS has absolutely no intention of bringing this behavior to our attention.

Instead, Microsoft has just assumed the right to attack your computer and surreptitiously install code of its choosing. You will not be warned; you will not be offered an opportunity to examine the download or refuse it. MS will simply connect remotely and install what it will, or install it secretly when you contact them.

This means MS will have administrator privileges on your personal computer. What they feed you may be infected with viruses; it may break your applications, corrupt data files, destroy weeks or months or even years of work, but you'll have no recourse if it does. By downloading this WMP critical security patch, which you must do to operate WMP safely, you'll agree to give Bill G. deed and title to your personal property and to leave Microsoft immune from legal retaliation if they damage your machine. The pusillanimity of wrapping what amounts to a digital land-grant into a needed, critical security patch is matched only by the arrogance of assuming that Windows is now such a fundamental linchpin of a human life worth living that no retaliation in the courts or at the retail counters is conceivable. (And that's not to mention 'informal' retaliation by outraged IP warriors, which we fully expect to see.) We've heard the Bill G. rubbish about Trustworthy Computing until we're sick to death of the trivial incantation. Ironically, Microsoft has just taken steps to make the Internet immensely more untrustworthy than it already is. When we know that arbitrary code

will be secretly installed on our connected boxes by software vendors who are not accountable for the damage they may do, any issue of trust is obliterated."

On my system, the bit bucket is where Windows Media player belongs.

Can't live without Windows Media player? The new version 9 has been leaked to the Beta news. The new version adds DVD copying, improved encoders, and better plugin management. File sharing on MSN and DVD copy to disk are listed features, as are cross-fade and normalization plug-ins. Scheduled for launch September 3 in LA. Interesting to see what the EULA says.

If you use CloneCD and want the "Amplify weak sectors" to work, search the registry for "weak sectors". Edit the 0 to a 1. It should work.

Combo drives — that's a CD-RW drive with a DVD-ROM read capability, are currently more expensive than buying two separate drives with this capability. The anticipated demand in the market is for a DVD burner with a fully functional CD-RW. I would think since many of the current coaster burner wannabes already have a CD burner, the drive makers should jump a generation and concentrate on giving us an affordable Blue-ray or Multi-Level burner.

I'm still not sure what we need all that burning capacity since the entertainment industry is working so hard to preclude us from time-shifting or recording our favorites from TV, and movies

are going to be impossible to copy our favorites since all digital devices are going to have a cop chip to preclude making copies of anything that is copyrighted - and everything is copyrighted by some big corporation. My guess, the "Fair Use" rule will go bye-bye and the cop chip will be mandated on all digital devices (including the A/D converters) when Congress comes back from its August recess. You have to give the greedy entertainment industry credit for getting help from the most influential legislators money can buy. Nothing gets the attention of a politician running for re-election like a ton of soft money. You can watch the play-by-play at <[http:// thomas.loc.gov/home/thomas.html](http://thomas.loc.gov/home/thomas.html)>.

Been wondering what it would be like to have a personal video recorder (PVR) like TiVo or ReplayTV? Stan Miastkowski at *PC World* <[www.pcworld.com](http://www.pcworld.com)> posted an article titled "Step by Step: Turn Your PC into a Personal Video Recorder." It's a hoot! And if you had the Drivezilla, you could record forever. You'll need to have a video capture card, some software, and a big hard drive. I have an ATI All-in-wonder card and it has everything needed to use it as a PVR, including software and cords. For the techno-geek, it can be a lot of fun. Check it out! It makes digital recording video and audio from cable, satellite, VCR or analog camcorder easy and fun.

Finally, Sony and Universal Music Group have figured it out.

They plan to offer their U.S. song catalog this summer for download at reasonable rates (99 cents per single song and \$9.99 per album). At last, Sony, the innovator, has got it right. The service also is supposed to allow transfer to MP3 and portable devices. It'll be interesting to see how RIAA reacts to this defection. The "catches" in some previous record company download plans made them overpriced rip-offs, like if you dropped the service, none of the previous downloads would work anymore.

#### **BURNING TIP OF THE MONTH**

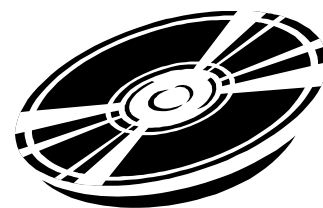
For the more complicated CD bums (audio, photo, video, etc.) it's a good idea to make a checklist of the steps involved for your computer setup. A step like not deactivating your virus checker or checking auto insert notification can interrupt a bum. Or remembering to set the burn speed and track-at-once/disc-at-once gives you a worthless CD. If you do the same bum all the time, you probably have the settings where you want them. If you do a different burn, or with new software, a checklist will jog your memory and save you time and effort, and that's a good thing.

#### **THINK CLEAN**

Think clean when you load a CD in your drive. It doesn't take much to deflect the laser light and confuse the reader diode. A little skin oil or hand cream smudges can cause read/write errors. Tiny scratches from using paper to smear the surface make the

error correction crazy. So what to do? Handle CDs by the edges. Always store them in their jewel cases. If the bottom face is dirty, use a mild soap that doesn't leave a residue, and a clean soft, lint-free cloth to remove the water spots. It's no longer recommended, but I use a 5% rubbing alcohol solution on a clean, soft cloth to clean the bottom face of my CDs. Do not use anything on the label side. It works for me. Do not try to rub out or fill scratches in CDs. The laser focus and polycarbonate detraction are critical, so don't mess with it. You will probably be worse-off than if you just made a copy of the CD before it becomes unreadable. Buy a detraction lens cleaner (looks like a CD with a fuzzy bottom side) for about \$12. at your favorite computer store and use it at least quarterly. A little prevention goes a long way.

*Reprinted from the September 2002 PC Alamode magazine of the Alamo PC Organization. ♦*



## Charlie Sez: — We Have A Problem. Are You Part Of The Problem Or Part Of The Solution?

By **Charlie Semple**, LACS  
Director

How many of the people you know have a computer? How many of them call you when they have a problem? How many of your other acquaintances have computers and might benefit by joining Los Angeles Computer Society? How much have you tried to interest them in joining the Los Angeles Computer Society?

As we move around through the community, it is surprising to learn how many people have never heard of the Los Angeles Computer Society. That is OUR fault — ALL of us are to blame.

Oh sure, Mark sends out notices to the papers and to TV and radio stations, Charlie prepares Flyers which some of our loyal workers distribute to libraries, community centers, senior centers etc BUT, there must still be many people for us to reach. HOW?

**The Problem:** We're not attracting new members fast enough to maintain or GROW our membership base. During the past few years our total numbers have gradually shrunk from about 280 members level to about 245. We're not alone. Other user groups throughout the country are experiencing the same problem. In the past 6 months several user groups have disbanded

and others are "teetering." Part of the problem is that as our numbers diminish, funds to rent halls, print *User Friendly*, etc. diminish too. The Los Angeles Computer Society doesn't seem in any real danger at the moment, but it is a fact that month after month, our financials are showing a small deficit, which gradually weakens our financial strength which may be needed in the future to cover unexpected expenses.

### SOLUTION

**Everyone:** Become a **recruiter!** Watch for opportunities to proselytize and win new members for LACS. We don't have to become religious zealots but we can tell people about the Los Angeles Computer Society, how we operate, and the fun and friendship to be shared with others who are also interested in computers.

Some people seem to think we're a bunch of "hi-falutin' geeks." We probably have a few, but not very many. The important things to emphasize are that many of us have had our own difficulties learning how to use and enjoy our computers and other members of the Society helped us to learn and relax with our computers.

Tell them about our Special Interest Groups (SIGs) for Beginners, and Internet, Genealogy, Office applications Word-processing, Spreadsheets, fixing and upgrading computers and others as needed.

Tell them about general meetings with presentations about

software and hardware.

Tell them about our helper Quick Consultants who try to answer all kinds of computer related questions for our members on the telephone.

Invite, no, even better, BRING people to a meeting or SIG. Let them sample what we have to offer. When visitors appear, let's make them welcome. Perhaps they'll like what they see and join us.

Let's solve the problem.

Charlie ♦

### NOTICE

The columns, reviews and other expressions of opinion in *User Friendly* are the opinions of the writers and not necessarily those of the Los Angeles Computer Society. LACS became a California non-profit corporation on July 17, 1991. ♦



### June 2003 into July 2003

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<b>2 June</b> Board meeting 7 PM sharp	<b>3 Daytime SIG</b> <u>12 PM (lunch)</u> Office SIG 7 PM	<b>4</b>	<b>5</b>	<b>5</b>	<b>7</b>
<b>9</b>	<b>10 General Meeting 7 PM</b> <b>Forum 6:00 PM</b>	<b>11</b>	<b>12</b>	<b>13</b>	<b>14</b>
<b>16</b>	<b>17 Daytime SIG</b> <u>1 PM</u> Hardware SIG 7 PM	<b>18</b>	<b>19 Membership Committee</b> 7 PM	<b>20</b>	<b>21</b>
<b>23 Digital Photo SIG</b> 7 PM	<b>24 Beginners/Internet SIG</b> 7 PM	<b>25</b>	<b>26</b>	<b>27</b>	<b>28</b>
<b>30</b>	<b>1 July Daytime SIG</b> <u>12 PM (lunch)</u> Office SIG 7 PM	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<b>7 Board meeting</b> 7 PM sharp	<b>8 General Meeting 7 PM</b> <b>Forum 6 PM</b>	<b>9</b>	<b>10 Genealogy SIG</b> 7:00 P.M.	<b>11</b>	<b>12</b>

#### SPECIAL INTEREST GROUPS (SIGs)

SIG meetings are run by and for LACS members. Visitors are welcome to attend up to six SIG meetings (three of the same SIG) before joining LACS. To inquire about a SIG, please call or e-mail the contact person in advance. SIG Coordinator: Charlie Semple, sig.coord@lacspc.org.

SIG	Contact	Telephone	When and Where, Notes
After Meeting	Cap Kierulff	310-472-9206	Dinah's Restaurant on Sepulveda, southwest of Centinela.
Begin./Internet	Dorothy Miliman	310-473-1391	4th Tuesday, 7 PM. Check e-mail for location
Computer Forum	Beginners Welcome		2nd Tuesday, 6:00 PM before General Meeting. Front of hall.
Daytime	Cap Kierulff	310-472-9206	First Tuesday, 12-1:30 PM, Golden China Restaurant, L.A
		kierulff-cap@juno.com	Third Tuesday, 1-3 PM, Felicia Mahood Center, W.L.A.
Digital Photo	Helen Karagozian	310-454-3426	4th Monday, 7 PM American Legion Hall, 5309 Sepulveda Blvd., Culver City helenk2@earthlink.net.
Genealogy	Leah & Joe Clark	310-677-2792	Second Thursday, 7 PM once a quarter at the Clark's home leahclark@sbcglobal.net
Hardware	Charlie Semple	310-398-5052	Third Tuesday, 7 PM, CitiBank. csemple93@earthlink.net
Comp. Faire	Stephanie Nordlinger	323-299-3244	If interested, call or e-mail pastpres@lacspc.org.
Membership	Vacant		Third Thursday, 7 PM.
Office Suites	George Wolkon	310-459-2671	First Tuesday 7 PM. CitiBank. * wolkon.gbwolkon@verizon.net

\* CitiBank Community room (in the basement), 12101 San Vicente Blvd. (at Saltair), Brentwood, \$1/meeting donation requested for room rental at CitiBank and at American Legion Hall. ♦

### Members Helping Members

LACS members volunteer to help other members solve hardware and software problems by telephone during the hours listed below. Select the topic from the list and then call a person whose number is listed next to it. We hope that you find this free service useful. ***If you are experienced in a particular program or topic, please volunteer to be a consultant.*** To volunteer for this list or to make corrections, please e-mail editor@lacspc.org or call Dick Smith at (323) 294-3441. More Quick Consultants are always needed. You can always decline or postpone a call if it catches you at the wrong time. You perform a valuable service and often learn something unexpected! ♦

Adobe Acrobat - 47	Microsoft Access - 48	Printing - 42, 43
America Online - 20, 44	Microsoft Excel - 7, 49, 51	Procomm + - 24
Ami Pro, WordPro - 14	Microsoft FoxPro - 27,48	QModem, QMPro - 24
Basic - 8, 48	Microsoft Office - 41, 43	QuickBooks - 14, 37
C++ - 27	Microsoft Power Point - 49	Quicken - 14, 20
Communications - 24	Microsoft Publisher - 14, 32, 33	Speed Read - 24
Data Bases - 48	Microsoft Word - 9,43, 49	Terminate - 24
Genealogy - 20, 34	Microsoft Works - 32, 34, 44	TurboTax - 14
GoldMine - 41	Modems - 24	Unix - 48
Graphics - 33	Netscape - 43	Viruses - 46, 48
Hardware - 7, 41, 42, 43, 48	Networks - 7, 41, 48	Windows - 7, 32, 48
Internet - 43, 44, 45, 48	OLX - 24	Windows 95/98 - 7, 41,43, 48
LA FreeNet - 14, 24	OnTime - 1, 20	WordPerfect - 1, 20, 33
Linux - 48	PhotoDeluxe, Adobe - 50	WordPro - 14 ♦

No.	Name	Daytime Phone	Eves/Weekends	From	To
1	Broido, Joe	310-829-3736	310-829-3736	9 AM-10P M	
7	Greenberg, Allan	310-576-1310	310-576-1310	10 AM-10 PM	
8	Heller, Elmer	310-839-9764	310-839-9764	9 AM-10 PM	
9	Hershman, Irv	310-397-9453	310-397-9453	11 AM-11 PM	
14	Kammerman, Cora	310-472-7487	310-472-7487	10 AM-8 PM	
20	Nordlinger, Stephanie	323-299-3244	323-299-3244	9 AM-10 PM	
24	Springer, Karl	310-645-3410	310-645-3410	10 AM-10 PM	
27	Rombouts, Tom	310-519-2941	310-519-2941	6 AM-11 PM	
32	LaVere, Hy	310-837-6517	310-837-6517	10 AM-9 PM	
33	Kierulff, Cap	310-472-9206	310-472-9206	9 AM-9 PM	
34	McDonald, Len	310-836-8698	310-836-8698	9 AM-10 PM	
36	Hage, Elias	310-815-8020	310-815-8020	9 AM-10 PM	
37	Ganz, Bill	310-360-7088	310-360-7088	9 AM-9 PM	
41	Engfer, Mark	N.A.	310-451-1942	5 PM-10 PM	
42	Theodore, Carol	310-659-0604	N.A.	9 AM-5 PM	
43	Semple, Charlie	310-398-5052	310-398-5052	9 AM-10 PM	
44	Lang, Bobbi	310-454-9903	310-454-9903	10 AM-5 PM	
45	Gibson, Merrill	310-785-9487	N.A.	9 AM-5 PM	
46	Martin, Todd	818-766-1151	818-766-1151	10 AM-10 PM	
47	Gold, Mike	N.A.	310-379-8321	6 PM-10 PM	
48	Flores, Alexys	N.A.	310-306-8403	8 PM-11 PM*	
49	Beckman, Loling	310-471-7893	N.A.	9 AM-5 PM	
50	Silverstein, Elliot	310-670-1544	310-670-1544	10 AM-10 PM	
51	Katz, Effie (Pager)	310-785-3313	310-785-3313	9 AM-10 PM	

\*Weekend: 3 PM-10 PM ♦

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Volunteers Coordinator			volunteer.coord@lacspc.org
Web Master	Jill Fox	310-472-3664	webmaster@lacspc.org
Changes	Karl Springer	310-645-3410	changes.form@lacspc.org
Computer Faire	Stephanie Nordlinger	323-299-3244	pastpres@lacspc.org ♦

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**Brief** (4 lines/1 column-inch) non commercial, computer-related classified ads are free to members twice a year.

**Advertising Policy:** *User Friendly* accepts computer-related advertising on a space-available basis. Advertising insertion orders are due on the **FIRST** of the month before insertion. An image file or camera-ready copy (suitable for b/w offset printing) and **FULL** payment **MUST** be received by the Editor by the **TENTH** of the month. One month maximum credit or rerun for promptly reported errors. For further information, call or fax Stephanie Nordlinger at (323) 299-3244 or e-mail us at [editor@lacspc.org](mailto:editor@lacspc.org). ♦

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## What You Should Expect From Your Recycled Ink Jet Cartridge

"A Guide for the New User of Recycled Ink Jet Cartridges"

Reprint Courtesy of Charlie Brown Distributing, Inc./  
Dynamic Laser Products

If you are new to recycling - in particular to the use of recycled inkjet cartridges - we think it might be helpful for you to understand how your cartridges work and to learn more about what you should expect from your recycled ink jet cartridges. You already know recycling is good for the environment and that you can save up to 50% off the price of your cartridges by recycling. But just how long will your recycled cartridges last? To answer that question, let's first look at how they work.

### OPERATION OF PRINT HEAD

The print head and circuitry which perform most of the work of the inkjet printer are contained on the small ink jet cartridge itself. Today, there can be anywhere from 48 to 320 nozzles or "jets" on the print head located at the bottom on your cartridge.

Each nozzle or jet is smaller in size than a human hair and each is connected electronically to a heater or resistor which heats and cools the ink inside the cartridge. When the ink is heated, a bubble forms. When the heat source is removed, the bubble "bursts" sending dots of ink on the page

through the nozzles or jets. These dots form the print characters on the page at the rate of up to 6000 drops per second. The heating and cooling process is happening at very high rates of speed, too. It was once believed that the heaters in the cartridge would only last for one use of the cartridge. But we've learned that the heaters will continue to do their work and the jets will continue to fire for more than one use of the cartridge in most ink jet cartridges. In fact, the heaters or resistors on most inkjet cartridge will continue to fire until they either burn out completely or weaken significantly. On the average, that happens from the third to fifth time the cartridge is used.

### HOW MANY TIMES?

How many times a cartridge can be recycled varies from cartridge to cartridge. From 5 to 10% of most common cartridges can't be recycled even once. Some cartridge styles, including most tri-color cartridges, have higher "unserviceable" rates. At the same time, some cartridges can be recycled more than five times. The only thing that is predictable is that all ink jet cartridges will eventually wear out - and this probably won't happen at the same time your cartridge runs out of ink. Once you decide to start recycling your ink jet cartridges, keep in mind you'll eventually have to buy new cartridges. Ink jet recycling doesn't mean you'll never buy another new cartridge. It just means you can save money for several cycles

until your cartridge needs replacing. Each time you do recycle, you'll see those savings mount.

### WEARING OUT?

So what are the signs that your cartridge is getting worn out? If a jet in your cartridge is "burned out," you will see horizontal bands or white streaks in your print. Print characters may appear incomplete and fill on graphics will show areas with no ink.

**A word of caution, these white streaks can also be caused by other problems, so don't assume your cartridge is gone when you see them.** Some of the things that can cause the white streaks are fixable.

Another sign that your cartridge may be nearing its useful life is the appearance of dramatically lighter than normal print. This can mean the heaters are weakened and putting less ink on the page. Again, this can be caused by other "fixable" problems. Here are some common **fixes** that can often resolve a print problem in an ink jet cartridge:

- 1) Run a little warm tap water over the print head. This can dissolve any ink which may have dried in the cartridge. This is especially helpful if the cartridge has been removed and exposed to air for any length of time.
- 2) "Dirty resistors" or heaters can often be cured by cleaning the contacts on the cartridge and on the

printer carriage. This can be done with water or alcohol. After cleaning, snap the cartridge in and out a few times to be sure you have a good connection between contacts in the cartridge and the printer.

- 3) "Smeary" print can be caused by build-up of ink on the wiper blade found in most HP Deskjet models. If this is your problem, clean the wiper blade according to printer manual instructions.

If these tricks don't work, contact your dealer to have your cartridge tested. Save a print sample to help diagnose the problem. The dealer may have cleaning methods and other procedures which may solve the problem. Once the dealer has fully tested the cartridge, you'll either have the problem fixed or you'll learn the cartridge has reached its useful life. Then it's time to buy a new cartridge and start recycling again.

Since we know all ink jet cartridges will fail eventually - your dealer can't be expected to replace your cartridge when it wears out anymore than you would expect your car dealer to replace your car when it wears out. But most dealers will allow you to recycle another cartridge at no cost if your cartridge fails before it is less than 75% used. The warranties on most ink jet cartridges do have a time limit - both new and recycled - because ink jets can be harmed when removed from the printer for extended

time. So contact your dealer as soon as you suspect your cartridge may have a problem.

Although, inkjet cartridges won't last forever — we know from successful testing and use throughout the world that recycled inkjet cartridges work and they can save you money.

So don't throw those cartridges in the trash - it's like throwing money away.

*Reprinted from the September 2002 Space Coast journal ♦*

## Outrageous Help Desk Stories

### FROM THE HELP DESK OF A COMPANY THAT WOULD RATHER STAY ANONYMOUS

Provided by **Steve Bass** of the Pasadena IBM Users Group

#### PRINTER PROBLEMS

My favorite story comes from my past when working in a tech support organization for a computer company. At the time of this story, the company had released some buggy spooler software in their product, which was a database product.

We were quite used to frantic customers calling after trying to run an end-of-month job to complain that nothing is coming out of the printer. The typical fix was to dial-in to their computer, go into a debugger and through a laborious process unplug the confused spooler software so the job would print. We would then admonish the customer to install the latest patches.

In this particular instance, the

customer called at the end of the day, frantic and upset. A couple of us sat around a terminal and modem and dialed into the system. After pawing through the entrails of the machine for a while, the tech next to me talked to the customer on the speakerphone.

Tech: "would you mind going over to the printer?"

Customer: "OK, I'm there."

Tech: "Do you see a white, square button labeled, 'On Line?'"

Customer: "Yes, I see it."

Tech: "Is it illuminated?"

Customer: "No."

Tech: "Please press it once."

Customer: "OK, I did that... Wow! The most amazing thing just happened: the report is spewing out of the printer. Good job! Thanks a lot!"

And this, of course, is why most companies don't use local support. They know it is impossible to kill someone over the telephone.

#### UPSIDE DOWN ENVELOPES

A long-time user complained that the network printer had begun printing envelopes upside-down. I told her the printer could not be printing them upside down, but the envelopes had to have been inserted backward. She insisted that she had been putting envelopes into that printer in exactly the same way for over a year and she knew it had always worked that way before. My solution was to open the printer, take out the toner cartridge, shake it up a bit, turn

(CONTINUED ON PAGE 14)

## **(OUTERAGEOUS HELP DESK STORIES)**

(CONTINUED FROM PAGE 13)

the envelopes around, reinsert the cartridge, and have her try again. Voila! "See," she said, "I KNEW I had loaded the envelopes right! It really was something wrong with the printer!"

### **IT'S MAGIC!**

This incident occurred at a previous employer. It was not an outrageous complaint, but was more an example of how incompetent users can be. A user came to me complaining that she could not get any of her documents to print. I went through the normal checks to make sure everything was functioning properly, which it was. I then determined that she had not logged on properly to the Novell network so her documents were not getting to the networked printer.

Without her knowledge, I got her logged on, but before I printed anything, I thought I would have some fun with her. I asked her if she was familiar with the terms bits and bytes, and she said she was. I told her that her computer sends bytes of information through the network to the printer to be printed.

But for some reason, there were a large number of bytes clogging the line to the printer. We then went over to the printer where I unplugged the network connection. I told her we had to let the bytes "escape" out of the line so it would be clear to print again. I plugged it back in, went to her machine and printed a document. She was amazed!

After that, whenever she had a problem, she asked me to come "clean the lines again."

### **BLACK AND WHITE IN COLOR**

Received a call from a new user wanting to know why her documents were not printing in color. I told her that the printer is a black and white laser printer. She said well the program said what you see is what you get. I told her again that the printer only prints in black and white. She continued to blame the software and her computer and wanted someone to come take a look at it.

### **CLICK THE POWER SWITCH**

I had a guy who was sitting in a building with all the power off calling me and screaming that he could not print his Excel spreadsheet.

This article is brought to you by the Editorial Committee of the Association of Personal Computer User Groups (APCUG), an international organization to which LACS belongs. ♦

## **Meeting Reporter Needed**

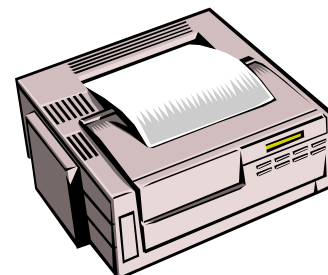
Volunteers are needed to write a brief report each month on the LACS general meeting. It's easy and help in formatting and editing will be provided. **Volunteer now** by sending an e-mail to: [editor@lacspc.org](mailto:editor@lacspc.org) or call Dick Smith at (323) 294-3441 and leave a message. ♦



## **Beginner/ E-mail/ Internet SIG Report**

By **Paula Van Berkomp, LACS**

On Tuesday April 22, the Beginners & E-mail/Internet SIG was held at Citibank in Brentwood at 7 PM. Charlie Semple showed in Netscape's EDIT | PREFERENCES menu, where users choose how their e-mail and web pages will be handled and how they will show their e-mail address. He also did a demo of how to add a "signature" file. He taught us in Netscape Mail how to set up Folders in your inbox, into which you can "sort" messages. All in all it was a very interesting meeting, and not only for beginners. ♦



## Humorous Quotations About Computers

- A computer is like an Old Testament God, with a lot of rules and no mercy. -Joseph Campbell
- A computer lets you make more mistakes faster than any invention in human history - with the possible exceptions of handguns and tequila. -Mitch Ratliffe
- A human being is a computer's way of making another computer. Yes, we are their sex organs. --Solomon Short
- All parts should go together without forcing. You must remember that the parts you are reassembling were disassembled by you. Therefore, if you can't get them together again, there must be a reason. By all means, do not use a hammer. -EBM computing machine maintenance manual, 1925
- Computers are useless. They can only give you answers. -Pablo Picasso
- Computers will never take the place of books. You can't stand on a floppy disk to reach a high shelf. -- Sam Ewing
- Don't explain computers to laymen. Simpler to explain sex to virgins. -Robert Heinlein (The Moon is a Harsh Mistress)
- Hardware: the parts of a computer that can be kicked. - Jeff Pesis
- Man is the best computer we can put aboard a spacecraft ... and the only one that can be mass produced with unskilled labor. -Werner Von Braun

- No computer has ever been designed that is ever aware of what it's doing; but most of the time, we aren't either. -Marvin Minsky
- One thing a computer can do that most humans can't is be sealed up in a cardboard box and sit in a warehouse. -Jack Handey
- There is only one satisfying way to boot a computer. -J. H. Goldfuss
- They have computers, and they may have other weapons of mass destruction. -Janet Reno
- The most likely way for the world to be destroyed, most experts agree, is by accident. We're computer professionals. We cause accidents. -Nathaniel Borenstein
- To err is human-and to blame it on a computer even more so. -Robert Orben
- Usenet is like a herd of performing elephants with diarrhea-massive, difficult to redirect, awe-inspiring, entertaining, and a source of mind-boggling amounts of excrement when you least expect it. -Gene Spafford
- Wow! They've got the Internet on computers now! -Homer Simpson
- *Reprinted from the May 2000 issue of Toggle, the newsletter of the Tacoma-Seattle area microcomputer users group. ♦*

We're on the WEB!  
[www.lacspc.org](http://www.lacspc.org)

## Electronic or Printed Newsletter?

By **June Hall** Editor of Windows on the Rockies User Group

A few months ago, The Windows of the Rockies User Group (WRUG) Board of Directors discussed the costs of the newsletter and talked about sending the newsletter electronically. To us "going electronic" meant having the members receive the newsletter over the Internet instead of being mailed a printed copy. We were already (and had been for the past few years) posting our newsletter on WRUG's website to be viewed, downloaded, and/or printed by anyone.

### MECHANICS OF PRINTED NEWSLETTER

At the next WRUG monthly members meeting, the President announced that, to publish the newsletter, we had a difficult time getting articles, and after the newsletter was composed, we then had to take it to the printer, then we had to pick it up from the printer, then we had to fold the newsletters, then tape them and put stamps them and put address labels on, and then take them to the post office; all this in addition to the cost of printing and mailing. Then he asked the attendees if they would like to receive the newsletter electronically.

### MEMBERS VOTING AT MEETING

About 90-95 percent of the attendees raised their hands as being in favor. At the next Board meeting, the other Board

(CONTINUED ON PAGE 16)

### (ELECTRONIC OR PRINTED NEWSLETTER?)

*CONTINUED FROM PAGE 15)*

members agreed that the Membership Secretary and I (as Editor) should plan the logistics of going electronic as we were the ones directly involved in getting the newsletter out and we had questions. The Membership Secretary and I both thought there would be many problems in going electronic, so I decided to survey other user groups to get their experience.

#### **SURVEY OF OTHER GROUPS**

I found a list of 31 user groups website addresses on the Internet and tried to go to each website to look for a contact email address. Some of the websites could not be found, some of the home pages took so long to load that I clicked "back" and didn't go to them, and some websites had no email contact.

I emailed about 150 email address contacts that I found, stating that our user group was going to start sending its newsletter electronically and asked for their experience if they were sending their newsletter electronically. Many emails were returned as being undeliverable.

Replies to my emails started to come. I sent a reply back to each answer received, thanking the sender for the information.

On some I sent a few comments and asked a couple questions. Below is a summary of the replies (from Tokyo, United Kingdom, Australia, Canada, and United States).

#### **RESPONSE TO SURVEY OF GROUPS**

Of the approximate 100 replies I received, about half distribute their newsletters all or partially electronically and half are sending all of their newsletters hard copy by postal mail. The majority of the ones distributing electronically are also printing some paper copies (see Hybrid below). Almost all user groups are and had been posting their newsletters on their websites before deciding to have their members receive the newsletters via the Internet. User groups are distributing between 1800 and 2500 newsletters.

For many user groups, the cord was cut mainly for financial reasons. The majority started out offering both electronic and printed newsletters and let their members choose which they wanted. Many members chose the printed version.

In some groups, when members were given the choice of higher dues or electronic newsletters, the overwhelming choice was electronic. Some groups charge an additional cost (in addition to the dues) to members who want printed newsletters mailed to them.

#### **ELECTRONIC NEWSLETTER DISTRIBUTION**

**Post Only on Website:** The majority of the groups publishing electronically are posting their newsletters only on their website where the members can view or download them. Most of these groups send an email to their members letting them know when the newsletter was posted.

Some of the email notices con-

tain links to download the issue and a few also include a password for the newsletter so only the members could get it. Some groups post their newsletters in the "Members Only" area on their websites. A couple of the groups also email their newsletters to a few members who requested them.

**Email Attachment to Members:** The remaining groups are sending their newsletters to their members as a PDF file attachment to an email.

#### **ADVANTAGES OF PUBLISHING ELECTRONICALLY:**

1. Saves money for user group.
2. Some editors think it is easier to put together.
3. Electronic version can be in color; printed version is often black and white.
4. Electronic version can be viewed in color.
5. Many members don't read the newsletter so want it published by the least expensive method.

#### **ADVANTAGES OF POSTING NEWSLETTER TO WEBSITE:**

1. Don't have to maintain a list of the members' email addresses.
2. Don't have to worry about file being too large for email boxes.

#### **DISADVANTAGES OF PUBLISHING ELECTRONICALLY:**

1. Have to have close coordination between editor and whoever puts newsletter on the Web.
2. Most groups lost members.

3. Attendance at meetings is down.
4. Newsletters don't get nearly the number of hits as the number of members.
5. A few of the Editors did not want to go electronic but were outvoted by the officers/Board. Two of the editors resigned.
6. Difficult and time consuming to keep correct email addresses.
7. Some editors think it is more difficult to put together.
8. PDF file too large for some email boxes.
9. Takes too long to download.
10. When members' email boxes get swamped, newsletters are the first to be deleted.
11. Sometimes newsletter file is accidentally deleted.
12. Format: The expertise of editors varies greatly, Some set their newsletters in HTML format and others set their newsletters in PDF version. The problems come when the newsletters are set up as regular printed versions and are read on the website.
  - a) It's a pain in the butt trying to follow each column then switch to page 10 for the end of article.
  - b) Members don't like to scroll up and down so one editor attempted to do a 4-quarter newsletter so one didn't have to scroll up and down, only sideways, then down and sideways.

And one editor really has patience: To satisfy his members, he sends some newsletters in

plain .txt, others in .doc. others in .wpd, and he also cuts and pastes the newsletter into the body of the emails to his Juno users.

Quote from one user group: "Computer groups producing a paper newsletter seems like driving a horse and buggy to a new car show!"

**HYBRID PUBLISHING**

In the half of user groups who send their newsletters to members electronically, the majority of them still send from 10 to 60 percent of their newsletters by printed hard copy postal mail, which includes printed copies to members without email addresses. Many groups that send newsletters "all electronic to *members*" still print at least one copy to take to the monthly members meeting.

The groups that print only a small number of copies usually print them on the editor's printer or photocopy them in a member's office or at Office Max or somewhere similar. Then the editor or volunteers collate, staple, address, stamp and send.

Four user groups were just starting to send electronically and each of them were also going to mail hard copies to see the members' responses and what problems arose.

**PRINT ONLY**

About half the replies stated that the user groups are sending all their members hard copy newsletters by postal mail. Most of these also are posting the newsletter on their website.

Some reasons given for sending printed letters are below:

1. Our members want the printed version.
2. The newsletter is an important part of membership. Too many are members just for the printed newsletter; if we went electronic we'd lose those members. We would have to reduce the size and quality of our newsletter to send it electronic.
3. Printed version is more effective communication-wise. Our newsletter is a significant publicity vehicle, which we distribute to retail stores, bookstores, etc., and get new members. Online newsletters do not reach one of the most viable new member resources: those who would join to learn to use a computer or learn to go online. You can't pass on-line newsletters around so readily at computer shows, business locations, libraries, etc.
4. Members can read the printed newsletter anytime anywhere.
5. We have ads to offset printing/ mailing cost.
6. We still have a sizable non-Internet contingent. Many in our group are not high tech and don't know how to open a PDF file or how to load the Reader.
7. Haven't figured out how to secure newsletter for members only and still have it accessible.
8. The topic of dropping printed copy comes up every year, yet our group strongly

(CONTINUED ON PAGE 18)

**(ELECTRONIC OR PRINTED NEWSLETTER?)***(CONTINUED FROM PAGE 17)*

rejects that idea.

Quote from one user group: "Our members still want a REAL paper NEWSLETTER!"

THANKS TO ALL of the User Groups who replied to my email questions about publishing electronically!

**LISTING OF USER GROUPS ON THE WEB**

Before I started this survey, I contacted the Association of Personal Computer User Groups (APCUG) to see if they had a list of user groups who were publishing their newsletters electronically. They replied that they couldn't release the names or addresses of any of the user groups and

they suggested I search the Web for "User groups on the Web." I did and that was where I found Ash Nallawalla's list of 315 user groups.

Just last week I found that Ash Nallawalla has a list of "User Group Newsletters on the Web," which would have saved me so much time if it had been there or I had seen it last April. The list includes 23 newsletters in HTML format that can be read on the Web with a browser and 34 newsletters in PDF format that can be read with Adobe Acrobat reader. Go to <http://www.easysvp.com/ugnotw>. Click on HTML to get a list of the newsletters in that format. Click on PDF to get a list of the newsletters in that format. If you're thinking about sending your newsletter electronically, you

might get some ideas from these.

June Hall can be reached at: [junehall91@aol.com](mailto:junehall91@aol.com)

*This article is brought to you by the Editorial Committee of the Association of Personal Computer User Groups (APCUG), an International organization to which LACS belongs. ♦*



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Benefactor	100
Patron	250
Angel (individual) or Corporate	\$1000 (or more).

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Contributing and higher categories of members may attend all SIG meetings without charge, including those where an admission fee is normally charged. A corporate membership includes ten individual memberships including

free SIG attendance. Associate members are people who live in the same household or work for the same company as a regular member; they do not receive their own subscriptions to *User Friendly*. Students must prove full-time status. If you have a question, please call our Voice Mail at 310-289-7177.

In addition to LACS monthly general meetings, members enjoy these special benefits:

- ◇ Monthly Journal *User Friendly*. We publish your submissions! Free classified ads to buy or sell your computer items.
- ◇ Eligibility to win our presenters' door prizes.
- ◇ Special Interest Groups (SIGs) to solve your problems.
- ◇ Occasional swap meets and information on trade shows.
- ◇ Product discounts, special offers and group purchases.

- ◇ Free software and computer books (if you review them for *User Friendly*).
- ◇ Network with people sharing your interests.
- ◇ Members and Quick Consultants to call when you need help.
- ◇ Rewards for Recruiting Members: LACS will give you three extra entries for drawings for each new member you sign up. You may use any or all of them at any meeting within six months. While you may not win two prizes at one meeting, if your name is drawn twice, you may swap the first prize for the second one if you wish.
- ◇ Members receive LACS announcements and members' Q & A info via LACS e-mail lists. Send requests for subscription changes with your e-mail address to: [changes.form@lacspc.org](mailto:changes.form@lacspc.org) ◇

# LACS

## Membership Application

Please return this form with applicable fees to:

Los Angeles Computer Society, 10410 Palms Blvd., PMB 13, LOS ANGELES CA 90034-4873

Please PRINT Clearly

Renew                       Regular - \$36.00                       Associate - \$12.00                       Student - \$18.00

New                               Contributor - \$50.00                       Supporting - \$75.00                       Benefactor - \$100.00

Name: First \_\_\_\_\_ Last \_\_\_\_\_ Name of Associate: First \_\_\_\_\_ Last \_\_\_\_\_

Company: \_\_\_\_\_ Your Title/Occupation \_\_\_\_\_  Retired?

Address: \_\_\_\_\_  Home  Work Address

City, State, Zip + 4 \_\_\_\_\_

Phone: (Home): \_\_\_\_\_ (Business): \_\_\_\_\_

(Do not Publish Phone No. in Roster)

e-mail address: \_\_\_\_\_

I Think I am a:

Beginner     Intermediate     Advanced     Programmer     Professional     Hobbyist

I am willing to : (at least one, Please)

Serve on a Committee     Assist the Editor     Help at the Meetings     Join a SIG     Other \_\_\_\_\_

# User Friendly

Los Angeles Computer Society  
 10410 Palms Blvd. PMB 13  
 Los Angeles, CA 90034-4873

Voicemail: 310-289-7177  
 Web site:  
[http:// www.lacspc.org](http://www.lacspc.org)

- Member: Your membership expires with this issue. Please renew at once.
- Vendor: A review of your product is on page \_\_\_\_\_.
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- Author: Your article appears on page \_\_\_\_\_

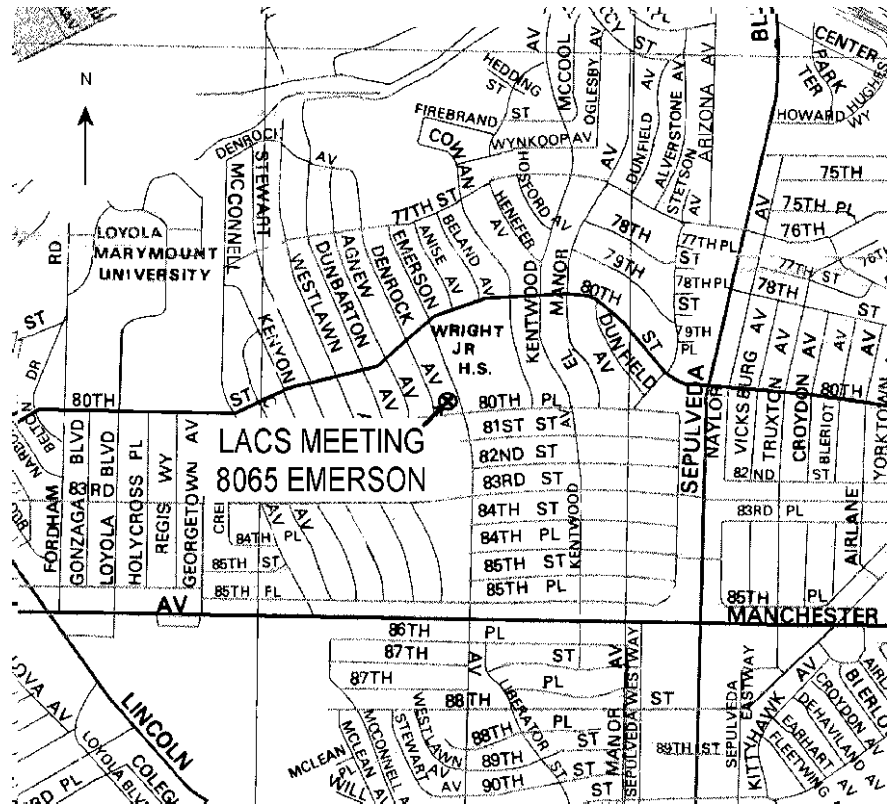
## DIRECTIONS TO GENERAL MEETING

*From the North:* Take Sepulveda Blvd. SOUTH to W. 80th St. Turn WEST/right and go about one mile to Emerson Ave. Turn SOUTH/left and go one long block to W. 80th Place. Fellowship Hall is on the Northwest corner of Emerson and W. 80th Place.

*From the South, East or West:* Take Manchester Ave. to Emerson Ave. Turn North and go about eight blocks to W. 80th Place. Fellowship Hall is on the Northwest corner of Emerson and W. 80th Place. There is plenty of street parking and a small parking lot West of the church. ♦

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