



October 2015 Newsletter

Glendora Seniors Computer Club

A Friendly Seniors Group Serving All Computer Skill Levels

General Meetings: 2nd & 4th Wednesdays of the month at
1:00 p.m.

Volume 20, Issue 10

Glendora Seniors Computer Club General Meeting Minutes September 9, 2015

President Barbara Denny called the Meeting to order at 1 PM and welcomed 29 members and 5 guests.

ANNOUNCEMENTS:

- 1) **Surveys** have been reviewed and tabulated showing that most members completing the survey are interested in *Maintenance* –both Utility and File maintenance, for classes and presentations.
- 2) A **Board Meeting** will follow today’s General Meeting, and all are welcome.
- 3) Tomorrow is **Computer Guys**, 9:00AM to Noon.
- 4) Thanked **Tami Hecht and Ernie Gagne** for today’s cookies.

Program: *Bill Belcher, our former computer teacher, and Annemarie Hunt, Past President and current Program Chair, gave a Skype presentation covering*



Oktoberfest

PROGRAMS BY: Program Chair:
Annemarie Hunt
(All programs subject to change)

October 14th

Electronic Communications
with Bill Belcher (Part 2)

October 28th

Securing your devices
(video)

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"*Electronic Communications*", everything from phone, e-fax, e-mail, texting, social media, to Skype, etc. explaining how to get these programs, how to use them and proper etiquette. Bill covered some history of communication starting with Face to Face, Writing, Printing, telephone and all the way up through current technology (Email, Smart Phones etc.)

Break

Q & A:

Ell Fullmer and President Barbara Denny addressed questions including:

1. Devices (Printers etc.) updating drivers.
2. Windows 10: – A) To install or wait; still lots of bugs. B) How to fix Privacy issues.
3. Shareware (Team Viewer)
4. Browsers – Firefox, Chrome (how to get it).

Next meeting: Wednesday Sept. 23, 2015, Abby Stokes, Social Media

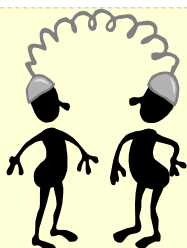
Adjournment: Meeting adjourned at 2:45 pm.

Submitted by:

Secretary Ruthann Mayrose

Approved By:

President Barbara Denny



The Computer Guys, , *Ell Fullmer*, will be meeting on

THE SECOND Thursday of the month: ,October 8th

9:00 a.m. to 12 noon — Second Floor — La Fetra Center

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**Glendora Seniors Computer Club
General Meeting Minutes
September 23, 2015**

Vice-President Wayne Gue called the Meeting to order at 1 PM and welcomed twenty-two members. Welcome back Jim Glass from a long illness, and get well to Ell Fullmer and Bill Hart. Barbara Denny is on vacation.

ANNOUNCEMENTS:

- 1) Only 4 GSCC meetings left for this year. Vice President Wayne Gue asked members to consider taking a job on the Board for next year.**
- 2) Upcoming programs: October 14, Bill Belcher “Electronic Communications Part II” via Skype Videoconference. October 28 “How Secure is your Device”, APCUG Video Presentation.**

Program:

Annemarie Hunt showed a video from the Spring APCUG Virtual Conference by Abbey Stokes “What are Facebook, Twitter and LinkedIn”. Abbey explained how to sign up, prudently use the privacy settings, how to use Facebook for different purposes, e.g. organizing a Class Reunion. Decide on whether to be a “friend” or not. Use the “Front Door Test”, which means anything you would not want going out your front door, don’t put on a social website.

Twitter lets you use any name, accepts only 120 characters per tweet, and you can post your messages or follow a person or a subject by #.

LinkedIn was created as a business referral network, but nowadays many people use and abuse it. But, it is essential to have a resume posted on LinkedIn nowadays.

Abbey warned that since anyone can post anything, what you see might not always be truthful.

Break:

Thank you ! to Barbara Denny for the cookies

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After the break Annemarie showed two shorter videos:

A LA Times computer expert had tested 17 laptops and recommended the best for Windows 10 out there today.

A PowerPoint presentation about “YouTube” and its many uses and functions was also shown.

Q & A : Jim Glass answered questions on the following topics:

- 1) How long do messages stay on Twitter?**
- 2) How private are my messages ?**

Next meeting: Wednesday October 14, 1 pm. Dale and Barbara Huston volunteered to bring cookies.

Adjournment: Meeting adjourned at 2:45 pm.

Submitted by:

Secretary Pro Tem Annemarie Hunt

Approved By:

Vice-president Wayne Gue

Inside every 70 year old is a 35 year old asking: “What Happened?”



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SUBMITTED ARTICLES, FROM APCUG members furnished by Judy Taylour, of
the Santa Clarita Computer Club

How to deal with Tech Support

By Melanie Birnbom, Webmaster, Century Village Computer Club, Florida

March, 2015 - Mid-Month Newsletter

<http://cvccpp.tripod.com/>

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Outsourcing customer service and tech support to other countries is a fact of life these days. While most of these reps speak pretty good English, (for some it's their first language) it's not necessarily the version of English you are used to speaking. Even within your own country, understanding accents from region-to-region can be a challenge. When you're chatting with a fellow in an Indian call center, it can sound to both of you like you are not even speaking the same language. Here are some tips to make the best of the situation.

Number one - and this applies to all situations in life - please be polite. The person on the other end of the line is probably doing their best. I realize that by the time you call for support, you are probably pretty darned frustrated. That's not the fault of the person on the other end of the line.

Try not to use slang. Often times slang just doesn't translate between countries. Years ago, my husband was trying to connect a router and he told the tech support guy that it was "jacked up." The rep thought there was something wrong with a jack and kept saying that the router didn't have a jack.

Do your best to speak slowly and clearly. To the person on the other end of the line, you're the person with the accent. It's not a bad idea to write out a description

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of the problem to get your thoughts together before you call. Sometimes we tend to get into giving long narratives about the circumstances leading up to the problem instead of getting to the issue at hand.

Actually, all of these tips would work well for dealing with customer support anywhere. You may have read a FB post or seen an e-mail that claims, "Come to find out that every American company using overseas operators must transfer you to an American rep. by saying "I want to speak to a representative in America." (Don't take no for an answer on this.) This was confirmed by the American rep. that they must transfer you after that request. I've tried it on a half a dozen major companies including cable, bank, phone and mortgage companies. It works every time and I actually get my issues taken care of.

If accents are proving to be a barrier, you might consider switching to e-mail or chat communication to resolve the problem.

You might be tempted to offer an opinion on the outsourcing of jobs to other countries to the person on the other end of the line. But that's not anything a tech support rep in a cubicle has control over and you'll do better if you concentrate on the tech issue at hand. Also, once a tech support rep realizes you're acting like a jerk, they probably aren't going to want to help you. That's just human nature.

Stay calm. Stay polite. Stay on topic.

You may find more of your calls being answered here in the U.S. While the trend has been to send tech support and call center jobs overseas for many years, more and more of those jobs are actually coming back to the United States. However, the catch is that companies are using their tech support reps in the States for what they consider their high-value customers, while still routing what they consider unprofitable customers overseas. Interestingly enough, many of these U.S. call centers are managed by Indian companies.

How to Stream TV

By Sandy Berger, CompuKiss

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www.compukiss.com

There is no doubt that the world of television content and the way we get that content is changing. Many people are “cutting the cord” by turning their backs on cable and satellite TV. These folks are turning to streaming TV shows and movies. For those of you who are not yet familiar with “streaming”, [here's a quick tutorial](#) on how to stream and what you need.

Streaming is named for a technique for transmitting data over the Internet so that it can be processed as a steady and continuous stream. This differs from downloading content in which the entire chunk of data must be downloaded before it can be processed. Most users do not have enough bandwidth to download an entire movie or TV show, so streaming is a great technique. During streaming, the content is constantly being processed so you can watch the show while it is being processed with no interruption.

Streaming allows you to watch television shows and movies [without having a cable satellite subscription](#) . You can use streaming to augment a basic cable or satellite TV subscription or to eliminate cable or satellite subscriptions completely making it a valuable tool for TV watching.

Also, Netflix and Amazon are now producing their own programming, much of which, like House of Cards, has become very popular. With streaming, you can also watch a wide variety of movies and the past episodes of many different TV shows.

Even if you are not technically inclined, you will find that [streaming is quite simple to setup](#). Here's what you need.

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First -- a HDTV with a HDMI port. While older analog TVs can also be set up to stream, having an HDMI port make it much easier. All HDTVs, which include most newer TVs, have these ports. To find them, look at the back of the TV., They are usually labeled HDMI.

Second – You need a good broadband Internet connection. This is how the data (movies) will get to your television. The faster the better, and you might want to upgrade your Internet, but you may not have to. Try it with the connection you have right now. You might be pleasantly surprised.

Third -- you need a streaming media device. Some newer TVs and most Blu-ray players can access the Internet. If you have one of these, you can use it as your media streaming device.

If you don't have one of these, you will need to purchase a new device. The good news is that these devices are small and inexpensive. These devices include Chromecast, Roku, and Amazon Fire TV and Fire Stick. They range in price from \$30 to \$100. I have tried them all and they all work quite well. If you already belong to Amazon Prime, an Amazon Fire might be the best choice. To get the best selection of content, Roku is the best. In any case, the main difference in price is often whether the device comes with a remote control or not. If it doesn't come with a remote, like the Chromecast, you will have to use a tablet or mobile phone to control it. If that doesn't appeal to you, opt for one with a remote.

Fourth -- you will need a wireless router. Although some devices can hook up directly to your wired Internet router, in most cases your television is not in the same room as the Internet connection making it necessary to have a wireless router to transmit the data wirelessly to your television. If you already have wireless in your home for a tablet or phone, you are all set.

When you get your streaming media device home, you simply plug it into the TV. Set, the TV to the proper input like HDMI 1 or HDMI 2, then follow the set up instruc-

tions that will appear on the screen. All are easy to follow. The only thing you will need is to know the password for your wireless network if it is password protected.

After the setup you will see your choices of things to watch. Some of these will be free, some will have extra costs. For instance Netflix and Hulu both have a ton of content, but each charges about \$10 a month. Fortunately both have free trials which you can use.

Watching streaming media on your TV is not as simple as watching cable TV. There are little inconveniences. Every time you want to switch to your streaming device, you have to change the input on your television. Also there is no simple guide as the one you get with cable or satellite TV. You often have to search for what you want to watch. The Amazon Fire TV (not the Fire Stick) makes this easier because its remote has a voice search which works quite well. Just speak the name of a movie, actor, or director and it will find the movie you want. This, however, only works for Amazon Prime movies and shows. Also, if you have more than one subscription, you have to remember which movies are on which service....Now, was Orange the New Black on Netflix, Hulu, or Amazon?

Yet, the inconveniences are minor and there are advantages. For instance, after I started streaming I was able to watch the entire series of Downton Abbey on Amazon and House of Cards on Netflix at my convenience. How wonderful to watch a few episodes a week until I got caught up!

If you haven't yet tried streaming, be sure to check it out. You may find a new way of watching television that can save you money and give you new options.

Where to Get Instructions for your new Device

By Sandy Berger, CompuKISS

www.compukiss.com

sberger (at) compukiss.com

If you are ready to learn a little more about your cell phone or tablet to make the most of your investment, you may find it difficult to find the instructions you need. This is especially true because none of the today's devices come with any sort of instruction manual. That means that you have to find your own way of getting the information you need.

The best way to do that is to visit the manufacturer's website and find the support area.

- Apple manuals and user guides at <https://www.apple.com/support/iphone>
- Windows devices, search the Microsoft website
- Android devices, go straight to the manufacturer
 - For instance, if you just got a Samsung Galaxy S5, the manuals are at www.galaxys5manuals.com
- Smartphones, you can also check out the website of your service provider
 - ◆ For instance, Verizon has tons of information including videos on using the Galaxy S5 on their website at www.verizonwireless.com/support/galaxy-s-5

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Oct 1 at 3:22 AM

Ask Mr. Modem! – October 2014
www.MrModem.com

Sign Out of Online Accounts

Q. When I go to my online bank accounts and other sites that I have to sign into, does it make any difference whether I sign out or just click the X to leave? I'm thinking it doesn't make any difference, but what is your opinion, Mr. M?

A. Yes, it makes a huge difference. Make that HUGE difference! Never ever, ever, EVER leave an account that you logged into without logging out. Failing to log out is tantamount to departing your home and leaving the door open. 99.99 percent of the time everything will be fine when you return. On the other hand, it is only going to take one time when you return to find your home ransacked or a colony of raccoons having taken up residence that will change your life forever. And then it's too late.

Always log off -- it doesn't matter whether it's an online bank account or your Gmail account or anything else. You log in for security purposes, and you must log out to close and lock the door behind you, otherwise you are leaving that account door open and making yourself and your data needlessly vulnerable.

Most log-in venues have an automatic log-out feature so if your account has no activity for a period of time, you will automatically be logged out in an effort to protect you from yourself. Unfortunately, there are also evil doers out there who know that many users are lazy or simply don't know any better and will walk away from accounts without logging off. That creates a golden opportunity for someone to wreak havoc on your account(s) and

adversely affect your life in the process, as well. It only takes a split second to log out so it is well worth the effort for the peace of mind alone.

Q. My question concerns the conversion of Word documents to PDF documents. Why would I want to do that?

A. It might be that you don't want to do that. It really depends on your document needs or any requirements imposed upon you. It's been years since I converted a .DOC file to a .PDF because I just haven't had any need to do that.

Many times people are required or requested to submit documents in PDF (Portable Document Format), so in that situation they are simply honoring the request or requirement. There are many reasons that the PDF format may be selected. For example, documents always look exactly the same for all recipients, regardless of the hardware or software used; documents can also be navigated by keyword search and hyperlinks can be included within a table of contents, which increases usability.

In addition, it is an excellent format for presentations, since PDF documents look exactly the same on all platforms; the file format is compact, so files can be easily emailed to recipients; the file format is excellent for archiving, since the look and feel of documents is preserved and the document size is compacted; the format is also an industry standard for business documents such as contracts and forms that must retain their exact appearance for legal reasons, such as tax returns, license agreements, ransom notes, tender documents, quotations and logos.

Q. Where do I find Contacts or my Address Book with the new Gmail interface?

A. After logging into Gmail.com, click the arrow next to Gmail in the upper left-hand corner of your Inbox, then select Contacts from the drop-down menu.

Mr. Modem's DME (Don't Miss 'Em) Sites of the Month

FlightRadar24.com

This is a very cool flight tracker that shows current air traffic worldwide. FlightRadar24 uses in-air flight data from several sources combined with schedule and flight status information from airlines and airports to create an informative presentation. How it all works is fascinating, in a geeky kind of way: An aircraft gets its location from a GPS satellite. The ADS-B transponder on the aircraft transmits a signal containing the location (and much more) to a receiver connected to Flightradar24. The receiver feeds the data to Flightradar24 which then displays it on Flightradar24.com. Click any of the little airplane icons to view detailed information about the flight. Be sure to read the site's FAQ located in the About section.

www.flightradar24.com

ScienceDaily

This is one of the Internet's leading online magazines and Web portals devoted to science, technology and medicine. The free, advertising-supported service presents breaking news about the latest discoveries and biggest research projects in everything from astrophysics to zoology.

www.sciencedaily.com

Television Without Pity

Imagine this nightmarish scenario: Your TiVo or DVR fails and you miss last night's episode of "The Kardashians." I'd be despondent, too, but before you stick your head in the microwave, all is not lost. At Television Without Pity you can read a recap of your show -- with color commentary. (Be sure to take a look at Hulu.com, too.)

www.televisionwithoutpity.com

Use Promo Code MODEM when entering your six-month subscription to Mr. Modem's award-winning weekly computer-help newsletter and receive one month for free! Visit www.MrModem.com.

- Two elderly ladies were discussing the upcoming dance at the country club. "We're supposed to wear something that matches our husband's hair, so I'm wearing black," said Mrs. Smith. "Oh my," said Mrs. Jones, "I'd better not go."

DO YOU HAVE A QUESTION FOR OUR TECH GUYS, *ELL FULLMER* and *JIM GLASS*

Fill Out the Form Below & Bring it to the Meeting

Name: _____

Cptr Operating System: Windows XP ___ Windows 7 ___ Windows 8 ___ Windows 10 ___ Mac ___ Other _____

Question: _____

Elected Officers

President	Barbara Denny	dennyandassoc(at)verizon.net
Vice-President	Wayne Gue	wa212gue(at)verizon.net
Secretary	Ruthann Mayrose	ruthannmeister(at)gmail.com
Treasurer	Rita Norkin	rin369(at)live.com
Tech Advisor	Ell Fullmer	pakratt(at)gmail.com
Past President	Connie Lang	connielang(at)verizon.net

Have a New

Email Address?

**Please Notify Membership
Chair: Helga Djordjevic**

**hdjordjevic(at)
verizon.net**

Committees & Chairpersons

Program Director	Annemarie Hunt	Ajhunt1447(at)aol.com
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Public Relations	Barbara Denny	dennyandassoc(at)verizon.net
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Set-Up Chair	Bill Hart	Bobbibill(at)peoplepc.com

**Please submit Newsletter Arti-
cles by the last Friday of the
Month.**

Type GSCC in Subject Line.

Email to Dan Leddy

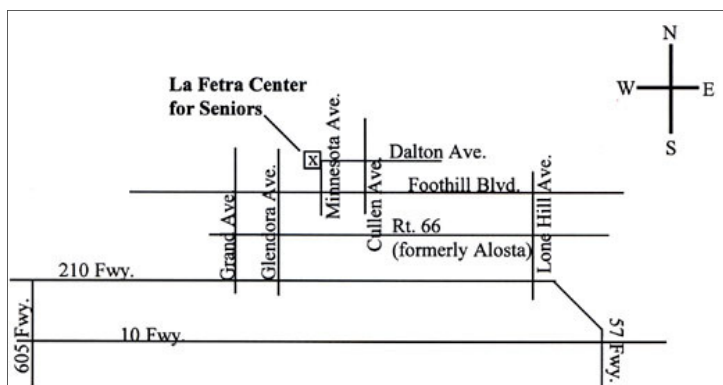
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Thank you to the following mem-
bers for help in this
month's Newsletter::

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