

# User Friendly

May 2003



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Tuesday June 10, 2003	
Tuesday July 8, 2003 ♦	

## LACS General Meeting

### V-Com/OnTrack Utilities

Jeff Hyman, Vice President of V-Com

Tuesday May 13, 7 P. M.

Fellowship Hall, 8065 Emerson Ave., Westchester

You remember *Fix-It Utilities*, *System Suite* and *PowerDesk* by OnTrack, — don't you?

V-Com Inc. recently acquired these from OnTrack and they and some others they added are now known as the V-Com System Suite. Seven great utilities in one package. Of course there's *Fix-It*, plus a firewall, *Virus-Scanner*, *CrashProof*, *EasyUninstall*, *Crisis Center*, *DataEraser*, and more.

Jeff Hyman, Vice President of V-Com, will talk and show us as much about *Systems Suite* as time permits. V-Com has many other products which interest us. Look at <http://www.v-com.com> for more information.

The usual computer forums for beginners and advanced users start at 6:00 PM.

Information: (310) 289-7177 or <http://www.lacspc.org> ♦

## April Meeting

by **Herb Van Brink**, LACS

### GENERAL BUSINESS

Your intrepid reporter arrived late to the meeting, having encountered delaying tactics on both the 101 and the 405. So you will have to forego a report on any society business that transpired. I'm sure that many of you will be greatly disturbed by this omission. The main part of the program started at 7:25.

Steve Goldberg is a professional corporate trainer. He had made

a presentation to the LACS Office SIG, and was invited to make a similar presentation to this general meeting entitled ***Tips and Tricks Guide for Microsoft Word 95/97/2000/XP***

Steve concentrated on various keyboard shortcuts. However, every time he went to undo what he had done, he used the Edit menu pull-down and Undo, instead of the Ctrl-Z shortcut.

Some of the more interesting ones, that are either not in Word's help or are almost im-

(CONTINUED ON PAGE 2)

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

possible to find if they are here, included the function =RAND(x,y) which, if your settings allow, will produce x paragraphs of y sentences each of "The quick brown fox ..." text. This is useful for demonstrating Word's formatting facilities, or for seeing how bulk text looks in a chosen format.

You can change the font size without going to the toolbar by highlighting your text and entering Ctrl-Shift-> (greater than) to increase the size to the next one up in the pull-down list (or less than -< to go down). For one-point changes, use Ctrl-left and -right brackets, [ and ].

He pointed out that the table tool can be used to make any size table by dragging the tool box to the desired dimensions.

If you hold down the alt-key while dragging the page or paragraph margin stops, Word will display the resulting positions to the nearest hundredth of an inch. This could be very useful for precision formatting—for example in creating a document to be used for filling out forms.

He showed the use of the Auto-Correct's "replace as you type" function to create simple replacement text; his example was SG, programmed to be replaced with "Steve Goldberg". This is done by adding to the table that includes common typographical and spelling errors such as "teh", automatically replaced by "the".

Many of the functions he demonstrated could only be used if

auto-correct, auto-replace, and other automatic functions are turned on. The first thing I do when I install a new version of Word is to turn them all off. As a pre-computer typist, I want things to appear as I type them, not as a piece of software thinks it should be done. One attendee noted his frustration with Word because his first name starts with "A". And when he starts a paragraph with A. Smith, Word automatically starts the next paragraph with B. (This can be turned off by unchecking the auto-numbered list function in tools / Auto-Correct / AutoFormat. Yes, MS Word treats A. and B. as numbers.) Off-topic note: When I ran spellcheck on THIS report, it rejected "unchecking" and suggested "upchucking".

His handout contained an extensive list of the keyboard shortcuts. Unfortunately, it is organized by key rather than by function. So you can look up what a particular key combination does, but you can't easily look up how to do something. So Shift/F6 (go to the previous document in the current windows session) is right next to Shift/F7 (open the thesaurus), rather than grouping navigation commands together and dictionary functions together.

Steve's whole approach was, "Here's a key combination—look what it does", rather than "Here's something you need to do—let's find an easy way to do it"

A great majority of the short-

cuts can be found in Word's help when you ask in the relevant category. If you look up select, you'll find the alt-drag method of highlighting a rectangular block of text (called a "block"). If you look up special characters, or copyright symbol, etc., Help will display the list of all the key combinations needed to produce characters such as €, £, &c.

There are a number of excellent web-sites with extensive lists of these shortcuts (just about all are organized by function). Do a Google search on "Microsoft Word Shortcuts" or similar combinations. ♦

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**Welcome To You All****NEW MEMBERS (3)**

Monique Palmieri  
Bill Raser  
Steve Zweig

**RENEWING MEMBERS (21)**

Richard Balsam  
Ruth Britton  
Nancy Cattell  
Irving Faber  
George Fisher  
♥ Arnold Glick  
Marcia Goldenfeld  
Carolyn Griswold  
Peter Griswold  
Effie Katz  
Heshmat Laaly  
Hy Lavere  
Meyer Levadie  
Todd Martin  
Fred Moore  
Richard Norlin  
Leon Paule  
Mort Schwartz  
Nate Shaphran  
Robert Swarthe

♥ Contributing ♦

## From the Workbench ©

### PASSWORD IN THE BIOS (BASIC INPUT/OUTPUT SYSTEM)

By Carol Theodore, LACS

The BIOS is where you input the settings for your computer. Settings such as the parallel ports, the serial ports, the hard drive, keyboard, etc.

Here's a familiar scenario: You got a computer from Uncle Bob who got it from someone else. You need to change the BIOS settings for some new equipment (such as a hard drive or printer settings) but you can't get into the BIOS because there is a password. You try a few different passwords but it knocks you off after three attempts. This guessing game could go on forever. You're stuck. What do you do?

### CLEARING THE CMOS

In order to clear the password to the BIOS you must clear the CMOS. CMOS stands for Complementary Metal Oxide Semiconductor and is also the process by which the chip is made. This chip is also called the RTC RAM (Real Time Clock RAM) or RTC/NVRAM (Real Time Clock/Non Volatile RAM) chip. This chip is designed to run off a battery for several years.

When you clear the CMOS you wipe out the previous settings in the BIOS. First you should read the manual that comes with the motherboard for the computer you wish to set up. If you don't have any documentation and the computer is a brand name, you can check the company's web site for a

copy of the manual in PDF form or text file. If you have no luck with this you can try examining the motherboard for a jumper usually called CLRCMOS. Before checking the motherboard of course you should shut down the computer and remove the power cable from the back of the case. If you find the jumper, make a note of it. Now find the battery. This is usually easy to find. It should be a flat disk held in place by a little metal clip of some kind. (This may vary with the type of motherboard).

Now that you know where the CLRCMOS jumper and the Battery are and **you have unplugged your computer**, remove the battery. Then find the CLRCMOS jumper. Sometimes there is a jumper cap hanging on one of the jumper pins. If there isn't, then you will need a jumper cap. Place the jumper cap on the two pins for a few seconds and then remove it. Reinstall the battery. plug the power into the back of the computer. Plug in the keyboard and mouse and turn on the computer.

Once the Computer is turned on press "Delete " or the appropriate key or keys for entering the BIOS. Now you can enter your settings. There are several screens in the BIOS. Depending upon the particular BIOS version the screens will go something like this: MAIN, ADVANCED, POWER, BOOT and EXIT. In MAIN you will set the System Date and Time, the Type of Floppy Drives present. If the BIOS is fairly new it will automatically recognize your

hard drive. If not you will have to run the hard drive Recognition section of the BIOS. (If the BIOS is really old you will have to enter the settings for the hard drive. These settings are usually on a label on top of the Drive.) I won't cover ADVANCED here. For information about default settings check your user's manual. The POWER screen lets you define your power management settings. This screen will only be available for systems that are Advanced Power Management compatible. Again, go with the defaults unless you understand what you are changing. The BOOT screen allows you to adjust the boot sequence. Usually this order would be: Removable Device (Legacy Floppy), Hard Drive, and then CD-ROM Drive. The last screen will probably be EXIT where you can either exit saving changes or exit discarding changes.

Once you have exited the BIOS setup you are ready to boot up and setup your Hard Drive and install your operating system.

Good luck! And by the way, it would be a good idea not to set a BIOS password.

*Carol Theodore is an LACS member and owner of Mycroft Consulting specializing in computer consulting for businesses and individuals, solving an array of hardware and software problems. She offers a special rate to LACS members. She can be reached at 310-659-0604. Her e-mail address is: cgtheodore@earthlink.net ♦*

## Report On Hardware SIG Meetings

By **Jordan Burkart**, LACS

### MARCH 18 SIG MEETING

The March SIG was presented with two machines needing installation of internal CD-RW drives.

In the first case, a Plextor drive was to be installed. The machine had a hard drive and a CD-ROM drive already in place and had three empty drive bays. The existing CD-ROM drive would not play back music. Since a total of four IDE drives could be handled by the IDE controller, there would be no problem in installing the new Plextor drive. The first decision was whether the new drive should be designated through a jumper setting as a master or slave drive. The new drive had its own ribbon cable for connecting to the computer. Since, if there is only one drive on an IDE cable, it should be set as a master, this was done (this was also the manufacturer's default setting). The new drive was then mounted in an empty bay and screwed in. The ribbon cable was then connected to the drive, matching Pin 1 with the side of the ribbon cable having a red stripe. Then the cable was connected to the IDE controller. At this point, the computer was seemingly ready for installation of the recording software.

### SECOND MACHINE

We then moved on to the second machine, which had a

somewhat more complicated setup in that two hard drives, a Zip drive, and a DVD drive (all IDE) were already installed. Because four IDE devices were in place and were to continue in service, all IDE ports were used, and the present IDE controller could not accommodate another drive. It was decided to disconnect temporarily the Zip drive to permit use of the new Buslink CD-RW drive until an additional IDE controller card (itself supporting four devices) could be purchased and installed in one of the machine's empty PCI (white) slots.

The new CD-RW drive was then placed in an empty bay and connected to the existing ribbon cable. The new drive also had a separate small connector cable that would connect the drive to the machine's sound circuit. It was then necessary to determine whether the sound circuit was on the motherboard or on a separate card to know where to hook up the connector cable. The small cable had a single plug on one end (the end connecting to the sound circuit) and two different plugs on the other end. Thanks to the instruction manual, we learned that one of the two plugs was a digital connector and one was an analog connector. We then matched each plug with labeled analog and digital connections on the new drive. This machine was then ready for installation of the included Nero recording software and subsequent installation by the owner of an IDE controller card.

### SOUND CIRCUIT CABLE

The discovery of the small sound circuit cable for the second machine had made us realize the new Plextor drive on the first machine was not connected to that machine's sound circuit. A search through the instruction manual revealed that the drive was supposed to be connected to the sound circuit through a separate cable ("not provided with the drive", according to the manual).

Because the first machine could not play music through its existing CD-ROM drive, we were faced with the question of whether the inability to play music was due to a fault in the sound card or a fault in the old drive. Because it was then past time to end the meeting, the group decided to dump this issue into the hands of the machine's owner for future resolution. ♦

### APRIL 15 HARDWARE SIG MEETING

The first item addressed was a mystery computer that one of the SIG members had "come into." Once we got inside this machine's heavy, industrial-strength case and powered up the beast, we discovered that it would go through POST but not beyond, suggesting the absence of an operating

The screen showed that there were three hard drives and 128 Megs of RAM. Because we could see only one hard drive, we restarted and went into the BIOS to see more detail. Again, three hard drives were indicated. We looked at the specs shown on the case of the one Western Digital drive that we could find and in-

putted those as a replacement for the three drives shown in the BIOS.

We concluded that: this machine could probably be used as a backup e-mail machine, once an operating system was installed. It would probably require a larger hard drive than the present 341 MB drive, as well as a CD-ROM drive, to accommodate Win 98. It would also need a modem.

### SECOND PATIENT

Next we addressed a computer that had been donated to LACS by a member. When we powered up this machine, we learned immediately by pressing the pause key to study the POST information on the screen that the computer had a 120 MHz Pentium processor, an Award BIOS, a 1.7 GB hard drive, 16 MB of RAM, and two floppy drives. We proceeded with the boot-up and learned that Win 95 was installed, along with a few application programs. Our conclusion was that the principal constraint on this machine was the limited amount of installed RAM. Otherwise, it was functioning.

A Hewlett-Packard ink-jet printer was then examined. The printer's power would come on, but it would not print even a test page. A closer examination showed that the contact surfaces of the ink cartridge and the fitting in which the cartridge is housed were both covered with heavy, gunky ink. Suggestion to the owner: use a Q-Tip and some alcohol to clean the contact surfaces and then try again.

### LAST PATIENT

The last patient of the night was an NEC laptop that would not turn on and when plugged in showed no signs that power was reaching the machine. The power block and cord were examined. Since there was no meter at the meeting, we could conduct only a cursory physical examination of the block and cord, and it appeared that there might be a break in the wire conductor at a stress point in the cord. Charlie Semple, who also has an NEC laptop, undertook to make available a working power block and cord to the machine's owner to test to see if the machine would fire up using that block and cord. If so, the source of the problem would be isolated to the cord and block, leaving the question of whether the power supply block or the cord was at fault.

Come to the next Hardware SIG meeting and learn the joys of computer detective work and diagnosis. ♦

### 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. ♦

We're on the WEB!  
www.lacspc.org



## Office SIG Report

By **Paula Van Berkom**, LACS  
SIG leader George Wolkon conducted the Office SIG on 4/1/03 at the Cal Fed building with 13 members attending and two guests.

Paula Van Berkom did a short demo about the possibilities of PowerPoint.

It was voted to start learning PowerPoint.

We agreed to buy the book: Microsoft PowerPoint 2000 Step by Step by .Perspection. Inc. George will buy all the books at a discounted price.

If you have not been at any of the SIG meetings, you don't know what you are missing.

You can't beat learning different application programs for only \$1.00.

If you are interested in attending the Powerpoint SIG and would like to have the book, please contact George Wolkon ASAP.

Charlie Semple showed us where you can get free online tutorials of PowerPoint, Excel etc. from About.com.

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

## Tips 'N Tricks.

Compiled by **Charlotte Semple**, LACS President

### "OLD HAT" BUT GENTLE REMINDERS.

#### 1) UNKNOWN E-MAILS

Be cautious of strange emails from unknown senders. They may contain viruses and executable files that can harm your computer. A good way to find the origin of a suspicious message is, go to View, then click on Headers in the drop-down menu, choosing All. The top lines of the text message will show you the origin of the message. If you do not recognize the original sender, delete the message. Remember to reset your Headings from All back to Normal.

#### 2) UNKNOWN FILE DOWNLOADS

Be sure to know what you are downloading and from what sites. Not all software is bad, but you never know what may show up and some unknown programs may contain a virus. Know exactly what you are downloading and installing to your hard drive beforehand.

#### 3) UNEXPECTED POWER OUTAGES

If you get an unexpected power outage, be sure to wait at least ten seconds before powering your system back up.

#### 4) SHUTTING YOUR COMPUTER DOWN

Always shutdown your programs and computer properly. Only use the reset button if your computer locks up and you have no other choice. For Windows go to Start-->Shutdown--> and choose the option you need; Reset, Shutdown, or Log Off (if using pro-

files).

#### 6) HARDWARE AND SOFTWARE WHICH ARE NOT COMPATIBLE

Before spending a lot of money on that new software, be sure that the new software you are buying is compatible with your system. Also be sure that your system has the correct hardware to run that program. Jotting down your system information before you head out shopping is a good idea.

#### HERE ARE A FEW TIPS ON HOW TO IDENTIFY VIRUS HOAXES.

##### 1) Detect the undetectable

Beware of warnings that claim a virus is undetectable. In general, if you keep your anti-virus software up-to-date, your system will nab the latest viruses.

**2) Study the subject.** If the e-mail message's subject line includes words such as "Urgent," "Warning," or even "Virus Alert," it's often a good indication that you're dealing with a hoax. Read the e-mail message with great skepticism, not great urgency.

**3) Beware of tech talk.** Look out for pseudo-technical discussions on the dangers of the virus. Some hoax messages include pure gobbledygook.

**4) Check the sources.** To create an aura of credibility, a hoax often quotes a well-known company or agency, such as Microsoft, the Federal Communications Commission, or an antivirus company. Check the Web sites of the sources quoted (or see your antivirus vendor's site). Remember also that Microsoft

never posts virus alerts via e-mail.

##### 5) Scrutinize the instructions.

Beware of messages that insist you delete a file manually. True, at times you should do so, but in the context of the other tip-offs, this instruction should raise a red flag.

##### 6) Don't spread the word.

False alerts always urge you to tell everyone you know. Genuine alerts never do. Ignore the instructions, delete the message, and don't alarm everyone on your mailing list. ♦

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## Another LACS Membership Benefit

Did you know that any LACS member may insert a personal computer related ad in User Friendly twice a year? YOU CAN! It must be computer related and take up no more than one column inch of space. Want to buy or sell some software you no longer need or get rid of an old computer that is cluttering up your space. Send an e-mail briefly describing what you want published to [editor@lacspc.org](mailto:editor@lacspc.org). Deadline for ads is the 15th of the previous month, and ads are subject to editing to fit the space. A brand new member reminded the editor of this policy, so give it a try. ♦

### Member Ad

PART--TIME COMPUTER HELP WANTED from a student or retiree with a PC plus printer able to download specs from the Web. Contact Bill (310)645-0331 ♦

## May 2003 into June 2003

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			<b>1 May</b>	<b>2</b>	<b>3</b>
<b>5</b> Board meeting 7 PM sharp	<b>6</b> Daytime SIG 12 PM (lunch) Office SIG 7 PM	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>
<b>12</b>	<b>13</b> General Meeting 7 PM Forum 6:00 PM	<b>14</b>	<b>15</b> Membership Committee 7 PM	<b>16</b>	<b>17</b>
<b>19</b>	<b>20</b> Daytime SIG 1 PM Hardware SIG 7 PM	<b>21</b> Internet/e-mail SIG. Watch for e-mail notice	<b>22</b>	<b>23</b>	<b>24</b>
<b>26</b> Digital Photo SIG 7 PM	<b>27</b> Beginners/Internet SIG 7 PM	<b>28</b>	<b>29</b>	<b>30</b>	<b>31</b>
<b>2</b> Board meeting 7 PM sharp	<b>3</b> Daytime SIG 12 PM (lunch) Office SIG 7 PM	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</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.
Beginners	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	helenk2@earthlink.net. 4th Monday, 7 PM American Legion Hall, 5309 Sepulveda Blvd., Culver City
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
Internet/e-mail	Patsy Bellah	310-280-0951	Watch e-mail 7 PM Location to be announced. Watch for e-mail announcement.
Investment	Stephanie Nordlinger	323-299-3244	TBA 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.gbvolkon@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 ♦

## OFFICERS, DIRECTORS AND LEADERS

Title	Name	Telephone	E-mail Address
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Secretary	Lee Freehling	310-837-4022	secretary@lacspc.org
Treasurer	Joe Clark	310-677-2792	treas@lacspc.org
Director	Patsy Bellah (Office)	310-840-2957	patsy.bellah@lacspc.org
	(Home)	310-280-0951	
Director	Helen Karagozian	310-454-3426	helen.karagozian@lacspc.org
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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 ♦

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## LACS Annual Financial Report

The Finance Committee appointed by the LACS Board of Directors has reviewed the 2002 financial records and concurs that the revised year-end reports summarized below reasonably represent 2002 operations.

### LACS 2002 Cash Flow Report

#### Income

B of A Interest.....	\$8.81
Fidelity Dividends.....	81.72
Donations.....	309.35
Fund-Raiser Income.....	315.00
Member Dues.....	8,796.00
Misc. Income.....	9.44
Newsletter Advertising .....	921.00

Total Income..... \$10,441.32

#### Expense

APCUG.....	\$115.00
Elections .....	130.65
General Meeting.....	1,098.85
Web Hosting.....	69.50
Membership Maintenance.....	296.80
Newsletter Production.....	7,225.59
Operations.....	1,743.53
Product Review .....	25.00
SIGs (net income).....	(17.48)
Taxes .....	26.00

Total Expense..... \$10,713.44

Net Income(Loss)..... (272.12)

Equity as of 12/31/02: .....\$9,249.93 ♦



## Genealogy SIG Report

By **Leah Clark**, LACS

The Genealogy SIG met on April 10. Several topics were discussed and ideas were shared. **Carolyn Rosenberg** had attended the Genealogy Jamboree in Pasadena. She brought along a bag full of publications and handouts, and told us about some of the highlights of the workshops she attended. **Stephanie Nordlinger** shared some of her experiences, and was able to give us several resources for finding information. We looked up the web sites of several applications that have the capability to create PDF files, which is one file format that is universal across almost all operating systems. The discussions continued over Girl Scout cookies, tea, and coffee.

The next quarterly meeting is planned for July 3. We hope to see everyone who is interested in learning and sharing genealogical information. Please e-mail Leah Clark at [leahclark@sbcglobal.net](mailto:leahclark@sbcglobal.net) for directions if you would like to come to the meeting. ♦

## Computer Operator/Literacy Class

**Cap Kierulff** has discovered an ongoing computer class sponsored by the Division of Adult and Career Education of the Los Angeles Unified School System which may be of interest to LACS members. The classes are held at the Veterans Administration in West Los Angeles. They are available to anyone who wishes to attend. The classes are ongoing so you may enter and enroll at any time during a semester.

#### LEARN

To operate a personal computer

Basic keyboarding skills

Basics of *Windows 95/NT*, *Microsoft Word 97*, *Microsoft Excel 97* & *Microsoft PowerPoint97*

Intermediate and advanced courses available after completion of computer Operator/literacy with teacher's recommendation.

#### SCHEDULE

Morning classes Monday through Thursday 11 a.m. to 2:15 p.m.

Afternoon classes Monday & Wednesday 2:45 to 6:45 p.m.

#### REGISTRATION

You may register in class.

The cost is \$10 per semester for those over 65 and \$20 for others. Bring cash only to register.

#### LOCATION

VA campus north of Wilshire and west of Sepulveda in

(CONTINUED FROM PAGE 10)

Building 208, Room 207.

#### TEACHER

Ms. B. Dressell. Call (310) 478-3711 X 48098 for more information.

**Cap Kierulff** has checked this out and says the class has over thirty computers which are connected to the Internet. He is quite enthusiastic about the classes. You might contact **Cap** by e-mail at [kierulff-cap@juno.com](mailto:kierulff-cap@juno.com) for more information. ♦

## Review — Quicken 2003 Premier

By **Stephanie Nordlinger**,  
LACS

Many of you use Quicken or are familiar with it, so this review will emphasize the changes in the latest edition. My Quicken records go back to 1988, so I assume I have been using it since then. Intuit has regularly updated the program, and in recent years it has added a number of optional auxiliary services including discounts if you open accounts with particular banks or a Siebert brokerage account, references for purchase of insurance, cars, etc.

#### LOOK AND FEEL

Generally, I like Quicken 2003's new look and feel. Navigation is often easier. While retaining its checkbook format and certain customization features, the default is now light blue and white, with a list (bar)

of your accounts at the right (or left, if you prefer). The accounts are neatly sorted by type: bank accounts, credit cards, brokerage accounts, other assets and debts, etc. The current value of the accounts can be shown or not with a click of a button. As before, you can edit accounts and hide old accounts. Only one account is open at a time. You no longer have to close accounts, and you don't run out of RAM by having too many open at once.

#### GETTING STARTED

Quicken 2003 installed easily from a CD and is generally quite intuitive, especially if you have used previous editions. You must go through the menus and set your preferences. You will go nuts if you like to use the Tab key to change fields and the program is set to use the Enter key (or vice versa). Each version converts the accounts from at least several previous versions. It also partially imports *Microsoft Money* 2001 and later files.

A person, family or business will have a file containing various accounts for different assets and liabilities. If you are starting for the first time, you need to create files and accounts – a simple, fill-in-the-blanks process. If you choose the right kind of account, anything else can be changed later. You can set up files for different purposes such as to keep track of your Frequent Flyer miles and files for clients, a trust or a small club or organization that doesn't need double-entry bookkeeping.

The major difference between

Q2003 and earlier versions is improved integration with Internet resources. For example, Q2003 prompts you to download bank, credit card or brokerage account data whenever you try to reconcile an account whose data hasn't been downloaded recently. If you are in an account in the program, you can import the data directly into the account. Quicken produces a list of the items and tries to match them with your data. You choose which to accept, delete or edit. You can also download data into a .qif (Quicken information file) that can be imported in whole or in part into your file. Quicken also provides links from itself to various services including insurance and mortgage shopping, estimating your car's value, etc.

Quicken Premier is the next-to-the-highest version. *Quicken Home & Business* has additional invoicing and accounting features, but I handle my home business (a law office) just fine with Premier. Below it is *Quicken Deluxe* and, formerly, *Quicken Basic*. Charts comparing their features are on all of the retail boxes and the Intuit website. The prices vary from about \$30 to about \$80 and are often combined in deals with Intuit's *TurboTax* and discount coupons. Current prices for Quicken are at the end of this review.

#### PAYING BILLS

I pay many of my bills online, but I use my bank's system in-

(CONTINUED ON PAGE 12)

**(REVIEW— QUICKEN 2003)***(CONTINUED FROM PAGE 11)*

stead of *Quicken BillPay* because it is half the price (\$5 vs. \$9.95 a month). Some banks offer free online bill paying if you have your payroll check deposited electronically. Nor have I used Quicken's MasterCard which is supposedly more integrated with your Q2003 files, but I don't see how as I can download my credit card account data just fine. I chose not to do so and enter the credit slips to be sure I actually made the purchase. Data entry is very quick for repeating transactions. After you type a few characters, Quicken will finish the entry. Be sure the amount is correct if it varies.

While I don't keep Quicken's *Billminder* as a TSR program, it reminds me of upcoming and recurring bills, which I enter in the register somewhat in advance. If a check has been entered but not printed and is due, a check mark at the left of the account name will remind you to send it.

**INVESTMENT MANAGEMENT**

Quicken is exceedingly useful in managing your investments. In Q2003, you no longer have to pull up an investment account to reach the Portfolio screen, from which you can update your stocks and mutual funds with a single click. I do this every weekend, which gives me daily prices for stocks and mutual funds plus alerts for major price changes and links for news items. You can download prices up to five years back, but daily data is

provided for only the last month. You can add or edit price data by typing it in from another source.

You can use Quicken to manage real estate investments by using your usual categories for income and expense items and then using classes for each apartment or building. This lets you do reports by the property or overall.



If you create accounts for all of your major assets (real estate, financial accounts, loans, automobiles or other significant assets), you will have a running account of most of your net worth in that right column of your main screen. This number would exclude clothing, jewelry and miscellaneous household and personal items unless you entered and set values for them. Quicken also has an Inventory feature.

Q2003 provides much better stock data handling than previously. You can do much research on its website, [www.quicken.com/investment/](http://www.quicken.com/investment/) from within Quicken or directly. A tremendous amount of corporate investment data from numerous sources is available

without registration and without having the program running. The data is, however, not unique to Quicken. It is available from other brokers' websites, other investment websites, the SEC, etc. You can maintain a Watch List portfolio there.

You can sign up for an account with **Quicken Brokerage Powered by Siebert**. Intuit describe this as, "the only online brokerage designed specifically for Quicken software users — with unique tools that can help you minimize your taxes and make better informed investment decisions." Details are on the Quicken investment website.

**SECURITY**

All direct connection online banking features in Quicken use secure 128-bit encrypted Internet connections to protect the security and privacy of your financial transactions. Internet Explorer v. 5.5 or later and Netscape's later versions (4.73+) have this capability. If you have more than one financial institution, you can send and receive data from all of your accounts in one online session. You do not need to log off from one financial institution server and then dial another. If you like, you can open an account with another company endorsed by Intuit to upload your data files to a secure website for backup and storage purposes. Others can access the data if they have the password.

**REPORTS**

Tax planning and reporting

has been significantly improved. Q2003 Premier includes several tax planning routines. A year ago I wondered how the program had arrived at totally wrong items in its preliminary tax estimate (e.g., that I had thousands of dollars of W-2 income, when I had none). This year, the reporting was more transparent, and I could easily edit the input for these numbers so that my federal tax estimate payments weren't called W-2 income. There was, however, no category for state income tax estimate payments. All reports are fully customizable and can be memorized. Reports you made with previous editions are there. Reports can be printed in color and exported in various standard formats.

Quicken 2003 automates the naming of categories. If you write a check to X Restaurant, it will probably be allocated to Dining. You may need to adjust the data if it was a business meal or if you have your own categories set up that don't match the default categories. Setting up, combining, and deleting categories and adjusting the related tax form lines are easy and intuitive. If you establish a clean set of categories, you will get good reports for tax and other purposes. Tax data can be exported to *TurboTax* and *Tax-Cut*.

#### GLITCHES

Quicken 2003 has unfortunately dropped the Windows standard of Control-P printing what is on your screen. Long ago, Quicken made several

other Windows commands optional (as a group - e.g., Control C can go to the Category List or copy highlighted text). I preferred the Quicken choices. But not this! Now I can't print a check without clicking twice (on Print and then on the only menu item, Checks). If you type Control-P, the program prints the account's Register. Worse still, it printed my "Quicken Home Page" when I tried to print a page on its website! It even printed a Register of an account that I wasn't in (and hadn't been in lately) when I used Control-P to print the Register of another account. This shouldn't happen.

I tried to set up downloading for some bank and brokerage firm accounts. I didn't notice that one brokerage account was no longer active, and the broker didn't respond to the outdated account number. I also couldn't remember the PIN for a bank account. *Every* time I started or tried to close the program (at least twice a day for weeks), Q2003 nagged me, "Your last online session was not completed. Do you want to try again now?" I finally called tech support and the online banking company's toll-free number twice, zeroed out the old account, hid it, cleaned up the password on the other account and obtained clean downloads which finally got rid of the error message. Much better was Quicken 2002's just listing the dates of the last Internet contacts for various accounts and whether or not these contacts were successful. Then, I could

easily delete or ignore any item that I didn't think was worth pursuing.

#### DOCUMENTATION

Documentation includes a QuickStart card, a 76-page "Getting Started with Quicken" booklet and context-sensitive Help files. Plenty of well-written information on the Quicken website can be read and printed.

#### TECHNICAL SUPPORT

Aside from the usual free web-based support, there's telephone support (a toll call). For installation and certain other issues it is otherwise free, and you are warned if there will be a charge. The technician answered fairly promptly and was helpful. Online banking tech support is a toll-free call. Quicken's technical support is Good.

When you are in Quicken and go to its website, Intuit checks to see if you have the latest version of the software and automatically updates your files if needed. There may be several free updates a year, until the next version is issued in the autumn.

#### SYSTEM REQUIREMENTS

An IBM or compatible Pentium 133 (Pentium II 300 recommended) running Windows 95/98/2000/Me or XP, 32 MB of RAM (64 MB RAM recommended), 67 MB of hard disk space, plus 45 MB for Microsoft Internet Explorer if IE 5.5 or higher is not already installed, a Super VGA (800x600) monitor with 256 colors (1024x768 with 16-bit color recommended), a CD-

(CONTINUED ON PAGE 14)

**(REVIEW—QUICKEN 2003)***(CONTINUED FROM PAGE 13)*

ROM drive (4X speed or faster recommended), an Internet connection and modem (56 Kbps or higher recommended). Optional: a sound card and speakers. Any printer supported by Windows will work.

**CONCLUSION**

I don't know what I would do without Quicken. It is such a versatile, low-priced, easy-to-use program to manage your household and business finances. It (or *MS Money*—which I haven't tried) is essential to a well-organized, computerized household. Its reports will speed up tax return preparation and reduce costs. Every year it gets better, and using an older edition is pennywise and pound foolish

unless you have very simple needs.

*Quicken 2003 Premium*, \$70. Home & Business is \$80; Deluxe is \$50 and the *Mac* version is \$50. These April 2003 Intuit web prices include a \$10 instant rebate and approximate street prices. The Basic version is not listed for sale on the Intuit website.

*Pocket Quicken* is available for both Palm and Pocket PC formats. \$30-\$40 from Intuit.

Intuit, Inc., 2632 Marine Way, Mountain View CA 94043. (650) 944-6000. [www.intuit.com](http://www.intuit.com) and [www.quicken.com](http://www.quicken.com). ♦

**Critical Update Needed**

A free critical update is required immediately to avoid online errors for *Quicken* and *QuickBooks* versions 2002 and earlier. It can be downloaded from <http://www.intuit.com/support/updates/>.

**Meeting Reporter Needed**

Volunteers are needed to write a brief report each month on the LACS General Meeting. It's easy—no computer expertise required—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. ♦

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Subscription to *User Friendly* is included with membership. Non-member subscription is \$30.

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) ◇

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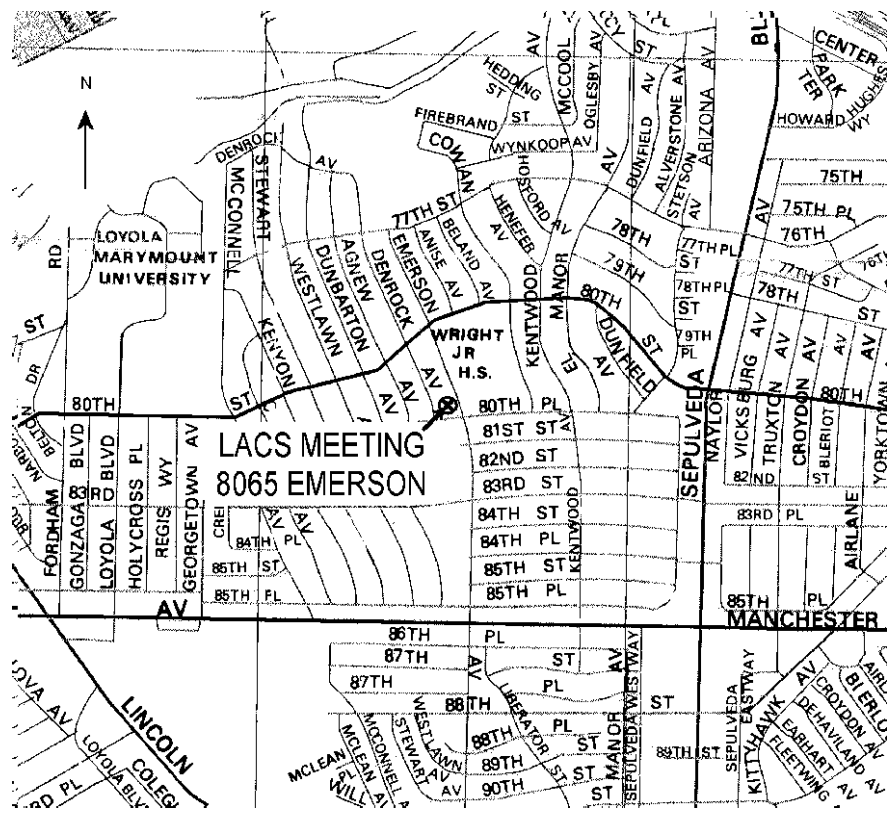
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*From the North:* Take Sepulveda Blvd. SOUTH to W. 80th St. Turn WEST/right and go about one mile to Emerson Ave. Turn SOUTH/left and go one long block to W. 80th Place. Fellowship Hall is on the Northwest corner of Emerson and W. 80th Place.

*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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