

Happy Holidays to all
from CAEUG Board

Abort,
Retry,
Ignore...



Computers Are Easy User Group



PC Help Is — Sometimes — Just a Mouseclick Away

by Gabe Goldberg

APCUG Advisor, Region 2, and columnist for AARP's Computer and Technology Web Site

Who'd have thought that a Beatles song highlights a great PC resource for solving problems and answering questions? No, it's not "Ask Me Why" or "Do You Want to Know a Secret". It's "Help!".

All Windows versions (Windows 95, 98, ME, XP, etc.) and most applications have built-in Help facilities. Knowing how to fetch Help information leads to happy PC use, saves having to wait for others to answer questions, and can even make you an expert resource for other people!

But there's no free lunch; Help can't read your mind and answer questions before you ask them. And to get information you need, you have to look in the right places.

Help info is stored in special files and retrieved through Help software. The info and software is similar but not identical throughout Windows versions and applications, so general rules apply. The good news is that it's easy to explore Help information; since it's most useful to read about topics in which you're interested, feel free to replace my examples with your own questions or areas of interest.

Most applications respond to several cues for help: pressing the F1 key, clicking the word Help on the menu bar, or pressing alt-H (hold Alt key and press H key).

Pressing F1 opens the Help system, while pressing the alt-H key or clicking menu bar Help provide a short pulldown of Help options. However you enter Help, you'll see buttons or tabs such as Contents and Search. You may also see buttons such as Getting Started, Basic Features, Errors, and Frequently Asked Questions.

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Calendar
of
Events

The CAEUG
board wishes
all members a

HAPPY and
JOYOUS
HOLIDAY
season

!!! IMPORTANT !!!
Meeting date
Saturday
December 4
Time 9:45 - noon

* * * * *

MEETING PLACE
will be the
Glenside Public
Library

* * * * *

SEE YOU
THERE!!

COD
Computer
Show Dates
2004
December 19
2005
January 30
February 27

CAEUG OFFICERS & CHAIRPERSONS



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Reminder: You'll get better, faster service if you use CAEUG in the subject of your e-mail.

ABOUT THE NEWSLETTER:

This printed version of our newsletter was laid out using Adobe's Pagemaker Version 7.0 for Windows and was printed on a HP Laserjet III. Our group's membership database is maintained using MS Access and address labels are printed using MS Access software. Our checking account records are kept in Quicken software.

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The CAEUG newsletter is published eleven times annually. Contributions by members are encouraged and will be gratefully acknowledged in the newsletter. We have a policy of exchanging newsletters with other users groups across the nation. Several CAEUG member articles have already been picked up and reprinted.

Membership Costs.....

	First Yr.	Renewal
Individual	\$25.00	\$20.00
Family	\$30.00	\$25.00
Corporate	\$30.00	\$25.00
Associate	\$20.00	\$15.00

Beginner's SIG

Ask questions and discuss computer experiences with this group.

Such as:

1. New to Computers? (basic topics)
2. How to use the Web or download information
3. How to install hardware/software
4. Discuss how to troubleshoot hardware conflicts, learn boot up emergency tricks
5. What do you want to know??

SIG meets before regular meeting from 9:05 to 9:45

MEMBERS HELPLINE

Any member with a specific expertise can volunteer to be on the Members Helpline.

Beginner Helpline Billy Douglas

Beginner hardware problems . Dick Fergus

QuickBooks, Turbo Tax, IBM Lotus, MS Excel, Corel's Quattro Pro . . . Terry Moye

Hardware problems, Win 9x, 2K, XP & Linux John Spizzirri

Great Midwest Computer Show

Next show date
SUNDAY December 19
College of Dupage
9:30 A.M. to 3:00 P.M.
The Midwest's oldest and largest
Multi Vendor PC show and sale for
Home & Business

COLLEGE OF DUPAGE
Main Arena of Physical Education Building
Corner of Park Blvd & College Road
Glen Ellyn, IL

FREE PARKING
Admission - \$7.00
<http://www.greatmidwestcomputershow.com>
E-mail address:
info@greatmidwestcomputershow.com

Great Midwest Computer Show © 2004 dates

December 19, 2004 at COD
January 30, 2005 at COD
February 27, 2005 at COD

NEW Money Saving Offer for CD of the Month
Pre Order + Prepay = SAVE \$\$

The club will offer the CD of the Month on a pre order, prepaid basis. The charge will be \$50.00 a year for 10 months. This is \$20 annual savings over buying them for \$7 each month. Lynn Johnson, the treasurer, will keep track of anyone placing a 10-month order.

For example, I recently installed the Mozilla browser. Its Help provides four tabs: Contents shows main topics and subtopics, Search explores Help information, Index lists all topics alphabetically, and Glossary provides definitions of terms used. Many applications use Microsoft Help standards tabs: Contents, Index, and Answer Wizard. This wizard replaces searching, allowing entry of questions needing answers.

Clicking Contents reveals a list of topics aimed at getting specific things done. Mozilla's tasks include Browsing the Web, Using Mail, and Bookmarks. Many tasks have a "+" next to them; clicking the + reveals lists of subtasks. Most helpful in learning to use Mozilla Help is Using the Help Window, whose subtasks include Finding the Topic You Want and Search Tips.

When you have a question that isn't task related, consult the Help information index for an alphabetical list of entries. Mozilla Help entries range from Account Settings, Address Books, and Bookmarks, to Toolbar, Uploading Pages, and Working Offline.

When you aren't sure what task or major topic includes info you need, try searching. Searching Mozilla Help for "bookmarks" found many places the topic is mentioned which are not listed in the index. Unfortunately, computers still only do what we tell them to do, rather than what we mean. So words you search for must match how Help information is labeled. If a search fails, search

again for other words that describe the information you're seeking.

You can open Windows Help by clicking Start and then Help or pressing F1 when viewing the desktop; retrieve tips on using Help by entering (in the Index or Search boxes) a term such as "getting help". Similarly, valuable productivity tips are available by searching on "keyboard shortcuts".

As you explore Help and navigate through its information, remember that you're leaving a trail, as you do when you surf the Web. You can always click the Back button to return to a previous display, and click Forward to repeat your path.

Other information nuggets are available.

Many dialogue boxes — often requiring making baffling choices — include a Help button. It's easy to miss this valuable button; dialogue box Help buttons have the special advantage of providing "context help" — that is, taking you directly to info describing the open dialogue box without requiring searching or clicking.

Another tool, even easier to miss, is the "What's this?" symbol on many dialogue boxes, a "?" in the upper right corner. Clicking this turns the mouse cursor into a traveling question mark. Move the ? over a term or menu and click; this will display a brief explanation of the item you clicked. Beware, though: usefulness of this tool varies. It requires developers to spend thought/time/effort supplying

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suitable information for each box and button. Some do this, others cut corners.

Finally, the most automatic information is displayed when you place the mouse cursor over a toolbar button. Called hints or tooltips, this information usually displays by default. If it doesn't, application-specific options can be changed to enable it.

It's easy to forget that Help info is available. A colleague reported that after wondering for quite some time how to add multiple rows to an Excel spreadsheet, he finally consulted Help. He was rewarded by the simple answer: "To insert multiple rows, select rows immediately below where you want the new rows. Select the same number of rows as you want to insert". Lesson learned: Help is your friend.

This article appeared originally on AARP's Computers and Technology Web site, < <http://www.aarp.org/computers> >. (c) AARP 2004. Permission is granted for reprinting and distribution by non-profit organizations with text reproduced unchanged and this paragraph included.

10 Commandments for Happy Windows
Computer Owning
by Robert Spotswood
Hal-PC, Houston, Texas

How to reduce your computer headaches

I work as a computer tech and I see lots of different computer problems. But I see certain problems again and again.

While it means more business for me, lots of those problems could be easily avoided saving my customers money and aggravation. Here are ten commandments, which, if followed, will greatly reduce your computer headaches.

I. Use a Virus Scanner

Get one and keep it up to date. The brand doesn't make a big difference. Keeping it up to date does! A virus scanner that has not been updated recently (recently being about 1 or 2 days), is only slightly better than no virus scanner at all.

Keep the virus scanner active and do regular scans

of your system. Trying to install a virus scanner after you already have a virus infection usually isn't going to do any good. If the viruses are active, most will attack any virus scanner and prevent it from working or installing properly. The only way to stop this is to have an up-to-date virus scanner active when the virus first tries to infect you.

II. Protect Yourself from Spyware

Viruses aren't your only threat. Spyware is another, and virus scanners do almost nothing about it, although that is just starting to change. Spyware, aside from invading your privacy, can crash your computer, make it run slow, hijack your browser (especially Internet Explorer), annoy you with pop-up ads, and download porn. These things have cost people jobs and ruined relationships (see <http://www.wired.com/news/infrastructure/0,1377,63391,00.html>).

Spyware can come in with other "free" programs, or can be installed silently if you use Internet Explorer (termed drive-by-downloading). If a window pops up asking to install software, say no, unless you were expecting it.

While not all "free" programs are bad, avoid "free" programs without checking them out first. As a general rule, open source programs are unlikely to have spyware.

Don't use Internet Explorer (use Mozilla or Opera instead), and check for "little pests" regularly. Spybot and Ad-aware are two free and good programs for dealing with spyware. Spyware "experts" tend to prefer Spybot over Ad-aware, but both are good programs. Prevention is the best medicine however.

III. Don't Open Strange Emails

Never, ever open or respond to an email that in any way seems suspicious. Don't even preview it, especially in Outlook or Outlook Express. It doesn't matter who it appears to come from. That can be faked unless you use digital signatures correctly, and most modern worms do fake the sender.

Don't rely on your virus scanner to protect you either. Email viruses can spread around the

(con't on page 5)

world in minutes. Your virus scanner will be at least a day behind the most current threat.

No legitimate company will want you to open an attachment or enter your user info in a form from an out-of-the-blue email. Companies also do not send patches (see commandment VIII) via email. Should you actually find a company that does these things, find somebody else to do business with. Your information is not safe with them.

If at all possible, do not use a Microsoft email client. Use a Mozilla or Opera based program (among others) instead. Microsoft's poor security record AND actively being targeted make for a lousy combination.

IV. Never Respond to Spam

Never respond to or buy something from an email that you even THINK is spam or unsolicited, even if it's something you are interested in. Spammers spam because it is profitable. It is profitable because enough people buy or respond. Buying anything from or responding to spam is just throwing gasoline on a fire. In addition, often, the spam involves something either fraudulent or illegal. If it's something you are still interested in, do a web search, and buy from there.

Always be careful of where you put your email address. Putting your email address in some form (paper or electronic) is one way the spammers get your address, especially contest promotions, i.e. fill out a form for a chance to win a prize and the form asks for an email address among other things. Posting your address on a website or Usenet are two other ways spammers get your address.

V. Perform Regular Backups

Sooner or later, it's going to happen. Something important gets deleted. It doesn't matter if it was a virus, equipment failure, or just not paying enough attention when hitting the delete key. This includes not just erasing files, but overwriting data. The recycle bin or undelete programs can't help you then. Doing proper backups are your best, and cheapest defense against these disasters.

Take care of your backup media. Don't leave CD's lying in the sun or tapes near magnets. Finally, don't forget to test the restore process once in a

while! A backup you can't restore is worthless, and the practice you get in restoring will help you avoid mistakes and panic when the time comes to do it for real.

VI. Help the Tech

Having computer problems is normal. Sooner or later it happens to everyone. When it is time to seek help, don't lie. Chances are the tech will see through the lie very quickly, and even if he doesn't, it only makes it harder for him to help you. Be as specific as you can. Write down the exact error message. Tell him anything you think might be important. He can't read minds and he wasn't there when you did _____ (fill in the blank).

Don't "clean up" your computer before you bring in (or take the computer to) the tech. This can, in rare cases, disguise the cause of the problem.

If getting phone support, be in front of your computer, have it turned on and booted up, and have the application(s) already open (if appropriate). Many phone support techs are rated (and promoted or fired) based on how many calls per hour they answer, not on whether they actually help you. Take too long and you may find your problem is "We do not support that. Goodbye." Be patient and describe everything you see. Phone support is one of the hardest types of support to do.

Finally, swearing like a sailor or threatening the tech will not get your system fixed any faster or cheaper. In fact, the reverse may happen.

VII. Get Some Computer Training

You don't have to be a mechanic to drive a car, but you still have to have training. No one is born knowing how to drive, and no one is born knowing how to use computers. Know the basic terminology, specs, and workings of your computer. This knowledge can reduce your need for professional help (aka the tech) and make working the tech more productive when you do need it.

Think of the training as an investment in yourself. Once you learn how to use your computer your [computer] life will become more productive and enjoyable. HAL-PC offers a variety of free or low cost training. Take advantage of it. (Editor note:

(con't on page 6)

CAEUG has a Beginner's SIG that meets before every meeting from 9:05am - 9:45am. They are flexible and cover any questions asked.)

VIII. Apply Patches Regularly

Programming is easy, but creating perfectly secure programs is very hard to impossible. Mistakes happen. When they do, fixes (often called patches) are issued. While some of these patches may cause problems, it is usually better to install the patch than not.

Free and open source software usually just issues new versions rather than patches, so don't forget to upgrade. There are mailing lists you can sign up for to tell you when new patches and new versions are issued.

Using Windows update regularly is a good way to stay current with your patches. Be warned, however, that Microsoft does not always issue patches in a timely manner, and neither do some other software companies. You can't patch without a patch.

Sometimes, a patch will not fix the problem it was intended to fix or may even open up other security holes. Do not make the mistake of thinking that just because you are current on all your patches that you are safe. You're not!

IX. Pay Attention to Your Computer's Security

The wrong types of people are interested in your computer, even if you are just a home user on dial-up. Even if you don't have any valuable data (unlikely; credit card info, banking info, perhaps work info are just a few examples), your machine could be used as a source of spam, used to host illegal materials, or even as a launch pad for attacks on other systems.

A dial-up user, or someone with a connected modem, could be disconnected from his ISP (Internet Service Provider) and silently reconnected to another overseas. The next phone bill will be quite shocking.

While there is no product that can make your computer secure, a firewall and virus scanner are a good start. Running more than one firewall and one virus scanner at the same time is usually a bad idea. It does little to increase your security,

while greatly increasing problems you will have.

X. Give Your Computer Regular Maintenance
Computers, like all things, work better if they receive occasion maintenance. A scandisk and defrag every month will help keep your computer running smoothly. Dusting inside your computer every so often is also a good idea. Seek professional help if you are unsure how to do this. Smaller computer shops will often teach you how to do this yourself for free or a small fee or you could make a friend at HAL-PC. Finally, your computer case is not a refrigerator door. Don't stick magnets on it.

Robert Spotswood, a HAL-PC member, is active in the Linux SIG and a freelance computer professional. He can be reached at robert@spotswood-computer.net.

Easy Fix For Scratched Screens Larry Bothe

Laptop, PDA and cellphone screens can take a beating. Here's how to reduce the effect of scratches and dings.

In some ways, getting the first scratch on your laptop's or handheld's screen is worse than getting that first scratch on your new car: You only see the car's scratch from certain positions and angles, but there's no way to avoid seeing a scratch on a your laptop's or handheld's screen. It's there, in your face, all the time!

And the problem may not be just cosmetic: A scratch, ding, or abrasion in the wrong spot on a screen can make the text and graphics behind it harder to see. On a handheld, the same defects can interfere with touchscreen input, too.

Screen scratches and dings can happen by accident—all it takes is a dropped pen or cd case. Worse, some laptops and handhelds have design flaws that invite trouble:

Take, for example, the Thinkpad 560, one of the most successful and popular laptops of all time. Its screen case flexed just enough so that, when the laptop was closed, the Thinkpad's two mouse buttons could rub against the bottom of the screen. Over time, many 560's developed an annoying horizontal abrasion on their screens, just above where the standard Windows Task Bar ends.

But what can you do about problems like this that

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Lamp Post Number 57

By John Spizzirri
November 26, 2004



Some of you may use CoreComm as a telephone provider as I do. I recently found that CoreComm has a number of new calling plans that can save significant monthly fees. Call them at the number listed on your bill or check <http://www.core.com>.

Steve Ballmer, CEO of Microsoft (MS <http://www.microsoft.com>), in a speech, threatened Far Eastern government leaders with the possibility of lawsuits if they continued to convert from Windows to Linux. The threat was in a speech given to the MS Asian Government Leaders Forum. The lawsuits would be from Santa Cruz Operation (SCO <http://www.sco.com>) over 'stolen' patents. As I have told you before, Novell (<http://www.novell.com>) and HP / Compaq (<http://www.hp.com>) have indemnified their customers that choose Linux from these lawsuits. Novell is putting its life as a corporation on the line by doing this. HP / Compaq's legal department and management must be certain that SCO has no case to put their reputation and millions of dollars at risk. The story was reported at <http://www.reuters.com/newsArticle.jhtml?type=technologyNews&storyID=6851307&src=rss/technologyNews§ion=news>. Within hours MS public relations department was doing damage control by denying that Ballmer made a threat. MS claims that Ballmer was citing a research study (paid for by MS?) that warns of intellectual property rights suits. The denial story is at <http://www.microsoft-watch.com/article2/0,1995,1729352,00.asp?kc=MWRSS02129TX1K0000535>. You can get Novell's side of the story at <http://www.novell.com/linux/truth/>. HP / Compaq's story is at <http://www.hp.com/hpinfo/newsroom/press/2003/030924a.html>. When it comes to Ballmer and MS, can anyone say two-faced?

Part of the reason for Ballmer's speech is that Novell launched its enterprise Linux on the desktop initiative on November 12. Computer Business Review Online reported the launch at http://www.computer-business-review.com/article_news.asp?guid=8DC4261A-1FEC-4E14-A179-A38196AA9C2D.

SC Magazine, a computer security magazine, reported that a new Internet Explorer (IE) flaw would strike European Internet users who click on banner ads. The ads will redirect the user to a Web site that will install the Bofra worm on their PCs. It will affect all IE users that are not using Windows XP with SP2. This worm will not be as bad as previous IE exploits because of its method of propagation. The story is at <http://www.scmagazine.com/news/index.cfm?fuseaction=newsDetails&newsUID=8e7285a7-faf8-4f03-871e-5d160531a97e&newsType=Latest%20News>.

The cover story on eWeek magazine and the security flaws revealed once or twice a month in IE emphasize the necessity of switching to a non-MS browser. eWeek reviewed the most recent release of Firefox from Mozilla at <http://www.eweek.com/article2/0,1759,1729435,00.asp>. The article recommends that corporations test Firefox as a possible alternative to IE. The full release of Firefox 1.0 will be on the CD of the month. I use it. I like it. It takes a short time to get used to it, but it has all the features of IE without the security bugs. The 4.7MB download is available at <http://www.mozilla.org/>.

On an Israeli news Web site, NRG, there is a story and picture of MS promoting MSN at its Israeli office. On the screen is the MSN Web site, but the browser is Firefox. Hmmmm.... The story is at <http://www.nrg.co.il/online/10/ART/825/507.html>. The story is in English, however there are some Hebrew alphabet characters on the site.

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Don Johnson, one of our members, was good enough to send me a URL that had pictures of the most recent Aurora Borealis display. The site is <http://www.extremeinstability.com/04-11-8.htm> .

Sign of the times? The site <http://www.ethical-junction.org/> is closed.

Have you ever wondered why the sky is dark at night? Perhaps a child has asked you that question. The answer is not what you might expect. Get it at <http://www.arachnoid.com/sky/index.html> . The answer is displayed on a number of interactive pages that explain the physics in understandable terms and illustrations.

Reminder to all members: If you make purchases on line at Amazon.com, go to <http://www.caeug.org> first and click either the Book of the month or the Shop Here icons. CAEUG earns a commission for each purchase you make in that manner. It costs you no more, but helps the club. Amazon.com has much more than just books. Check it out.

* * * * *

CAEUG is a member of the Association of Personal Computer User Groups (APCUG <http://www.apcug.net>). They requested that we include a notice to our membership of the following:

Tis the season.....

Get into the holiday spirit and join the festivities at CompUSA nationwide for a PC Users exclusive holiday celebration. The event will be held from 7:00 a.m. to 9:00 a.m. Thursday, December 16, so get there early!

Eat, drink and be merry, the coffee and donuts are free and the deals are worth celebrating. Do your shopping early and take advantage of special pricing on almost every product in store, and exclusive offers from CompUSA just for you.

Get 10% off your purchase of upgrade parts including Mother Boards, memory, video cards, etc during this special sale for you only at CompUSA! Check out the selection of home entertainment products - one may be on someone's wish list for the holidays!

When: Thursday, December 16th
Time: 7 a.m. to 9 a.m.

Where: all stores, check store locator:
<http://www.compusa.com/locations/>

Call 1-866 4 COMP BZ to speak to a CompUSA team near you!

Between you, me and The Lamp Post that's all for this month.

Minutes of the CAEUG Executive Board
October 23, 2004

President Spizzirri declared a quorum was present. (J. Spizzirri, L. Johnson, K. Groce, and John St. Clair)
President Spizzirri called the meeting to order at 1220 pm with four members present.

Old Business: Dean Holste presented copies of the new brochure for comment. After much discussion Dean will make some changes and bring the brochure back for final approval. President Spizzirri also asked that Dean bring

back some printing costs including folding. Printing costs will include both black & white and colors copies along with a tri-fold. Discussion ensued about reducing costs by having the brochure printed at a member's employer using their color copier.

New Business: None
On a motion by Kathy Groce and a second by Lynn Johnson the meeting was closed at 1240pm.

Respectfully Submitted,
Dean Holste, Acting Secretary

Minutes of CAEUG Meeting
October 23, 2004

- President John Spizzirri called the meeting to order at 9:50 am.
- There were 23 in members in attendance and no visitors.
- The minutes were approved as printed in the ARI.
- The Financial Report was not available due to Treasurer Johnson being on vacation. The report will be available next month.

Old Business:

- President Spizzirri reminded everyone that the next computer show at COD is tomorrow, October 24th and asked volunteers to work at our table. Remember your admission cost is reimbursed by the club.
- President Spizzirri also advised of the need for articles for the newsletter, submit articles to Kathy Groce. You can e-mail her at kgroce@iwon.com
- The CD of the Month is divided into two parts. The monthly CD has new files each month and costs \$7.00 dollars. The CAEUG Basic CD costs just \$5.00 dollars and is also given to new members when they join the club. The CD of the Month is available on a pre-order basis at \$50.00 a year for ten months.
- The revised brochure is ready to be presented to the Executive board today. The final layout should be ready for the December meeting.

New Business:

- There was no new business this month.
- John advised of the contents of this month's CD of the Month. As you know the CD has been divided into two parts. The CAEUG Basic CD consists of the basic files that are on the CD each month and are updated when necessary. The Basic CD will cost \$5.00 each. The monthly CD will have files that are not repeated. The Monthly CD will cost \$7.00 dollars each. All new members

Several articles in this newsletter have been provided by The Editorial Committee of APCUG. Special thanks for their contribution to computer club newsletters.



will be given a CAEUG Basic CD as part of their membership. President Spizzirri reminded that you can preorder, on a prepaid basis, the CD of the Month for only \$50.00 for ten CD's. See Treasurer Lynn Johnson for if you wish to sign up.

- We then took a break for coffee and doughnuts, bagels, muffins and conversation.
- Raffle items this month included:
 - Mini paper shredder and webcam
 - Grolier Encyclopedia Game Empire
 - AOL Point & Speak Software
 - IBM Via Voice Gold Software
- John St. Clair gave a presentation of how to archive DVD's, and how to create DVD's using both DVD Copy Express and I DVD Copy2.
- Members' Forum: A question was asked if any other member who was using Ameritech.net for e-mail was having any problems with e-mail retrieval.

Respectfully Submitted,
Dean Holste, Acting Secretary

(con't from page 6)

damage the appearance and optical performance of a screen? The surprising answer is in the automotive aisles of your local department store: ArmorAll liquid (or any of half a dozen similar products) can greatly reduce the appearance of scratches on laptop and handheld screens; and can provide surface lubrication to worn touchscreens to reduce the "grabs" or "pulls" you sometimes may feel when using a stylus.

ArmorAll (and its clones) all recommend that you test a small area of the surface to be treated; it's a very smart idea. I've never seen a problem in using these products on laptops and handhelds, but the first time you try it, you want to be certain the plastics will be enhanced and not degraded by the application: Test a small area with a cotton swab, and always follow the manufacturer's directions.

If the test works (and it probably will) carefully apply a light coat of the liquid to the full screen, and immediately wipe it off any excess. Be certain no liquid enters the screen housing, keyboard or case of the device you're working on. You're not painting the screen, but merely applying a very light, very thin coat of the liquid.

When the liquid has dried, gently buff the screen with tissues or cotton balls. Odds are, your screen will look better, clearer, and show far fewer dings and scratches than before!

CAEUG
P. O. Box 2727
Glen Ellyn, IL 60138

FIRST CLASS MAIL

Meeting place and date information:

The next REGULAR meeting will be held at the
Glenside Public Library in Glendale Heights
starting 9:45am on
Saturday December 4

The library is located. Please park at the West side of the lot, away from the building. Thank you.
The meeting(s) are not library sponsored and all inquiries should be directed to John Spizzirri.
Individuals with disabilities who plan to attend this program and who require certain accommodations
in order to observe and/or participate in the program are requested to contact CAEUG president, John
Spizzirri , at least five (5) days prior to the program, so that reasonable accommodation can be made
for them.

CONFIRMED Meeting dates for 2004 at Glenside Public Library:
November/December meeting on December 4

****NEW**** CD OF THE MONTH FORMAT: Is now available in two (2) flavors. The Basic CD will be packed
with the standard items, while the CD of the Month will have NEW and updated items. Both are
available at the meeting.

Tracy Ryan, an Internet Architect,
will demonstrate how to set up a web site

Hope to see you there.