



BITS AND BYTES

The Newsletter of the Midland Computer Club

FEBRUARY 2010

GENERAL CLUB MEETING 7:00 P.M.

Meets 4th Wednesday of the month at the Midland Community Center
2001 George St., Midland, MI

<http://mcc.apcug.org/>

This month's date: February 24th

THIS MONTH'S TOPIC: Larry Piper will discuss various email programs. Everyone has an email program, whether it's one that came with a computer, one that your email address provider recommended, or one that your internet service provider supports. Larry will acquaint us with other options and why we might want to use different email addresses for different purposes.

PROGRAM COORDINATORS

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What you missed! Howard Lewis gave a presentation on Windows 7. He talked about his experience with installation and use of the new operating system.

Upcoming Activities

In **March** Laura Hammel and Carol Picard will give a presentation on electronic book readers. How many people are using them? What is the impact of electronic book readers? What is a Kindle? Laura will discuss these questions and Carol will show how a Kindle works.

President Piper's Ponderings



I have suggested to the Board that I would like to see a member profile featured in each month's newsletter. So how about I tell you a little bit about myself, or at least how I use my computer(s).

The Piper household, as in Judy and Larry, own a number of computers. We both use them in a similar fashion. What follows is Piper's Top 10 List of how we use our computers.

- (1) web site development and upkeep, making use of Dreamweaver and Photoshop Elements software-20%;
- (1) email, with heavy emphasis upon technical, medical, educational and quilting information-20%;
- (3) download and installation of many programs-10%;
- (4) writing a book with OpenOffice.org-10%;
- (5) playing with various Linux distros-5%;
- (6) digital photography-10%;
- (7) playing with older computers and hardware-5%;
- (8) genealogy-5%;
- (9) music collection-5%; and
- (10) burning CDs and DVDs-10%.

What we DO NOT do is play games or use the latest hardware and software—too cheap. We are not heavy into the various social sites, although we have written blogs and have accounts in Facebook and Twitter. We use various free versions of anti-virus and anti-spam software, and we routinely remove a few 'baddies' from each computer every week. We are a little more diligent than the average PC user in running diagnostic and clean-up software. We are a little less diligent in worrying about backups.

We have our home networked so that each PC can share files and printers with every other PC. We are heavy into "tree-usage" in that we print a lot on our three B/W laser printers and one color laser printer. Inkjet printers have disappeared from our home—too costly.

(Continued on page 2)

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President's Ponderings (continued from Page 1)

We have been fortunate in that we have not been seriously affected by a virus or malware, nor have we had any hardware malfunction that caused us to permanently lose data.

While our usage of most software has been more superficial, we each did publish a 130+ page book for the 50th Reunion of our respective high school class.

Larry Piper

(The above comments are the opinion of the author and do not necessarily reflect the views of the Midland Computer Club.)

Useful, useless and strange (in no particular order) Web Sites (submitted by Larry Piper and Howard Lewis):

<http://www.morguefile.com/>

Free, stock photos. Good choice if you want to publish and don't feel comfortable 'stealing' what shows up on Google images.

<http://pdfmyurl.com/>

If you want an exact copy of a web page, try this online converter. You supply the URL and it gives you back a PDF version.

<http://www.oldjoebblack.Onyx.com/thinktst.htm>

Don't visit this site unless you enjoy taking quizzes. Great family fun.

<http://www.academicearth.org/>

Knowledge is good, particularly if it is free. Even better if it is in the form of a video.

Board Meeting

The next board meeting will be 7 p.m., March 9, 2010, @ Chapel Lane Presbyterian Church, 5501 Jefferson Ave., Midland.

Membership Enrollment form

NAME _____ PHONE _____

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Membership Dues FAMILY (\$20) STUDENT (\$15) New Member ____ Renewal ____

Please fill out the above form and mail it along with payment of check or money order to :

MIDLAND COMPUTER CLUB Attn: Membership Chairman
P.O. Box 132
Midland, MI 48640-0132

You may also pay for membership at a regular club meeting.

Tips, Tricks & Techniques

(submitted by Howard Lewis)

Where's My Windows Mail (or Outlook Express) In Windows 7?

Once you have Windows 7 running on your computer, you may notice that there is not a built-in email client (**Windows Mail** or **Outlook Express**), **Photo Gallery**, or **Windows Messenger**. Several applications were removed from the standard installation of Windows 7, however they are available as a free download called **Microsoft Live Essentials** available from www.microsoft.com. If you wish to install some of these missing applications, you can download and install by:

- Typing *Live Essentials* into the Windows 7 **Search Box**.
- The option *Go online to get Windows Live Essentials* will appear. Click on it, which will start up your web browser and take you to the download site.
- Now you can and install the specific program(s) that you wish to install.

Once the installation is complete, you can find the newly installed applications by searching for *Windows Live*.

Using the Office 2007 Ruler

If you've been using previous versions of the applications in **Microsoft Office** (Word, Excel, etc.), you have gotten used to the old menus and tool bars. All of that has been replaced in Office 2007 with something called the **Ribbon**. However, the problem that a lot of people have is trying to figure out how to accomplish some familiar tasks through the **Ribbon**.

Fortunately, Microsoft planned for this "bump-in-the-road" by providing an online interactive tool. To access the **Interactive: Word 2003 to Word 2007 command reference guide** (or Excel or PowerPoint):

- Click on the *Help* button (the Question Mark in the upper-right corner of the window) and type in *Word 2003* (or Excel 2003, etc.).
- Next click on the link taking you to the website which provides a Word 2003-like window.
- Now using your mouse, hover over the Word 2003 commands and a pop-up will appear telling you where to access the command in Word 2007.

Renaming A Folder or A File

Sometimes you simply want to change the name of a file or folder. To accomplish this, click on the folder or file to be renamed and press *F2*. This will highlight the name of the file. Next, type the new name and press *Enter* (or *Return*). One warning: be careful not to change the file extension (the name after the dot) or you may not be able to open it with the correct program.

Toshiba Develops 1TB SSD That Fits On A Postage Stamp

Saturday, February 13, 2010 - by Shawn Oliver

(Submitted by Joe Lykowski. This article has been obtained with the author's permission for publication.)

SSDs (solid state drives) are still overpriced for most average consumers, but the companies responsible for making them are constantly searching for ways to make them larger (in terms of capacity), smaller (in terms of form factor) and cheaper (in terms of real dollars). Toshiba has their own line of solid state drives right now, but just as the company has innovated in the optical storage department, they're also hoping to innovate in the world of NAND storage.

A new partnership between the company and Tokyo's Keio University has led to the creation of a new technology that could allow SSDs up to 1TB in size to be made "with a footprint no larger than a postage stamp." That's far, far smaller than even the 1.8" drives that currently reside in the larger iPod units, and exponentially smaller than the 2.5" SSDs that are shipping now for existing notebooks.

The report states that the two have been able to integrate 128GB NAND Flash chips and a single controller into a stamp-sized form factor. They have even made it operational with transfer rates of 2Gbps (or 250MB/sec) with data transfer that relies on short-range, electromagnetic communication. Somehow, they even claim to have made it 70% more power efficient than the average 2.5" SSD, making it cheaper to operate as well. The company expects to be able to produce a proof of concept application-ready version sometime in 2012. The main issue right now is that there's no industry standard in place for this type of technology, so it could be difficult to gain acceptance from PC makers and the like. Of course devices will get smaller as time goes on, and we could easily see this being the go-to drive for the next generation of portable media players and possibly even netbooks. Unfortunately, there's no mention of a consumer product release date just yet, but we're guessing it'll be a few years still.

Regardless, it's easy to see where the industry is going with Solid State Drive technologies. Eventually, with the level of resource behind its development, storage as we know it will transition completely over to the SSD, similar to the way of the vacuum tube transistor so many years ago.

<http://hothardware.com/News/Toshiba-Develops-1TB-SSD-That-Fits-On-A-Postage-Stamp/>

Password Protect Your Account

by Kathy Frey - User Group: Tacoma www.toggle.org/index.asp

This article has been obtained from APCUG with the author's permission for publication by APCUG member groups; all other uses require the permission of the author (see e-mail address above).

If you password protect your account for your Windows operating system, then you should create a password reset disk. It takes very little time and is easy to do. In Windows XP, Windows Vista and Windows 7, these first steps are the same.

1. Click Start
2. Click Control Panel
3. Click User Accounts

After you have the User Accounts window open, select the account for which you want to make the password reset disk. (Make a reset disk for each account.)

(Continued on Page 5)

(Password Protect Your Account—continued from Page 4)

- In Windows XP, on the left under Related Tasks, click on Prevent a forgotten password to start the Forgotten Password Wizard, and then click Next. Follow the wizard. You can use either a floppy disk or a USB drive for the reset disk.
- In Windows Vista, on the left click on Create a Password reset disk, then follow the wizard. The Password Reset Disk is essentially a small file that can be used to reset your password, even if you have changed your password since creating the reset disk.
- In Windows 7, click on Create a password reset disk. If no media is installed, you will get a message that indicates you need a removable media, such as a floppy disk or a flash drive. Otherwise the password reset wizard comes up, and you again will need to follow the screens.

After creating your reset disks, store them in a very safe place, since the information can be easily used by anyone to reset the password and gain access to your account. There are other ways to change the passwords in all three operating systems, but the above is an easy and quick way to have that extra safety net in hand.

Speed Demons

*by Bill Roman, PC Users Group of Connecticut,
www.tpcug.org br (at) numbercrunch.com*

This article has been obtained from APCUG with the author's permission for publication by APCUG member groups; all other uses require the permission of the author (see e-mail address above).

There is an issue that I feel must be addressed, since the issue continues to come up on a regular basis. As a PC technician I constantly get asked why the clients' computer has become so slow, and if there is anything wrong with it.

The first thing I tell the client is that there are two main culprits that contribute to a PC becoming very sluggish. The first being lack of RAM memory. This answer usually elicits a quick response from the user that they "only do e-mail, Internet and word processing" or some similar response. I then go into a discussion with the user that there are two kinds of memory in a computer: hard drive storage, which holds all their music, pictures, documents, etc. and RAM, or working memory. A user could have plenty of hard drive space to store all of their documents and stuff, but when they don't have enough RAM, the computer will, over time, become slower and slower.

Why you ask? When the computer was originally purchased (usually somewhere between 2 and 5 years ago) Windows XP, in this case, required about 512MB of RAM to run properly. As Windows critical security updates and service packs are installed, as well as upgrades and updates to all sorts of programs used on a daily basis (antivirus, Internet Explorer, AOL, Adobe Reader and Flash Player, printer updates, etc), the programs NEVER get smaller, always bigger.

Now, several years later and the programs being used are double or triple in size, but the computer is the same one with the same specs as when it was purchased. Adding more RAM memory is a quick, cheap way to improve performance to an aging computer, and extend life before a replacement is in order.

(continued on Page 6)

(Speed Demons -continued from Page 5)

Windows XP should have at least 1024 MB (1GB) of RAM to run properly, and Windows Vista (32bit) needs 3GB of RAM. More is not better in the case of Vista for technical reasons I will not go into in this article.

This is only half the battle. The other half is to beat down what I will call the "moochers". Years ago when I would inspect a computer for sluggish performance, it was usually because of a rogue game that was installed. Back then quite a few games adopted the theory that the only reason you owned your \$3000 or \$4000 computer (yes, it was that much back then, even more depending on how far back you go) was to play some ridiculous \$49 game. The game would change many settings that allowed the game to work properly, but made it miserable to perform simple tasks like type a letter.

Now, in 2009 every program under the sun assumes that they are the main focus, and must be given priority at all times. What does this mean to you, the end user? Each time when an upgraded revision of Adobe Reader comes out it always wants to include the new MSN Toolbar or Yahoo Toolbar etc. This adds unnecessary junk to your browser, which slows down getting online. In addition, many of these programs load an additional program when Windows starts, to speed it up when starting it. This is just lousy practice that is a very poor substitute for tight efficient programming. If the program was small and lean there would be no need for speed loaders, which make your computer take an exorbitant amount of time for Windows to start.

Not to pick on, but a classic example of this is how much Apple's iTunes has grown through the years. iTunes 6 which was released in January 2006 was about 35MB in size. iTunes 7.5 was 52MB and iTunes 8.1 (the current release) is now up to 70MB. The program is twice as large only three years later, and loads a number of programs when Windows starts to aid loading this memory hog.

What to do about this? In short be mindful when installing updated programs to unselect add on toolbars and, if available, to kick them out of starting up when Windows loads. I have discussed at our local computer club meetings to do your best to keep running processes to a minimum. By clicking control, alt, delete once (with no programs active) will bring up the task manager and show how many processes are running. A good number for Windows XP is less than 35, and for Vista it's about 45.

Startup Cop and the free CCleaner utilities have the ability to disable or remove programs from starting, but I would check online in a Google search before disabling anything unless certain. I do hope this article sheds some light on the subject of pokey computers. Remember, it's not so much the hardware as it is software that kills a computer! Until next time!

Finding Our Roots

by Constance Brown - Canton Alliance Massillon Users Group, OH

From The Memory Map, October 2009. This article has been obtained from APCUG with the author's permission for publication by APCUG member groups; all other uses require the permission of the author (constance (at) mystepco.com).

Finding our roots has become important to many families as they begin realizing that much of the past will be lost as those who have been a part of our lives forever begin to slip away. Capturing the information the older generation knows about our families, recording the stories of their joys and struggles, and discovering the strength that sustained them is an important part of preserving our family history. Not everyone has the patience to research their family roots, but those who do may find surprises along the way: family members they have not met in the past, ancestors who actively created history, others whose

(Continued on page 7)

(Finding Our Roots - continued from page 6)

lives were an embarrassment to their families and society. When you research genealogy, you have to be prepared for it all!

If you are ready to find out more about your roots, the Internet offers an abundance of materials to help you locate information that will shed light on world events that shaped the lives of your ancestors. Other sites will help you locate missing pieces of the genealogical puzzle. Here are a few sites you will want to visit. First is FamilySearch.org, the official genealogy records site hosted by the Church of Jesus Christ of Latter Day Saints in Salt Lake City.

Not only do they provide free genealogical software, but also a huge database of records including census, military, marriage, and death records. If you are looking specifically for death certificates, they can be found at <http://familysearchlabs.org/>. The records are for dates after 1908 and prior to 1953.

Newer death certificates can be found at the County Health Department of the county where the individual died or your state's health department. The records at Family Search are free. Newer records typically cost \$17.95. Family search also provides at no charge the ability to permanently archive your family tree, making it available for download or on CD.

Another of my favorite sites is found at <http://www.usgenweb.org>. The UsGenWeb project is developing as volunteers add information to the site. The amount and type of information for each state varies. If you click on Ohio, you will find each county listed. Under them is the information that has been preserved for that county. More is added regularly. I checked Clinton County where my paternal grandparents lived and was delighted to find the old Clinton County history book preserved and readable there.

Yes, I read about my great great grandfather Jonathan McKay! As I searched Vigo County in Indiana, I was surprised to find the newspaper obituaries for my grandmother Harvey who died in 1982 as well as my aunt whom we buried on Christmas Eve in 2001.

I found that watching Robert Ragan's 5 minute Genealogy Courses was a great help. He gives a number of tips on how to find information about your family using specialized Google searches.

Here are links to some of his materials:

www.5minutegenealogy.com

<http://www.youtube.com/user/5minutegenealogy>

<http://amberskyline.com/treasuremaps/>

If understanding the political, economic, and scientific events that were shaping the times in which your ancestors lived, you will want to visit Google's Time Line at <http://newstimeline.googlelabs.com>. You may also want to check through the lists of Google Books to see what books were read and shaping the lives of that generation.

Here are a few a few more helpful tips. Robert Sizelove has spent a life-time photographing cemeteries with a special focus on stones that are difficult to read and cemeteries that are not visited frequently. If you have pictures of any tombstones, he appreciates your sending them to him so they can be uploaded to the USGenWeb project and other sites to preserve these memorials.

To look at cemetery pictures he has collected, do a Google Search for Robert Sizelove along with the county and state name, putting both into the search box, e.g. robert sizelove stark county ohio.

(Continued on page 8)

(Finding Our Roots— continued from page 7)

Not all research can be done free.

One of my distant cousins works at a family history center for the Latter Day Saints. She has created 60 family genealogies and has researched and traced the family tree to 168 AD. The only site for which she pays a fee is Ancestry.com. Most other paid sites eventually send you there, so you might as well pay that fee. When you upload your GedCom file, Ancestry.com looks for possible connections to other uploaded ancestral files and places a leaf by the name on your family tree that may be connected to a name on another family tree. This feature allows you to expand your tree much more quickly than doing all the research yourself. Caution. Make sure the information you connect to your tree is as accurate as your own!

Another of my favorite sites is found at tribalpages.com. Here you can upload your tree, add pictures, create slide shows, add family memories and connect with others. This is a wonderful place to host the wealth of family memories. It is free until you have more than 50 pictures. At the highest hosting charge, you get 5,000 pictures and pay less than \$60 per year. The site is amazingly inexpensive, simple to use, and very well designed!

Do you need ship lists? Here are a few sites to check.

Ellis Island Free records of ship lists

www.ellisland.org/default.asp?SID=2188&gclid=CleyzfioipwCFQ EhDQodTQ58Yg

www.Olivetree.com

Cindi's List: <http://www.cyndislist.com/>

2009 Come and Gone

by Elizabeth B. Wright - Computer Club of Oklahoma City, OK

This article has been obtained from APCUG with the author's permission for publication by APCUG member groups; all other uses require the permission of the author (wright599new at sbcglobal.net.).

Yes, another year is coming to a close. And what do we have to show for it? Another Microsoft OS for those who are not already confused, limited software and a world gone wild on the internet. Is that what we had hoped for as 2010 looms on the horizon? While all of the above were probably inevitable, how can we make the most and best of it?

First: the new MS OS, fondly known as Windows 7. It's really not too bad, considering the fact that all Windows based computers work under the original handicap of the hardware created by IBM for its personal computers. I have seen my friends and loved ones switching to Apple based computers and loving every minute of it, even though Apple creates new operating systems about as often as does Microsoft. But then, most people switch for the graphics and possibly the word processing capability of Apple (Mac) machines, and perhaps are not as compelled to upgrade to a new OS like Windows customers are. Yes, our photographs are very important to us and Apple made that kind of computing a good experience many years ago.

But what about those of us who like to work with both graphics and number-crunching software? Best to stick to the unending procession of Microsoft operating systems. With powerful enough hardware, including RAM memory and a good graphics card, even Windows can do a passable job with graphics. It

(Continued on page 9)

(2009 Come and Gone—continued from page 8)

has always done exceptionally well with the numbers stuff. And if we can get version 7 and whatever comes next to work with our older software, then maybe we can carry on business as usual. I for one plan to give it a try. But to utilize additional RAM, we are faced with using the 64bit version of Windows 7 with a 64bit processor.

So we might not actually get as much good out of the new OS and newer photo editing software if our hardware can't meet those standards.

Second: limited software. By now most average users have all the programs they will ever use. About the only thing new many people buy is the latest, greatest antivirus program. Businesses use number crunching, word processing and data manipulation software; individuals tend to use graphics, word processing and the internet. Microsoft and Apple, and to some extent Sun Microsystems, have both categories firmly in hand, and we likely will see no new software for average users. But the old MS and Adobe stuff will continue to be "improved" in order to keep those companies in business. No need to beat that dead horse. Programs for Linux based computers are more of the same. As for huge corporations, they depend on specialists to continually fine-tune their programs in order to keep up with the competition. The industry that has developed for just that purpose is something of which most of us are not likely to have much knowledge or interest.

Third: The World Gone Wild. That is the one that worries most thinking people more than anything else. Again, it doesn't need explaining since most of the people reading this are well aware of the idiocy available on the internet. Yes, there is still some really good stuff out there, but so few people are taking advantage of it. The bad stuff, and everyone knows just how bad it is, may be the ultimate downfall of civilization as we now know it. From selling iffy goods to selling sex and extreme violence, the internet is a place where legitimate learning and business is losing the battle. Even the so-called online universities are often nothing but sham corporations. They tie people up with debt as soon as they enroll, knowing full well that many of their "students" will never finish even the first course, much less graduate. And what are those degrees worth? I guess I can expect a lot of dissent on that subject, but first hand experience with relatives has shown me that my theory is on target.

But of course, the upside is that the internet system will probably implode in perhaps the not-too-distant future. Either governments will hijack it or it will just crumble from its own weight and greed. Do you remember the world before the internet? What you may not remember, or possibly don't know about, was the existence of computers connected via phone lines and other cabling systems which were military and scientific in nature. Then the rest of us got into the act.

Outlook for 2010: For computer users who want something more than email and surfing, there continue to be ways to improve skills. And many of those choices are still available free on the internet. Check out your favorite program to see what and where you can find training programs, then DO IT! Make the effort to at least make Microsoft, Apple and all others work for you instead of the other way around.

Why the Need to Reboot after Updating Windows?

by **Susan Bradley - Windows Secrets**

[Windows Secrets prefers that reprints use just the first section of a story then point you to the rest of the article online. The rest of this article may be found at: <http://windowssecrets.com/comp/100114>]

Not so long ago, Microsoft promised that fewer Windows patches would require restarting the system to complete their installation. Microsoft clearly hasn't delivered on that promise, so PC users need to take steps to ensure that they don't lose data due to unexpected post-update reboots.

Let's face it, we all hate rebooting. At best, rebooting requires that you start your work session over. At worst, if you've set Windows to update automatically, any open documents may close without giving you a chance to save your information.

In 2005, Microsoft started talking about a new restart manager to be built into Vista to ensure that fewer operating-system and application updates would require a reboot. In an Eweek interview at the time, Jim Allchin, former Microsoft co-president of the Platform Products and Services Group, boasted how much this technology would change the game.

But Microsoft's promises of fewer or no reboots were a lot of hot air. For example, let's look at Internet Explorer, although the same idea holds for any software you update.

When you update IE, the new software is written to disk. Any old code (such as dynamic link libraries or DLLs) already active in system memory usually remains untouched. Only when you restart do you flush out all the old code and load the new, updated software from your hard drive.

This is why in my experience, virtually all IE patches still insist on a reboot. Without a restart, you're still running the old code that contains whatever flaw the update was designed to correct.

And don't think that using Firefox gets you a pass on these updates: You have to update Internet Explorer because Windows uses IE for many other purposes. Thus malware can still reach your system through IE whether you open the program or not.

A Twist on Abbott and Costello

Unknown Contributor

You have to be old enough to remember Abbott and Costello, and too old to REALLY understand computers, to fully appreciate this. For those of us who sometimes get flustered by our computers, please read on...

If Bud Abbott and Lou Costello were alive today, their infamous sketch, 'Who's on First?' might have turned out something like this:

COSTELLO CALLS TO BUY A COMPUTER FROM ABBOTT

ABBOTT: Super Duper computer store. Can I help you?

COSTELLO: Thanks I'm setting up an office in my den and I'm thinking about buying a computer.

ABBOTT: Mac?

COSTELLO: No, the name's Lou.

ABBOTT: Your computer?

COSTELLO: I don't own a computer. I want to buy one.

ABBOTT: Mac?

COSTELLO: I told you, my name's Lou.

ABBOTT: What about Windows?

COSTELLO: Why? Will it get stuffy in here?

ABBOTT: Do you want a computer with Windows?

COSTELLO: I don't know. What will I see when I look at the windows?

ABBOTT: Wallpaper.

COSTELLO: Never mind the windows. I need a computer and software.

ABBOTT: Software for Windows?

COSTELLO: No. On the computer! I need something I can use to write proposals, track expenses and run my business. What do you have?

ABBOTT: Office.

COSTELLO: Yeah, for my office. Can you recommend anything?

ABBOTT: I just did.

COSTELLO: You just did what?

ABBOTT: Recommend something.

COSTELLO: You recommended something?

ABBOTT: Yes.

COSTELLO: For my office?

ABBOTT: Yes.

COSTELLO: OK, what did you recommend for my office?

(Continued on page 12)

(Continued from page 11)

ABBOTT: Office.

COSTELLO: Yes, for my office!

ABBOTT: I recommend Office with Windows.

COSTELLO: I already have an office with windows! OK, let's just say I'm sitting at my computer and I want to type a proposal. What do I need?

ABBOTT: Word.

COSTELLO: What word?

ABBOTT: Word in Office.

COSTELLO: The only word in office is office.

ABBOTT: The Word in Office for Windows.

COSTELLO: Which word in office for windows?

ABBOTT: The Word you get when you click the blue 'W'.

COSTELLO: I'm going to click your blue 'w' if you don't start with some straight answers. What about financial bookkeeping? You have anything I can track my money with?

ABBOTT: Money.

COSTELLO: That's right. What do you have?

ABBOTT: Money.

COSTELLO: I need money to track my money?

ABBOTT: It comes bundled with your computer.

COSTELLO: What's bundled with my computer?

ABBOTT: Money.

COSTELLO: Money comes with my computer?

ABBOTT: Yes. No extra charge.

COSTELLO: I get a bundle of money with my computer? How much?

ABBOTT: One copy.

COSTELLO: Isn't it illegal to copy money?

ABBOTT: Microsoft gave us a license to copy Money.

COSTELLO: They can give you a license to copy money?

ABBOTT: Why not? THEY OWN IT!

(A few days later)

ABBOTT: Super Duper computer store. Can I help you?

COSTELLO: How do I turn my computer off?

ABBOTT: Click on 'START'..... ..