

# DATA LINE



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**Meetings**  
**SCV Senior Center**  
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**Wednesday, May 10, 2017**

**Be safe using Wi-Fi when traveling**  
**Be careful with your devices when**  
**renting a car**

**Avoid Medical Fraud**  
**Evidence-based Medicine**

**6:00 pm** – It's Privacy Awareness Week and we'll explore some ways we can be safe using Wi-Fi when we are traveling as well as how to safely use our devices when renting a car, and how to avoid medical fraud.

**7:00 pm** – Dr. Garry Sexton's Evidence-based Medicine presentation will cover how the information is evaluated, the strength of the studies, number needed to treat to make the study valid, and how you can make the information useful for yourself. He will also go over a lengthy list of websites that can help us make sure we are looking at medical and health websites that will give us the most up-to-date and valid information.

### Meet our presenter

In addition to being the president of the Greater South Bay PC Users Group forever, and the long-time Southwest Technology Conference lead tech, U.A. Garrard (Garry) Sexton, MD is a board certified preventive medicine physician with certifications and licenses in Occupational and Aerospace Medicine. He has been practicing medicine for over 40 years.



**Se Habla Windows.  
Sprechen sie Android? Parlez vous Apple?  
By Greg Skalka, President, Under the Hood  
Computer UG, CA  
May 2017 issue, Drive Light  
[www.uchug.org](http://www.uchug.org) / [president \(at\) uchug.org](mailto:president@uchug.org)**

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How many languages do you think are actively spoken today? You might be as surprised as I am that it is estimated to be around 7000 currently. Some of these are natively spoken by many (Chinese is spoken by the most people, over 1 billion). About 23 languages cover half the world's population, while around 25% of current languages are endangered (spoken by fewer than 1000). Linguists believe half of the languages spoken today will disappear by the end of the century. With increased globalization, this does not seem surprising. Since language is the primary means of human communication, why do there need to be so many of them? In a world that seems to be shrinking due to instant communication around the world, multilingualism is becoming more prevalent and may be necessary to just get by.

Technology also has its own language, or rather, languages. Not only do we use technical terms in our spoken and written communications with each other when dealing with technology, our interaction with our devices is very much like a language of its own. Even beyond the computer programming languages used to create the apps we use, the user interfaces of our computers, phones and other smart devices require us to interact in particular, defined ways and use specific terms and grammar. Through key presses, swipes, scrolls, pull-downs, pinches, clicks and control key combinations, we must interact with each of our devices in their own "native" languages. Multilingualism is necessary here as well, as our different devices tend to communicate with us in different ways.

Just as people from different geographic regions may use different languages, the same kind of tech devices from different companies can have different ways of interacting. My native human language is English, and my native computer language is Microsoft Windows. Though I took some German in school, know a few words in Czech due to my heritage, and have picked up some Spanish from living most of my life in Southern California, I don't feel I'm multilingual. I can probably put together a few sentences in German, but could not really converse with someone. I really only think in English.

It is similar with computers, as I've used the Windows OS for so long that, for better or worse, I tend to think in terms of its user interface when dealing with other devices. I have a PDA (yes, one of those old personal digital assistants) that runs Windows Mobile, and through my experience I can use it almost effortlessly. A few years ago, I won an iPad Mini, and found it to be a very confusing device. I had never used Apple devices much before that, and it seemed to me that they took a different approach to most everything, almost like using a different language (or at least a different dialect).

The Mini seemed like a fine piece of hardware, but its user interface seemed almost alien. To this day, I have yet to be able to copy photos or files to a memory device, so that I can use them on other devices. I can't even find where they hide the photos taken on the tablet, let alone copy them off.

Part of the strangeness was no doubt due to a different physical interface; getting used to a touch-screen tablet with taps and pinches, when I was accustomed to mouse clicks and key presses. Still, I am much better at using my Android tablet than the iPad. While the Android OS did not copy the Windows way of doing things, it did not go out of its way to be different from Windows, as it seems Apple tried to do.

One of my favorite tech devices today is my Chromebook, which seems to be mostly like a Windows laptop. It can even edit many Office documents, but I've found I don't yet speak its language fluently when it comes to copying and moving files in its equivalent to Windows File Manager. I have some books on using the Chromebook that I probably should read to better understand how to communicate my needs to the device; it is the same kind of things I'd need to do were it necessary for me to speak with someone in German.

Just as human language changes over time, so too can tech language change. Though they each purport to speak English, a conversation with Chaucer (from the 1400's), Shakespeare (from the 1600's) or even Thomas Jefferson (from the 1800's) might be difficult at times for a person alive today. Having a senior citizen make sense of a conversation between two teenagers today can be daunting enough. That senior can remember when computers were controlled through the DOS command line interface. The GUI, or graphical user interface, was a big change, but also a big improvement. Now changes like Windows 10 tiles and ribbons may not be so much an improvement as a change for change's sake.

It is obvious that older people would have a harder time with new technology as they are effectively learning a new language. I have no illusions that I could easily become fluent in a second language, as I've spent far too many decades thinking in English. Young people can learn a new tech "language" much easier, just as they could learn a second linguistic language much easier at that point in their lives. Give a young child, perhaps barely speaking, a tablet or smart phone, and they likely can take to it more easily than their grandparents could initially. Their malleable young minds are not as burdened with previous experiences and preconceived ideas about the technology.

Fortunately, future tech will probably operate in a more transparent way. Devices like Amazon's Echo, Google's Home Assistant and in-phone assistants like Siri are probably indicative of many human-tech interfaces in the future. Being able to speak to your device in your native language eliminates much, but not all of the added complexity. I have a couple of the Amazon Dot devices, and you do have to be aware of the correct way to request information if you want to avoid one of Alexa's "I don't know" responses.

Alexa is pretty understanding when it comes to grammar in the English language. I have some programmable light control devices that Alexa can also control through voice commands. I've found Alexa understands "Turn bedroom light on" as well as "Turn on bedroom light". Word order in this case is not so significant; Yoda could tell Alexa to "On, the bedroom light turn," and she would do so.

I think Yoda would be in trouble with Alexa if he spoke something other than English, however. I don't think Amazon presently supports any language for Alexa other than English. Though Google generates its home web page in many languages, its Home Assistant only speaks and understands English. This will need to change in the future, as only 1.5 billion of the 7 billion people on Earth can speak English (and only 375 million are native speakers). Just as Microsoft Windows has extensive foreign language and alternate alphabet support to reach a global market, these virtual assistants will need to be able to speak other languages. Of course, since all of their intelligence is in the cloud, all it should take is more computing power and programming. It should be possible to have Alexa listen in one language, but respond in another. Imagine being able to converse with Alexa in a made-up language, like Pig Latin or Klingonese. Why not?

Eventually, however, the man-machine interface may evolve such that normal human language is bypassed completely. Technology that receives inputs from the electrical signals in our muscles, or that can read our brain waves directly, may not be far off. We may simply think it to get what we want, and our responses will come within our virtual reality headset. Of course, this begins to sound a bit like the Matrix - not so good for us humans. Or for you Star Trek fans - the Borg!

If we avoid building a huge border wall around our country and allow continued globalization and minimally restricted world travel, I suspect the number of living human languages will eventually be reduced to just a handful. This would I think be a big benefit to humanity in general (so long as I'm not forced to learn Chinese), as 7000 languages seems like way too many for Google to make home pages for, and California to print ballots for. Hopefully our tech user interfaces will also evolve into something more universal and intuitive, so we can avoid the strange new controls in Windows 2050.

**Customer Support by Erica**  
**Dan Douglas, President, Space Coast PCUG, FL**  
**April 2017 issue, PC Journal**  
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My daughter Erica was visiting this week and I told her that sometimes I get stumped on what to write for the journal each

month. She came up with what I think was a great idea – what actually happens when you call a Customer Support line and how to make those calls more effective for you to get the help that you need. I spent most of my career working on software to log the critical parts of a customer call for service and she reviews and manages people who actually take those calls at an AT&T call center. Here's Erica's take on Customer Service and how to get better results!

You know that message when you call customer service that says the call “may be monitored or recorded for quality assurance”? My job is to listen to those calls and give feedback to customer service agents and their management about areas to improve and where they excel. So yes, someone really does listen!

Calling in to customer service or tech support is never how you want to spend your day, but there are a few things that you can do to help make sure the person you're talking to gives you the best service they can. So here are a few tips to make your next call go as smoothly as possible.

**1 – Don't skip the automated voice or you will need to be prepared to be transferred.** No one likes to navigate all the options the automated system gives you, and the voice recognition can be frustrating, but giving it as much information as you can rather than just skipping it can make your call shorter and better. It will get you to a department you need, or where there is an account matching information you provide, and it will often (but not always) auto-load that information for the person who answers your call. If you do skip it, be patient with the person who answers and understand that they may have to transfer you – be clear about what department you need or what services you have, so as to waste as little time and save as much bother as possible.

**2 – Know your information, and give what is asked.** You may want to go straight into telling your agent what the problem is, or vent about how long it has been happening, but there are a few things the agent must do before they can really help, the most important of which is to find your account. If the person is asking only for your name or security question, then they probably have your account loaded up thanks to you taking time with the Interactive Voice Recognition system (IVR) or the robot as we call it, but they need to confirm it's right before they can start making changes or troubleshooting. If they ask for your account number, let them know if you don't have it, and ask what other information they can use to find you. If you have phone or email services with the company you're calling, that's what they would normally use to contact you; that's probably the information they need.

**3 – Be patient and try not to ramble.** You may hear long periods of silence, or the phrase “I am just running some tests” which is a favorite in the tech support calls. It can be hard to wait this out, if you are the customer, when you're mad that it's the 2<sup>nd</sup> time your internet has gone out today. But this time is when your support agent is checking your account, letting their system check for damage in the area or other reported

problems, and when they are figuring out what steps to do next. If silence goes on for longer than a minute, feel free to ask for an update, but if you are talking the entire time it will be harder for the agent to concentrate on their job.

**4 – Leave honest feedback, good or bad.** You might be offered a supervisor or ask to speak to one, or you might get a survey email or text after your call. This data is crucial for the company to figure out if there are patterns of good or bad service, and figure out how to give you more of what you like. Ratings of your satisfaction with the result, the wait time, and the service are good points of reference for the company and service as a whole. If you have the option for a short-answer or a free response, that is the best place to give your specific thoughts about the agent you worked with rather than the company as a whole, that section usually goes to the agent's supervisor and is a big part of how they are evaluated.

**Customize Your Quick Access Toolbars in Office**  
**By Nancy DeMarte, 2<sup>nd</sup> Vice President,**  
**Sarasota Technology Users Group**  
**May 2017, Sarasota Monitor**  
**[www.thestug.org](http://www.thestug.org) / [ndemarte \(at\) verizon.net](mailto:ndemarte@verizon.net)**



Microsoft Office offers hundreds of tools on its extensive “ribbon” structure. A user can spend a long time trying to locate a specific tool. To relieve that frustration, Office added a Quick Access toolbar to some of its Office applications and recently to the File Explorer window.

Located in the upper left corner of the title bar above the ribbon tabs, the Quick Access toolbar is always visible, which makes it a handy place to store your favorite tools. It contains a few icons to get you started, such as Save, Undo, and Redo. You can, however, customize this area to include any tools you want. It isn't difficult and can save you a lot of extra clicks. Using Word as an example, first open a document to reveal the Quick Access toolbar above the left end of the ribbon.

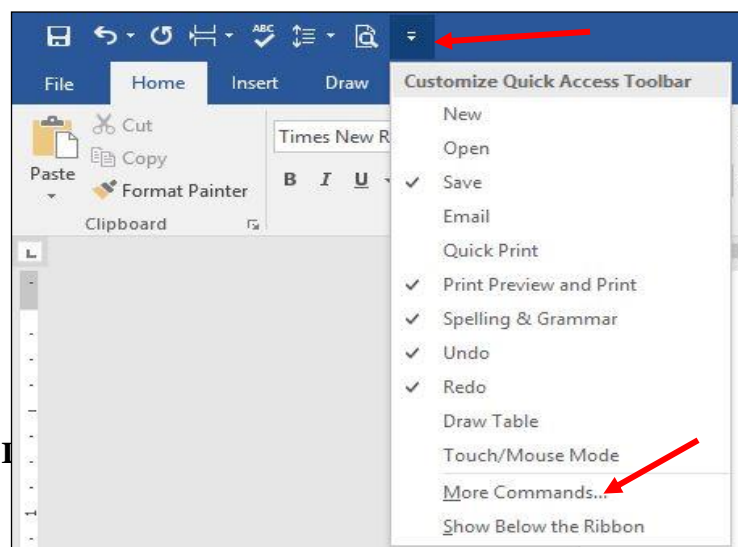


Figure 1 Quick Access dialogue box

Then click the downward pointing triangle with a line over it at the right end of the Quick Access toolbar. This opens a menu of the most popular tools (commands). (Fig 1) Clicking an item puts a checkmark next to it, which adds it to Quick Access.



To see more tools, click “More Commands.” This opens a large dialogue box (Fig 2) that contains all the tools and commands which are part of Office, such as Word, Excel, PowerPoint, and Outlook.

Take a careful look at this large box. In the list on the left side, Quick Access toolbar should be highlighted. If it isn't, click to select it. In the center pane is an alphabetical, scrollable list called “Choose commands from” with “Popular Commands” displayed. If you don't find the tool you're looking for in the extensive Popular Commands list, you can click the down arrow next to Popular Commands and select the huge “All Commands” list. If you still have no success, try “Commands not found on the Ribbon,” which includes tools such as the Envelope and Label Wizard, AutoCorrect Sentence Caps, and Decrease Paragraph Spacing.

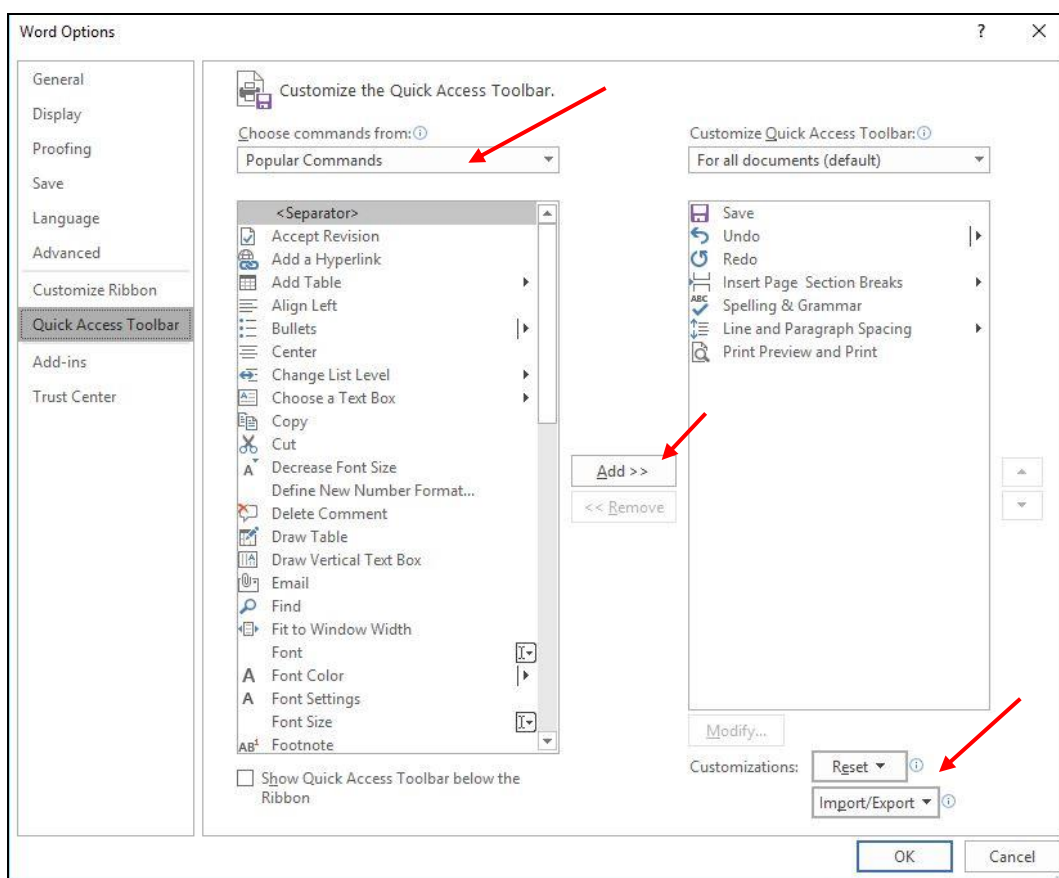


Figure 2 Full Quick Access customization dialogue box

To add a command to the Quick Access toolbar, click a tool in the left pane, then click “Add” between the panes, and the tool will appear in the right pane. Click OK to close the box. Notice that below “Add” is “Remove.” You can remove tools from the Quick Access bar by clicking a tool in the right pane and then Remove. In the bottom right corner of the dialogue box are two other options: “Reset” and “Import/Export.” Click Reset to return your Quick Access toolbar to its factory setting. Import/Export can put all

your customized settings into a file to be exported to another computer using a thumb drive or other media.

**Tips:**

1. Make sure you add only tools you use regularly to Quick Access. You don't want to clutter your window with another long line of icons above the Ribbon. Some of my favorites in Word are the Spelling and Grammar checker, Line and Paragraph spacing, and Print Preview and Print.
2. You can position the Quick Access bar below the ribbon instead of above. Click the arrow at the right end of the Quick access bar and select the last item, "Show below the Ribbon."
3. This same large dialogue box can be used to customize the Ribbon. Click "Customize Ribbon" in the list on the left directly above Quick Access Toolbar. You add or remove tabs and tools to make the Ribbon fit your needs.

Look for Quick Access toolbars or lists across many of the Microsoft applications. They can save you time and effort.

**#1 Tech Tip: Don't Be Afraid**

**By Cynthia**

**April 30, 2017**

**<http://www.worldstart.com/1-tech-tip-dont-be-afraid/>**



I've always said that the key to using and beginning to understand technology is not to be afraid of it. And a reader named Doug agrees. He wrote this in response to an article breaking down the basics of wireless. "One thing I might add is that being afraid never gets us anywhere. I let wireless technology sneak up on me and I was left ignorant. What I've done is talk to people, get confused, and then go back with questions. I am not an expert, but I can navigate around my home network. As I built I talk to salesmen at BestBuy, PC Connection, and others. I finally jumped in and did not drown. I am still green, but I did it. By the way, the 16-year-old smart-arse down the street was a big help once I overcame my fear of his ease with the lingo."

Doug – that is actually the best advice ever. I'm no teenager. I grew up with a rotary phone and black and white TV. I learned about tech because it was a requirement in my job. I learned more about tech because I learned not to fear it. I've seen a lot of highly-educated professionals simply refuse to learn things. They ended up being sorry about that later because tech is going to move on without you whether you choose to master it or not.

My number one rule for learning about new tech is not to fear it. And, believe me, I break this rule all the time myself and it's always a bad idea.



I think the first thing to know is that, it's not some form of mysterious magic. There's zero need to be intimidated. In your lifetime, especially if you're a bit older, you've learned to do things way more complicated than using a smartphone.

You don't actually have to understand how it all works to use it. You don't need to know how to take an engine apart to drive a car. You don't need a deep understanding of the ins and outs of heating and air conditioning to use your furnace. You don't have to understand how your power is generated to switch on a light. All you need to do is get a basic understanding of what the parts are called and which ones you're supposed to touch. For a car, you need to know terms like ignition, steering, brakes, speedometer, wipers, and gas gauge. For a PC, it's terms like wireless, browser, updates, mouse, and settings. To drive, you need to remember basic rules like what the traffic lights mean and what side of the road to drive on. For your PC, you'll need to understand some basic rules of web safety.

It helps to find a friend who understands the lingo. Never be afraid to ask to have an explanation simplified. (Note from Judy – a computer club is the perfect place to ask those questions and learn about new technology.)

I have a couple of questions for our readers. How comfortable are you with new technology? Do you make an effort to understand the lingo or do you just consider it over your head? If you're comfortable with tech, tell us the steps you take to learn new things. Let us know in the comments.

~ Cynthia

A comment from Cyn.... Such good advice!! I just turned 70 (in my head though I am still somewhere around 50!!) and love technology. Do I understand it all, of course not, but I am pretty good at using it and embrace everything as it comes along. I get so frustrated with friends my age and much younger who are so not tech savvy, who do not embrace it nor in some cases, even use it. They sound like a bunch of curmudgeons sometimes. I try to explain the best way to understand any of it is to give it a try as, for the most part, it makes their life more interesting and easier. And if they have grands, what better way to join their world cause for sure it is the only way to stay in touch with them anymore. Oh well, I do try and I have taught my husband a lot since he retired and if he can learn, most anyone can!!

And one from Trish... I am always fearful of 'new' things. But thought if 'they' can learn it, so can I. There's still so much I want to know and learn a lot from Tech Tips. But I've learned & taught myself so much about handling photos, photography, & multiple editing programs just by clicking on something 'just to see what it does'. I'm a senior senior, so come on seniors, we can outshine those youngsters yet!!

## **System Upgrade**

**By Jim Quinn, Vice President, Under the Computer Hood UG, CA  
June 2017 issue, Drive Light**

My Linux computer system drive (SSD) was running out of space. The SSD was installed February 2015. The SSD is used as the root for Mint 17.3. I moved most of the files from my home folders to the data drive which gave me some breathing room while I ordered a new 1TB SSD.

Storage configuration was as follows; 1TB for Linux Mint 17, 4TB for data, and 6TB for backup. The SSD drive is a Kingston Hyper X 3K SSD, 240GB SATA drive (6Gb/s), model # SH103S3/240G. I ordered a SanDisk SSD Plus 960GB as the replacement for my 240GB SSD.

Items needed:

- New SSD
- USB3 SATA hard drive dock
- Clonezilla ISO CD (bootable)

NOTE: It is highly recommended you make a backup before proceeding, unless you know you can recover all your files.

My idea was to clone the old SSD to the new SSD with Clonezilla by booting the computer with a bootable CD of Clonezilla. It took a while to clone the system drive (installed in my midtower) to the new SSD in the drive dock. This worked just fine. Then I removed the old SSD and installed the new SSD.

The new SSD would not boot; it appeared to be a boot sector problem. Out came my bootable Boot Repair CD. Booted the computer with Boot Repair CD and ran their auto fix option. After it completed, my computer now displayed a boot menu and I was able to boot to Linux Mint 17.3.

Next, I ran Gparted on the new SSD to expand the partition to use the entire space. Everything is good to go.

Bootable CD's or thumb drive ISO's to keep on hand for fixing computers:

- SpinRite – disk utility by Steve Gibson (grc.com) \*
- Gparted (<http://gparted.org/>) \*
- Boot Repair Disk (<https://sourceforge.net/projects/boot-repair-cd/>) \*
- Clonezilla (<http://clonezilla.org/>) \*
- ReDo (<http://redobackup.org/>) \*
- Parted Magic (<https://partedmagic.com/>) \*
- System Rescue (<http://www.system-rescue-cd.org/>) \*
- Linux Mint Distro (<https://www.linuxmint.com/>) \*

\*both 32 & 64 bit, if available

I prefer Linux Mint Mate as a distro but any Linux distro you like is a great way to boot a computer with the live CD to help diagnose computer hardware issues.

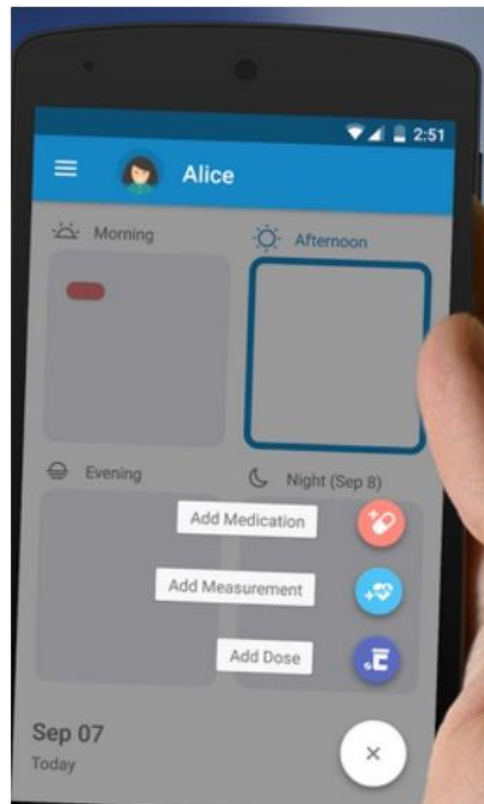
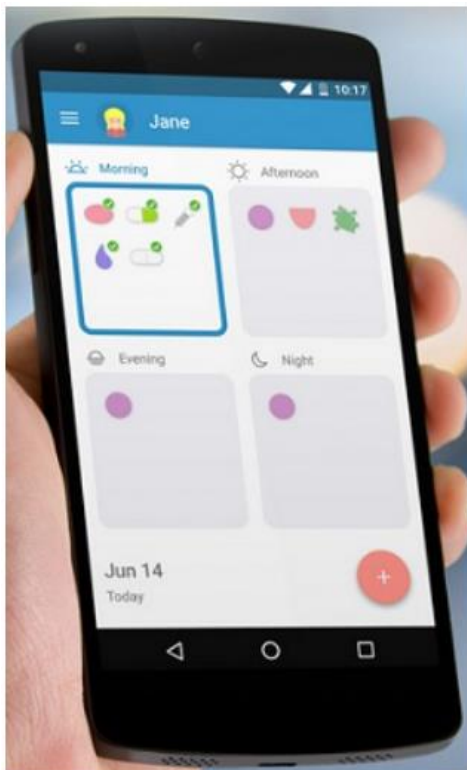
## **Medisafe Keeps Track Of Your Medications**

**By Cynthia**  
**June 4, 2017**



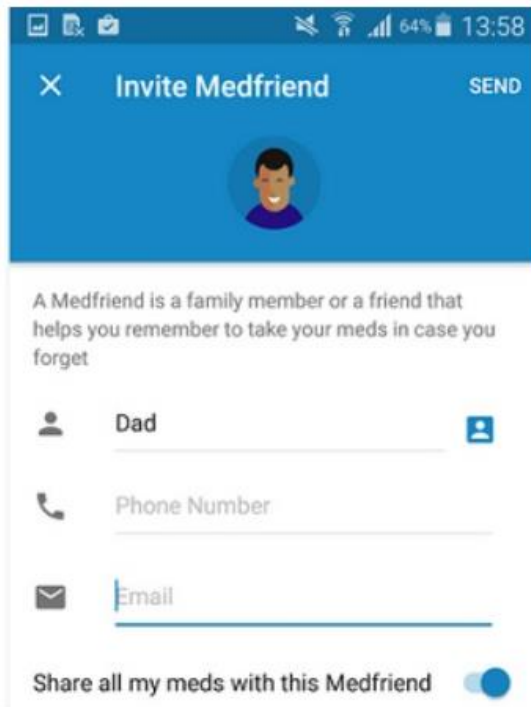
If you take multiple medications or help manage medicines for someone who does, you know it can be a challenge to keep track of all those pills and dosages. Sometimes you don't realize you've missed that blood pressure pill until your blood pressure starts to shoot up. For me, it's my acid reflux medicine. If I forget it, I usually get reminded five hours later when I feel that acid doing its thing.

But there's a great, free tool available for Android and iPhones called the Medisafe Meds & Pill Reminder. Medisafe has an extremely user-friendly interface that lets you set up reminders divided by morning, afternoon, evening and night.



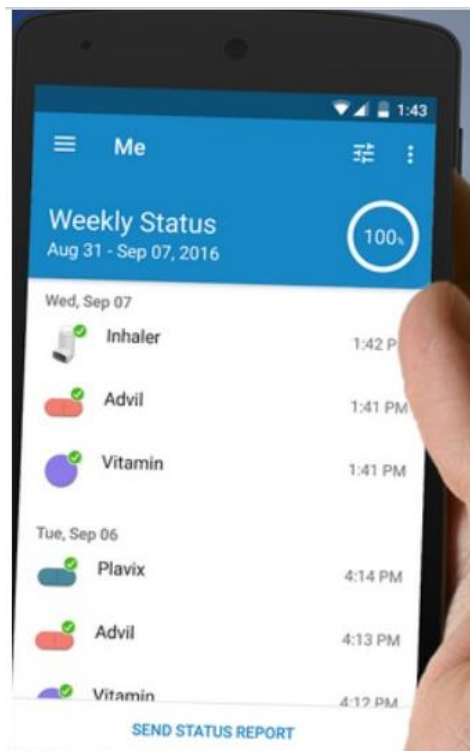
Adding a medication is as simple as tapping the daypart then adding the name and dose.

You can invite someone to help you remember to keep up with your meds.



The family alert system will help you monitor that your loved ones are taking their medicine.

You can set reminders for yourself to take doses and also to let you know when it's time to get a refill.



## Kretchmar's Korner

### How to Destroy Your Computer in Just Minutes Why You Should Avoid Installing PUPS (Potentially Unwanted Programs)

By David Kretchmar, Computer Hardware Technician,  
Sun City Summerlin Computer Club, NV

[www.scscc.org](http://www.scscc.org)

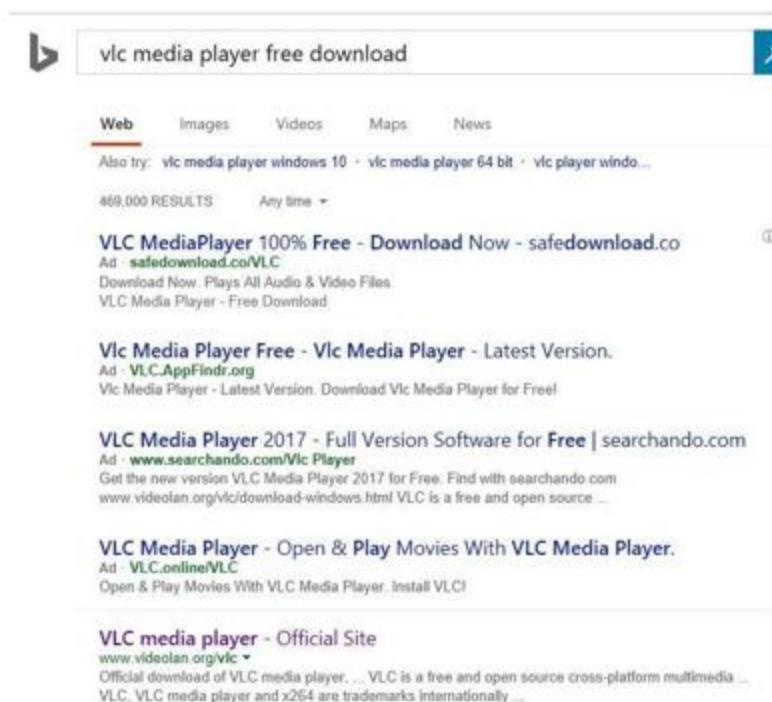
[tomburt89134 \(at\) cox.net](mailto:tomburt89134@cox.net)



There are plenty of new computers being used that are performing much more slowly than they should. One of the quickest ways to turn a fast, new computer into a slow system crippled by malware is to start downloading software from the wrong sites. Or by downloading the wrong software from what appears to be the right site.

Newer computers being slowed by unwanted programs is a bother, but the damage done by PUPs can be much more serious; PUPs can be responsible for programs that make it impossible to access any of your files, or otherwise ruin your system.

Every time you download anything from the Internet you first issue permissions that enable the opening of a conduit or vector between the Internet and your computer. The



series of complex events is mostly invisible to you, except for your clicking on that virtual button that starts the whole process.

Bing and Google searches often can take you where you don't want to go. When searching for popular software, sponsored search results (which result in unwanted programs) often appear at the top of the search results page, along with links from the actual software source sites. Often those ad links try to install software on your computer that you do not want. It could be anything; it could

be a fake driver update program or a scam system cleaning program. Note that my Bing search for VLC media player (left) first showed 4 sites NOT associated with VLC – bad sites.



## **Testing Misleading Advertisement links**

How bad is it? To find out, I installed a fresh Windows 10, plus all Windows updates, on a freshly formatted hard drive. I downloaded and installed the free version of Avast! Antivirus software that brought a hitchhiker of its own - Google Chrome. OK, I wanted Chrome, but not every user would, so I considered this an invasive act by a program I downloaded for protection.

I used Edge, Firefox, and Google Chrome and started using Google and Bing search engines to start searching for popular free programs. The programs I sought are often the first programs that get installed on a PC; Firefox, Google Chrome, OpenOffice, iTunes, Adobe Flash, Java, Adobe Acrobat, VLC, and WinZip. Then, I carelessly clicked on ad results, which appeared above or on the same first page as "real" search results. These paid ads were identified by notes and highlighted in a very pale color to differentiate them (slightly) from the actual search links that appeared nearby.

The ads didn't appear after every search and the ones that appeared varied among searches and were different for different browsers. Sometimes, the first paid ad link actually took me to the software's true source site (i.e. searching for Google offered [www.google.com](http://www.google.com) first). Often Avast would block a download it recognized as harmful, but Avast did not catch many problems.

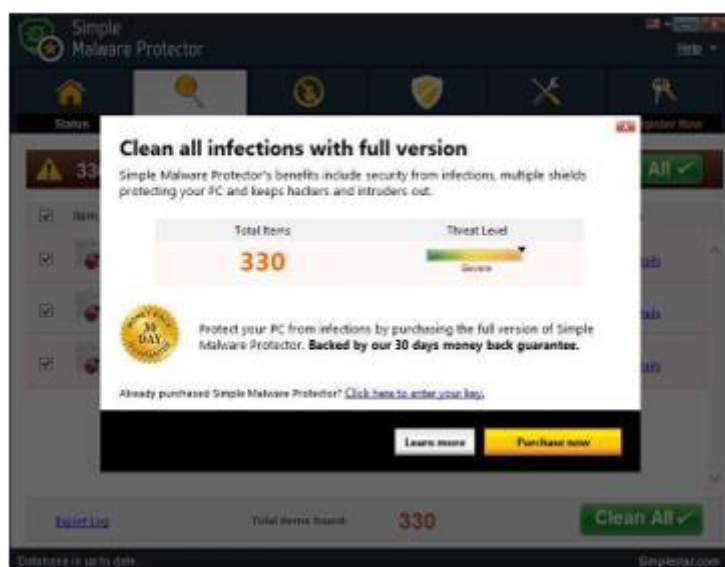
For all of the searched for programs, I was able to bring up more questionable sponsored search results within seconds of repeated searching. Misleading results showed up in all search engines and I could not determine that any browser offered better or worse protection than others.

For each ad link, I clicked through and installed the respective programs via the link or button provided. Instead of delivering just the application I was looking for, all of the paid links attempted to tack on unwanted programs. In some cases, if I was careful to read all of the fine print and uncheck boxes, I could get the files I was looking for without a bunch of extra "added value" software, but it was very difficult.

For the purposes of this article, I acted as an inexperienced user (or an experienced user who's not paying attention), and clicked my way through ads and dialogue boxes that looked like the End User License Agreement (EULA) we're used to seeing through when installing software.

And ... They Got Me!

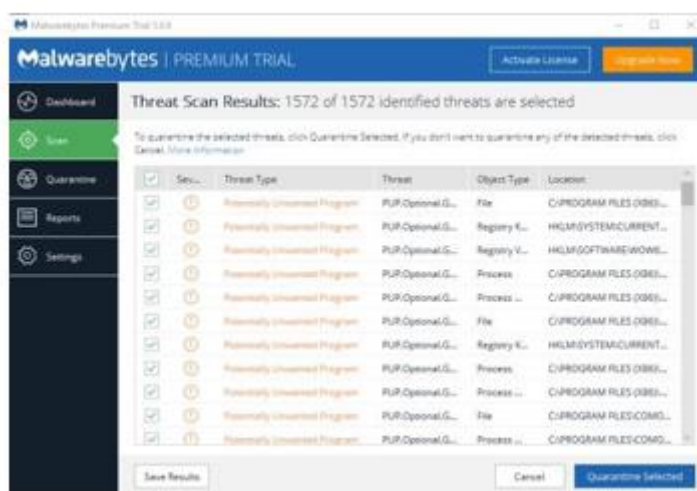
After installing just a few programs this way, I started accumulating browser toolbars (Bing, Yahoo, and Google), and noticed my search engine and home page had been hijacked to something unwanted. As I continued the process, Windows started slowing down to a crawl.



After installing all of the programs on my list, I opened Windows 10's Programs and Features and each browser's extensions and add-ons and counted 39 items that had been installed in addition to the programs I intended to get. On rebooting, three new programs launched popup windows at startup, including two that started running virus/registry scans as soon as they launched, and a couple that flashed warnings windows and offered fixes if I registered and/or upgraded to the full paid version.

Remember this was originally a clean install of Windows 10 that needed nothing.

Within a few minutes my computer became noticeably slower, plagued by numerous popups, and was becoming essentially unusable.



All of these were nasty, but if even a small fraction of them were, I would be in real trouble.

**Conclusions and Recommendations**  
Most of us will have to download some third-party (non-Microsoft) software from the Internet. This does not have to be dangerous if you pay attention that the software is being offered from the true home site of that product.

NEVER download software from any sponsored link, unless the desired software creator is the sponsor.

Do not depend on your anti-malware program to protect you. It will catch some issues, but not all.

## Upgrade your router, Part 1

By Michael Shalkey, Co-leader, Q&A Sessions, Channel Islands PCUG, CA

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### What is a router?

When you purchase Internet access from a provider (the phone company or cable company) they normally provide a modem (a combined device for modulation and demodulation of the analog signal of a telephone line or coax cable and your computer) but that was only providing internet to one device in your house.



A router is basically a very small computer that takes that one internet signal and shares it with up to 256 devices.

These days, your provider may even provide a combination device that does both, a modem/router that translates the signal (modulate and demodulate) as well as acts as a router – even sometimes a wireless router.

Here is the problem: Internet providers are notoriously cheap and will provide you the cheapest hardware to do the job. This means from the time it left the factory it will remain unchanged for years. Can you imagine what your computer would look like if it never was updated from the day it was first turned on yet accessed the internet every day? It would have been taken over by bad guys and even used to attack other people within the first week – perhaps the first hours.

Why don't internet providers update their own equipment? Money. It would take time and money to change things for their customers – and even if they found an easy and quick way to do it, the cost of handling the support phone calls if things were even slightly different afterwards would stop companies from changing anything.

Why YOU should update your equipment's software?

It has been recently reported that many hardware manufacturers have put in “back doors” to their equipment that don't require a username and password to connect and change settings on their hardware. Criminals have also found these back doors and can use them to see all the computers on your network and every internet search – including your usernames and passwords to banks, emails, and other sensitive sites. Also hackers know very well the default usernames and passwords for commercial routers so that even without a back door, they can access many routers.

## First step

If you do nothing else, first change the default user name and password of your router. To access your router, first you must know it's address. From a command prompt (Windows key + R to open a Run window, type cmd and click OK)

type ipconfig  
and then the Enter key

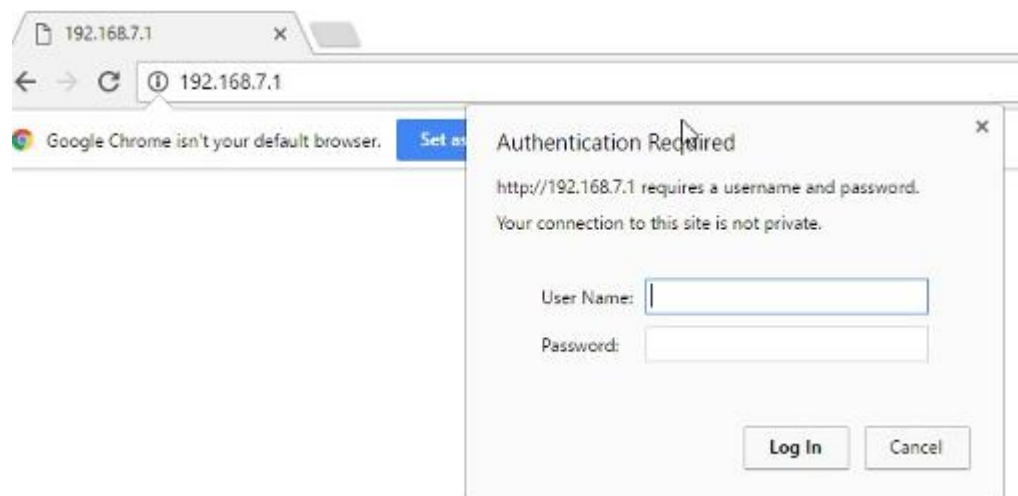
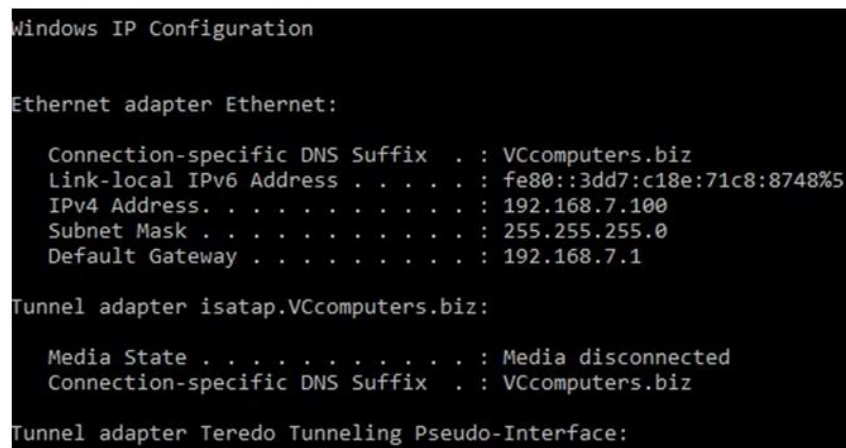
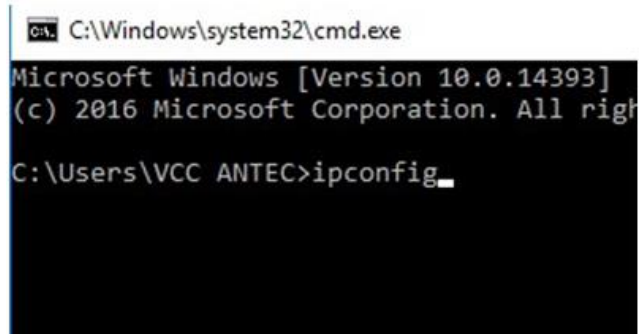
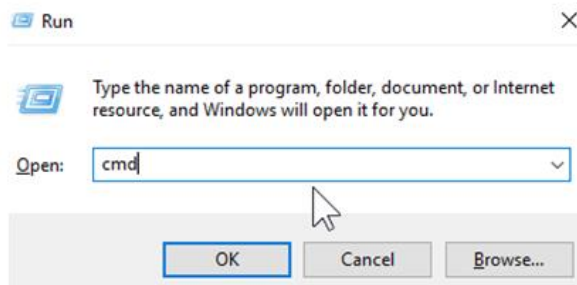
What you will end up with is a bunch of numbers you will need to continue to the next step.

The Default Gateway is the "address" of your router.

The next step is to open the browser of your choice and in the address bar type the Default Gateway address. No www, but just the numbers as they appear. You should now be asked for your User Name and Password to view and change settings in

this router. This is one of the main reasons to do all this work: the default usernames and passwords are known to all technicians and hackers around the world. If you want to know the username and password for yours, just Google the answer by putting in your model number ("Linksys WRT54G v3 default username password") and you will find most are user name of admin and password of admin.

## DATALINE



The first thing you should do for safety is change that. You can use any username and password you want but I recommend put a sticker or post-it note on the router itself with the username and password.

The screenshot shows the 'Administration' tab of a 'Wireless-G Broadband Router'. The 'Management' sub-tab is selected. On the left, there's a sidebar with 'Router Password', 'Web Access', and 'Remote Router Access'. The main area contains fields for 'Router Password' (with a confirmation field), 'Access Server' (HTTP selected), 'Wireless Access Web' (Enable selected), 'Remote Management' (Disable selected), 'Management Port' (8080), and 'Use https' (unchecked). A right sidebar contains instructions for Local Router Access, Web Access, Remote Router Access, and UPnP.

On this router that is done on the Administration tab and the Management screen. It doesn't allow you to change the username, but you CAN change the password. Again, be sure to write it down.

The next thing most people want to do is change the wireless network name (SSID Service Set Identifier) and password.

The screenshot shows the 'Wireless' tab with 'Basic Wireless Settings' selected. It displays 'Wireless Network Mode' as 'Mixed', 'Wireless Network Name (SSID)' as 'BlueBox', 'Wireless Channel' as '10 - 2.457GHz', and 'Wireless SSID Broadcast' as 'Enable'. 'Save Settings' and 'Cancel Changes' buttons are at the bottom.

On this router that is found on the Wireless tab. In this example, I have already changed my SSID to the name BlueBox.

On the Wireless Security tab, you can change the password for the wireless by clicking on the Wireless Security tab. You can choose any password you like, but again, write it down.

One last thing you should always change is remote administration. On this router, it is

The screenshot shows the 'Wireless Security' tab. It displays 'Security Mode' as 'WPA Pre-Shared Key', 'WPA Algorithms' as 'TKIP', 'WPA Shared Key' as 'notmyrealpassword', and 'Group Key Renewal' as '3600 seconds'.

**DATALINE**

**June**



on the same screen as the one for changing to password.

If you really understand what these words mean, you'll understand why you want it disabled. Remote management means you don't have to be on your local network – in your house – in order to manage this router and change settings. I can't imagine a scenario where I would want to change settings in my router when I am not at home. I certainly can't imagine a scenario where I would want someone else to change settings in my router. I would HIGHLY recommend that this be set to Disable.

---

Router Password:	<input type="password"/>
Re-enter to confirm:	<input type="password"/>

---

Access Server:	<input checked="" type="checkbox"/> HTTP	<input type="checkbox"/> HTTPS
Wireless Access Web:	<input checked="" type="radio"/> Enable	<input type="radio"/> Disable

---

Remote Management:	<input type="radio"/> Enable	<input checked="" type="radio"/> Disable
Management Port:	<input type="text" value="8080"/>	

Next month we will go over changing the firmware on your router to have new features and security.

**Apps - By Google, by gosh**

**By Phil Sorrentino, Contributing Writer, The Computer Club, Florida**

**The Journal of The Computer Club, Inc.**

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Most of us know Google as a website we visit to get answers to all kinds of questions, but there is a lot more behind the company and the term Google. Google is a company, a website, a number, and a verb. The company, Google, began as a Research Project in 1996 to develop a Search Engine for web pages, and was incorporated in 1998. Google, the company, is currently valued at over \$82 billion. The Google website, which searches and prioritizes other websites, is available in 123 languages and has over 4.5 billion active users. Google, the number (actually Googol), is 1 followed by one hundred zeros or 10 raised to the 100th power. And Google, the verb, was first added to the dictionary in 2006.



But enough esoterica, we want to explore the Google computer Apps that can help us in our daily digital life. So, let me list many of them, and then we can delve further into a few that are very useful. There is, obviously, Google Search, and Gmail, Calendar, YouTube, Google Drive, Google Maps, Google Docs, Photos, Translate, Keep, News, Books, Shopping, Finance, and others. And all of these can be accessed through the Google website, just by clicking on the “All Apps” button on your laptop or desktop computer



### **All Apps**

or, if they didn't come pre-installed on your mobile device, by downloading them from the Google Play Store.



### **Google Play Store**



### **Google Search**

Google Search probably needs the least introduction because it has been around the longest, and we have had it almost from the beginning of our use of the internet. Google Search answers our questions, not with answers, but by providing an ordered list of websites that will, hopefully, answer our question. We then go to these websites with expectations of finding the answer, and most of the time we do. (Google Search's magic is really done long before we ask our question. It “crawls the web” 24/7, finding and ordering websites so that they can be suggested as places to find the answer, when we ask the question.) So, Google Search is really sewn into the fabric of our digital life, as evidenced by the fact that every time we need an answer, we think or say “just Google that”.



### **Gmail**

Gmail is probably the second best known Google App. Gmail is a free, advertiser supported web based Email service that came out of beta in 2009 and currently provides its users with 15GB of email storage space. It allows the user to send Emails (with attachments) of up to 25MB to any known Email address. And it will receive Emails (with attachments) of up to 50MB. Gmail currently has over 1 billion Active users worldwide. Gmail is a great place to keep all your contact information which is then available to your smartphone while you're on the go.



### **Calendar**

Google Calendar is a free time management and scheduling, web based, App. It allows the user to create and edit calendar events with start and stop times, which are then viewable by day, week, or month, on your computer or your smartphone. Google Calendar lets you combine multiple calendars including those for holidays and birthdays. The Calendar App on your smartphone can then help you answer the question, “Can you make an appointment three weeks from today, at 1

o'clock?" Just pull out your smartphone, start calendar, and all of your previously scheduled appointments will be shown, so you don't "double book" a time.



### **YouTube**

YouTube, not originally invented by Google, but bought for over \$1.6 billion in 2006, is a free Video Sharing website. Registered users can upload video clips, TV show clips, music videos, movie trailers, etc. to the site and unregistered users can watch whatever is on the site. There are instructional videos for just about everything. Try it the next time you want to change the air filter in your car, or need to see a different cooking technique, or want to know more about Windows 10. Beyond education, there are many just downright entertaining videos available, with subjects like kids, puppies, kittens, and ponies.



### **Google Drive**

Google Drive is a free cloud storage service with over 1 million users. It allows the user to store files on the Google Drive servers (in the cloud) and synchronize, or not synchronize, those files with all the user's devices. (File synchronizing (or syncing) is the process of ensuring that files on two or more devices are kept updated.) Google Drive provides 15GB of free storage and the files stored can be accessed by both your computer and your smartphone. And for Android smartphones, Google Drive has added a feature that lets you easily scan a document and upload it to Google Drive.



### **Google Maps**

Google Maps is a Web based Mapping service that provides Satellite and Aerial imagery of almost any place on the globe; it also provides Street Maps of most populated areas. For certain cities, there are 360-degree Panoramic Street Views. It also provides directions and route planning capabilities for car, walking, and bicycling. The mobile App is available for Android and iOS and provides a turn-by-turn navigation capability.



### **Google Docs**

Google Docs is a Free Web Based Suite of Office Applications. It includes a Word Processor, a Spreadsheet App, and a Presentation App. It allows the user to create and edit files online, and collaborate with other users. The files produced are compatible with Microsoft Office file formats. Google Docs is tightly integrated with Google Drive in that all files created by the Apps are by default saved on Google Drive. Mobile Apps are available for Android and iOS.



### **Google Photos**

Google Photos, which was launched in 2015, is not only a Photo Viewer App, it is also a Storage and Sharing Service. It provides free unlimited storage, in the cloud, for pictures up to 16 megapixels in size and videos up to 1080p resolution. It analyzes photos identifying various visual features and subjects. Users can then search for photos based on People, Places, or Things. (Google Photos has two

storage settings: “High Quality” and “Original Quality”. High Quality provides the aforementioned qualities. Original Quality preserves the original size of the photos and resolution of videos if they were higher than High Quality, but subtracts these from the users’ Google account storage allocation.) 200 million users have uploaded over 13.7 petabytes of photos and videos. (Remember a petabyte is 1,000 terabytes and a terabyte is 1,000 gigabytes, so 1 petabyte = 1,000,000 gigabytes.)



**Google Duo**



**Google Wallet**

Google provides many more services including a Video Conferencing App for smartphones, called Duo, that will finally let an Android phone video conference with an Apple iPhone; and Google Wallet, which lets you transfer money to another person with no cost to the sender or receiver. As you can see, Google certainly has a substantial presence in our digital daily activities.

## **SMARTPHONE TIP: Cleaning Your Android Smartphone**

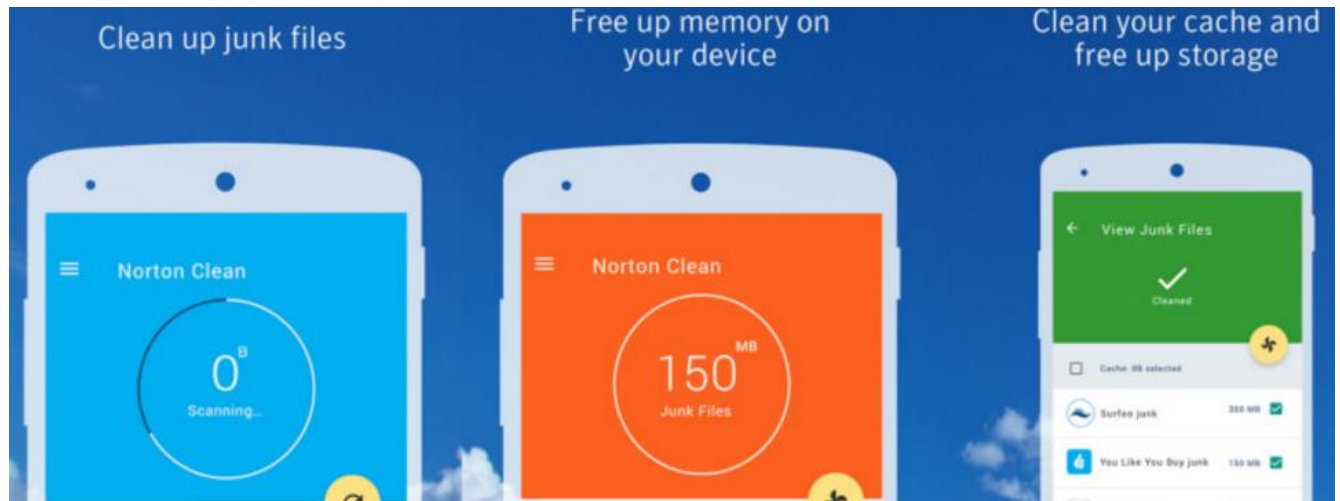
### **Norton Clean for Androids**

<https://play.google.com/store/apps/details?id=com.symantec.cleansweep>

This free app, is from the people who bring you Norton Security for your PC. This isn't to be confused with Norton Security. Norton Security is not free. (But, if you have a Norton subscription for your PC, you can use your phone as one of your protected devices and download the security app.)

Norton Clean does a daily clean-up of your device and removes any files that are taking up room, like deleted images and email.

- Clean system cache
- Identify and remove junk, APK, and residual files
- Optimize memory space
- Manage apps and get rid of bloatware
- Removes data from ads



### Avast Cleanup & Boost

<https://play.google.com/store/apps/details?id=com.avast.android.cleaner&hl=en>

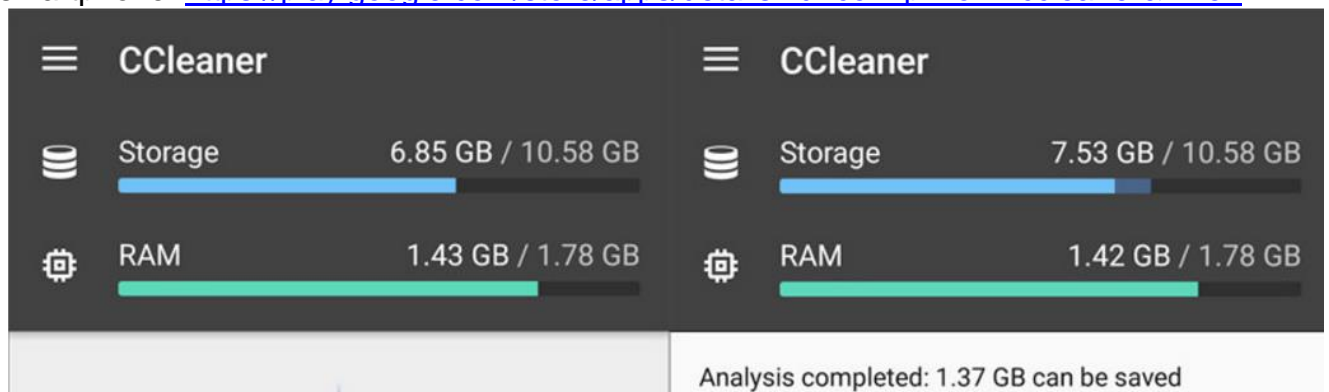
If Avast is your security program, you might want to use their clean-up program.

**Remove Junk:** Avast Cleanup quickly analyzes storage space on your phone and clears all unnecessary data.

- The smart Safe Clean feature instantly cleans up unimportant data, system caches, gallery thumbnails, installation files, residual or unused files, and APKs. With just one tap, you can easily delete accumulated data that has no purpose.
- The Advanced Cleaning option gives you a detailed overview of all the data on your phone.
- Uninstall applications in one tap to free up space.
- The Cleaner identifies and clears the biggest files, media, and apps on your device.
- Use the Ignore List to mark items on your device that you don't want to be listed.
- Master your storage situation by optimizing your Android device and boost its speed.



And, of course, one of our favorite programs, **CCleaner**, has an app to clean your smartphone. <https://play.google.com/store/apps/details?id=com.piriform.ccleaner&hl=en>



### Optimize and Clean

- Speed up your phone and remove junk safely
- Clean application cache, download folders, browser history, clipboard content and more
- Delete call logs and SMS messages individually, in bulk, by age or by contact

### Reclaim Storage Space

- Streamline your Android smartphone or tablet
- Quickly and easily uninstall multiple unwanted applications
- Free up valuable storage space on your device

*LVCC does not recommend these apps; information is taken from <https://www.geckoandfly.com/23330/apps-clean-android-storage/>*

*Check out the reviews before you download anything to your smartphone, tablet, or PC. When downloading an app, take your time and read exactly what you are giving the app permission to do. Does a clean-up or flashlight app, etc. really need your location.*





This small device gives you a recording of your view out the front window of your car. It attaches to the windshield with a sticky patch and connects with the power socket in your car with an included cable.



The list of features is impressive! In addition to recording in normal mode, additional modes are incident recording, parking surveillance and manual modes.

Normal recording mode keeps a record for pre-set interval lengths, from 1 minute to about 2 hours. Incident recording means that when an impact occurs, the period 10 seconds before and 10 after are automatically saved for evidentiary purposes. Manual recording lets you record when you want. Recording for all modes is 1080p and 30 fps.

Many of the controls for the dashcam are available through a downloadable app for your iOS or Android phone. This tool only works when it connected to the dashcam by Wi-Fi.

To connect to Wi-Fi, you must press the Wi-Fi button on the dashcam, look in Settings/Wi-Fi for Thinkware and connect to start the network. A password only needs to be entered once. Then go back to the app and connect to Wi-Fi. Normal and other modes of recording are suspended while in Wi-Fi mode.

A microSDHC card is included, which provides 16GB, 32GB or 64GB of recording space, depending on the model. There are several sections in the card in which data are stored.

GPS is built in and speed and location are stored as data is recorded.

Two additional features are LDWS (lane departure warning system) and FCWS (Front collision warning system) which give you safety warnings to help you drive safely.

The included Quick Start Guide (English and French) is a very helpful source of info for both setting up and operating the dashcam.

The Thinkware Dashcam is a compact, useful device to keep a record of your driving and provides data when an incident occurs.

Thinkware Dashcam  
www.thinkware.com  
Price \$225 (Amazon)

### **360 Video Cameras**

**By Len Nasman, Editor, Bristol Village Computer Club, OH**  
**May 2017 issue, BVCC Newsletter**  
**www.bvrs.org / bvclub (at) bvrs.org**

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Ever since the early days of photography designers have been working on ways to show the world in three dimensions. At one point, many households owned a stereoscope that simulated 3D scenes.

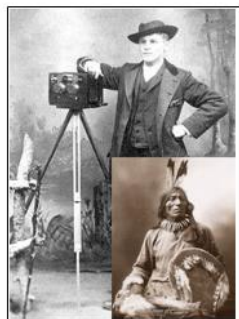
The trick used with the stereoscope was to take two pictures at the same time with two camera lenses that were spaced about the same distance apart as the average human eyes. Then, if you looked at different eye, your brain would merge the images into a kind of three-dimensional view.



each picture with a

BTW, did you know that if you only have one eye, you do not have depth perception? Want to test the concept? Point your two index fingers at each other and, holding them at arm's length and with one eye closed, make the fingers touch.

Photographers roamed the world taking stereoscope pictures to sell. The pictures gave people a chance to see sights beyond their limited locale.



Here is a picture of my third cousin John Anderson with his stereoscope camera. He had a trading post near the Rosebud Sioux

reservation and took many classic pictures of Native Americans. You might remember someone in your family who, back in the old days, had a collection of the stereoscope pictures.

The same two-picture 3D technique was used by the ViewMaster. Pairs of pictures were mounted on a circular holder, and as you clicked a lever the next pair of pictures were rotated into place. The ViewMaster made it easy to focus each eye on a different picture, thus providing the 3D effect.



The stereoscope and the ViewMaster required special cameras to create the pictures, and it was not very common for the average person to make their own 3-D picture pairs.

Three D still photography has been around for a long time. Inventors were making stereoscope devices in the mid 1800's. Creating 3D movies, was another story. Inventors struggled with using the two-eye trick in movies.



One frequently used technique was to have the viewer wear glasses with two different colored lenses. Pictures were made with two different colored filters... red and blue.



When you looked at the you would see fuzzy red blue versions of the image. through the colored lenses, your brain could merge the images and make them appear to have depth. If you look at the tiger picture with red-blue glasses, the tiger appears to be jumping out of the page.



pictures without special glasses, and But,



A similar trick was to replace the red and blue images with polarized light. The special glasses would have the lenses alternate the polarization to again fool your brain into seeing 3D.

There have been many attempts to market 3D movies and 3D television sets. Although there have been a few hits, popularity has declined. One problem is that forcing your brain to merge two different images from your eyes is a bother. Some folks soon get headaches, and the effect can be lost when a persons' pupil- to-pupil distance does not match the separation distance of the two cameras.

## 360 Photos



The processing power of computer chips together with very sophisticated image display software has created a whole new approach to creating 360 degree views of the world. If you have used Google Street views and panned around and up and down on a view, you are familiar with 360 still photos.



Pictures are taken using a camera with a fish eye lens. The picture will, of course, look distorted when viewed normally. However, through some magic mathematical image processing, a normal appearing image can be viewed, and the direction point of the image can be manipulated by the user. New cameras have gone beyond a single fish eye lens. The cameras used to take Google e Street Views have 9 different lenses. The images are stitched together with some very sophisticated

software.

Google Earth Pro allows people to upload 360 photos and pin them to Google Earth locations. For example, a Google Earth Pro view of Stockholm shows markers for both regular and 360 view images. The red markers in the Google Earth Pro view of Stockholm are links to pictures taken with 360 cameras.



Here is a 360 view of the historic ship Vasa found in Stockholm. When you are viewing this in Google Earth you can use your mouse to change your viewing direction. The next step in 360 visualization technology is to apply the principles to full motion video.

Download the free Google Earth Pro software.

[https://www.google.com/earth/download/gep/agr\\_ee.html](https://www.google.com/earth/download/gep/agr_ee.html)

## 360 Videos

The next step in 360 visualization technology is to apply the principles to full motion video.

YouTube has a whole section devoted to 360 videos.

<https://www.youtube.com/channel/UCzuqhhs6NWbgTzMuM09WKDQ>



## 360 Cameras

The early 360 cameras were either experimental or expensive professional devices, like the Google cameras. Now, however, the technology has followed the familiar path of better quality and lower prices.

You can find 360 cameras with various resolutions and features for prices from under \$200 to many thousands of dollars. There are versions for underwater, versions that look like cell phones, versions for mounting on vehicles, versions designed for security systems, and very portable versions that you can wear on your hat.



For viewing, there are virtual reality glasses available so that you can view your 360 pictures anywhere.

## TechSpeak

### Unsecure vs Secure Websites

**Contributed by Melanie Birnbom,  
Century Village Computer Club, FL  
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[mbirnbom \(at\) yahoo.com](mailto:mbirnbom@yahoo.com)**



All website addresses begin with either HTTP (HyperText Transport Protocol) or HTTPS (HyperText Transport Protocol Secure). A protocol is a method for passing information back and forth between web servers and users. It's not important to know what the letters stand for; the important thing is the letter "S" which is the difference between HTTP and HTTPS.

The "S" stands for "Secure". You probably already knew it had something to do with security. If you visit a website or webpage, and look at the address in the web browser, it will likely begin with the following: `http://`. This means that the website is talking to your browser using the regular 'unsecure' language. In other words, it is possible for someone to eavesdrop on your computer's conversation with the website. If you fill out a form on the website, someone might see the information you send to that site. This is why you never ever enter your credit card number in an `http` website! But, if the web address begins with `https://`, that basically means your computer is talking to the website in a secure code that no one can eavesdrop on. You understand why this is so important, right? If a website ever asks you to enter your credit card information, you should automatically look to see if the web address begins with `https://`. If it doesn't, there's no way you're going to enter sensitive information like a credit card number!



It should be pointed out that just because a website has that magic "S" in its address, that does not mean it is wise to do business with them; even scam artists can have https sites! It simply means that no outsiders can eavesdrop on your conversation – it doesn't mean you should be having the conversation in the first place. Only do business with reputable firms, or firms you have thoroughly checked out!

## **“PHISHING” FOR INFORMATION**

“Phishing” is using email to trick you into providing personal financial information or access to passwords, account names, email addresses, etc. to an unauthorized person or group. If you receive an email that you think is a “phish”, the tips below can keep you from taking the bait.

**Know thyself:** Know the online companies you deal with. When a suspect email arrives, remember: it could be fraud, it's definitely spam, and it is definitely not for you. Delete it.

**Subject matters:** Consider the subject line of an email carefully. Citibank will never send you an email headed “\_Citiibank\_account\_update ACT-NOW”. These messages may get through spam filters because they appear to come from a reputable source, but that doesn't mean it's really from Citibank..

**Learn the language:** Understand how the companies you deal with want to interact with you. For example, banks usually want you to access your account through their website—not an email link. “Phishing” emails stand out because they don't follow the rules.

**Browsing around:** Practice safe browsing. Open a new browser window each time you log on to a web site that displays personal information. When you are done at that site, log out and close that browser window.

**Spelling counts:** Be sure to read emails that say they are from companies you know. Sometimes a real email will have a spelling or grammatical error, but anything more than one error is suspicious.

**Mousing around:** Scroll over the links in emails you receive and check them. In some email systems, you can scroll over the different links in an email and see the actual contents of the link. If the email says PayPal, but the link content says “www.paipall.com”, be careful. And note: URLs can be disguised—so don't take a suspect link at face value.

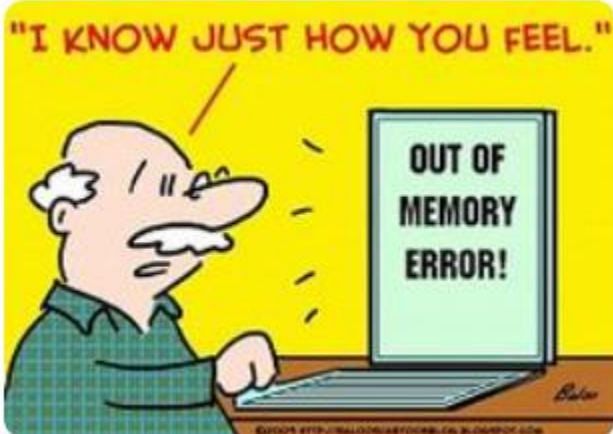
**All form, no function:** Never enter your personal or credit information into a form in an email. If you feel the email is legitimate, call the company or visit their web site and log in to provide the requested information.

**It's personal:** Expect good customer service. Unless your name is "eBay User" or "johndoe99", most "phishing" emails are not personalized. If you receive a "Dear Customer" email, it may be time to move on. Stay on guard.

**Make a statement:** Read your statements – every one, every month to ensure your charges and debits are correct. Often, information obtained through phishing is not used right away. Stay vigilant and report any suspicious activity immediately.

**Stay current:** Use and maintain your email protection software for spam blocking, fraud blocking, and anti-virus. If you have any questions, there are many fine web sites which can provide the latest information on the latest virus, "phishing" attack, or on-line scam.

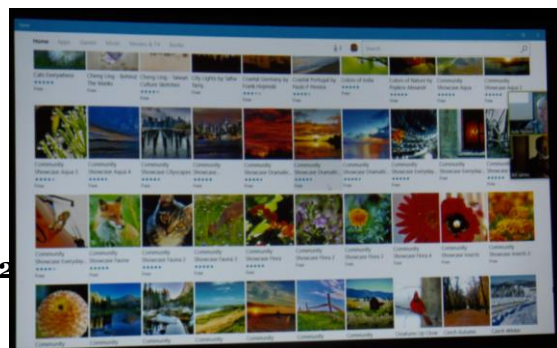
"Phishing" schemes will continue to get more sophisticated and harder to detect. A combination of technology and consumer awareness is the key to keeping the "phish" at bay and making your email good again.





By Judy

Bill's presentation was outstanding – he did it on the fly after I called to cry on his shoulder meeting afternoon about not being able to upgrade. He did it from the info I had put together to demo. A friend of his joined us via phone and off we went, exploring the new 'stuff.' He's a long-time member of the Insider Program and I had two things on my list that were new to him so we all learned.



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Newhall CA 91321

### Membership Application (Please Print)

\_\_\_\_\_  
Name

\_\_\_\_\_  
Address

\_\_\_\_\_  
City/State/Zip

\_\_\_\_\_  
Home Phone

\_\_\_\_\_  
E-mail

\_\_\_\_\_  
Areas of Interest

Level of computer skills (please circle)

Novice

Average

Expert

Mail to: SCV CC, 18727 Nadal Street, Canyon  
Country CA 91351

## Membership Benefits Around Town

**Lefty.tech**  
**aka Mark Thomas Computer Support**

26117 Rainbow Glen Drive  
Newhall 91321

661.250.7440 / Lefty@Lefty.Tech  
65+ = \$10 discount on Onsite support  
In-your-house support also available

**Rogers System Specialist**  
**HAS MOVED**

(Various Discounts)  
24621 Arch St. Newhall CA 91321  
Turn on 13th street off Railroad  
800.366.0579

Give Judy's telephone number for the  
discount 661.252.8852

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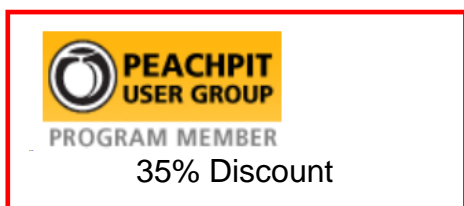
The SCV Computer Club is dedicated to supporting the needs of its members and to the exchange of information about computers, peripherals, services, hardware and software through meetings, its web page, and the distribution of this newsletter.



The SCV Computer Club is a member of SCRUGS and APCUG  
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