It is encouraging to see the increased participation in your Club’s activities. There is increasing interest in the Koffeeless Klatches, the classes that we offer, and especially in the Board of Director’s meetings. You are all welcome. If we need additional room for the meetings we will arrange for a larger room.

Spring!

This month it is official. “Already?” You might ask. While much of the northern hemisphere is still mired in snowdrifts and cold, our weather is creating blossoms and leaves on most of the plants in our yard and those along the roadways.

Plants = computer users? Certainly, each day a computer users’ knowledge grows. This growth is not limited to the time of year that we call “spring.”

In late February, I made a call to a member’s home to aid in finding a downloaded file that was “lost.” I had previously been to this member’s home over a year ago to tutor him in the use of the Internet.

As soon as I walked into the room with the computer, it
The contents of this newsletter is intended for use by members of the Sun City Anthem Computer Club and their immediate families. The opinions expressed in this newsletter are those of the authors and may not be construed to represent an official position of the Computer Club, nor of the Sun City Anthem Community Association, Inc.

Where prices and sources of computer related products are shown within this newsletter, they represent the author’s best knowledge of current retail prices and availability. The information is subject to change, and as such, should be used for comparison only.

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Questions and Answers — A Monthly Feature

By Chuck Davis

Question: When I visit some web sites, the back button has been grayed out. Why is this, and how do I get back to the page that I came from?

Answer: Some web site designers feel that keeping you on their site longer will increase interest in their offerings, so they disable the browsers back button.

If this happens, right click on the back button as in the illustration at the top of the next column. You’ll see a list of pages that you have visited. Click something on that list to move back. This works for the Forward button, too.

Question: I received an e-mail message that has some pretty images and color along with a lot of valuable information. However, I have to scroll back and forth to read it. Is there any way to change this?

Answer: Many folks have not changed some of the software settings since receiving their new computer or after they have installed a new e-mail program like AOL, Earthlink, or MSN.

(Continued on page 4)

Editor’s Message

By Chuck Davis

Welcome to this issue of the Sun City Anthem Computer Club’s Newsletter. In order for you to be reading this, you have successfully installed Adobe® Acrobat® Reader™ on your computer.

Justification

The newsletter is distributed in this format exclusively. Among the many reasons are:

1. Eliminates the cost of printing. Especially, when you consider full color printing costs.
2. Trash disposal is reduced.
3. The format can be viewed on PCs with either Windows or Macintosh operating systems.
4. Many hours of volunteer time for mailing preparation is eliminated. Our volunteers are better utilized.
5. Postage costs are zero.

Articles are invited

Creative, dedicated, and resourceful volunteers are what makes your Club successful. All computer club members may submit original articles relating to PCs and Macs for consideration for publication.

Those of you with a specific area of expertise, are urged to prepare a monthly column that will further the Club’s educational goals. Possible subjects include:

1. Windows techniques
2. Product reviews
3. Word processing
4. E-mail usage
5. Computer components, i.e., modems, sound cards, scanners, etc.

Submissions will be reviewed, and if acceptable may be

(Continued on page 4)
I have found that often the user has failed, for one reason or another, to "maximize" the active window. To resolve this issue, open the e-mail program and click on the "Maximize" icon in the upper right corner of the window.

**Question:** I’m sure that there is an easier way to create a “contact” using the MS Office program Outlook than opening a new contact and typing the e-mail address and individuals name. Can you help me?

**Answer:** It requires a few simple steps:

1. Open the message by double clicking on the name.
2. In the **From** field, right-click the name you want to make into a contact.
3. Click **Add to Contact** on the menu.
4. Click on **Save and Close**.

**Question:** My new computer arrived with a CD-RW drive with the specifications as writing at 12X speed. However, burning a CD seems to take the same amount of time as on my old computer with a 6X CD-R drive. Shouldn’t it be twice as fast?

**Answer:** The new CD writer is probably twice as fast, as advertised. You have probably not upgraded your media, the blank CDs themselves. You need to have CDs that are capable of being written to at 12X speed. This is one of those instances that the retailer may have lots of media with large factory rebates. Before buying, check the rated speed. They may be rated at a much lower speed, such as 4X or even... (Continued on page 6)
By Bob Levitus
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E l Gato Software's EyeTV is an inexpensive hardware-software combination that lets you watch and record television on your Mac in a window or full screen.

It's like having a TiVo digital video recorder, but one that's expandable and cheap. I've had mine since July, and it's easily one of the year's most elegantly designed Mac products.

EyeTV lets me:
• Watch television shows (live or recorded) in a window or full-screen.
• Pause and resume live TV.
• Instantly replay live TV.
• Search for TV shows by keyword.
• Record TV shows to my hard disk.
• Burn Video CDs (requires a copy of Toast, which El Gato software wrote for Roxio).

Getting EyeTV up and running was simple. The hardware component is a small (6.25-inch by 6.25 inch by 1.25 inch) white box with RF and RCA inputs and USB port on its back. I plugged my cable TV cable into the EyeTV box, connected the box to my Mac with a USB cable, and installed the software. Two minutes later I was watching TV on my Mac!

Since EyeTV has its own 124-channel cable-ready tuner, I get all of my local channels and most basic cable stations like CNN, MTV, VH1 and Cartoon Network.

The software is slick, easy to use and easy on the eyes. An onscreen remote control offers the usual VCR functions, plus buttons unique to EyeTV including the Skip button (fast-forwards 30 seconds), Instant Replay (replays last seven seconds) and Program Guide buttons.

The Program Guide is sheer genius. Click its button on the EyeTV on-screen remote control and your Web browser opens to a customized program guide. (You can check it out at http://www.titantv.com.) After you provide your ZIP code (and cable operator if you have one), you get a customized program guide of all available shows.

But the best part is that it's searchable. Type the name (or part of the name) of an actor, genre, or show title, and the program guide will find it. This is where it gets really cool. To record a show you just click the red "record" icon next to the

(Continued on page 7)
2X. Buy CDs with the ratings closest to the speed of your new writer.

Question: When visiting my son in Colorado last month, I noticed that his mouse pointer looked different than mine. He said that it's easy to do just... and then I lost all recollection of what he said. I have been playing with my new Windows XP system for hours and am baffled. Can you explain?

Answer: To switch from standard mouse pointers:

1. Choose Control Panel from the Start menu.
2. Choose Appearance and Themes.
3. Then under See Also.. Choose Mouse Pointers.
4. On the Pointers tab, do one of the following:
   a. Switch all of your pointers at once, in the Scheme list, choose the pointers that you want to change.
   b. to change pointers one at a time, choose the pointers that you want to change in the Customize list. After each selection, choose Browse, choose the pointer image that you want to assign as a replacement and then choose Open.
5. Choose Apply and OK to complete the change.

Question: I have just bought a new computer with Window XP Home. There are many times that I want to use the Calculator program. It is about a break even situation trying to find my hand held calculator or trying to find the icon in the program list under accessories. Is there a way to place the shortcut on the start menu?

Answer: In Windows XP, this procedure is called “pinning.” To pin the Calculator to the Start menu:

1. Choose All Programs from the Start menu.
2. Choose Accessories and point to Calculator.
3. Right click and choose Pin to Start Menu.
4. Click anywhere on the desktop to quit the Start menu.

The above routine will work for any program on your computer. If you later want to remove one of them:

1. Click on Start, and then point to the program that you want to remove and right click.
2. Choose Unpin from Start Menu.
3. Click anywhere on the desktop to quit the Start menu.

Additional e-mail addresses

By John Schwartz

Cox High Speed Internet connection pricing changes on additional e-mail addresses. Under the old policy you had to pay $5.00 per month for each additional e-mail address.

You now get 3 to 7 e-mail addresses included with your internet connection. The number of included e-mail addresses depends on the speed of your service.

I have 256kb speed for $26.95 per month and I am allowed 3 unique e-mail addresses.

Cox Communications sponsors your Computer Club by generously providing our Internet Access free of charge.
Your Web browser sends the message to EyeTV; EyeTV then records the show to disk at the appropriate time. It's 10 times easier than programming a VCR. And an hour of recorded programming uses only about 650 megabytes of disk space, so most shows can be burned on a single CD-R.

OK, now for my two gripes - one minor, one major. The minor gripe is that EyeTV's full-screen picture quality is mediocre at best. This doesn't usually bother me much -- I prefer the small window. But every so often I do want to watch full-screen, and it's ugly. My big gripe, however, is that EyeTV can't record if your Mac is sleeping. So if I forget to disable sleep, shows don't get recorded. That's a bummer.

EyeTV has changed the way I feel about television. I almost like it now. I watch CNN out of the corner of my eye while I surf the Web. I watch Simpsons reruns while I pay the bills. I watch Behind the Music and Where Are They Now when I feel nostalgic.

If you like TV, you'll love EyeTV.


Bob LeVitus is a leading authority on Mac OS and the author of 39 books, including Dr. Mac: The OS X Files, (or, How to Become a Mac OS X Power User) and The Little iTunes Book. E-mail comments to doctormac@boblevitus.com.
You've sold your first PC to your mother's friend Doris, and then find out that whether you order it assembled or in pieces, there's not going to be any profit because you included Windows XP in the price but forgot to add in the cost. This drives you to ignore the top two tiers of distribution and go straight to the small importers with the aggressive pricing. You know the stuff is good because it says so on the fax. By using PriceWatch.com and going with the most aggressive pricing for each part, you figure you can scrape out a fifty dollar profit. You order an ATX case, keyboard and mouse from one place; a motherboard, CPU, hard drive and OEM Windows XP from a second place; and a floppy drive, video adapter, CD-ROM, modem, monitor and soundcard from a third place. Even the guy on the other coast promises you'll have the stuff within a week.

The next day, the ATX case and power supply show up with the keyboard and mouse, and the UPS gal wants a check for $80. "What's this?" you say. "The parts cost was $71." The UPS gal explains that the shipping cost was $5 and the COD tag allowing you to pay with company check cost $4. You pay and go back to your spreadsheet to see where this is heading. Three days later, the motherboard, CPU, hard drive and Windows show up from the middle of the country by Fed-X. You feel pretty good until you look at the invoice, which shows your credit card was billed for $355. Wait a minute, the parts total was $321. The bottom of the invoice shows a $29 item for 2nd day shipping, and another $5 for handling and insurance. You call the supplier, who reminds you that you wanted it by Thursday, and that he did tell you he was waiting for a shipment of RAM to arrive Tuesday morning. Well, at least you can give yourself credit that you bought the motherboard, CPU and RAM from a single vendor. Doing otherwise before you really know your vendors is pretty risky.

After assembling the parts that have arrived, you settle in to wait for the package from the other coast. It shows up after a week with a COD tag for exactly what you thought you were paying! Great! You pay, unpack the stuff to finish building your first PC and find the modem is missing. You read the invoice and see that the modem was "backordered" and the COD amount didn't include it. You run to the phone and call the vendor, who tells you, "Don't worry, it went out three days ago." "Call me next time before you backorder something on me," you yell at the voice. After you hang up, the voice says "Jerk." Three days later, the $29 modem shows up with a COD tag for $38. Hey, he did have to handle it separately, and the $4 for the COD is a constant. It's not the modem...
you ordered, but at this point, Doris is calling every day (she pre-paid), so you swallow a total of $81 ($9 + $34 + $29 + $9) in shipping, handling and insurance costs. You begin to see where ordering everything from one nearby vendor, preferably with net terms (non-COD) or a credit card, makes more sense than parting the thing out all over creation.

You put all the paperwork in a file folder labeled "Doris" and file it. This is really a critical step. Nobody will take defective stuff back without paperwork, unless you have a real good relationship and can get the salesman to look it up on their computer system for you. You finish putting the PC together, load Windows XP, and everything is great. You load all the driver CDs for the video, modem, and sound card (you forgot to include speakers in the price), and Windows XP now takes twice as long to boot. Par for the course. The monitor gives off an odor like burning plastic on an ocean breeze, but you figure that will clear up. You run Scan Disk a couple times, wonder what a 24 hour burn-in really means, and if you should spend a hundred dollars on some testing software. Unless you have money to burn, don’t bother. Just leave the thing turned on over night and check that it still works in the morning. It’s a decent test, and you’re doing a lot more than most guys I’ve known. You put the PC in the car, and drive it to the customer’s home. If you were a mail-

...You order an ATX case, keyboard and mouse from one place; a motherboard, CPU, RAM, hard drive and OEM Windows XP from a second place; and a floppy drive, video adapter, CD-ROM,...
talk her out of going with AOL or Compuserve, which her son in Dallas has told her to get, and you drive out and create a dial-up-networking connection to her new ISP. You set her up with Internet Explorer and Outlook Express, spend two or three hours teaching her how to use e-mail and buy junk on E-Bay. Then you go home satisfied that you're now making the $35 to $50 an hour you always knew you were worth, even if you won't get it for twelve months. Unfortunately, when her son visits for Christmas, he convinces her that she can save big bucks by signing a multi-year deal with a national provider, and your $100 miraculously vanishes. Adding insult to injury, the day after New Year's she calls you to say the modem isn't working anymore. On hearing that she has moved to AOL, you spend a half-hour on the phone angrily explaining that it's probably a software problem, and that you'll have to charge that elusive $50 field rate if you come out. She agrees, and you show up to find that the modem really did die.

You go home, pull out the "Doris" folder, call the vendor, who gives you an RMA (Return Merchandise Authorization) number and tells you he'll ship a replacement. You breathe a sigh of relief that the vendor is still in business, since you haven't talked to him in three months, and then send off the modem. After a week, you call, and he explains that he has to ship it back to his supplier, but they turn stuff around really fast, and you should have the replacement within two weeks. You give up and call your local importer and buy another $29 modem, paying with a credit card. It comes the next day and you install it. Doris is pretty upset at having been offline for a week, and suggests that maybe you've bitten off more than you can chew in "your little computer business." Two months later, her original modem arrives in a beat up package from some place you never heard of with a note saying they tested it fully and it worked for them. You put it in your own PC to test it and immediately smell smoke. Welcome to the PC business.

"... Nobody will take defective stuff back without paperwork, unless you have a real good relationship and can get the salesman to look it up on their computer system for you...."
Accessibility Options in Windows XP

By John Schwartz

There are many options built into Windows XP to help people with disabilities.

You can access the Accessibility Dialog box from the Start button and then clicking on Control Panel and then Accessibility Options.

The options that are available are as follows:

**Keyboard Tab**
- **StickyKeys** = this allows you to input multiple key functions by pressing one key at a time.
- **FilterKeys** = has Windows ignore brief or repeated keystrokes or slow the repeat rate
- **ToggleKeys** = you hear a tone when pressing the CAPS LOCK, NUM LOCK, and SCROLL LOCK keys.

**Sound Tab**
- **SoundSentry** = Windows will generate visual warnings when your system makes a sound

**Display tab**
- **High Contrast** = Windows will use colors and fonts designed for easy reading.
- **Cursor Option** = allows you to change the blink rate and width of the cursor.

**Mouse Tab**
- **MouseKeys** = allows you to control the pointer with the numeric keypad on your keyboard.

When using Magnifier you may change the magnification level, the size of the magnification window. The tracking options, include the following; 1) the mouse pointer, 2) the keyboard focus which centers on the location of the cursor, and 3) text editing.

To open Magnifier, point to Programs from the Start menu, point to Accessories, point to Accessibility, and then click on Magnifier.

**Summary**

The accessibility tools that ship with Windows are intended to provide a minimum level of functionality for users with special needs. These options should allow you to continue to enjoy your computer experience even as your health changes.
Windows XP and iMacs are Now in the Classroom

By Bob Brill

Most IBM Compatible machines in the Classroom have Windows XP installed. With this opportunity, we will teach all classes using Windows XP. This includes the Rookies Class, and Transitioning from Windows 98 to Windows XP. Currently in the planning stages is an Advanced Windows XP Class that we intend to begin during the month of April.

Currently, we are planning to increase the basic classes, including Mouse and Keyboard, Pre-Rookies, Quick Start and Rookies XP to twice a month. One in the morning and the 2nd in the afternoon starting in April. Now that we have 15 operational computers we have the physical capacity to teach more people in each class.

Mac OS X

We now have 5 Apple Macintosh computers in the lab consisting of 1-PowerMac G4, 3-iMac G4’s, and 1-iMac G3 all running Mac OS X. We now can offer hands on instruction in the Mac OS and will be adding classes in the future. In addition, starting in the month of March some of the classes will be taught using both Window XP & Mac OS X operating systems. (Outlook Express, AOL, TurboTax, Quicken, etc). More information to follow in the weekly SCACC Computer Club Activities e-mail.

Please note that classes fill up early and sign-up is required. If you sign-up for a class please note that if you don’t show up for the class someone wishing to take the class is robbed of the opportunity to take the class. Please cancel, if you can’t attend. All class scheduling is “low tech.”

You must visit the classroom during open lab periods and sign into the three-ring binder at the front of the classroom.

With these changes, we are in dire need of more aides and instructors. Please contact Bob Brill at education_director@myscacc.org or Norman Rosen at aide_coordinator@myscacc.org.

President’s Message, cont.

(Continued from page 2)

A trial version that is free for 30 days is available at: http://www.aisquared.com

More accessibility options

I had mentioned ZoomText at the last Board of Director’s meeting, and John Schwartz stated that Windows XP has accessibility options built-in. He subsequently prepared the article Accessibility Options that appears on page 11.

Classroom changes

If you haven’t been in your Club’s classroom for a while, a visit today will bring a few surprises. Your Club has installed several new computers, both Windows based and Macintosh, and placed new operating systems on the older computers. For more information, read your Education Director’s article Window XP is Now in the Classroom, on page 12.
We all know someone—friends and relatives—who use AOL, and I suggest you consider forwarding this message to them. As you'll see, it's not a hoax but a real-life scam.

It started when my mother recently received a beautifully done AOL message. It's the kind of thing you read about but rarely get to see firsthand.

The message she received was from the AOL Billing Services Team. She forwarded it to the accounting department—moi—because I pay for her account (she has me to blame, I know). Read the message here:

http://www.pibmug.com/files/aolletter.jpg

It took a minute to figure out something wasn't right.

Telltale Clues

For one thing, the e-mail header showed that the AOL Billing Services Team was blind copying her using version AOL 5.0. (http://www.pibmug.com/files/aolheader.jpg) You'd think they could use a more current version, right?

There's more: The return address was the message. At first glance I saw an AOL Welcome box. (http://www.pibmug.com/files/aolwelcomescreen.jpg) Take a careful look and you'll know why I was suspicious. Yep, lots of misspellings.

I went along with the game plan and clicked OK. Now I was staring into what looked like a remarkably authentic credit card payment form. Even if you didn't click the other links, you HAVE to see this one. It's worse than a loan application.

http://www.pibmug.com/files/aolcreditcard.jpg

Is it Really You?

To make sure it's really you, they also want your Social Security Number, date of birth, driver's license number, and mother's maiden name. With that, the scammers can get to...
AOL Scam Alert, cont.

(Continued from page 13)

“identity theft” heaven before you shut down your PC for the night.

But they’re not finished. How about throwing in your AOL screen name and password, something even novices know AOL wouldn't do. To add a level of legitimacy, they warn you that, “For your safety, please do not download any files from strangers. AOL will never ask you to download anything.”

Who Is?

I went to http://www.samspade.org, my favorite Web examination site, and backtraced the Billing link. (The site was closed by Hypermart so it now leads to an error page.) It’s an obfuscated URL: http://www.aol.com-billing:july-2002@072002.hypermart.net that leads to http://072002.hypermart.net. It works because any characters before the @ sign are ignored. And all it took was a quick web search with Google.com to find locations loaded with AOL scamming files. You can view one site here:

http://www.pibmug.com/files/aolhypermart.jpg

I contacted one of AOL's security people I met years ago because of a story I did about AOL. Unfortunately, I never heard back from him. I also sent a message to abuse@hypermart.net and they responded in four days.

AOL Protection Strategy

Forward this to a buddy using AOL. They need to know that the best AOL protection strategy is to be alert to constant scams. You know, if it looks like a duck, smells like one, and occasionally quacks, there's a good chance it is one.

If you're unsure about a billing question, it's best to call AOL's billing services directly at 800/827-6364, or their Screen Name/Password line at 888/265-8004.


There is no restriction against any non-profit group using the article as long as it is kept in context, with proper credit given to the author. This article is brought to you by the Editorial Committee of the Association of Personal Computer User Groups (APCUG), an international organization to which this user group belongs.
For those of you that require personal educational assistance, the Club’s program of **one-on-one tutoring** has been made an ongoing offering to Club members. Our tutors will come to Club members homes for a two hour session. The member donates $20.00 to the Club.

The following subjects have tutors:

- **Access** — Cheryl Thode, 617-0907, e-mail: cheryl.thode@myscacc.org
- **AOL** — Don Bell, 896-7177, e-mail: don.bell@myscacc.org
- **Basic Internet Access** — Carl Minnich, 270-9634, e-mail: carl.minnich@myscacc.org
- **Excel** — Cheryl Thode, 617-0907 e-mail: cheryl.thode@myscacc.org
- **Genealogy** — Don Bell, 896-7177, e-mail: don.bell@myscacc.org
- **Mouse & Keyboard** — Chuck Davis, 614-3107 e-mail: chuck.davis@myacacc.org
- **Outlook** — Cheryl Thode, 617-0907 e-mail: cheryl.thode@myscacc.org
- **PowerPoint** — Cheryl Thode, 617-0907, e-mail: cheryl.thode@myscacc.org
- **QuickBooks Pro**:
  - Cheryl Thode, 617-0907
  - e-mail: cheryl.thode@myscacc.org
  - Chuck Davis, 614-3107
  - e-mail: chuck.davis@myscacc.org
- **Software Installation** — Bob Brill, 897-9344
  - e-mail: bob.brill@myscacc.org
- **Spreadsheets** — Bob Brill, 897-9344
  - e-mail: bob.brill@myscacc.org
- **Word**:
  - Cheryl Thode, 617-0907, e-mail: cheryl.thode@myscacc.org
  - Chuck Davis, 614-3107 e-mail: chuck.davis@myscacc.org
- **WordPerfect** — Bob Brill, 897-9344
  - e-mail: bob.brill@myscacc.org

John Apple will help **members** set up their computers, 616-3938 — e-mail: john.apple@myscacc.org

Please e-mail or call the instructors for **appointments**.

As usual, the Club requires all payments in the form of checks. Payable to: SCACC.

Take advantage of these unbelievable services for a minimal investment! Our volunteers wish to help others become more comfortable in their use of their computers.