

## Main Meeting Goes Improv!

*It must be the weather. First, the Clubhouse news. (See below.) Then, our Main Meeting presenter backed out just before press time.*

*As of this moment, a replacement has not been lined up. That hasn't stopped us before, though, as we have dealt with no-shows before. (Remember when Microsoft no-showed on us the day after the Loma Prieta earthquake because they were afraid to cross the San Mateo bridge?) So this certainly*

*won't stop us in September. Right now, we just can't tell you exactly what the presentation will be, but if past performance is any indication, it will be memorable.*

*And best of all, there will be chairs (!), Internet access, good food, good fun and good friends all around. Don't forget the raffle prize - read all about it elsewhere on this page. See you there!*



## Clubhouse News -- Read This!

Bad news for Clubhouse fans this month. If you haven't heard, Hayward Adult School (HAS) administration dropped a bomb on us in August. They have announced that they are no longer able to give us the space we have occupied for several years, and that we have to be out of the facility by August 31st.

This has a big impact on clubhouse operation, as we have accumulated a great deal of equipment, put in high-speed Internet access and much more at the HAS location. At press time, a new location for the Clubhouse has not been found.

We need to find a new location that will allow us to continue all activities including refurbishing and recycling computers, Internet access, the cookouts, and just plain ol' hanging out. If you know of a place we might use, contact the Executive Committee, see contact information on page 2 of this Newsletter, or go to "Contact Us" on the PCC Web site.

Fear not - one way or another we will have a Clubhouse. Stay tuned to this newsletter and [www.pcc.org](http://www.pcc.org) for the latest news.



**Raffle!**

This month, a Bluetooth Visor Mount Speaker Car Kit. Features: Universal compatibility with all Bluetooth enabled phones and PDAs. Echo cancellation/noise reduction. Volume control. Mute button. LCD screen with blue backlight. Built-in speaker. Caller ID for last 10 calls. Wireless range of 33 feet. Up to 3 hours talk time--10 hours of standby time. Includes charger and user guide. Clips to your car's sun visor. And, it's YOURS for the price of a raffle ticket!

Tickets are **\$5** each, available where you sign in. Need not be present to win.



### What's Inside:

Newsletter Information..... 2	Map & Directions to Main Meeting..... 3	SIG Meetings- Information..... 9
PC Community Officers..... 2	GoSmart Clip Review By Bayle Emlein 4	Penguin Partition..... 9
About PC Community..... 2	Tablets For The Office & Road..... 5	Main & Exec. Meeting Minutes.....10
PCC Announcements..... 3	Tablets For The Office & Road (cont'd) 6	Questions & Answers..... 11
PCC Clubhouse..... 3	Advertisements..... 8	PCC Events Calendar.....12

## About PC Community



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Deadline: Copy must be submitted no later than the second Saturday prior to the Main Meeting. Check the Newsletter calendar for the date. Submissions should be made by e-mail to the Editor, **lcms@pacbell.net**. Advertising rates are available from the Editor.

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Adobe InDesign CS2 is used to publish  
 PCC News

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### Clubhouse Information

Please check the Front Page for information regarding the Clubhouse. Communication with the Clubhouse should be directed to PC Community, P.O. Box 55513, Hayward, CA 94545-0512.

PC Community is a computer users group for people who wish to expand their knowledge and experience of personal computers and software. This is accomplished through monthly general meetings of the full membership where major industry vendors present information, and through smaller focus groups (Special Interest Groups, or SIGs) where members meet to share common computer interests. The group's monthly Main Meeting takes place at Calvary Baptist Church, 28924 Ruus Road, Hayward, at 7:30 P.M. on the first Friday of each month.

PC Community is dedicated to community service, providing enabling technology to people with special needs, working in the community to obtain computer equipment, and working with other computer groups to help people extend their lives through computer technology.

PC Community has a Web site at <http://www.pcc.org>.

Membership dues are \$35.00 per year. \$20.00 for educational and seniors(65 and over), and \$45.00 for family per year. Call 510-213-8421 for more information, or write to PC Community at the address on this page.



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PCC is a member of the Association  
 of Personal Computer User Groups  
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# PCC Announcements

## O'Reilly - Books and Media

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**Review a Book:** Review an O'Reilly book and get published in the PCC Newsletter and on the PCC Web Site. Find a book that interests you at [www.oreilly.com](http://www.oreilly.com), e-mail me the name of the book and ISBN so I can order it for you. PCC requires a deposit from you



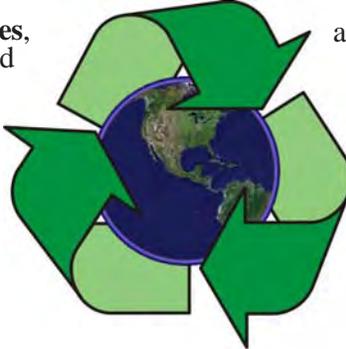
in the amount of the User Group price, a 35% discount. You have 60 days to complete the review, at which time the deposit is refunded and you keep the book.

Elsie Smith - PCC UG Representative to O'Reilly  
[lcms@pacbell.net](mailto:lcms@pacbell.net) or 510-545-2077

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## PCC Recycle Program is Back, Bigger and Better!

Your used **toner cartridges**, old **cell phones**, used **inkjet cartridges**, old **PDA's** and defunct **iPods** are valuable. Don't toss them in your trash to be used as landfill. They are worth something to PCC and other groups, either in the form of exchange or as discount on products at some local retailers. This not only helps PCC, but also helps our community. You can drop



any of these items off at our Clubhouse or at a Main Meeting. Do your part for PCC and your community! Keep the environment clean by taking a few extra moments to recycle these items with PCC.

contact:  
**Chuck Horner**  
[churck@comcast.net](mailto:churck@comcast.net)  
510-589-9677

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## Directions to the PCC Main Meeting

**From All Directions:** take 880 to the Tennyson Road exit in Hayward. Take the exit toward the hills. Proceed northeast on Tennyson Rd. about 0.7 mile to the 5th stoplight. This will be Ruus Road.

Turn right on Ruus Road and proceed southeast for about 0.4 mile. Look for Calvary Baptist Church on your left.

Turn left into the driveway into the parking lot. Parking is available anywhere from the driveway to the back of the lot.

Look for the PCC signs.



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## PCC Clubhouse Homeless!

As of August 31st, PCC's Clubhouse is temporarily without a -- house. After several years of residence, Hayward Adult School, the facility owner, has decided they can no longer loan us the space.

The Clubhouse is presently seeking a new residence where we can continue clubhouse activities. If you know of a facility that can house our Clubhouse, contact anyone on the Executive Committee and let them know. Contact information for the E.C. is on page 2 of this newsletter, or go to [www.pcc.org](http://www.pcc.org) and click on Contact Us.

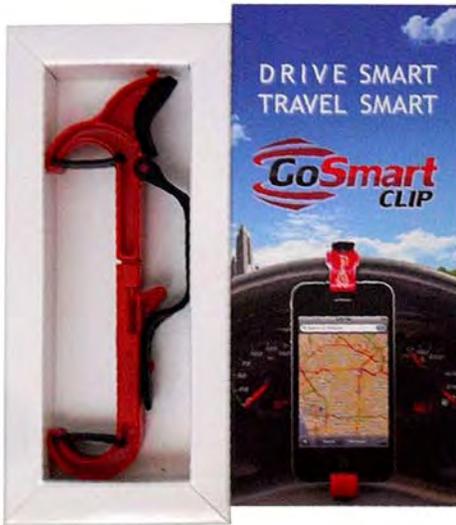


by Bayle Emlein, PCC Clipper

What's in the box?: A GoSmart Clip in a cardboard holder. That's all.

The Review: The GoSmart Clip is another take on hands-free use of one's cell phone while driving. It's a gizmo that holds your phone and attaches to your steering wheel.

It is reasonably easy to insert and remove the phone from the clip. While it was very easy to wrap the strap around the steering wheel and firmly attach the Clip + phone to the car, it was not so easy to keep it that way. The GoSmart Clip is just long enough that it rests on the airbag. The GoSmart Clip thoroughly covers the charger connector on my LG



Optimus, preventing use of a charging cable. My recollection is that the iPhone charger is in the same location. The GoSmart Clip also covers most of the "earpiece," but in testing that did not affect sound quality.

On their Web site, I came across several more detailed and helpful descriptions of how to slide the top and bottom parts of the GoSmart Clip together to hold one's phone securely and how to pull the attaching strap around the steering wheel to hold the GoSmart Clip firmly. The instructions claim that the Clip's cushioning prevents any marking on any steering wheel.

This is not a discussion of smartphones, so I will just say Using the phone in the car is great for minor emergencies – stuck in traffic and I'm already late. I occasionally use my phone as a GPS; short trips, but much safer when I'm focused on the road and not trying to read a

paper map. Although the first impression is that one might be tempted to text with the phone so handy, the opposite is true; since the phone is attached to the steering wheel, it's in a rather un-text-able position.

Customer reviews on the GoSmart Web site suggested additional uses for the GoSmart Clip. It seems to me that positioning of a phone on bicycle handlebars would create a major distraction and be an invitation to accident. Stationary exercise equipment might be useful and have reduced opportunity for catastrophe.

In summary, some aspects of the GoSmart Clip are well



thought-out and engineered. While I personally wish that everyone would just hang up and pay attention to driving/cycling/walking I can't see how the GoSmart Clip would reduce driving safety any more than the use

of any other hands-free device. Developer Jae Son claims that it makes one a safer driver than using other hands-free devices because of the positioning of the phone/GPS. I'm not sure how much safer, but using the GoSmart Clip is a big improvement over hand-holding the phone while in the car.

**Product Information**

**GoSmart Clip**  
 Web price \$19.95  
 GoSmart Inc.  
 Los Angeles, CA  
[www.gosmartclip.com](http://www.gosmartclip.com)

# Tablets For The Office & Road

## Change The Way You Work

Sally operates Sally's Sunny Daycare in a space she rents downtown. Randy owns A1 Painting, a painting business he operates from his home. Both own tablets, and both benefit greatly from them business-wise. How? In plenty of ways, actually.



Beyond tracking payroll information for Sally's full- and part-time assistants, Sally's tablet enables her to log schedules; access emergency contact information and notes; and create email and weekly newsletters concerning upcoming field trips, lesson plans, drop-off and pickup changes, and holidays. On field trips, she snaps photos and videos with the tablet that she later uses in promotional materials and newsletters. At home, she plans lunch menus; updates inventory; and shops online for toys, books, crayons, and other staples. At story time, she even uses the tablet to read ebooks featuring video and animation.

Randy, meanwhile, used to lug multiple paint and wood stain samples around for coordinating color schemes with clients. His tablet now lets him effortlessly swipe through sample images from multiple paint vendors, plus photos from previous jobs. On the job, he can view blueprints, order supplies, and even catch up on the news at lunch. At home, he can create bids and contracts, order supplies, update inventory, schedule upcoming jobs, and log hours for his four employees.

### Tablets On The Job

Those are just two examples of how tablets are providing practical, time-saving, and efficiency-producing benefits in SOHOs (small and home offices). Interior designers, event planners, architects, home builders, caterers, consultants, freelancers, project managers, salespersons, photographers, and repair shops are among many others. With the increasing crop of tablet apps available, Jeff Zbar, ChiefHomeOfficer.com founder, says all SOHO users could find some benefit from a tablet. "For



IMAGE COURTESY OF APPLE

Apple has sold millions of iPad tablets in part due to its user interface, sleek construction, and availability of tens of thousands of apps.

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Visit <http://www.smartcomputing.com>

*Continued on Page 6*

# Tablets for the

*Continued from page 5*

those who need directions or log a time card or hours spent on a project for invoicing or display a digital portfolio or show and tell something on the Internet or hold a brief video chat/network with others, etc., it's the near-perfect tool," he says.

Richard Shim, DisplaySearch senior analyst, says SOHO users who already have a primary computer aren't necessarily seeking performance with a tablet. "What they do want is basically faster access to information, and in a small office/home office, you're balancing a lot of

economy is leading small companies to "save in creative ways, like creating virtual offices where employees work from home and conduct client meetings in places like coffee houses." Tablets' portability and Internet connectivity options are perfect "for showcasing a proposal or sharing a demo with a business prospect," he says. "And since most tablets have longer battery life than a laptop, you don't need to worry about finding a seat near a power outlet." Via cloud-based services, he adds, small business owners working frequently

Tablets also heavily rely on Web-based entertainment, gaming, productivity, and communication services accessed via apps and widgets acquired from application stores such as Apple's App Store, Amazon .com's Appstore for Android, and the Android Market.

Currently, Apple ([www.apple.com](http://www.apple.com)) dominates the tablet field, as millions of iPad sales would confirm. Seemingly every day, however, another manufacturer joins the fray with a new tablet model. Notable non-iPad tablets include:



different types of tasks simultaneously. Having faster access to that information allows you to make faster decisions, allowing you to be that much more proactive and productive," he says.

Numerous analysts and industry experts agree that tablets are especially beneficial to businesses that put a premium on visual information. A tablet, for example, can greatly simplify an interior designer's task of displaying patterns, materials, and real-life examples to clients. "The fact of the matter is computing is becoming more visual as we kind of move past just productivity applications," Shim says.

Elsewhere, Martin Frid-Nielsen, CEO of Soonr ([www.soonr.com](http://www.soonr.com)), a cloud-based service for organizing and sharing productivity resources, says the current

in the field are "only a mouse click away from team members and important documents" from virtually anywhere.

## The Tablet For You

What exactly constitutes a tablet differs among those you ask, but generally speaking, tablets are thin, lightweight, wireless devices that sport a touch-based screen in the 7- to 10-inch range. Larger than a smartphone but smaller than a notebook, tablets offer 3G/4G and/or Wi-Fi connectivity, and depending on the model, may include USB and HDMI (High-Definition Multimedia Interface) outputs, memory card slots, an integrated digicam and Web cam, headphone jack, onboard virtual keyboard, and GPS (global positioning system) ability, among other features.

- Samsung's Galaxy models, including the Tab 10.1 (starts at \$499; [www.samsung.com](http://www.samsung.com)) praised for its integration of Google services
- HP's TouchPad (starts at \$499.99; [www.hp.com](http://www.hp.com)), expected July 1 and running the webOS operating system it acquired upon purchasing Palm
- Motorola Xoom (starts at \$599; [www.motorola.com](http://www.motorola.com)), noted for its hardware construction and specifications
- Asus Eee Pad Transformer (starts at \$399.99; [www.asus.com](http://www.asus.com)), which offers an optional keyboard/dock accessory that essentially transforms the tablet into a low-end notebook
- Panasonic Android Toughbook (price not available at press time; [www.panasonic.com](http://www.panasonic.com)), expected later this year with

# Office & Road



With the optional keyboard/dock accessory Asus offers, the Eee Pad Transformer essentially becomes a very portable notebook.

embedded hardware security, construction suited for field use, and a 1,024 x 768 XGA (Extended Graphics Array) screen made for outdoor daylight viewing

All tablets share three desirable attributes to SOHO users: lightweight portability, “instant on” startups, and long battery life. Shim sees tablets as a “convenience computing platform” because they “enable things that consumers have said they always wanted.” What “convenience

computing” enables, he says, is for users to have closer interaction with their primary computing devices. Zbar says, “Tablets help SOHOers in much the same ways as they do at bigger companies. They lend agility; a small form factor for ease of use; fast boot up; a robust and growing app universe; and, for the moment, a fun, new way to compute and be productive.”

Frid-Nielsen suggests SOHO users seek a tablet able to transform from a “content-consumption device to a content-creation device.” The tablet needs to react quickly, so look for at least a 1GHz processor, he says. He also suggests long battery life (at least 8 hours); a high-resolution display that’s 7 inches or greater in size; 512MB to 1GB of RAM; an HD camera (video and still) for creating content on the fly; and most important, ubiquitous access to the Internet via Wi-Fi or 3G/4G, which will also allow you storage in the cloud.

## Apple Or Android?

The platform a tablet is built on is another major consideration for SOHO buyers. Although Windows-based tablets will become more prevalent, Apple’s

iOS and Android are the primary choices currently. The iPad is a logical choice for previous owners of iPhone and iPod devices due to familiarity and functionality reasons. Android is a solid option for those who already rely heavily on Google services due to Google involvement in developing Android. One note about Android is that because it’s an open-source platform, manufacturers can tweak their



The Panasonic Toughbook includes construction features meant to withstand use in the field.

implementation to their liking; thus various tablets run various Android versions.

## Room To Grow

Despite the incredible success tablets have enjoyed in a short timeframe, signs point to even better things coming. As Shim says, “We’re not even out of the first inning. We’re just starting to figure out how to use the bat and ball.” Developers are just beginning to build the applications that define this platform. “In lots of cases, the platform can become what the SOHO user wants it to become as long as they’re giving the [app] developers feedback.”

Frid-Nielsen also believes the tablet’s future will be closely intertwined with cloud computing. Combined, he says, the technologies provide SOHO users “freedom to access data and information anytime, anyplace . . . tablets and cloud computing technologies are in their infancy, but I see a combined potential for impact that could easily be bigger than the personal computer revolution.” ■

## An Abundance Of Apps

- Fully maximizing a tablet’s potential means relying heavily on apps, of which there’s no shortage. There’s also quickly becoming an abundance of stores from which to download tablet apps, including Apple’s App Store, Amazon.com’s Appstore For Android, the Android Market, RIM’s BlackBerry App World, Intel’s AppUp, and HP’s App Catalog. Interestingly, HP’s upcoming offering will feature webOS Pivot, a monthly digital publication featuring original content related to apps. All indications are that Microsoft will also have a store for applications available upon the launch of its Windows 8 tablet version, which is expected late this year or early next.

Two popular business-related app examples include Evernote for iPad (free; [www.evernote.com](http://www.evernote.com)) and Splashtop Remote Desktop (free or \$4.99 Android version; \$9.99 iPad version; [www.splashtop.com](http://www.splashtop.com)). A Remote Desktop HD version is also available for Android.

Evernote’s app is tied to the Evernote software (free; \$5 per month for Premium version), which lets users capture, organize, and sync notes consisting of text, Web pages, photos, and more from a PC, mobile phone, or iPad. Thus, a home remodeler can use his iPad to track a textual to-do list, grab design ideas from Web pages, record audio-based notes, capture onsite progress photos, and access a spreadsheet of project costs, all of which Evernote makes searchable. Splashtop’s app, meanwhile, essentially lets a user remotely access and run his PC’s Desktop to access and run content from a tablet, including PowerPoint presentations, email, spreadsheets, Flash-based videos, a full Web browser, videos, audio, and more with Wi-Fi and 3G/4G support.

BY BLAINE FLAMIG

## Door Prizes

Congratulations to all the members who won door prizes at the Main Meeting!

### General Drawing:

1 C Company paratrooper bag .....	Chuck Norner
1 C Company long-sleeve shirt.....	Emily Kelly
Avast hat.....	Don Cordeniz
Blick tee shirt .....	Michael Wong
FWB Drive UP! Drive Installation Software.....	Chris Marston
Gadget bag .....	Bill Huston
Microsoft water bottle.....	Bud Gallagher
Nero tee shirt.....	Bob Sorensen
Pepcom bag.....	Paul Rogers
Ubuntu for Non-Geeks from No Starch Press .....	Bob Kiessling

### Raffle Prize:

32GB Lexar JumpDrive TwistTurn .....	Bayle Emlein
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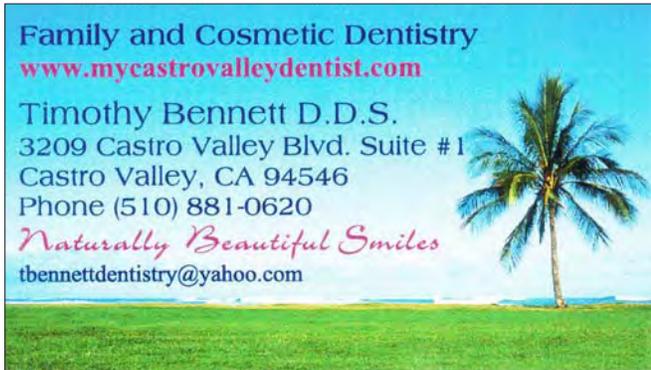
### Clubhouse Information

Please check the Front Page for information regarding the Clubhouse. Communication with the Clubhouse should be directed to PC Community, P.O. Box 55513, Hayward, CA 94545-0512. Also see our Web site at [http:// www.pcc.org](http://www.pcc.org) for further information.

### Door Prize Donations

O'Reilly Media generously donates the books for our door prizes. Go to [www.oreilly.com](http://www.oreilly.com) and pick books you'd like to see on our door prize table. E-mail the names and ISBN of the books you want me to request.

Elsie Smith  
[lcms@pacbell.net](mailto:lcms@pacbell.net)



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[www.caringpethospital.net](http://www.caringpethospital.net)

### Membership Dues

Regular.....	\$35.00
Family (same household).....	\$45.00
Educational, Seniors.....	\$20.00
Corporate (maximum 5 memberships).....	\$100.00

You can always pay your dues by mail. Make a check payable to PC Community in the amount listed above to:  
PC Community  
P.O. Box 55513  
Hayward, CA 94545-0513

### Dues Expiring This Month!

The following members dues expire this month:

**Robert Kyle**  
**Bob Ruiz**  
**Seth Springer**

# Special Interest Group Meetings



## Genealogy

**Carl Webb** - (510) 351-3335  
cwebb531@aol.com  
Third Tuesday of the month: 6:30pm



**Del Parton** - (510) 276-4292  
delpa@pacbell.net  
Saturday after Main Meeting: 8pm



**Jan Fagerholm** - (510) 213-8421  
pcc4me@gmail.com  
Last Saturday of the Month: 2pm



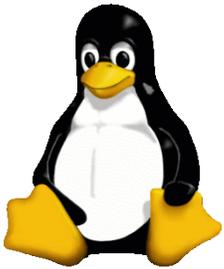
**Dan Dolgin** - (510) 895-8845  
dandolgin7@comcast.net  
3rd Monday of the month: 7:30pm  
<http://www.pcc.org/mobile>



**Chuck Horner** - (510) 589-9677  
churck@comcast.net  
3rd Monday of the month: 7:30pm  
<http://www.pcc.org/mobile>



**Bud Gallagher** - (510) 269-3623  
budgall@comcast.net  
2nd Saturday of the month: 1pm



## The Penguin Partition Linux for Human Beings

by Jan Fagerholm, PCC Penguinista

Summertime - and the penguins are playing!

Vacation time has been less than relaxing for this penguinista. Basking in the self-satisfaction of my self-assembled desktop computer, I was recently rudely reminded that it isn't new anymore. Something inside the case let go with a loud pop, startling me out of a particularly productive session of Angry Birds. Not knowing the cause of the noise, I shut down the machine and opened the case, to find the CPU heat sink laying lamely on top of the video card. One of the hooks that holds the CPU heat sink to the motherboard had broken off the frame that secures the assembly to the motherboard.

I spend my working time rooting around inside lots of computers, and I am here to report that I have not seen such a failure in years. The downside is that this frame is part of the motherboard assembly and is not the kind of part that you can go out and buy, not even from geek stores.

Not satisfied to discard an otherwise perfectly good motherboard, I dusted off my entrepreneurial engineering skill and set out to engineer a new hook to mount to the old frame.

I won't bore you with the mechismo (that's GeekSpeak for mechanical machismo), but by day's end I had a

new hook better than the original, and saved myself the cost and aggravation of replacing the motherboard.

Otherwise, I have enjoyed the performance of my self-assembled desktop PC and have particularly enjoyed my bragging rights score of Windows Experience Index of 7.6 out of 8.0. Needless to say, Linux flies on this

machine, and I have Linux Mint 11 (my working distro of choice) running on it in addition to Ubuntu 11.10 alpha and other experiments.

The clincher? Angry Birds runs as a Google Chrome app, meaning that it runs in Linux!

Hey, it's vacation time! Get Angry Birds on Linux now!





# PCC Main and Executive Meeting Highlights

Secretary — Bayle Emlein  
pcc@ix.netcom.com

Treasurer — Tom Smith  
smith-tf@pacbell.net

## Main Meeting Highlights

### August 5, 2011

The meeting was called to order at 7:40 pm by President Chuck Horner. He explained the parking lot blockage: this summer the church is hosting an Alameda County Youth Employment summer employment program. One of the jobs is sealing the parking lot.

Chuck then presented the raffle prize, a 32 GB Lexar Twist Turn USB Jump Drive. He also introduced new member David Graham and visitor José.

The Clubhouse will be closed for the month of August. Regular hours should resume after Labor Day.

### **SIG Announcements:**

The Windows 7 SIG meets at Bud Gallagher's house at 1:00 pm on the Saturday 8 days after the Main Meeting. In August, that will be the 13th. Contact information is in the Newsletter and on the Web site. Get contact information from the Web site or Newsletter if you need more information.

Jan Fagerholm runs the Spectacular Linux SIG which takes place at 2:00 pm at the Smiths' house on the last Saturday of the month. That will be the 27th this month. By the end of the month when the meeting announcement is e-mailed, the current, late-breaking topic(s) will be announced. Bring your Linux problems and questions. Jan enjoys multi-media, including via Linux. The presentations are geared toward the desktop, rather than significantly heavy geeky stuff. Everyone who attends the SIG is on the e-mail reminder list. Contact information is in the Newsletter and on the Web site.

The Hardware SIG is canceled this month.

Chuck distributed an e-mail list for attendees to verify e-mail addresses.

### **Presentation:**

Members Jan Fagerholm and Sally Holt presented internet telephony.

Starting with Skype, Jan connected to the internet. One has the option of leaving it on or starting it manually. By

default, it loads when Windows starts. Sally called Jan, using her Skype contact list. Jan chose to answer using a Video Call, rather than an old-fashioned voice-only call. They looked at pictures of each other on their computers and dealt with the feedback from having their laptops too close together. Jan pointed out the quality of the video, which has improved in recent months. Both quality and response vary with the demands being made on Skype servers as well as the resolution of your webcam.

Member Paul Rogers talked about a call he had with his sister and her grandchildren in Australia. He was very happy with the live interaction with his sister whom he rarely sees.

Member Bud Gallagher talked about a story his wife read to their grandchild as the child held the book up to the webcam for her. He was able to record the whole interaction.

There are both free and paid versions of Skype. With the free version you can only call Skype to Skype and you cannot conduct conference calls. Overseas calls on Skype are a fraction of the cost on AT&T and other landline carriers.

Don Odle asked about Google+. David pointed out Preng gives you 8 connections for free. Both it and Oovoo can call a wide variety of devices.

Sally explained how she joined Skype. Jan demonstrated several ways of adding someone to your contact list, both people who have a Skype and those who don't yet.

The Google Phone service is tied to a Google account. If you don't have a Google account, you can get in through Google Voice (start at More and then go to Even More in the Google apps). Missed calls are copied to e-mail, with the option of playing back the voice message for clarity. Calls to the US and Canada, including landlines, are free.

The meeting was adjourned at 9:53 pm.

The next meeting will take place at the same location on September 2, 2011.

Respectfully submitted,  
Bayle Emlein, Secretary

# News From The Help Desk

## Common Tech Questions

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**Q** When I read my Outlook Express email on-screen, the font is a good size and perfectly readable. But when I print the email, the font is so small that I can't read it. Is there a way to correct this?

**A** There are a couple of ways to address this common problem. First, one can always select and copy the text and then paste it into a word processor, changing the font to any size you prefer. Another alternative is to select Outlook's or Outlook Express's Format Text tab, select Plain Text, and then print the message. But having to go through either of those every time is a little awkward. If the problem is occurring with Outlook Express, you can sometimes permanently solve it by configuring IE to print the way you prefer, because Outlook Express actually uses Internet Explorer to print emails: In IE, select View and Text Size. Select the desired text size. Finally, one more option: This has been reported as an issue that usually occurs with IE7, so consider upgrading to IE8/9.

**Q** Intermittently—but seemingly more and more often—I'm seeing Chinese characters in Firefox, usually at the top of the frame. If I change the character encoding, it goes away, but sooner or later it reappears. Is there a way to get rid of the characters permanently?

**A** If you're using the RealPlayer browser plug-in, its corresponding extension may be causing the problem. Disable the extension in RealPlayer's Preferences menu: Go to RealPlayer, select Tools from the main menu drop-down, then Preferences, and then Download & Recording. Disable the extension by unchecking the Enable Web Browser Download & Recording For These Installed Browsers (or similarly named) checkbox. (Unless you wish to remove RealPlayer entirely, don't remove the plug-in itself, which is found under Tools, Add-Ons, and Plug-Ins.)

**Q** Why am I receiving spam emails from someone in my Contacts list? I've checked with my friend, and his other contacts are also getting spam purported to be from him.

**A** It's possible that someone has figured out your friend's email sign-on and password. (If your contacts are getting spam emails purported to be from you, then your sign-on and password have probably been compromised.) Note that this is not necessarily the result of a malware infestation—although it could have started that way, with malware being used to harvest the sign-on and password. In any case, the thing to do now is to have

your friend log on and immediately change his username and password, as well as the answers to any security questions used by the account. If he cannot log on, it's time to dump that email account and start fresh.

**Q** My computer sometimes reboots for no apparent reason. Sometimes it happens while I'm working on it, and sometimes it's when the system is just sitting idle.

**A** In cases like these, it's always worthwhile to make sure that the problem isn't being caused by malware, so start with a couple of good scans from trusted antimalware apps, such as Malwarebytes Anti-Malware (free for personal use; [www.malwarebytes.org](http://www.malwarebytes.org)). If you're pretty sure the system is clean, you're typically down to two other causes. First, you may have conflicting applications bumping into one another. If the reboots occur when you're not running any foreground apps, then start looking at your Startup and utility apps that run in the background. Shut down as many as possible and then start adding them back in one at a time to see if you can isolate the one causing the problem. The other possible cause is damaged hardware:

You could have a bad stick of memory (easy enough to swap and replace), graphics card (also easy but often more expensive), or motherboard (just hope that's not it). If you can borrow some replacements, it's easy enough to swap out and test the first two; replacing the motherboard is not for the faint-of-heart, but it's certainly possible.

**Q** Although it used to work, these days when I'm using Internet Explorer it often locks up or just refuses to open in the first place, displaying a message that says, "Internet Explorer has stopped working." What can I do about this?

**A** Assuming that you've already checked out your system to ensure that you don't have a malware problem, it might be time to reset IE. This is easy to do, and it can resolve a host of problems. Bear in mind, though, that when you reset IE, you'll lose all settings, add-ons, and customizations (but not your Favorites). To reset IE, close all of your applications, including IE. Click Start. In the Start Search box, type `inetctl.cpl` and press ENTER. The Internet Properties dialog box will open. Select the Advanced tab and click Reset. For a complete reset, be sure to check the Delete Personal Settings checkbox in the pop-up window that appears. Click the Reset button.



# September 2011

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Check the calendar at <a href="http://www.pcc.org">www.pcc.org</a> for up-to-date information!		See Page 9 for SIG Meeting information.		1	2 7:30 pm <b>Main Meeting</b>	3 Clubhouse Closed 8 pm-Hardware SIG
4	5	6 → Clubhouse Closed	7	8	9	10 → Clubhouse Closed 1 pm-Windows 7 SIG
11	12	13 → Clubhouse Closed	14	15	16	17 → Clubhouse Closed 2 pm-Exec. Committee Mtg.
18	19 7:30 pm- Mobile Computing SIG	20 6:30 pm- Genealogy SIG → Clubhouse Closed	21	22	23	24 → Clubhouse Closed 2 pm-Linux SIG
25	26	27 → Clubhouse Closed	28	29	30	

The **October 2011 Main Meeting** will be at 28924 Ruus Road, Hayward CA, on **October 7, 2011** at 7:30 P.M.