

# Bits of Bytes

Newsletter of the Pikes Peak Computer Application Society, Colorado Springs, CO

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## The Prez Sez

by Joe Nuvolini, President, P\*PCompAS

First, congratulations to Greg Lenihan. *Bits of Bytes* took second place in the Small Group category of this year's APCUG Newsletter Contest. Well done, Greg. All your hard work has paid off. We should be receiving a certificate shortly.

Many thanks to Toni Logan for her excellent presentation on YouTube at the September meeting. I think all those present have a better understanding on the workings of this resource.

Let's talk a bit more about the Social Breakfast. You know, 15 years ago, the topics were probably limited to things to do at the DOS prompt, WordStar tricks, dBASE tips and the like. Now we are a far more mature group and there is much more to talk about. We can discuss out latest body part replacement, how our stints are holding up, if our pacemakers are working properly, the best place to get hearing aid batteries, and where to find the best price on Depends. We can also compare knee replacement scars and hair implants. Soo, lets get out there and support our monthly Social Breakfast!

The Wall Street Journal recently reported that PC sales have dropped dramatically. HP reported the worst loss in its 73 year history. Its PC sales fell off 10% over last year's numbers. By the same token, Dell's PC sales were down 14%. Are folks waiting for the release of Windows 8 to make their next

## Next P\*PCompAS meeting: Saturday, 6 October 2012

Jim Anderson, System Manager of the El Paso-Teller County E-911 Authority, will be our speaker.

PC purchase? I find that hard to believe. Or could it be that the move is away from PCs to tablets? I think this is more likely the answer. As "Wired" put it: "The PC Isn't in a Major-League Slump, It's Headed to the Minors." Not surprisingly, in a related story, semiconductor market revenue is projected to decline for the first time in three years. 2012 sales projections have dropped from +3% to -0.1%.

If all goes well, Jim Anderson, System Manager of the El Paso-Teller E-911 Authority will be our guest speaker at our October 6<sup>th</sup> General Meeting. It should be a most informative presentation. Let's have a good turnout. ☺



## Meeting Minutes

by Pat Krieger, Secretary, P\*PCompAS

President Joe Nuvolini called the 1 September 2012 membership meeting to order at 9:00 am. Minutes of the last meeting were approved. Joe said next month he is hoping to get Jim Anderson who is with the 911 unit of El Paso County to be our speaker. In December, Joe has a video on setting up a new computer that he says would be a useful program for us, especially near Christmas.

## OFFICER REPORTS

Treasurer Jim Way says we have \$785.92 in checking, \$5803.38 in savings, for a total of \$6589.30.

Joe Nuvolini announced the Website photo contest at the end of the year. Nice if our club has entries.

The Nominating Committee said they still need volunteers for several positions. Before the end of the meeting Dennis Conroy volunteered for the position of treasurer. Thank you, Dennis.

## ANNOUNCEMENTS

Congratulations to our own Greg Lenihan for taking second place in the APCUG contest for small user group newsletters.

## AROUND THE ROOM

Toni Logan said Bob's computer crashed. He bought a refurbished one, and it works well. Bob needed to add memory;

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## Officers

**President: Joe Nuvolini**  
 nuvo@nuvolini.com

**Vice President: Bonnie Snyder**  
 bonniels21@gmail.com

**Secretary: Pat Krieger**  
 pkrieger@earthlink.net

**Treasurer: Jim Way**  
 beckynjimway@comcast.net

## Staff

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**Editor: Greg Lenihan**  
**Librarian: Paul Major**  
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**Norm Miller**

## Meeting Minutes (Continued from page 1)

it had an Elpito memory in it. He ordered one through Tiger Direct, who sent Corsair memory, which was too slow. Bob installed an old 3 gig memory stick that works just fine. Toni fussed with Tiger Direct because they didn't want to pay postage for returning their memory. She set them straight and they sent a mailing label. Toni said next time they will order from Crucial. Nuvo said there are 3 grades of memory: low, medium, and high. He gets low, and it works.

**Ilene Steinkruger** brought VPNs to our attention. She wants a hotspot shield on her notebook so when she is out of the country she can access her bank account and prevent others from getting access when she is in a place that may not be safe. The VPN forms a tunnel between the Website and the computer, where a hacker can try to divert and capture one's info. Ilene mentioned Cyberghost VPN, a setup you can't get into, which can be downloaded from CNET. Check with her for details if you want this protection on your computer. Greg Lenihan referred to Techsupportalert.com, which reviews all categories of free programs. John Pearce talked of using an https connection, which is encrypted. Bob Blackledge said to check with your bank to see what they would support, as the bank might not offer a secure connection.

**John Pearce** read an article found in *Wired* magazine online about Apple's problems with iPhone users who forgot their passwords. Apple had a very easy method for users to reset these passwords. Naturally, hackers (may they all fry in hell) got past Apple's security, so

Apple had to change it. Warning: If you are trying to reset your password on your iPhone, don't give your mother's maiden name.

**Jeff Towne** talked of Windows 7 test mode and credit cards without a chip. Seems banks in the U.S. don't use chips in credit cards any more, but when he went to Holland no one would accept his card because it didn't have a chip.

**Ann Titus** said Kim Komando suggested removing Java because of security issues. More advice from Kim Komando regarding bank site users: If not HTTPS, it isn't encrypted and secure. There is danger in cyber rooms—you think you are in one router, but you may be in someone else's router. (*Sec comment: I hold, and I shall continue to hold, the opinion that hacking should be a capital offense.*)

**Bob Blackledge** had to return his DVD player to Netflix. The wheel to open the door was faulty. Worse, at the end of a movie the active screen wouldn't turn off. The DVD kept running until the unit was turned off.

PROGRAM: YouTube, by Toni Logan

Toni started the program with a brief history of YouTube. This phenomenon opened in 2005 to provide a vehicle to view and share videos and music. It is not a message board like Facebook. Within a year YouTube received over 100 million hits per day. Google paid 1.65 million dollars for it in 2006. Now there are 48,000 uploads every minute. Eight

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## ***Nybbles and Bits***

by John Pearce, P\*PCompAS



The Windows 8 release is about a month away as I write this article. The official release date is October 26<sup>th</sup>. Unfortunately I have not devoted as much time to working with Windows 8 as I might have liked. The opening menu screen with the automagically updated weather, calendar, and stock market tiles is great. Using a mouse seems cumbersome in the tiled environment. A touch screen should make the Windows 8 interface a lot more user friendly.

Microsoft released a 90-day trial version of Windows 8 Enterprise edition in mid-August. This is the RTM (released to manufacturing) version. Microsoft says it is for developers and IT professionals however it appears anyone can download it at <http://msdn.microsoft.com/en-us/evalcenter/jj554510.aspx>. The download is an ISO image that can be burned to a DVD. The download file for the 64-bit version is 3.5 GB and took about 30 minutes with Comcast.

It appears there are a few P\*PCompAS members ready to upgrade or at least buy the upgrade before the introductory upgrade pricing goes away. I am still

undecided on upgrading to Windows 8. I am quite happy with Windows 7 on my notebook although the Windows 8 tiled interface is appealing.

When I think about how I use my notebook PC, I would probably use Windows 8 desktop mode, more than the tiled display mode.

Another option to get Windows 8 is to buy a Microsoft Surface tablet. Several rumors are floating around suggesting the Surface tablet running Windows RT will sell in the \$295 to \$395 range. This tablet has the ARM processor and is due to be released concurrently with Windows 8. The Windows RT operating system is preloaded on the hardware and cannot be purchased separately. It is tailored to the tablet environment and is a subset of the full Windows 8 operating system. The Surface Pro with Windows 8, built on Intel hardware, and due for release later in 2012 or early in 2013, is expected to sell in the \$400 to \$700 range. ☺

### *Meeting Minutes (Continued from pg. 2)*



**Toni Logan presenting in September**

hundred million users visit it each month. At present eight billion people are members, seventy per cent of them outside the U.S. (I must be the one person in the U.S. who isn't a member. Toni's program has shown me the error of my ways and what I am missing.)

YouTube uses Flash, which is free. There are now YouTube applications for the iPad and the

Android tablet.

To create an account, go to YouTube and sign in on the screen that asks for your information. This will be sent to your Google page. Add a password. You want to subscribe to channels so you don't have to view everything. You will get an e-mail from YouTube confirming your account.

You don't need to register as a member to use YouTube; you can simply log in with your G-mail account. Windows 7 puts in your password automatically. Once in, to find videos, go to browse and click on "Add Channels" on the left sidebar, which takes you to channels you've visited or you might like. For new videos, check at "From YouTube" on the left sidebar.

You can also rent or buy movies and music. To download a video, you need a special program that can handle Flash videos.

There are dozens available. Toni suggested downloading RealPlayer (use a downloader on CNET, a free program, and put it in your browser.) Once you have it, simply point to the video you want, and RealPlayer will offer to download your selection as Flash, play it, and put it in a RealPlayer file.

Although you don't need to register to view a video or whatever, you must be signed in to comment whether you liked or disliked a video. You can create content to add to YouTube, such as a video. Sign in with your name, and send your offering to the upload screen. Your entry will be checked to ensure it is appropriate, so don't try to enter offensive or illegal material. Also, don't post videos or music you did not create yourself. (Here John Pearce added that YouTube will pay for some videos, especially how-to types and some others.)

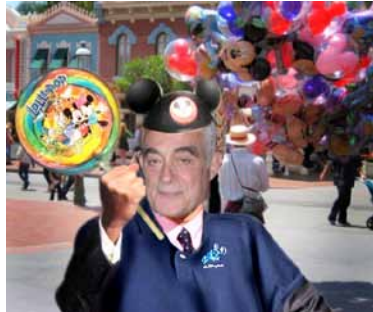
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We departed the Springs at about 0645 on September 12<sup>th</sup>, apparently just before the rains started. We arrived in Atlanta a few minutes early and headed to Delta's SkyClub to enjoy some libations and snacks during our four-hour layover. I logged on to their free Internet and was able to get to my desktop at home via logmein.com. Then I proceeded to watch a couple of episodes of The Mentalist using Dish Network's dishonline.com. It was like being on vacation at home except there was no couch!

Departure from Atlanta and arrival in Rome were pretty much on time. The flight was a bit over nine hours. There were more movies available than one could watch in several trips around the world. The drive from Rome to Civita took a bit over two hours. In addition to Franco's wireless Internet, I see that he now has cable TV in the rooms. His bandwidth must be pretty good as I was able to stream Thursday Night Football on the NFL channel using Dish Online. I then took the opportunity during our one night stay in Civita to get caught on sleep.

Departed Civita about 0920 and arrived in Lucca about noon. My friend Paolo offered us free Internet at the Hotel Ilaria, but since it involves a pretty hefty walk, Ilene decided on 48 hours of access at the Stepino for 14 euros. It was 9 euros for 24. I thought it was pretty steep but the connection was good and I could stream Dish there if I needed to. I did note that the laptop at the Ilaria that was available to guests was still running Windows XP. I checked out another computer (desktop) at a cyber room and since it was at the logon screen, I couldn't tell whether it was running XP or Windows 7.

The only computer I used today was in Barga. I believe it was running XP and it cost me 1/2 euro for about 15 minutes. When we got back to the Stipino, I found the Nebraska game on ESPN2 on my netbook and Ilene was delighted to watch it. Later I watched parts of several games using Dish O31-45nline.



**Nuggets from Nuvo**  
by Joe Nuvolini, P\*PCompAS

On Monday we drove to Assisi. I used the same wireless place I used in the past, La Rocca. It was quite reasonable. One euro for 30

minutes, one and one half euros for 2 hours. I usually choose the latter no



### Assisi Cyber Room

matter how long I plan to be on. Will check out some cyber rooms while I'm here.

Tuesday I stopped by one cyber room. It had

three desktop computers running XP. Prices were high. 1-15 min, 2 euros; 16-30 min, 3; 31-45 min, 4; 45-60 min, 5 euros.



### Lucca Cyber Room

Cafe Duomo no longer had wireless, just wired, and it was a bit pricey. They had two laptops, probably running Windows 7 and both were wired.

Wednesday we went to Florence for a day. I checked out two large cyber rooms. One had about 25-30 units, the other about 20. They were both running Windows XP computers.



### Florence Cyber Room

The first charged 1 euro for 1 hour and 6 euros for 5 hours. The second charged 0.75 euros for 15 minutes, 1 euro for 30 minutes and 1.5 euros for 1 hour. Both had nice flat screen monitors. One had regular desktops and other mini type boxes. ☺

#### Meeting Minutes (Cont. from pg. 3)

Anyone can watch what you upload. If you want your entry unlisted and private, this can be arranged so only the ones you give the link to can watch it. You can create a box for photos available only for

selected viewers. You can edit your own entries; for example, you can put others' videos in your little movie, but once your entries are uploaded, you can't delete them.

WARNING: if you get an e-mail saying your YouTube video has

been approved and you didn't send one in, don't open it! It came from a hacker (a pox on them all.)

Thank you, Toni, for an interesting and informative program. ☺

## Get Free Help, Tips, and Tricks from "MakeUseOf"

Published with permission from Ira Wilsker, Golden Triangle PC Club, columnist for The Examiner, Beaumont, TX

### WEBSITES:

<http://www.makeuseof.com>

<http://www.makeuseof.com/about>

It never ceases to amaze me as to how much reliable and quality help is available on the Internet. One of my favorite resources for tips, tricks, cheat sheets, and apps is the website at [www.makeuseof.com](http://www.makeuseof.com). With an international staff, but hosted in the U.K., MakeUseOf has established a recognized reputation of excellence in terms of tips and tricks to improve our cyber lives, regardless of what operating system that we choose to use, or devices that we own. Windows, Android, Linux, Apple OS, and other operating systems are covered, as well as hints and help for smart devices and phones, tablets, laptops, netbooks, desktops, and other digital platforms. The menu bar at the top of the website somewhat says it all, indicating what type of information is available, with the simple headings linked to "How To & TIPS", "Best of APPS", "Ask Tech HELP", "Cheats and GUIDES", "Websites INDEX", and "Geeky FUN."

The front page of [MakeUseOf.com](http://www.makeuseof.com), which I review on a daily basis, shows the latest articles posted, as well as a listing of the most popular articles referenced. Founded just six years ago, in July, 2006, MakeUseOf has 450,000 active subscribers, and 15 million page views each month. MakeUseOf is ranked as one of the top blogs on the Web, and listed as one of the top 1000 websites by Amazon's Alexa. The heart of the MakeUseOf website is the collection of

articles that it has posted; with about 10 article summaries per page, starting on the front page of the website, there are 1393 pages of article summaries, with each summary linking to the full article! As I type this, the most recent articles on the front page include such diverse items as, 3 Tools To Unleash Your Mac OS X Menu Bar, 10 Free MP3 Albums To Download (Sunday special, every Sunday), Why I'm Done With Windows (Commentary), Cool Websites and Tools, Cool Tech Deals of the Week, and Create Your Very Own Operating System With Linux From Scratch [Linux].

While a comprehensive collection of nearly 14,000 catalogued and indexed articles is a wealth of useful information, these articles make up but one small part of the MakeUseOf website. Moving the cursor over the "How To & TIPS" part of the menu bar on the website opens a wide choice of options; here is where operating system help can be selected (Windows, MAC, iOS, Linux, Android), browser tips covering all of the major and most of the minor internet browsers (Internet Explorer, Firefox, Safari, Opera, Chrome, and many others), Facebook and Twitter help, Wordpress and blogging assistance, online music help, security information, gaming, hardware and gadget information, and a variety of other interesting topics. Being personally interested in cyber security issues, I clicked on the "Security" link on the pull-down "How To & TIPS" menu, where the latest person-level security articles were posted. Among the latest articles posted

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**The Country Buffet could not find our reservations for our digerati at the September breakfast, but things worked out well. We shared the room with another group, and we all had a hearty breakfast.**



*MakeUseOf (Cont. from page 5)*

was an updated story about the 450,000 Yahoo! passwords that were compromised by hackers and posted online, an update on the FBI pulling the plug on Internet servers that it had been running to mitigate the impact of the DNSChanger malware (see my April 27 column in the Examiner online archives), security risks on the Pinterest social media service, Trojans attacking Android and iOS devices, and a frightening prediction from Trend Micro that warns of a massive malware assault on Android devices, stating “Trend Micro expects to find 138,000 malware samples in the fourth quarter of 2012 – up dramatically from 5,000 at the start of 2012.” Other contemporary security columns include articles on massive password thefts, gaming security, and online scams.

Under the “Best of APPS” banner is a directory of the best applications available, as determined by the MakeUseOf staff and broad community of contributors. The listing of categories of “Best APPS” is large and includes the best websites, as well as the best software, applications, and plug-ins for all of the major operating systems, portable devices (including smart phone and tablets, including the iPhone and iPad), browser extensions and add-ons, Wordpress plug-ins, portable applications (most run from a USB flash drive), and Linux distribution files. In this lengthy list, there is literally something for everyone.

With the widespread and increasing utilization of digital technology, it is inevitable that all of us will likely need some type of technical help or assistance; while there are many online sources of this technical help, including manufacturers’ or publishers’ websites, MakeUseOf has compiled an impressive collection of articles

in its “Ask Tech HELP” section. Technical help and assistance is available for all of the major operating systems, hardware and software aid, networking solutions, Facebook help, Smartphone assistance (Android and iPhone), help with the many different web browsers currently available, and help for bloggers. Since I have an Android Smartphone, I decided to explore some of the more recent Android tech support issues, and I found several of use to me. In each of the tech support categories, the protocol is for someone to post a question, and then there may both expert and community responses. The number of possible solutions is posted adjacent to the inquiry, with the answer box color coded, which indicates if the problem has been resolved to the satisfaction of the person who originally posted the inquiry; red indicates unresolved, while green indicates satisfactorily resolved. Only registered users can post tech support questions on MakeUseOf, but registration is fast and free. MakeUseOf recognizes the users’ registration on Facebook and other social media websites, which can be used to access all of the features and downloads on MakeUseOf; for those without social media membership, or those who prefer to register directly, they may do so directly from any page on the site.

I am not too proud to say that sometimes I need help with some of the most commonly used applications, and MakeUseOf offers about 75 full length guides, and about three dozen cheat sheets. The full length guides are available for free to registered users (password required, and is provided free to registered users). The free downloadable guides are available in the universal PDF format which can be downloaded or viewed online, or in ePub format which can be viewed on an iPad, Nook, Kobo,

and most other e-readers. Kindle users will have to convert the ePub file to MOBI format in order to read it for free on the Kindle, or it can be purchased directly from Amazon for download to the Kindle. One of the guides that I use frequently is the 30 page long “Office 2010: Ultimate Tips and Tricks” which is exactly what the title says. Other guides include comprehensive guides



to Windows Phones, Photoshop, Chrome, iPad, LinkedIn, social media marketing, Google+, Android, Ubuntu, a complete guide to malware removal, guides to backup and restore, and many other useful (and free) complete guides.

The free MakeUseOf cheat sheets are mostly one or two pages in length, and consist of keyboard shortcuts, hints, and other tips that may make applications faster to use and more enjoyable for the user. I regularly use several of these cheat sheets in some of the adult education classes that I teach, and have taught entire classes using only the appropriate cheat sheets as my instructional text. I routinely use several of the cheat sheets myself, including Windows, MAC OS X, Office 2010, Google Docs, Outlook, Gmail, Facebook, “Chat Smileys”, and Firefox cheat sheets, which I store on my desktop in PDF format.

Some of us occasionally need a little light humor when online,

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## The Tip Corner

by Bill Sheff, Novice SIG Coordinator, Lehigh Valley Computer Group, PA, [nsheff \(at\) aol.com](mailto:nsheff(at)aol.com)

### Restore Last Tab

Ever accidentally close the last tab and realize you needed it? Just click Ctrl+Shift+T and your last closed tab will open up. This works in Mozilla Firefox, Google Chrome and Internet Explorer. Try it out.

### CD or not CD which side is up?

There are two sides to a CD. A shiny side and a label side. The shiny side of the disc is the side that holds the data and is the side that the CD player reads. Thus it seems that to protect the disk, you would put the CD label down, shiny side up. However, let's review what we know about a CD.

A CD starts with a soft, thick plastic poly-carbonate disk that stores the data; the little pieces of data are called "pits." These pits (millions of them) are "pressed" into the plastic, from the center of the disk outward. CDs are read by a tiny focused light called a laser. On top of the data, a thin reflective spray of aluminum coating is applied. (Some manufacturers use gold or silver instead of aluminum.) This layer acts kind of like a mirror and reflects the laser back (after

it has read the data) to the CD player's detector. This is the play side of the disk; it is the shiny side. On top of that layer, an ultra-thin hard layer of plastic coating is applied. It seals and protects the reflective coating underneath and forms the surface that the label can be applied to. Finally, the label is applied.

Now here's the important part: The label itself is very thin – ultra thin – and offers little-to-no protection for your CD. If you scratch your CD on the shiny side, it may become distorted and can skip, or keep playing the same spot over and over, or just freeze until you hit the table or shelf it's playing on to make the CD continue. It could be dirt or a scratch. If it's on the shiny side and it hasn't gone too deep, you can generally go a long way towards fixing it by cleaning it or getting some CD scratch remover.

However, since the reflective layer is so near the surface of the label side, it is a lot easier to damage. And if you damage the label side of a CD, you have yourself another coaster. No way to fix it. This makes it seem as if

you should place the CD shiny side down.

However, if you damage the shiny side badly enough, it makes the CD unreadable. It is a bit harder to damage than the other side, but that doesn't really matter, the point is that it can be damaged beyond repair if you put it down on that side. This makes it seem as if you should place the CD shiny side up.

So what's the answer? Neither! You should always put it back in its case. Both sides can be equally as damaging to data on a CD.

### Expanded Windows 7 Defrag Options

Windows 7's defrag utility has a lot more going for it than previous versions, but you have to know where to look to find the good stuff. To access some of the more interesting options like parallel defragging (defrag two separate hard drives at once) and progress reports, you need to use the command line version.

It's not that hard, just click Start, and in the search box type **cmd**. In the list that appears above,

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### MakeUseOf (Continued from page 6)



and the "Geeky FUN" section may meet that need. Geeky FUN has two primary sections, pictures and videos. There are enough funny computer and technology related pictures and images to satisfy anyone's funny bone, as there are a dozen funny pictures on a page, and there are 233 pages of funny images (about 2800 images)! For those who like funny videos, Geeky FUN has 55 pages

of videos, with a dozen thumbnails per page (660 total videos). For entertainment value, these images and videos are a fun way to burn many hours of online time.

If you would like to keep up with the latest materials from MakeUseOf, it offers a customized free e-mail subscription of user selectable topics including a daily newsletter, articles, tech support answers, and the newest "Geeky FUN" images and videos. With all of its extensive free collection of articles, tech support assistance, cheat sheets, guides, and humorous content, it would be easy for any user to become a regular on the MakeUseOf website. Anyone who visits the site and explores its offerings will comprehend why it is a part of my daily online ritual. ☺

*The Tip Corner (Continued from page 7)*

right-click the cmd icon and select “Run as administrator.” The command window should open up.

Type defrag and press Enter. This will bring up a list of switches you can use along with the defrag command. Simply type the command with a / and the letter of the switch you’d like to use. For example, if I want to defrag all volumes I’d type defrag /c. Multiple switches can be used, too, so if you want to defrag all volumes at normal priority I’d type: defrag /c /h

Experiment a bit and see if you can come up with a combination you like! There is also a neat little program called Smart Defrag. It is free and offers a screen with many options that could help you to a better defrag. Google it and download.

### Get rid of the blue vertical lines on the left side of forwarded email.

Those blue vertical lines are generated by some e-mail clients. They can create bad formatted text and are not just annoying but can be hard to get rid of. However, there are a few tricks that can speed up your ability to remove these annoyances without resorting to using a third party “e-mail cleaner” program. Here are some methods to remove vertical lines in some of the most common e-mail programs and services.



Microsoft Outlook: Despite possibly having the most options for formatting e-mail of any e-mail program or service available, Outlook has, surprisingly, the simplest method of removing vertical lines from forwarded e-mails. First: Open the e-mail you wish to forward, select the content directly in front/to the right of your vertical line (s) in the body of the e-mail message, and press Ctrl+C to copy the highlighted contents to your clipboard. Then create a new blank e-mail message. Then, Paste (press Ctrl+V) your copied e-mail into the new e-mail message. Your e-mail message will be pasted into the new message window with most, if not all, vertical lines gone. If any vertical lines remain, simply

copy any text and images with said vertical lines still attached, and paste the copied content into the same e-mail just above the content you just copied. Repeat until all vertical lines are gone. Finally, delete any duplicate or unnecessary text/images beneath your newly cleaned content, and send your e-mail.

There is another way in Outlook to do this which is even easier. Outlook has keyboard shortcuts to “Clear Formatting”: CTRL+SHIFT+Z or CTRL+SPACEBAR. Either of these methods will remove the blue vertical line.

In Windows Live Mail, which is the latest evolution of Outlook Express, there is a push button solution to removing these email annoyances. Simply select your e-mail and press the forward button to open it in the standard “Send E-mail” editor. Then, place your cursor directly in front of (to the right of) the vertical line you wish to remove. At the top of your e-mail editor, select the Message tab if it is not already selected. Various message formatting options will appear. Find and click the Clear formatting button just next to the font size and style fields.

Once all vertical lines have been cleared, you will likely be left with a bit of margin space to the right of your e-mail content. To remove this, simply select the message content you wish to forward, copy it (Ctrl+C), and paste it (Ctrl+V) at the beginning of your message. Delete the old content beneath your freshly formatted message, and hit Send.

### Capitalization

Should you capitalize the word “Internet”? What about “e-mail”? Do you use a hyphen or not? Ever wondered about that? Here is the answer: The Internet is actually considered to be a proper noun and in the English language, most proper nouns are capitalized. So, in short, the word Internet should always begin with a capital letter. If you haven’t been using a capital, don’t worry, you’re not the only one. As far as the term e-mail goes, it is accepted with and without a hyphen. However, according to the Merriam-Webster Dictionary, the correct spelling is actually e-mail, with a hyphen. Why?

Because the word e-mail is composed of two different words (electronic and mail), so the hyphen helps separate them for a more technical spelling. Who knew? Now, go on and spread the word. ☺



## **PDF to Word DOC Converter—[convertpdfword.net](http://convertpdfword.net)**

by Kim Komando (Tip from 9/17/12)

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When you download or receive a PDF file, it can be frustrating trying to edit it. PDF stands for “Portable Document Format,”

and it was designed so that users could view the same images and format across operating systems and platforms.

All that goes to say that it’s easy to open and view without the text looking wonky, but not that easy to change. If you want to edit a PDF file in Microsoft Word, you’re going to have to convert it first.

You can do that at [ConvertPDFtoWord.net](http://ConvertPDFtoWord.net). It’s simple: Just browse and upload the PDF file you’d like to edit then click the big red Convert and Download button.

You can download converted files in .doc and .rtf formats that you can edit in Word. Just be aware that PDF to Word conversions don’t always work 100 percent with more complicated PDF files. You might end up with some formatting errors you’ll have to fix.

There is a downloadable converter available as well, but that’s just a free trial. I’d stick with the free online version. ☺

## **Wi-Fi on the Road**

by Hewie Poplock, APCUG Director, VP, Central Florida Computer Society, Hewie (at) Hewie.net

In the past, finding free Wi-Fi away from home was difficult, if not impossible. However, most of the fast food restaurants and many other locations now make Wi-Fi available. If that is true, and it is, that should be the end of my article.

However, in a recent column by a local newspaper, there is a growing issue of quality of that Wi-Fi. I have found McDonalds’ connections consistently good. It has the AT&T name and their hotspots seem to be maintained.

I recently stopped at a Burger King, which had a sign advertising Free Wi-Fi. After I ordered my food and sat down, I could not find their hotspot. When I approached the employees, including the shift manager, my response was, “Oh, it doesn’t always work.” I guess this was one of those times.

While I was there, I noticed a man who was bringing in his laptop and a printer to use the Wi-Fi to send a report to his boss. He set up on the floor as there was not a table near the electrical outlet.

Once he was set up, he also approached the employees about getting on line, without any more help than I had received. I told him where the nearest McDonalds’ was located.

That brings me to my point. While many of these restaurants have Wi-Fi, the quality or the consistency of it working is not always reliable. To compound that, one of my friends pointed out that he recently stopped at a McDonalds, only

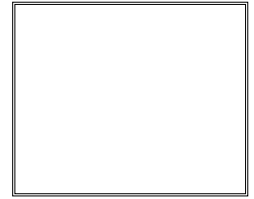
to discover that his laptop battery was dead, and that particular location had no electrical outlets. The manager stated that they may be doing a remodel of the location and hopefully they will add some outlets.

Our computer user group has some meetings at a couple of local Denny’s Restaurants, which also advertise inside & out that they have free Wi-Fi. One of our special interest groups meets at one Denny’s every month and has been doing so for several years. For several months we could no longer use their Wi-Fi, if it were available at all. The manager kept telling us that a third party took care of it and she reported it. A district manager from the franchise happened to be in the building the same night as one of our meetings. He promised it would get fixed. A few months later, when it was not, we contacted him again. He actually fired the 3<sup>rd</sup> party and hired someone else. We now have WiFi and he has happy customers, who were about to go elsewhere.

Merely offering free Wi-Fi to customers is not enough. Having it work consistently gets you repeat and happy customers. At a minimum, every shift manager should know how to reset a router, if they receive complaints. Certainly they should show the customer a concern and see that it get repaired by doing a follow up. It’s called training.

I also carry an extension cord and strip in my car, in case there is but one outlet and it needs to be shared, or it is not near an open table. ☺

**P\*PCompAS Newsletter**  
**Greg Lenihan, Editor**  
**4905 Ramblewood Drive**  
**Colorado Springs, CO 80920**  
**e-mail: [glenihan@comcast.net](mailto:glenihan@comcast.net)**



**Coming Events:**

**Next Membership Meeting: 6 Oct, beginning at 9 am (see map below for location)**

**Next Breakfast Meeting: 20 Oct, 8 am, Country Buffet, 801 N. Academy Blvd.**

**Newsletter Deadline: 20 Oct.**

Check out our Web page at: <http://ppcompas.apcug.org>

