User Friendly

LACS
A Computer and Technology User Group

IN THIS ISSUE

AUGUST

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& Computer User Groups

AUGUST 13 GENERAL MEETING

Topic: **How To Buy and Sell on the Internet**
Speakers: **Mark Presky and Marsha Saltman**
Los Angeles Computer Society

Mark Presky and Marsha Saltman will speak to us about buying and selling online. Almost everyone has things, large and small, very valuable and not, that they would like to turn into cash. Mark and Marsha bring their several years of experience selling via eBay, Craigslist, Nextdoor, and OfferUp. They will take us through the process of listing ads, and point out important dos and don'ts for both buyers and sellers.

Meet Our Presenters

Mark, an LACS director, has a Master's Degree in Microbiology from UC Davis, and he has a professional designation in Personal Financial Planning from the Anderson School of Management at UCLA. He became a Certified Financial Planner in 2005 and continues to retain that designation. He recently retired after 43 years as a Clinical Laboratory Scientist, and he retired from professional tax preparation in 2016.

Marsha graduated from Portland State University in Oregon and became Director of Human Resources for some of the largest hotels in Los Angeles, including the Hollywood Roosevelt, the Beverly Hilton, and the Ambassador Hotel before retiring from that line of work. She is a Certified Human Resources Executive through the American Hotel and Motel Association.

August 13, 7:30 - 9:00 PM
Westchester United Methodist Church
Fellowship Hall
8065 Emerson Ave., Westchester, 90045
6:30 to 7:20 Social Time and an Informal Q & A
Roundtable to Answer Individual Questions
7 to 7:30 Refreshments
More info: www.lacspc.org or 310-398-0366

FROM YOUR PRESIDENT / EDITOR

IN MEMORIAM
Joe Falcon

LACS past member, Joe Falcon, passed away on July 18 at age 96. He was a dedicated member of LACS for many years and a good friend to a lot of us. He was truly a gentleman. This obituary is from the L. A. Times, July 21, 2019.

Joseph Albert Falcon

March 9, 1923—July 18, 2019

Husband, Father, Engineer

Joe Falcon died peacefully in his sleep Thursday morning. It was about the only thing he ever did peacefully. Energy, both in his work and as an engineer, and his life, was his defining trait.

Growing up with polio, he pushed a little harder, rushed a little more...to get it all in. And he did.

Other than his wife and kids...his proudest achievement was being President of The American Society of Mechanical Engineers, an organization he cherished and adored for six decades. At the 1939 World's Fair in New York, as a 16-year-old boy, he was approached by ASME about an exhibit he had built. The love affair never ended.

CANDIDATES FOR THE 2020 LACS BOARD

We thank Stanley Johnson for his work as chair of the nominating committee. This is his preliminary report.

Nominations from the floor will be accepted at the August 13 general meeting.

Please consider running for office. LACS cannot exist without leaders. The candidates' biographies, headshot photos and platform/reasons for running (100-150 words) are due to Leah ASAP (editor@lacspc.org) for the September newsletter.

THE 2020 BOARD MEETINGS WILL BE THE LAST MONDAY OF EACH MONTH at 7 PM at Charlotte's home. If she is unavailable, they will be at Santa Monica College Bundy Campus or some other location TBA.

The following members have agreed to run for offices for 2020 and directorships for 2020-21:

President   Leah Clark

Vice President   Stephanie Nordlinger

Secretary   ?

Treasurer   Gavin Faught

Two-year Directorship Candidates: ?

As is evident, a secretary and two - four directors are needed.

Incumbent directors continuing to serve through December 2020 are E. J. Rozek, Howard Krivoy, and Mark Presky.

Questions?

There are forms at the Greeter's Table to submit your questions. If you fill one out and give it to Leah, she will read it to the members at the beginning or end of the meeting; someone may be able to answer it.

If your typing slows down, a special ergonomic keyboard injects coffee directly into your fingertips!

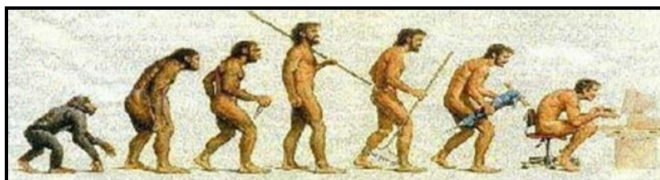From Judy Taylour's presentation, August 9, 2019

GENERAL MEETING REPORT
July 9, 2019

You, Your Tech Devices and Ergonomics
By **Leah Clark**, LACS Editor/President
**Judy Taylour** gave us her new presentation

on ergonomics. Our evolution shows us bent over our computers. Ergonomics is fitting the work to the worker – a study of work. We spend a lot of time with our computers, and medical problems are resulting from our use of technology. The main ones are **Computer Vision Syndrome** (CVS) and **Repetitive Strain Injury** (RSI), including carpal tunnel.

Think about your chair. It needs to be able to support your back in an upright and relaxed position. If it doesn't give enough support, try a rolled up towel or a cushion between the small of your back and the chair. You need to have your feet flat on the floor, and your thighs should be parallel. If your chair is too high, you need a footrest. Do not cross your legs!

You must get up and move around once an hour; roll your shoulders and move your head from side to side. (My Fitbit and my dog tell me when to move.)

Computer Vision Syndrome

CVS is caused by poor lighting on your computer screen. Glare from lights can bounce back. Set your distance and height from the screen, so it's comfortable. Judy said that dedicated computer glasses are the best things. You can get monovision glasses or glasses with the computer prescription on top, and a reading lens on the bottom.
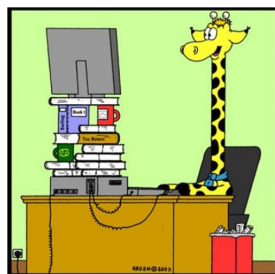
What are the symptoms of Computer Vision Syndrome (CVS)?

Eye strain, headaches, blurry vision, dry eyes, and neck and shoulder pain. Be centered in front of the monitor with your eyes at one or two inches from the top of the screen. Blink often to prevent dry eyes.

Look into the distance every **20** minutes. Then look at something **20** feet away for **20** seconds.

Position your monitor and adjust your blinds and curtains.

With Windows 10, you can adjust your brightness and contrast, the font size, and the size and color of your cursor and pointer. Go into the accessibility options (Control Panel -Ease of Access Center) and customize the settings. Night light makes the screen easier to look at and easier for you to go to sleep. You can set it to go on automatically at dusk to dawn, or choose your own time. To use the Zoom function, go into view and choose page width; it makes everything easier to read.

Repetitive Strain Injuries
Computers

You can get RSI in your hands, wrists, arms, and upper back. When these areas are kept tense for long periods of time with poor posture and repetitive motions, carpal tunnel, tendonitis, bursitis, mouse shoulder, and tennis elbow can be the result. The nerve in your wrist can be injured by using the wrong equipment over and over.

You must use the correct equipment in the correct position. Judy uses a wrist pad for her mouse that keeps her hand and wrist level. She raises the back of her keyboard to slant it. Your touch on the keys needs to be light; if it isn't, get a new keyboard. Your hands and wrists must be down or straight on the keyboard.

If you have vision problems, you can put stickers with black letters on yellow on the keyboard to make them easier to see.

It is suggested you use your whole arm rather than just your wrist to move the mouse. Use a light grip on the mouse.

Mobile Devices

Can you think of anything that can't be watched or bought online using your smartphone or tablet? Many have developed a dependency on mobile devices, spending much time looking down at them. This hurts your muscles, joints, nerves and ligaments. Your devices should be held at eye level. Looking down puts a lot of force on your neck and spine.

For texting, use your thumbs and fingers. Judy only uses the microphone. If you turn your device on its side, you get a larger keyboard. "Texting thumb" is an RSI. As with your computer, you can adjust the brightness, size of text, etc. on your devices.

Have you all resolved to be better computer and technology users?

Judy sent us a list of exercises and her slides. You can listen to the podcast of this presentation at

https://www.lacspc.org/category/audio-files/.

WHAT'S WITH GOOGLE AND YOUTUBE?

By **David Kretchmar**, Computer Technician, Sun City Summerlin Computer Club, NV Gigabyte Gazette, May 2019
www.scscc.club/
tomburt89134 (at) cox.net

Over 13 years ago, Google bought YouTube for $1.65 billion. Today that figure seems tiny, but at the time many questioned the wisdom of paying so much for a startup company less than two years old. Some analysts and competitors said

Google overpaid. Many said the giant company was foolish to take on YouTube's many legal problems.

Thirteen years later, the YouTube purchase is generally considered to be one of the best consumer tech acquisitions ever, maybe even one of the best acquisitions of all time. It is one of a couple of small investments that paid off handsomely for Google, like Google's $50 million purchase of Android in 2005. The difference between YouTube and Android is that in 2005, only the geekiest of geeks knew what Android even was. At that time, YouTube was already world famous, yet still, its price tag was ridiculous by that day's enterprise valuation standards. It was one of the first wild bets a tech giant made after the dot-com crash of the early '00s.

We love Google!

Many of us use Google's subsidiaries' products, such as the Chrome browser, Google's search engine, YouTube, Google maps, Google Earth, Nest, and Android smartphones. Some of us, including me, use YouTube virtually every day. Most of us are familiar with YouTube as a video sharing service where users can watch, like, share, comment on, and upload their own videos.

YouTube has also become indispensable for educational purposes; you can learn how to make repairs around the house or "attend" lectures by your favorite astrophysicist.

YouTube rid us of the agony of buffering, and YouTube has become for video watching and sharing what Google Chrome was (and still is) for search.

YouTube is now the world's second biggest search engine. There are more than 1.8 billion people registered on YouTube. They watch 5 billion videos every day. Worldwide, about 75% of all Internet searches go

through Google, including YouTube. For the 13 years since it was launched back in 2005, YouTube has expanded massively. It has grown from a website to upload amateur videos to the place where you can watch much more content of many more types than modern TV is capable of offering. Every 60 seconds more than 300 hours of HD quality video is being uploaded to YouTube to contribute to an already massive collection of 1,300,000,000 videos.

So, What's the Problem?

Starting a few weeks ago, I noticed YouTube was forcing me to endure more and longer ads before the content I wanted, and interrupting with ads. The ads have more recently included offers for YouTube Premium ($12/month) and YouTube TV ($50/month). I'm sure Alphabet would like me to upgrade to YouTube Premium, (without ads) but I wonder if downgrading their free service is a smart strategy.

Also, YouTube deleted my, and many other users' Favorites list, with no warning at all. Google said the deletion of Favorites lists was a programming glitch, but my list took over ten years to develop, and I want it back. Google says it is working on it.

Google has long been accused of directing internet traffic to suit its own purposes, and it is said, truthfully, I believe, "whoever owns the internet, owns the future." Google has never been transparent about how it decides what it displays for search results. Google is a monopoly, considering the 75% of internet traffic it directs, and over 90% of Google's profit comes from advertising. It is an inherent conflict of interest for an advertising company to be controlling what you see as a result of internet searches.

Google cares about selling ads, and it especially cares about selling ads against search results and videos.

Google has made some other changes that have served only to confuse people. In August

2015, Google changed its name to Alphabet Corporation, although the stock symbol remained GOOG plus a new class of non-voting shares GOOGL. Why you would drop a nonsensical corporate name that became so widely used it became a verb for a meaningless dictionary word is a mystery to me, despite arguments from management that the change was logical.

Google, as of August 2018, forces you to log in to your Google account on Chrome if you log in to any other Google service using the browser. Logging out of a Google service will also force-log you out of Google Chrome. I don't understand why logging into Gmail, Google Docs, or any other Google service would need to force Google Chrome users to also connect to their Google accounts, presumably giving Google access to its browser history, saved passwords, and other personal information they arguably do not need. In the face of consumer complaints Google has somewhat backed off on this policy, but it is disconcerting that this major change was done quietly, almost under the radar, for most users.

My current pet peeve against Google (besides my missing Favorites) is what they have done with Google Contacts. In the previous version of Gmail, you could switch to the Contacts list by clicking the Gmail menu on the upper left side of the page, but that method no longer works.

Now you get to the contacts page by clicking the Apps icon in the upper right corner of Gmail. When you click the Apps icon, a square made up of nine smaller squares, it unfolds to reveal a panel of icons for other Google programs and services, including Google Photos, Google News and YouTube. Sometimes Contacts does not appear in the first group of apps, and you have to click on "More" to scroll down.

Google has recently come under fire for helping totalitarian governments block infor-

mation from their citizens, and for avoiding paying billions of dollars in tax by funneling profits to tax havens such as Bermuda, but these serious allegations are beyond the scope of this article.

Google's unofficial motto had long been the simple phrase "Don't Be Evil." But no more, according to the code of conduct that Google distributes to its employees. The phrase was removed sometime in late April 2018. I guess it was easier to change the motto than to change what has become a corporate culture.

(Editor's note: I find the way Google is going very sad. I have been upset with how it is becoming more complicated to join Google Groups. And Gmail is getting harder to navigate. Customer service seems to be almost nonexistent. Maybe this is what's meant by the expression, "Getting too big for one's britches.") ❖

myCharge PRODUCTS

by **George Harding**, Treasurer
Tucson Computer Society, March 2019
www.aztcs.org

I received two products to review from myCharge portable power solutions.

HubMax

This is a modern charger about the size of a pocket notebook, about 4 ¼" X 3" X 7/8". It is very compact and weighs about the same as my iPhone 7.

It has two attached connecting cables, one for iPhone (Lightning) and one for Android (micro USB). They fit snugly into the side of the case.

HubMax

It is very easy to charge the internal battery. It comes with outlet plugs. All you do is flip the prongs out and push into a wall socket.

Nothing could be easier!

There is a button on the side, near the top, which can be used to show the battery charge level. Four LEDs illustrate the level. The button is also used to start a device charging if it doesn't start automatically.

You don't need to worry about over-charging your device. Nor do you need to worry about over-charging the internal battery of the Hub-Max. That's handled internally to make sure that no over-charging occurs.

There is also a USB port if you need to use a cable to charge your device.

The internal battery can charge many types of devices, up to and including a tablet. It is rated at 10,050 mAh, which the company describes as 5 or 6 times the usual battery capacity. You can charge up to 3 devices at a time if you wish.

All myCharge products use Lithium-Polymer batteries. See https://en.wikipedia.org/wiki/Lithium_polymer_battery and https://www.electronicdesign.com/power/what-s-better-battery-your-portables-li-ion-or-li-poly

The packaging includes the HubMax unit and an instruction manual. The manual is a card that briefly explains the features. You wouldn't need anything else since the unit is so simple to use.

The Company provides a one-year limited warranty.

RazorMega

This is a larger version of charger designed somewhat differently and with more power.

It has two USB-A ports for charging your devices and a micro-USB port for charging the internal battery.

As with the HubMax, there are

RazorMega

four LED lights that show the degree of battery charge and a button to display them. The button can also be used to start charging your devices if they don't start on their own.

The size is larger, about 6 ¾" X 2 ½" X ¾" and is somewhat heavier as well.

This unit includes the same protection against overcharging the internal battery and your devices. When fully charged, the charging process is automatically stopped. The charging capacity is 20,000 mAh.

The packaging includes the unit, a charging cable, and a manual card. While brief, the card tells you everything you need to know about its operation.

Price: HubMax $100, RazorMega $70

What's the Better Battery for Your Portables — Li Ion or Li Poly? See

https://www.electronicdesign.com/power/what-s-better-battery-your-portables-li-ion-or-li-poly

See the HubMax, the RazorMega, and more at www.mycharge.com . ❖

INTERESTING ARTICLES, WEB-SITES, AND YOUTUBE VIDEOS

By **George Cadmus**, Editor
Northern Neck Computer User Group
The Computer Link, May 2019
geocadjr (at) verizon.net
www.nncug.net

Do This Instead of Printing (you'll save time and money)

How often do you use your printer? If it's more than occasionally, I've got some tips to simplify your life and save you money. Aside from wasting paper, killing trees unnecessarily, and spending more than $300 a gallon on printer ink, you're also creating a stack of pages that you'll have to do something with. Click on the link below to see ways to minimize those hard copies, as well as the associated filing, and

tedious searching tasks. https://askbobrankin.com/do_this_instead_of_printing_youll_save_time_and_money.html

Is Your Head in The Clouds?

Are you using cloud-based services like online backup, webmail, and document sharing? Most people don't know much about the safety and security of cloud computing. Are your files and sensitive data safe and secure in the cloud, or are they vulnerable to hackers and other threats? Click on the link below to get the scoop on cloud storage security. https://askbobrankin.com/cloud_storage_is_it_secure.html

Extend Your Laptop Battery Life

It's so easy to take electrical outlets for granted; they're everywhere, right? But sometimes you forget your laptop's charger at home or get stuck far from a power outlet -- quite common if you use your laptop in a coffee shop, or in an airport, plane, train or car. Follow these tips to maximize the run time of your PC or Mac laptop's battery. https://askbobrankin.com/howto_extend_your_laptop_battery_life.html

Lisa Louise Cooke's Genealogy Gems

Take less than 10 minutes to hear about 4 of genealogy blogger and lecturer Amy Johnson Crow's favorite website and mobile apps that can help you learn more about the local history of the places where your ancestors lived. Amy joins Lisa Louise Cooke (The Genealogy Gems Podcast, Family Tree Magazine Podcast) at the national Rootstech conference in Salt Lake City. https://www.youtube.com/watch?v=KpdppvhVlkg

How to Crop a Photo and Images in Photoshop Elements 2019

https://www.youtube.com/watch?v=seKG3tQgit0 ❖

LACS NOTICES

WELCOME ALL

George Wolkon, LACS Database Manager

New Members (0)

Renewals (9)

Gordon Bergelson*   Angie Jacobs
Roger Clough   Gene Jacobs
Shelby Croft   Barry Katz
Frank Elston   Susan Umeda
Heidi Feingersh   * Contributor

JOIN OUR MAIL LISTS

All you have to do to join our lists is send your name only in the message body of an email from the address you want LACS to use to **lacspc-subscribe (at) yahoogroups.com** and to **lacslist-subscribe (at) yahoogroups.com**

These lists are for members only.

Lacspc is for official LACS business.

Lacslist is for any other computer-related messages and questions.

If you have question about the lists, please contact our "Mail Guy" at **mailportal (at) lacspc.org**.

LACS IS ON TWITTER

On **Twitter**, follow us at:

https://twitter.com/LA_CompSoc or click on this icon to see what's there.

LACS WEBSITE

www.lacspc.org posts back copies of the color version of *User Friendly*, calendar information, and podcasts of most of our general meetings. There is also a biannual index to past issues on the website. Check the menu on the right side.
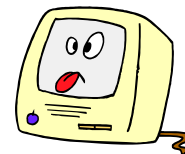
FIX YOUR PC FOR FREE?

Jim McKnight has an open offer to all LACS members to diagnose, repair, disinfect, or upgrade members' PC's for free.

There are certain limitations to Jim's offer, so see the details by clicking the "Fix my PC for Free?" link at www.jimopi.net.

Non-members can wisely invest in a one-year <u>new</u> Regular LACS membership ($40.00), and Jim will fix your PC problem, too. Contact Jim for specific considerations.

RIDE SHARING

If you need a ride to a General Meeting, or if you are able to give a ride, please contact Freda Sanders at 323-230-3278.

HOW TO CHANGE YOUR CONTACT INFORMATION

Go to www.lacspc.org. Click on **Member Forms** in the bar under the picture. Under **Membership Update,** select **Click Here** to select either the DOC or PDF form. Fill it out and bring it to a meeting, mail it, or email your changes to **membership (at) lacspc.org**.

LACS HAS JOINED MEETUP

Our Meetup group is called:
"*Los Angeles Computer Society and Technology Meetup.*"

Please join and **RSVP** for our general meetings - it's free. Go to http://www.meetup.com/Los-Angeles-Computer-Society-and-Technology-Meetup/ and click on **"Join Us."**

Or click on this icon to see our Meetup Page.

LACS CALENDAR

General Meeting

Date: Tuesday, August 13, 2019
Time: 7:30 P.M.
Where: Westchester United Methodist Church, Fellowship Hall.
8065 Emerson Ave. Westchester, L.A. 90045

LACS Board Meeting

Date: Monday, August 26, 2019
Time: 7:00 P.M.
Where: At the home of Charlotte Semple
LACS members are invited to attend.
Contact Charlotte or a board member for her address.

No Special Interest Group (SIG) meeting is scheduled for August.

New SIGs can be created if there is sufficient interest and leadership. Please contact the board to make your wishes known, or to offer ideas or help.

August 13: LACS General Meeting
August 26: LACS Board Meeting

GENERAL MEETING PRESENTATIONS

August 13   How to Buy and Sell on the Internet
September 10 Cutting the Cord
Note: This schedule is subject to change. Check email, *User Friendly* and our website for updates, but mark your calendar now.

PODCASTS

Listen to the podcasts of our general meetings. Go to http://www.lacspc.org/category/audio-files/. Click on the session you want to hear.

USER FRIENDLY BACK ISSUES

To see back issues of *User Friendly,* go to http://www.lacspc.org/category/user-friendly/.
For indexes to find a specific article, go to https://www.lacspc.org/category/uf-index/

GENERAL MEETING SNACK SCHEDULE

By **Sylvia Q. Davis** Hospitality Chair
Refreshments and socializing will be at **7:00**. The meeting starts at **7:30**. Please bring refreshments at **7:00**

August 13 .... J through N
September 10..... O through S
October 15..........T through Z
November 12 ..... A through D
December 10...... Holiday Party

Bring **finger-food** treats such as fruit, veggies, nuts, cookies, cold drinks and the like.
LACS provides hot drinks.
See your email for updates and reminders.

Please pick up your leftovers and serving pieces at the end of the meeting.

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. Or you may use a Helper's e-mail address, found in your LACS Roster. We hope that you find this free service useful. **If you are experienced using a particular program or know a topic, please volunteer to be a consultant. You don't have to be an expert.** To volunteer for this list or to make corrections, please email Leah Clark at Leahjc (at) sbcglobal.net or call her at 310-677-2792. More Quick Consultants, and more categories are always needed. You may decline or postpone a call if it comes at an inconvenient time.

Adobe Creative Suite: PDF,
   InDesign, PhotoShop, etc. - 17
Android Smartphones - 5
Apple devices - 15
Anti Malware and Backup - 5,12
Digital Imaging, Editing - 8
Digital Photography - 8
Dragon Naturally Speaking - 4
Genealogy - 5
Hardware - 12

Linux - 11
Lotus Word Pro, Approach - 12
Mozilla Firefox - 12
MS Excel - 3, 5, 15
MS Word - 3, 4, 10
MS Outlook - 5, 15, 17
MS PowerPoint - 15
MS Publisher - 7
Open Office - 16

Photoshop - 17
QuickBooks -18
Quicken - 3, 5
Thunderbird - 12
Utilities - 5, 12
Visual Basic - 13
Websites - 13
Windows 7 - 16
Windows - 5, 12
WordPerfect - 5

No.	Name	Preferred Phone for Calls	From	To
3	Wilder, Joan	310-472-8445	9:00 AM	9:00 PM
4	Hershman, Irv	310-397-9453	11:00 AM	11:00 PM
5	Nordlinger, Stephanie	323-299-3244	10:00 AM	7:00 PM
7	Clark, Leah	310-677-2792	7:00 AM	5:00 PM
8	Silverstein, Elliot	310-670-1544	10:00 AM	10:00 PM
10	Beckman, Loling	310-471-7893	10:00 AM	6:00 PM
11	Hughes, Bill	424-259-1818	Any	Any
12	McKnight, Jim	310-823-7829	8:00 AM	7:00 PM
13	Ialongo, Gilbert	310-641-7906	9:00 AM	5:00 PM
15	Van Berkom, Paula	310-398-6734	9:00 AM	5:00 PM
16	Johnson, Carol	310-372-8535	10:00 AM	9:00 PM
17	Rozek, E. J.	310-823-3811	Noon	8:00 PM
18	Semple, Charlotte	310-398-5052 M-F	9:00 AM	5:00 PM

OFFICERS, DIRECTORS AND LEADERS

Title	Name	Term	Telephone
President	Leah Clark	2019	310-677-2792
Past President	Stanley Johnson	2019	424-216-6984
Vice President	Stephanie Nordlinger	2019	323-299-3244
Secretary	Stanley Johnson	2019	424-216-6984
Treasurer	Charlotte Semple	2019	310-398-5052
Director	Paula Van Berkom	2019	310-398-6734
Director	George Wolkon	2019	310-459-2671
Director	**Open**	2019	
Director	**Open**	2020	
Director	E. J. Rozek	2020	310-823-3811
Director	Howard Krivoy	2020	310-717-7465
Director	Mark Presky	2020	310-398-0366
APCUG Rep.	Leah Clark		310-677-2792
Car Pool Coordinator	Freda Sanders		323-230-3278
Change of Address	George Wolkon		310-459-2671
Corporate Counsel	Stephanie Nordlinger		323-299-3244
CCSC Computer Lab	Loling Beckman		310-471-7893
Greeter	Freda Sanders		323-230-3278
Assistant Greeter	Penny McKnight		310-823-7829
Hospitality Chair	Sylvia Davis		213-924-4927
Asst. Hospitality Chair	**Open**		
Membership Database	George Wolkon		310-459-2671
Newsletter Editor	Leah Clark		310-677-2792
Program Chair	Stephanie Nordlinger		323-299-3244
Assistant Program Chair	**Open**		
Publicity - Press	Mark Presky		310-398-0366
Publicity - Online Media	Stanley Johnson		424-216-6984
Quick Consultants	Leah Clark		310-677-2792
Webmaster	Paula Van Berkom		310-398-6734

Website   www.lacspc.org   **Newsletter Editor**   editor (at) lacspc.org
Voice Mail   1-310-398-0366   **Webmaster**   sitemaster (at) lacspc.org
E-mail   ContactUs (at) lacspc.org   **Change of Address**   membership (at) lacspc.org

The **ContactUs (at) lacspc.org** address goes to our **president** and **vice president**. If the message is for another officer or member, they will forward it to the correct person. To contact other officers, directors, leaders or members directly, members may use our roster for phone numbers and e-mail addresses.

ASK LEO!
by Leo Notenboom

Dealing with Browser Problems

I talk about browser problems all the time. Particularly since people encounter browser problems all the time. There are *so many* possible causes of browser problems; there's no way to know which one might apply to your situation.

What I use instead is a more general approach to dealing with internet web browser problems that applies to all popular browsers — Firefox, Chrome, Internet Explorer, and more.

Scan for Malware

Browser problems can be a sign of malware, though it's certainly not the most common cause of them.

Start by making sure your security software and anti-malware tools are up to date, and then run full scans. If malware is found, make sure it's cleaned off.

If that makes your browser problems go away, then, of course, you're done.

Clear the Cache

This is such a common answer that until recently, I actually had a "stock answer" configured in the question-answering system used by my assistants and myself. A couple of keystrokes on our part provided this answer:

I'll suggest that you begin by clearing your browser cache as described in this article: [What's a Browser Cache, How Do I "Clear" It, and Why Would I Want To?](#) Sometimes a browser's cache can become corrupt, or just somewhat confused, and can cause a variety of issues.

That answer is so common and so applicable in so many situations that we just got tired of typing it over and over and over

again as questions came in. Needless to say, next to scanning for malware, clearing the cache is the first thing I recommend when dealing with just about any browser-related problem. It clears up a surprising number of issues.

Disable Add-ons

The next recommendation when dealing with browser problems is to disable add-ons or extensions.

Add-ons are software added to your web browser to provide additional functionality. Adobe Flash is one example, and the LastPass password manager is another. The issue is that add-ons integrate tightly with the browser, and problems caused by a misbehaving add-on can manifest as a browser problem.

In Internet Explorer, manage add-ons directly from the "gear" menu.
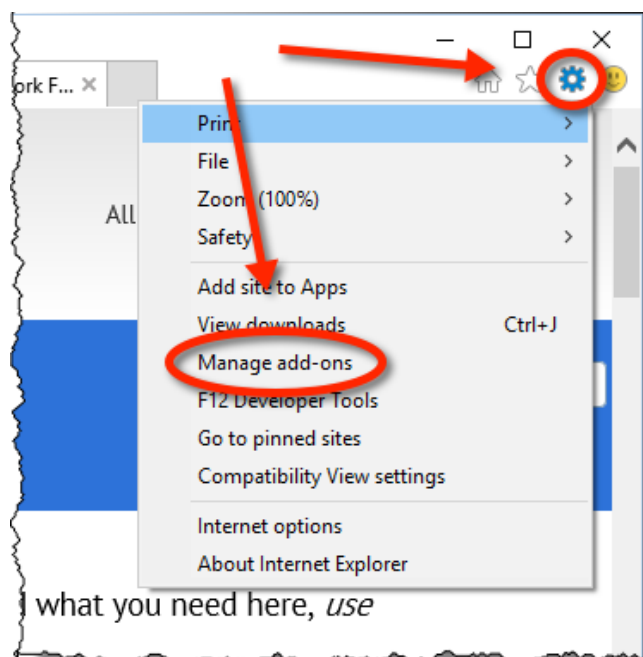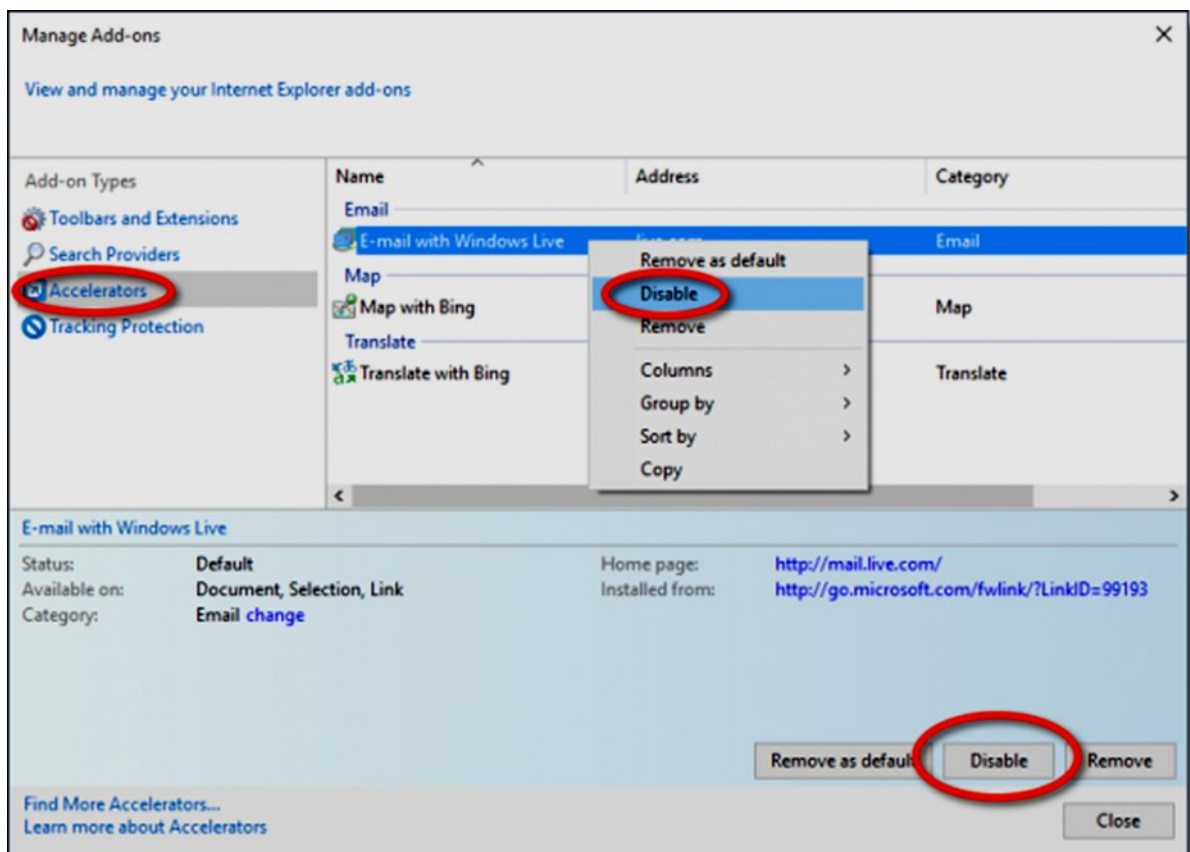

In the resulting "Manage add-ons" dialog, you can control which add-ons are enabled.
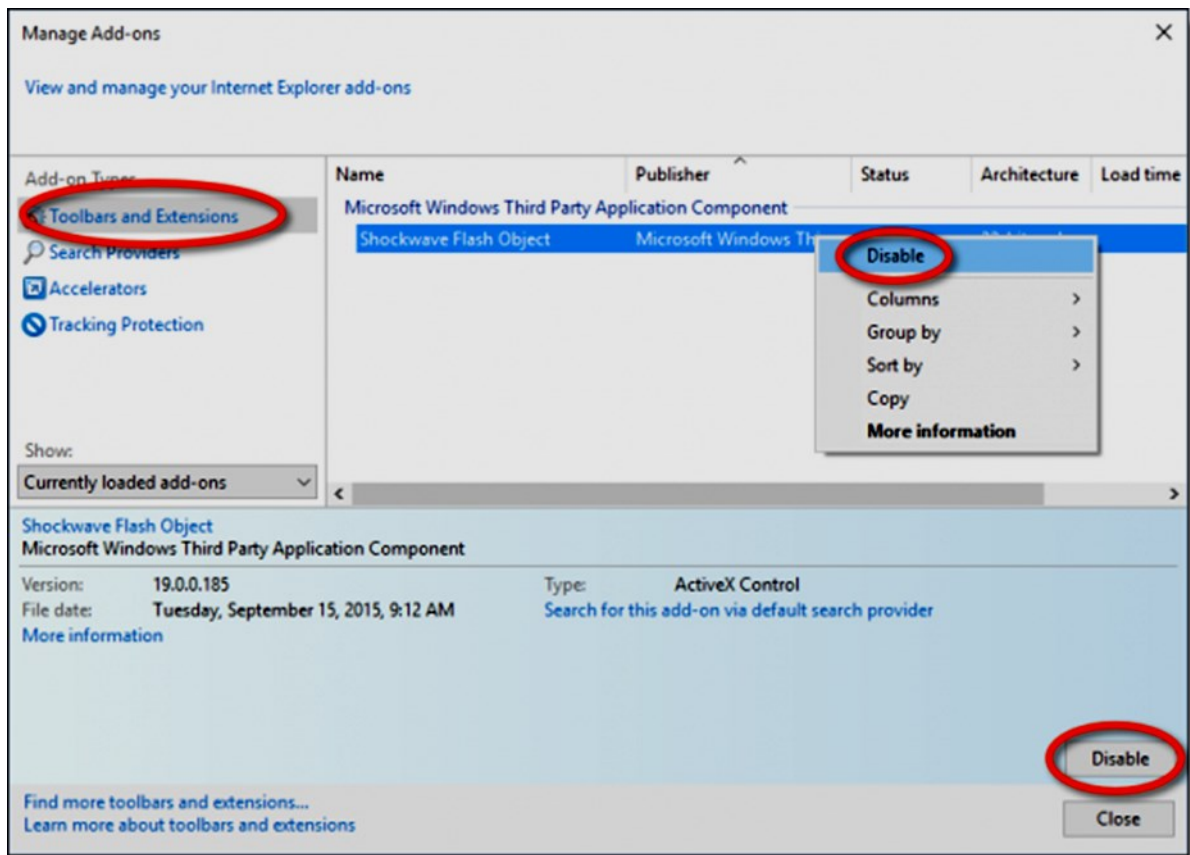
Click on **Toolbars and Extensions**. For each extension listed in the right-hand pane, either right-click on the extension and click on **Disable**, or click on the extension and then on the **Disable** button in the lower right.

Repeat this same process after clicking on **Accelerators** on the left-hand panel: disable each of the accelerators listed on the right. (You can also disable or change Search Providers and/or Tracking Protection, but this rarely impacts browser stability.)

Return to using your browser in whatever scenario was causing issues. If the problems go away, then you know that one of the disabled items was the cause. You can then re-enable the add-ons one at a time, returning to using your browser each time, to see which one is responsible for your browser problems.

Firefox's interface is similar and is accessed from the hamburger menu.
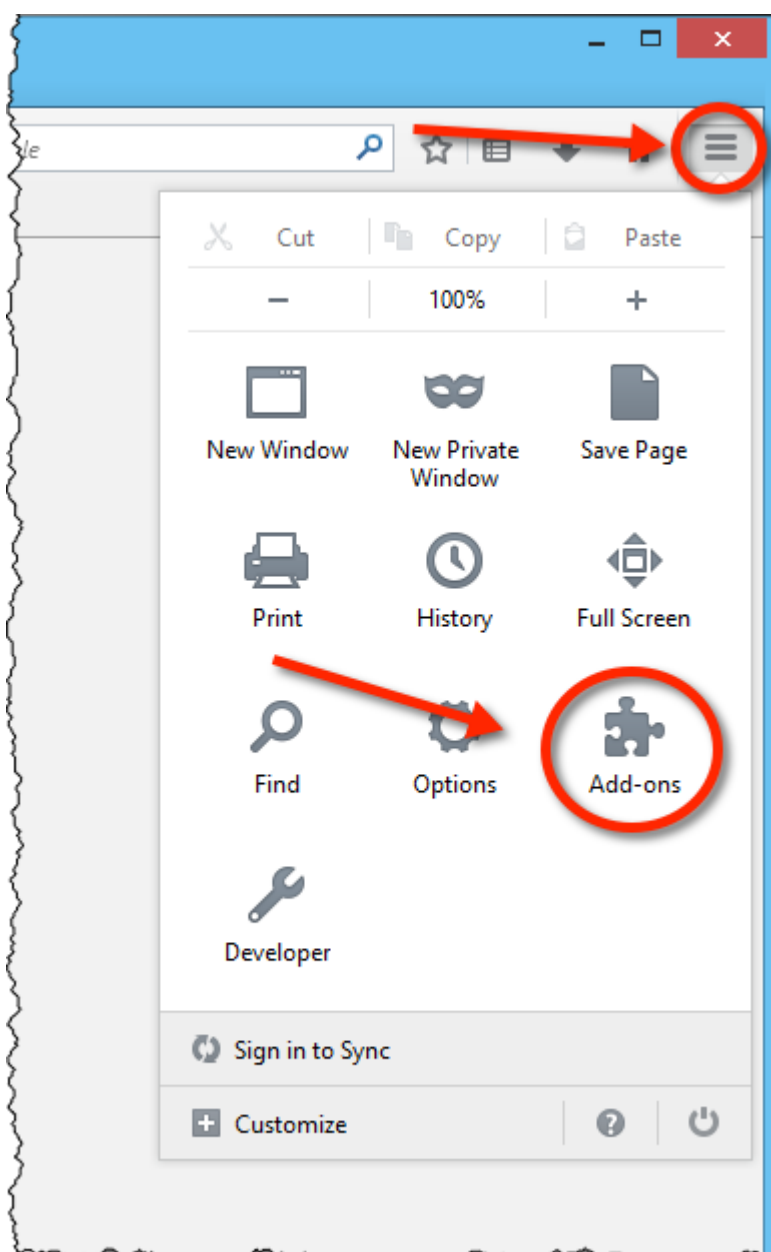
Similarly, in Google Chrome, click on the hamburger menu, then **Settings,** and left-click on **Extensions**.
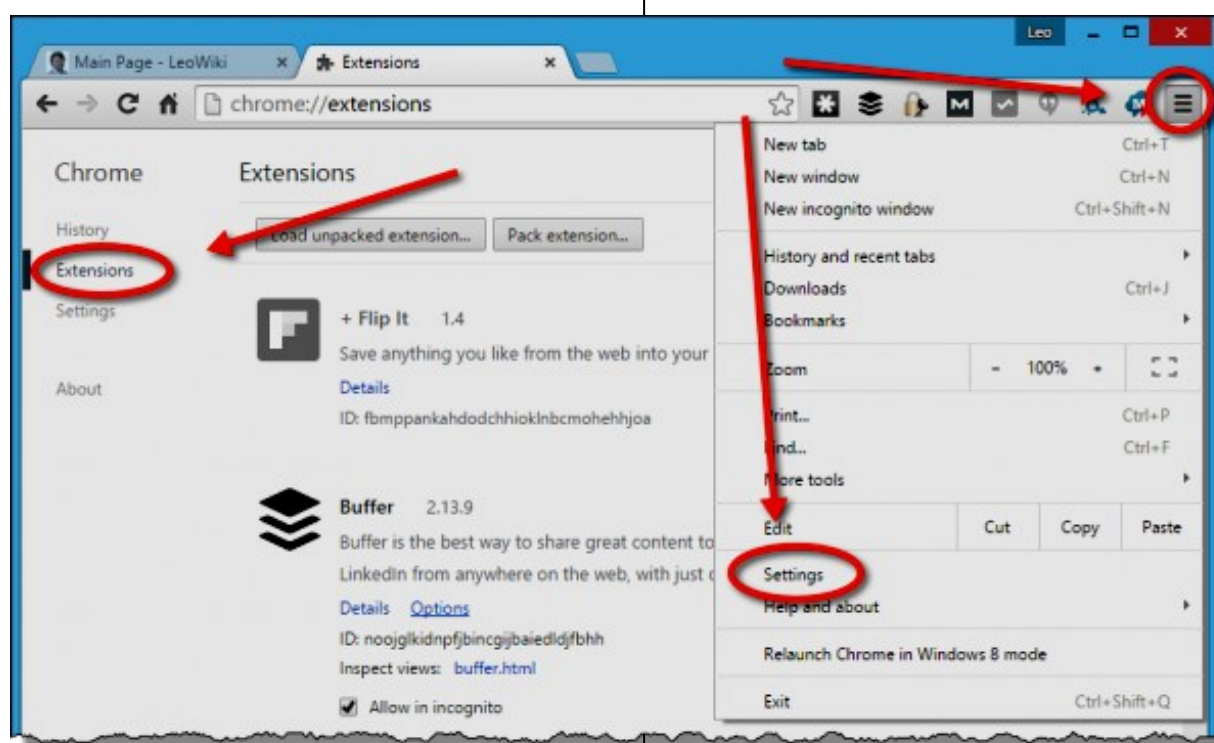
Disable Security Software

One source of problems many people don't think of is their security software.

In order to protect against malicious links, content, and downloads, some security packages insert themselves into the activity of your web browser. Many do so in the form of add-ons, which you saw above. Others, however, use different techniques that might not be so readily apparent.

I do *not* recommend uninstalling your security software to diagnose this type of problem.

Instead, I suggest examining your security software for options relating to its interaction with your browser. Unfortunately, different software packages have different terms in different places, but these are the types of options and common phrases you should look for:

- real-time scanning
- browser protection or integration
- download scanning
- web or URL filtering

There may be others, but the options all focus on what's being displayed or downloaded by your web browser, typically in "real time" (as it happens).

Turn all those options off, not permanently, but as a test. If the problems you're experiencing go away, you'll know your security software is to blame, or at least heavily involved. If there are multiple options, turn them on one at a time to see if you can identify which of them is the culprit.

Once you understand which option in your security software might be responsible for your browser problems, you can decide between several options:

- Live with the problem.
- Disable the option in the security software permanently.
- Try different security software.

Trying a different browser is also an option I'll talk about in a moment.

Use a different browser

Finally, sometimes, the most practical solution is a complete change.

Are you having problems with FireFox? Try switching to Chrome. Or back to Internet Explorer.

You get the idea. See if using another browser gets you a better experience.

While finding and fixing the problem in the browser you're used to might be preferable, sometimes the quickest and most pragmatic solution is to try something different.

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GOOGLE FI
Short for Fidelity, a Country Code for Finland, or a New Network?
By **Phil Sorrentino**, Secretary & APCUG Rep, The Computer Club, FL
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*A*ll are correct, but it is the new service that Google is making available that is the real news. At the last meeting where I had a chance to ask, "how many have a smartphone," there was a resounding show of hands that indicated almost 100% of the attendees had one. (There were actually a few "flip phone" hold outs.) Although this was a "technically inclined" group of people, it is still amazing since the smartphone was only invented in 2007. In just 11 years the smartphone has had an enormous market penetration. The statistics show that 95% of all Americans own a cell phone and that 77% of all Americans own a smartphone. That's around 250 million people in the U.S. using smartphones.

The smartphone is the device that we come in contact with and are most familiar with, but it is the underlying network that the smartphone uses that allows it to connect to all the people and servers that we want to contact. Yes, we use the smartphone to contact people by voice, video and texts, but we also contact and communicate with servers like Google, Yahoo, Facebook, Amazon, Wikipedia, Alexa, Twitter, CNN, SunTrust, etc. to do our bidding. None of this contact would be possible without the network that connects these servers to our clients (smartphones, tablets, and computers). That's right, our smartphones are the clients in the Client-Server arrangement that makes our phone so useful. (If you had attended one of my internet related classes you would have known that.)

So, without the network, our clients would not be able to contact the servers and the servers would just be left idle. But there is a network; in fact there are 4 major networks, in the United States that offer nationwide wireless services: AT&T, Sprint, T-Mobile, and Verizon. (Listed alphabetically, not by size or customer service quality or any other quality.) US Cellular also provides regional wireless services, but not quite nationwide.

And now Google is proposing another network service. No, it's is not going out and building cell phone towers; it is putting together the already available cell phone tower networks from some of the other network operators and making them available through a service called **Google Fi**. Google Fi will provide your phone the best of any of the three networks, Sprint, T-Mobile, or U.S. Cellular, by intelligently switching to the best network at that time and location. (Notice the two missing providers.) And it will use Wi-Fi to make calls and send texts whenever it can, thus possibly saving data. And when it connects via Wi-Fi, it automatically employs a Virtual Private Network (VPN) which encrypts all of the communications to keep them safe. They say that calls

and texts work on Wi-Fi just as they do when you're using mobile data, and you can continue your phone call as your phone switches between the networks. To do all this magic, Google Fi uses a special **Subscriber Identity Module** (SIM) card. A SIM card usually identifies the phone (device) to the network. This special SIM card can identify your device to all three networks, T-Mobile, Sprint, and U.S. Cellular. And the really neat feature is that it can switch between the networks on-the-fly, based on many factors. You can order a free SIM card during the sign-up process or you can purchase one at an authorized retailer. SIM cards are now available at Best Buy and online from their website. The SIM card costs $10, but it comes with a $10 account that essentially makes it free.

Not all phones can be used on Google Fi, only unlocked phones can be used with the service. Recall that a locked phone can only be used on one specific network. (If you purchased your phone through Google Fi or the Google Store, your device is unlocked.) So, the phone you use must be unlocked. If you aren't sure if your phone is unlocked, you can contact your current network or the place where you purchased your phone. Also, you need to make sure you don't owe any payments on your device. All Android phones must be using Android 7.0 as a minimum and have LTE bands 2 and 4 (again, the place you bought your phone could probably help you with this.) The Samsung Galaxy 6, 7, 8, and 9, as well as the Motorola G5, 6, and Z 2 & 3 will probably work. And all iOS models must run iOS 11 or higher. The Apple 5, 6, 7, 8 and X should also be ok. (Phones that have been designed specifically for Fi, like the Pixel 2 or 3, sold by Google, will probably give you the best experience.)

The cost for the Google Fi service is not cheap but its billing is fairly straightforward. You pay $20 per month for unlimited talk minutes and texts, and a flat rate of $10 per gigabyte of

data used (in 1gigabyte increments) until you get to 6 Gigabytes ($60) for the month. At that point you enter the "Bill Protection" level and effectively you have an unlimited plan for the rest of that month. That way you can use as much data as you need for the month without paying over $80 total ($20 base + $60 data). Most of us would probably never get to the Bill Protection level, but if you did by accident you would be protected with this maximum expense cap. (There is another change at 15GB but most of us will probably never reach this.) With this type of billing, you don't have to pay for an "unlimited" plan every month, but you have one for any month when it may be required. This may be interesting for frequent travelers because the Bill Protection applies to international data usage as well as data usage at home.

You can also set up a Group Plan for up to six people to share a single account. With the Group Plan, each additional person is $5 less for the base plan charge, or only $15 per month. Billing is handled by the account owner who is charged for the total bill, though it can be set up for each individual Group member.

So now you can get your network service through Google Fi, which tries to give you the best experience from three networks, instead of your smartphone being married to one specific network as most phones are. ❖

RIDE SHARING

If you need a ride to a General Meeting, or if you are able to give a ride, please contact Freda Sanders at 323-230-3278.

TECHBOOMERS

teaches how to use various websites and internet-based applications.

- https://TechBoomers.com
- https://www.youtube.com/watch?v=O2-bwYlYu1I

SPECIAL OFFERS

Go to the APCUG website https://apcug2.org/discounts-special-offers-for-user-groups/ for discounts and special offers for User Groups Members. Avast Anti-virus and Acronis True Image, and several book, media and training sites offer discounts including the two mentioned below.

LACS members can save at the **Pearson Technology** websites: InformIT, Cisco Press, Pearson IT Certification, Que Publishing, Adobe Press, and Peachpit Press. Informit.com/user_groups/index.aspx Code for print books: **ITCOMMUNITY** Code for eBooks: **DIGITALCOMMUNITY**
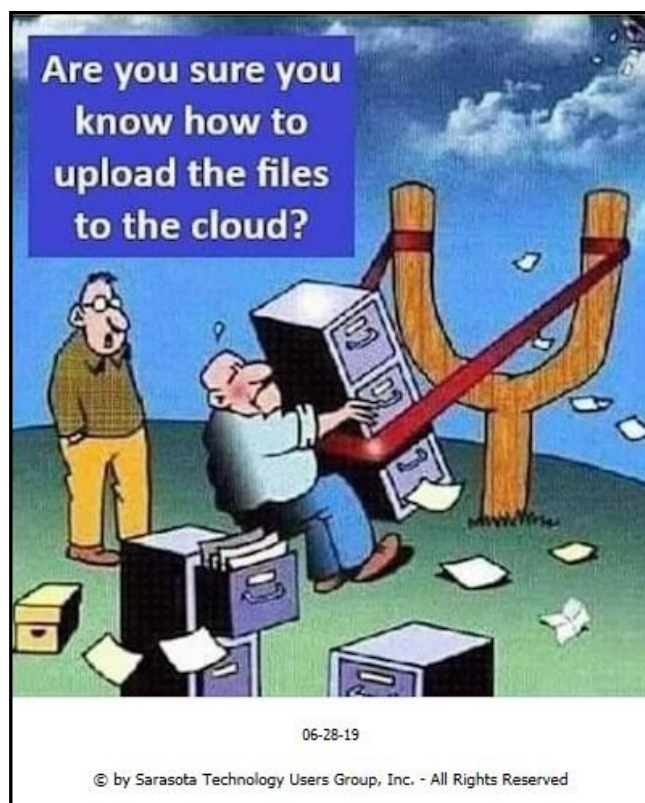
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LAUGHING OUT LOUD

Are you sure you know how to upload the files to the cloud?

06-28-19

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The Editor of *User Friendly* accepts most contributions of any suitable length from members. Send articles to <editor (at) lacspc.org> in an email message or as a Word document by the **20th of the month.**

FINANCIAL REPORT

A LACS member who wishes to see or has questions about our financial reports may contact our treasurer.

MEMBERSHIP INFORMATION

Annual membership Dues:

Regular New and Renewal,
  Printed Newsletter $ 40
  Electronic Newsletter   30
Family-Associate   12
Students   18
Contributor   50
Supporter   75
Benefactor   100

A subscription to *User Friendly* is included with membership.

Associate members are those who live in the same household or work at the same address as a regular member; they do not receive their own subscriptions to *User Friendly*, but may read it on the LACS website. **Students** must prove full-time status.

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

— **Monthly Newsletter** *User Friendly*. We publish your article submissions or free classified ads to buy or sell your computer items.

— **Get FREE help** by phone from knowledgeable members who are Quick Consultants listed in *User Friendly.*

— **Get help by email** by using our LACSLIST Yahoo Group Mail List. Send your questions by e-mail to lacslist (at) yahoogroups.com

— **Receive important news** and announcements via *User Friendly* and LACS's Yahoo Group e-mail lists.

— Occasional product **discounts**, special offers, etc.

— **Special Interest Groups** (SIGs) on various topics may be created to help you to learn, to share interests, and to solve your computer problems.

— **Information** on training, swap meets and trade shows.

— Occasional **Free software and computer books**, if you review them for *User Friendly*.

— **Rewards** for recruiting; LACS will extend your membership for three months for each new regular member you recruit.

— **Annual Holiday Party**

— **Field trips**

— **Social Interacting** with others who have like interests in computers and technology.

— **Virtual Technology Conferences**

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LACS New or Renewal Membership Application

Please bring your dues and this form to a meeting or mail them to:
***Los Angeles Computer Society,* 11664 NATIONAL BLVD. #343, LOS ANGELES CA 90064-3802**

[ ] **New**   [ ] **Renewal**   **Please PRINT Clearly**

[   ] With printed newsletter [ ] $40.00   [   ] Associate $12.00   [   ] Student - $18.00

[   ] With electronic newsletter, not printed [ ] $30.00

[   ] Contributor $50.00   [   ] Supporter $75.00   [   ] Benefactor $100.00   [   ] Other $_____

Name: First   Last

Name of Associate: First   Last

Address:

City, State, Zip + 4

Email: Email of Associate:

Preferred Phone: Publish Contact Info in Roster [   ] Yes   [   ] No

Did a member of LACS invite you to join? If so, who? If not, how did you hear about LACS?

Revised: Nov. 2018 ljc

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DIRECTIONS TO GENERAL MEETING

Westchester United Methodist
Church Fellowship Hall
8065 Emerson Ave.
Los Angeles CA 90045

From the North:

Take Sepulveda Blvd. SOUTH
to W. 80th St. Turn WEST/right.
Go about one mile to Emerson
Ave. Turn SOUTH/left. Go one
long block to W. 80th Place. It
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. Go
about eight blocks to W. 80th
Place. Fellowship Hall is on the
Northwest corner of Emerson
and W. 80th Place. There is
street parking and a small
parking lot West of the church.