



Midland Michigan

BITS AND BYTES

JULY 2017

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ARTICLE INDEX

Another Unusual Problem – Why can't I get to OneDrive.com? -- Page 2

Phil Sorrentino, Contributing Writer, The Computer Club, Florida

Apps - By Google, by gosh -- Page 4

Phil Sorrentino, Contributing Writer, The Computer Club, Florida

Customer Support by Erica -- Page 6

Dan Douglas, President, Space Coast PC Users Group, FL

Google Search Tricks -- Page 7

Melanie Birnbaum, Teckspert Talk, Century Village Computer Club, Florida

Inkjet Printers -- Page 8

Dick Maybach, Member, Brookdale Computer Users' Group, NJ

Back to Basics - Is Amazon "Prime" Worth It? -- Page 10

Jim Cerny, Forum Leader, Sarasota Technology User's Group, FL

Wayne's Computer Class Tips -- Page 11

Wayne Johnson, Instructor, Golden Gate Computer Society, CA

Wi-Fi File Transfer - Easily moves pictures from phone to computer -- Page 12

Phil Sorrentino, Contributing Writer, The Computer Club, Florida

What Happened to Word's Overtyping Mode? -- Page 14

Nancy DeMarte, 2nd Vice President, Sarasota Technology Users Group, FL

Windows 10 Tips and Tricks: Improve Battery Life -- Page 15

Leti Labell, Potomac Area Technology and Computer Society

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Eric Ligman, Microsoft Director of Sales Excellence Blog

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GENERAL CLUB MEETING

Midland Public Schools Administration Building
600 E Carpenter Street - Room D

**Wednesday, July 26, 2017
6:00 P.M.**

Educational, Fun, and Interesting Web Sites (submitted by Howard Lewis)

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

You Sudoku lovers will enjoy this site. The puzzles range from 'easy' to 'evil' and can be played online or printed so you can play offline.

<http://www.digitalcitizen.life/why-how-calibrate-monitor-windows-7>

If the colors don't quite look right on your monitor, this article will show you how to use the built in Windows "Display Color Calibration" wizard. The procedure is the same for Windows 10, 8.1 and 7. The process is particularly useful if you have a multi-monitor setup.

<http://www.computerworld.com/article/3196825/microsoft-windows/how-to-make-sure-your-windows-pc-wont-get-hit-by-ransomware-like-wannacrypt.html>

With the release of the latest versions of ransomware (based on the WannaCry malware), Computer World published an article on how to make sure that your computer has been updated to thwart attempts by WannaCry and its various iterations.

<http://www.guidingtech.com/64035/windows-10-tips-tricks/>

There are many tips and tricks that can be done with Windows 10. Guiding Tech published an article on the nineteen tips and tricks that they consider to be the best.

<https://wallethub.com/edu/most-innovative-states/31890/>

Find out the most and least innovative states and the methodology used to determine the states rankings.

Another Unusual Problem – Why can't I get to OneDrive.com?

By Phil Sorrentino, Contributing Writer, The Computer Club, Florida
The Journal of The Computer Club, Inc. <http://sccccomputerclub.org/> / Philsorr.wordpress.com
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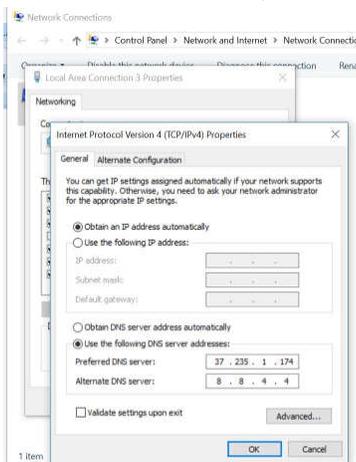
The last time I wrote about an unusual problem was September 2013. That turned out to be a kinked USB cable between the computer and a printer. Since then I've seen many problems, but most have been of the garden variety - like malware infections, out-of-date printer drivers, wrong file associations, misplaced files, lost passwords, CPU and hard disk failures, etc., but this latest problem is very different. The problem manifested itself one day a few months ago, but I thought it was just a temporary situation, so I didn't pay much attention to it. Then, after a good period of time, it dawned on me that the problem had been going on for at least five or six weeks. The problem was that I could not get to the OneDrive website to get the files I had put there. I had no trouble getting to all of the other websites that I typically use, like yahoo.com, google.com, cnn.com, and sccccomputerclub.org. I have five computers at home; three are connected by Ethernet cable to the router (one is windows 7 and the other two are windows 10) and the other two use wi-fi (both of which are windows 10), but it didn't matter, none would connect to OneDrive. Onedrive.live.com would appear and stay in the browser address bar, but nothing else would happen. I could get to OneDrive from other locations, like the computer lab, using my laptop or the computer lab computers. I could get to OneDrive from a friend's home. I could even get to OneDrive using my Android tablet at my home. But I couldn't get to OneDrive with any of my windows 10 or windows 7 computers. It was very perplexing.

Over the past year or so I have been using OneDrive as a vehicle to distribute information to other people. I have sent a large number of pictures to family members using OneDrive. I have distributed class notes to students using OneDrive. And I have used OneDrive to show videos to people I have been visiting. OneDrive, or any of these Cloud Storage services, is really a great place to keep files that you want to have accessible from anywhere (except from my house). Fortunately, I have a cloud account with Dropbox, Google Drive, and Box, all of which can be used for the same purposes, so I was able to continue distributing and accessing files, only from a different cloud source. But, what was going on with OneDrive?

It seemed like my computers didn't know where OneDrive was. The first thing I thought of was that I had gotten on some black list and I was being kept out of OneDrive for some unknown reason, but there was no real substance behind that thought. Next, I thought maybe my router needed a software update. I checked with my router's manufacturer and sure enough there were two updates that I didn't have. I updated the router software, but unfortunately no luck, the problem was still there, I still couldn't get to OneDrive. It still looked like my computers did not know where OneDrive was.

When I mentioned this problem to my son, he suggested it might be the DNS server. This thought eventually led to a solution (again, that college education paid off). So, what tells the computer, really the browser, where to go on the internet? Well, you would think that we do, by the name we put in the address bar of the browser, like www.yahoo.com. But, the address on the internet actually takes the form of an IP address, which is a collection of 4 decimal digits separated by periods. For example, when I researched the address for yahoo.com, I found 98.138.253.109, (actually yahoo.com probably has many IP addresses.), and the IP address for scccomputerclub.com was reported as 192.185.77.210. So that we mortals do not have to memorize the numerical IP address, there are computers out there on the internet whose sole job is to make the address conversions from names to numbers. These computers are called Domain Name System servers (or DNS servers), and a DNS server is typically assigned to you by your Internet Service Provider (ISP), Brighthouse or Frontier for most of us. A DNS server is a server computer that contains a database of public IP addresses and their associated host names, and typically serves to resolve the former to the latter, as requested. (Think of it as a device that translates the word address that you type, to a numerical address that is then used by the computer.) So, in summary, when you attempt to go to an address on the internet using your browser (Edge, Chrome, Internet Explorer, etc.), the address you put into the browser's address bar is sent to a DNS computer where it is converted to a numerical IP address to which your browser is then connected.

There are many DNS servers on the internet, so which one do I use? Maybe the one I am using is giving me the problem, I thought. The DNS server that a computer uses is defaulted to be one that your ISP provides to you, and is a technical detail that is buried way down in the networking software. One way to get there is to go to the Control Panel and select "Network and Sharing Center" (view by large icons). Next, click "change adapter settings", then right-click on your connection and click Properties. Next in the "This connection uses the following:" select "Internet Protocol Version 4 (TCP/IPv4)", and then click Properties.



The final window looks like this except that the "obtain DNS server automatically" button will be selected (by default). In order to use a specific DNS server, select "Use the following DNS server addresses:" and then insert the IP addresses of a primary and a secondary DNS server.

But what DNS server should I use? Well, you should probably use the DNS server that is provided by your ISP, unless you are having a problem similar to the one that is being explored here. If you want to use a

different DNS server there are some that are available to the public for free. Google provides 8.8.8.8 as a primary server and 8.8.4.4 as a secondary server. And FreeDNS provides 37.235.1.174 as a primary server and 37.235.1.177 as a secondary server. Try one of these if you are having difficulty reaching a known website. As you have probably guessed, I tried the FreeDNS servers and now I can reach OneDrive, and life is back to normal. I have concluded that the DNS server that I was using, for some reason, was not translating the words to numbers correctly. And yes, I did have to do this on each of the computers I wanted to use, at home, with OneDrive. (Though there is a change that you can make in the router that would affect all the devices that used that router, but that might be the subject of a future article.)

Apps - By Google, by gosh

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

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



All Apps

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



Google Play Store



Google Search

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



Gmail

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



Calendar

Google Calendar is a free time management and scheduling, web based, App. It allows the user to create and edit calendar events with start and stop times, which are then viewable by day, week, or month, on your computer or your smartphone. Google Calendar lets you combine multiple calendars including those for holidays and birthdays. The Calendar App on your smartphone can then help you answer the question, "Can you make an appointment three weeks from today, at 1 o'clock?" Just pull out your smartphone, start calendar, and all of your previously scheduled appointments will be shown, so you don't "double book" a time.



YouTube

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



Google Drive

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



Google Maps

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



Google Docs

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



Google Photos

Google Photos, which was launched in 2015, is not only a Photo Viewer App, it is also a Storage and Sharing Service. It provides free unlimited storage, in the cloud, for pictures up to 16 megapixels in size and videos up to 1080p resolution. It analyzes photos identifying various visual features and subjects. Users can then search for photos based on People, Places, or Things. (Google Photos has two storage settings: “High Quality” and “Original Quality”. High Quality provides the aforementioned qualities. Original Quality preserves the original size of the photos and resolution of videos if they were higher than High Quality, but subtracts these from the users’ Google account storage allocation.) 200 million users have uploaded over 13.7 petabytes of photos and videos. (Remember a petabyte is 1,000 terabytes and a terabyte is 1,000 gigabytes, so 1 petabyte = 1,000,000 gigabytes.)



Google Duo



Google Wallet

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

Customer Support by Erica

Dan Douglas, President, Space Coast PC Users Group, FL
 April 2017 issue, PC Journal www.scpcug.org [ringram28 \(at\) cfl.rr.com](mailto:ringram28@cfl.rr.com)

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

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

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

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

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

3 – Be patient and try not to ramble. You may hear long periods of silence, or the phrase "I am just running some tests" which is a favorite in the tech support calls. It can be hard to wait this out, if you are the customer, when you're mad that it's the 2nd time your internet has gone out today. But this time is when your support agent is checking your account, letting their system check for damage in the area or other reported problems, and when they are figuring out what steps to do next. If silence goes on for longer than a minute, feel free to ask for an update, but if you are talking the entire time it will be harder for the agent to concentrate on their job.

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

Google Search Tricks

By Melanie Birnbaum, Teckspert Talk, Century Village Computer Club, Florida
<http://www.cvcomputerclub.com/>

You use Google Search every day, but still all you know is how to search. However, the search engine has plenty of tricks up its sleeve.

Here's an overview of some of the more useful Google search tricks:

Use quotes to search for an exact phrase. Searching a phrase in quotes will yield only pages with the same words in the same order as what's in the quotes. It's especially useful if you're trying to find results containing a specific phrase.

Use an asterisk within quotes to specify unknown or variable words. Here's a lesser known trick: searching a phrase in quotes with an asterisk replacing a word will search all variations of that phrase. It's helpful if you're trying to determine a song from its lyrics, but you couldn't make out the entire phrase (e.g. "imagine all the * living for today"), or if you're trying to find all forms of an expression (e.g. "** is thicker than water").

Use the minus sign to eliminate results containing certain words. You'll want to eliminate results with certain words if you're trying to search for a term that's generating a lot of results that aren't of interest to you. Figure out what terms you're not interested in (e.g. jaguar -car) and re-run the search.

Search websites for keywords. Think of the "site:" function as a Google search that searches only a particular website. If you want to see every time TIME.com mentioned Google, use the search "Google site:TIME.com".

Search news archives going back to the mid-1880s. Google News has an option to search over 100 years' worth of archived news from newspapers around the world. The address is <https://news.google.com/newspapers?hl=en>

Compare foods using "vs". Can't decide between a burger or pizza for dinner? Type in "rice vs. quinoa," for example, and you'll receive side-by-side comparisons of the nutritional facts.

Filter search results for recipes. If you search your favorite food, and then click "Search Tools" right under the search bar, you'll be able to filter recipes based on ingredients, cook time and calories. It's the perfect tool if you have certain dietary restrictions.

Use "DEFINE:" to learn the meaning of words—slang included. Streamline the dictionary process by using, for example, "DEFINE: mortgage." For words that appear in the dictionary, you'll be able to see etymology and a graph of its use over time alongside the definition. Google will even sift the web to define slang words or acronyms. Try out "DEFINE: bae" or "DEFINE: SMH".

Play Atari Breakout by searching it on Google Images. The legendary brick breaker game is available for easy access on Google. Just search "Atari Breakout" (without quotes) on Google Images and enjoy.

Search images using images. Ever come across a photo that looks strangely familiar? Or if you want to know where it came from? If you save the image, and then search it on Google Images (with the camera button), you'll be able to see similar images on the web.

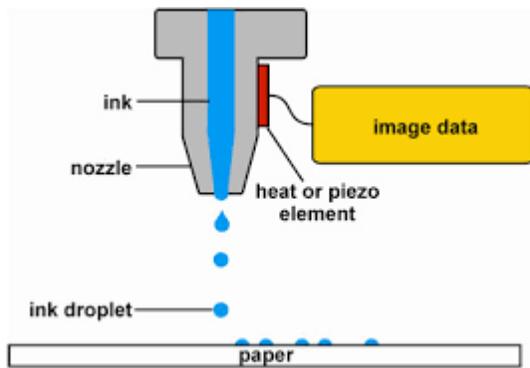
Press the mic icon on Google's search bar, and say "flip a coin" Google will flip a coin for you when you don't have one on hand.

Inkjet Printers

By Dick Maybach, Member, Brookdale Computer Users' Group, NJ
December 2016 issue, BUG Bytes www.bcug.com n2nd (at) att.net

The inkjet is the most common type of printer used at home. These are inexpensive (although the ink is relatively costly), and they print color, including photos, with high enough quality for most users. The other common type for home use is the laser, which is more expensive (although the per-page costs is lower because toner is less expensive than inkjet ink) and require more power. For example, most UPSes won't power them.

Typically, inkjets use four inks, cyan, yellow, magenta, and black, with separate cartridges and print heads for each. The ink is ejected, one drop at a time, by either thermal or piezo-electric means. Thermal heads heat a tiny amount of ink and the resulting steam propels a single drop, while piezo-electric ones change shape slightly to propel an ink drop mechanically. The great majority of consumer printers are thermal, but they require compromises in the ink design, since it must endure high heat. See https://en.wikipedia.org/wiki/Inkjet_printing for a good introduction to the technology.



If you print only on letter paper, use Windows, and connect to a PC's USB port, almost any inkjet will give satisfactory service. Linux and Mac users and those networking their printer or printing on other media have to be more careful.

Printers are remarkably inexpensive, but my experience is that they have fairly short lives, and a printer is the PC component most likely to fail. Expensive models don't appear to last any longer than cheap ones, so unless you have special needs, buy something cheap. My inkjets always wait to fail until I've purchased a large supply of ink cartridges, which are never usable in the replacement, even a similar model from the same manufacturer. The defense strategy is obvious; keep only a small supply of cartridges on hand. Although a set of ink cartridges will often cost more than the printer, you should buy a replacement set soon after you get a new printer, as many printers are shipped with only partially-filled cartridges.

The quality of off-brand cartridges varies, and some I've used tended to clog or fail in other ways. Refill kits seem to be disappearing, probably because printer manufacturers have devised schemes to discourage their use. You can buy refilled cartridges, but here too the quality varies. Considering the low cost of printers and the high cost of name-brand ink, you may wish to explore here. Using other than your printer manufacturer's cartridges usually voids the warranty, so it would be wise to wait until the printer warranty has expired to experiment; after that you have little to lose. I do relatively little printing, and the frustrations of dealing with cheap cartridges are not worth the savings for me.

Be careful when buying other than letter paper, such as business cards or labels, as many are printer specific. Using laser stock in an ink-jet guarantees smearing. Download the manual before you buy a printer and check that it will do what you need, especially if you will be using other than 8 ½ by 11 letter paper. Despite what the manual says, non-standard paper sizes may not feed properly. I recently tried to print name-tags that came in 4 ¼ by 11 inch sheets. Although envelopes of about the same size printed fine, the name tags sheets would not feed. I had to fashion a custom guide, and even then, the feeding was far from reliable. My printer also would not feed card stock when I first got it, but this improved after a few days. Apparently, the feed rollers needed to be roughed up to work properly. Some printers don't like mixed paper in the tray. I've had problems mixing card stock and letter paper, even though both were the same size, but the manual warned against this. Many printers include a duplexer that implements double-sided printing. However, these often work only with standard-weight letter paper.

The most common problems are clogs and paper jams. Clearing an ink clog generally requires no more than running the printer's cleaning routine. (Again, see the manual.) This can sometimes be started by the proper dance on the printer's buttons, but may require a maintenance utility that you can install from the CD supplied with the unit. Unfortunately, these may not be available for OS X and are never available for Linux. Many Mac and Linux users have Windows available on a virtual machine or can dual boot to it. If you don't, do your research before you buy.

If you do experience a paper jam, don't yank, as this will almost certainly break something, and printer repairs are seldom economical. Instead, get on the Internet and find how to clear it. Similarly, do some research if you begin to experience paper misfeeds; often, this can be cured by a proper cleaning of the feed mechanism.

Some years ago, Windows-only printers were common. These had non-standard interfaces and required proprietary drivers, which were available only for Windows. The switch to USB has eliminated most of these, except for Canon. My experience is that no new Canon printer is usable with Linux. After a while, Linux developers may manage to reverse-engineer the interface, so that many older Canons are usable, but each new model requires a repeat of the process. At the other extreme, HP has traditionally been Linux friendly. If your operating system is not Windows, you may not have support software to do such things as checking ink supplies and trouble-shooting. However, printers are now beginning to include status displays and control panels to make them more OS agnostic.

All-in-one models that combine a printer with a scanner and a fax are common. Fax is quickly going the way of the dial telephone, which makes it, at least for me, a useless feature. I also prefer a separate scanner as I use this much less than the printer, and I feel it adds enough mechanical complexity to make an already failure-prone device even more so. Again, scanners are a problem area for Linux, and finding a compatible printer-scanner is more difficult than finding just a printer.

With respect to the interface, USB is almost universal, but many models also include Ethernet and/or wireless ports. The last two allow more than one computer to share a printer; however, the configuration is sometimes not trivial. In particular, encrypted wi-fi can be troublesome (and you are foolish if you use non-encrypted wi-fi). WPS can make this easier, but be sure to disable it after you configure your printer, as it makes your network less secure. These networking ports are cheap to add and are unlikely to present a reliability problem, but unless you have some network configuring experience, you may find them unusable.

Again, read the manual, even if you print only on standard paper. For example, many printers must be shut down with their power switches. Turning off using the outlet strip into which they're plugged may lead to problems, such as ink clogs.

The promise of a paperless world has proven to be false, and few of us would be comfortable without a printer attached to our computers. However, their mechanisms are complex and subject to malfunction and failure, and they require more care than most other computer components. Spending a few minutes with the manual can extend the life of yours and will probably reveal new abilities.

Back to Basics - Is Amazon "Prime" Worth It?

Jim Cerny, Forum Leader, Sarasota Technology User's Group, FL
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Gradually as technology progresses faster than our minds can catch up to it, on-line shopping is becoming more and more the trend. If you check the contents of Santa's sleigh this year you will find many items are in Amazon shipping boxes! Even Walmart and other stores are allowing ordering on-line and then picking up your completed order at their store – all for free. But Amazon is taking a big piece of the Walmart customer pie, and the big plus with Amazon "Prime" is FREE delivery anywhere!

Amazon has great prices too. And although the cost to become an Amazon "Prime" member is \$100 a year, (ouch, you say!?) even if you purchase a modest number of products it can easily be worth the price.

Shopping for things to buy comes often in our house, not just at the Holidays, and we make note of prospective purchases at the stores. We write down (or make a note in our iPhone) the make, model, and price of the items we are interested in. Sometimes we take a quick photo of the item on the shelf with the price tag. Then we look up the same item on Amazon.com. Almost always the price is the same or in many cases cheaper. Once we know what we want, we can save selected items in our "shopping cart" on-line and continue to compare multiple items before purchase. For our extended family, which is literally in all parts of the country, the benefit is definitely the "free shipping" – being able to send any Amazon purchase anywhere in the country with NO shipping costs. If it is a gift, they will even gift-wrap it for you and send a message for a small fee. So, if you do any shipping of gifts Amazon Prime could be a

big help to you. Just your savings on gas for going to the stores and then to the post office or shipper could make up the \$100 annual fee.

There are other benefits to Amazon Prime which may be of interest to you. Amazon keeps adding enhancements and options to get your business, and many could be fun or helpful for you as well. Here are just a few of them:

- Movies on-line or downloaded to your device. Many are free with your “prime” membership.
- Music on-line with fun playlists of different styles or by artist or album.
- Free photo storage.
- Groceries and pet supplies delivered to your door for a flat \$5 fee.

Please go to Amazon.com or use Google to search for “How to use Amazon.com” and watch a video to learn all the possibilities. Many of these added services may be available only within a limited area or zip code.

Wayne’s Computer Class Tips

By Wayne Johnson, Instructor, Golden Gate Computer Society, CA
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Wayne’s computer class is held the second Monday of every month at 7 p.m. Three standout topics at a recent class included:

Test your internet speed

DSL is slower than cable but not as slow as satellite, but do you know if you are getting the speeds your internet service provider promised? Simply do an internet (“Google”) search for “internet speed test.” Immediately a handful of sources become available for the test. Try two or three. Each will upload and download to and from your computer. For example, my Comcast cable came in with a 69.4Mbps download and 7.04 upload.

If your speeds don’t meet your promised speeds, now you have numbers to give them to effect a repair.

Can you answer this question?

“What is your OS (operating system)?” You don’t have to be a mechanic to drive a car, but you need to know the year, make, and model—right? So, in just a few clicks, you will know the “year, make, and model” of your computer.

This info is important for any troubleshooting, but is also key for purchasing programs or apps and peripherals such as external drives.

For a Windows 7 PC, right-click on Computer under File Explorer and choose Properties. If you’re running Windows 8.1, type “PC Settings” on your Start Screen or into your search box. Click the results.

For Windows 10, type “About Your PC” into your Start menu and click the result. You’ll be looking the edition (e.g. Windows 10 Pro), version (e.g. 1511), OS Build (e.g. 10586.63), Product ID, Processor (e.g. Intel i5 CPU @ 1.70GHz), Installed RAM (e.g. 4.00GB), System type (e.g. 64-bit).

Why metadata matters

What the heck is metadata? Remember the old library card system? The card told a lot about a book: title, year, author, subject, where to find it.

Similarly, every file you have can tell more than you think because of metadata. To find out, go to File Explorer, right-click a document, and select Properties. You can see the size of the file, what program was used to create it, when it was created, when it was last modified, and when it was last accessed.

But wait—there's more! Details can provide how many times it's been revised, when it was printed, how much time has been spent editing it, and even more.

Now imagine you were an editor who billed by the hour, maybe you wouldn't want your client to know how many hours you spent (or didn't). With so much metadata attached to each file, individuals and companies need to be careful when sharing images and documents.

Wi-Fi File Transfer - Easily moves pictures from phone to computer

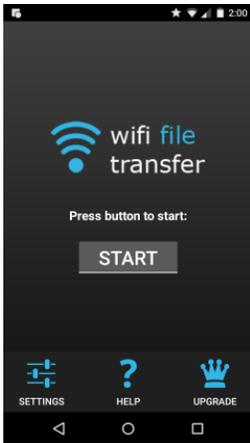
By Phil Sorrentino, Contributing Writer, The Computer Club, Florida
<http://sccccomputerclub.org> Philsorr.wordpress.com [philsorr \(at\) yahoo.com](mailto:philsorr@yahoo.com)

Most of the pictures that most of us take with our phones remain on the phone for a very long time. It is probably because our smart phones are so convenient and easy to use to show photos: just start the App and swipe to the next photo. Our phones are always with us so we can very quickly show our friends all our latest photographically captured experiences. It may also be that there is less of a need to remove photos because our phones have such large memories. Many modern phones have 16 GB of storage. Even on a phone, with a camera with a resolution as large as 12 Mp, there is still room for many, many photos. Photos on most phone cameras are produced as .jpg files, which are compressed photo image files. The size of the resulting file is typically around 2 to 5 MB. Phones with 16 GB of memory can easily allocate 1 GB, or so, for photos. So, using as an example a large picture (5MB), you could put 200 photos in that 1 GB memory space (remember 1 GB = 1,000 MB). If you have more memory or smaller photos you could easily keep thousands of photos on that phone. Maybe you've been shown pictures from a phone like that, I know I have.

There are many ways of moving your pictures from your phone to your computer. "Wi-Fi File Transfer" is a free App that allows you to easily accomplish this task. (You can also use it to move files from your computer to your phone.) As with many Apps, there is also a Pro version available at a small cost. Wi-Fi File Transfer is available for both Android and Apple. You can get the Android App from the Google Play store. Before digging into Wi-Fi File Transfer, let me list some other ways to move your photos from your phone to your computer. First, you can email a photo or two to yourself as an attachment, and then collect the photos from your received email. This is only good for a few pictures because email systems have attachment size limitations. Second, if you have a microSD card slot on your phone, you could move the photos to the microSD card and then move the microSD card to your computer microSD card reader (or SD card reader with a microSD-adaptor), and copy the files to the computer. Third, you could use a USB-to-microUSB cable (usually supplied with a phone or tablet) to connect the phone to your computer USB slot. The phone will show up as a device in File Explorer and you can move the photo files from the device to the computer. Fourth, you could use a USB-OTG (On-The-Go) cable to connect a Flash Memory device to your phone. Once connected, copy the files to the Flash Memory and then move the Flash Memory device to the computer USB slot and copy the files from the Flash Memory to the computer. Fifth, upload your photos to a Cloud account, such as OneDrive or Dropbox, with the appropriate App. Then download the photos from your Cloud account to your computer, using a Browser. So much for other methods, now back to Wi-Fi File Transfer.

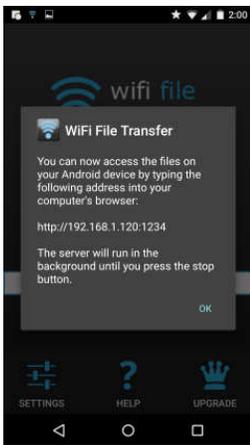


To get going, start the App in the usual way, by touching the Wi-Fi File Transfer icon. Once started, the following Opening Screen will be displayed.



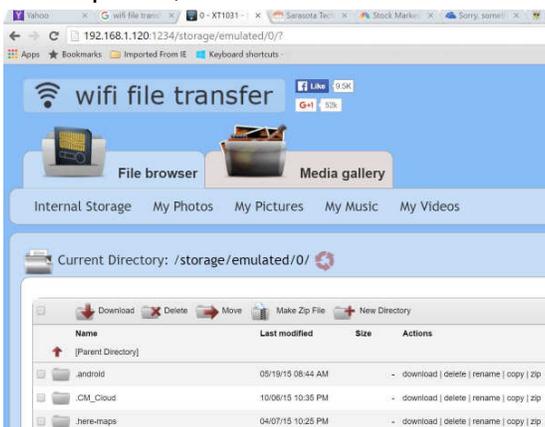
Opening Screen

Press “START” and the “IP Address” screen will be presented.



IP Address Screen

Wi-Fi File Transfer sets up a Client-Server connection, over your Wi-Fi, between your phone and your computer. (Oddly enough, in this setup, the phone is the server and the computer is the client. I point this out here, only because when it comes to moving the files, it is done using the “download” button, not an “upload” button as you might have thought.) The IP Address in the center of the screen is to be used on your computer. On your computer, start a browser, such as Internet Explorer, Chrome, or Edge. In the address bar at the top of the Browser screen, type the IP Address. In this example type “http:// 192.168.1.120:1234”, and press Enter. The browser should go to the Wi-Fi File Transfer screen. On the phone, Press “ok” on the IP Address screen.



Browser Wi-Fi File Transfer Screen

Find and click “DCIM” in the list of folders (Directories). In the next screen, click “camera”, and a list of photos will be shown. The photos will probably have titles like “IMG_20160601_195876”, or something similar. The date taken is usually buried in the title, as in this example (June 1, 2016). Select the photos to be copied to the computer. (If many photos are selected you will have the option to copy them individually or all together in a Zip file. (For more than a few photos, make it easy on yourself and choose the Zip option and then unzip them on the computer, later on.) Once the photos are selected, press “Download”, and your photo(s) will be downloaded to your computer. Once the photos are downloaded, especially if you just downloaded a lot of photos, you can delete them, en masse, from the phone using “Delete”, next to “Download”. (Note that there are directions on the right side of the screen [not shown above] to allow you to “Transfer files to device”. This is essentially an Upload from the computer to the phone. Move files in this direction only if you know what you are moving and you know where to put them.) Once the transfer has completed, press “STOP” on the IP Address screen, on the phone, to terminate the client-server connection. Press “Back” or Home to terminate the App. Now all that is left for you to do is to Unzip the files, if they were zipped, Rename the files if desired, and put them in the appropriate location in your Pictures folder organization, and Oh by the way, back them up. So now with Wi-Fi File Transfer you should never have to fear that your pictures will be lost if you lose, or have to replace, your phone.

What Happened to Word’s Overtyping Mode?

By Nancy DeMarte, 2nd Vice President, Sarasota Technology Users Group, FL
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If you used versions of Word before 2007, you probably encountered an editing feature called Overtyping mode. This feature was introduced to save time when you needed to change some text in a document. To turn on Overtyping mode, you pressed the Insert key on the keyboard. With Overtyping enabled, every character you typed replaced the one to its right. It eliminated the step of deleting a group of text and inserting new text in its place.



Figure 1 – Insert key

If you were an Overtyping user, you might have wondered why it doesn’t work anymore. Beginning with Word 2007, Overtyping mode has been disabled. Why? One reason is that it was hard for the user to tell if Overtyping were enabled. With no light or indicator on the screen, you didn’t know whether Overtyping was active or not until you began typing. Non-professional typists like me would occasionally press the Insert key by accident, engaging Overtyping and find ourselves deleting text we wanted to keep. Figure 1 shows how close the Insert key is to the common Backspace and Delete keys.

Although Overtyping mode is disabled in recent versions, you can make it accessible using one of these two methods. First, with a Word document open, click File, then Options. (In Word 2007, click the Office button, then Word Options.) Then click Advanced from the left menu, and under Editing Options, click the checkbox which says, “Use Overtyping mode.” (Figure 2) If you want the Insert key to control whether Overtyping is on or off, click the checkbox next to “Use the Insert key to control Overtyping mode.” Then click OK.

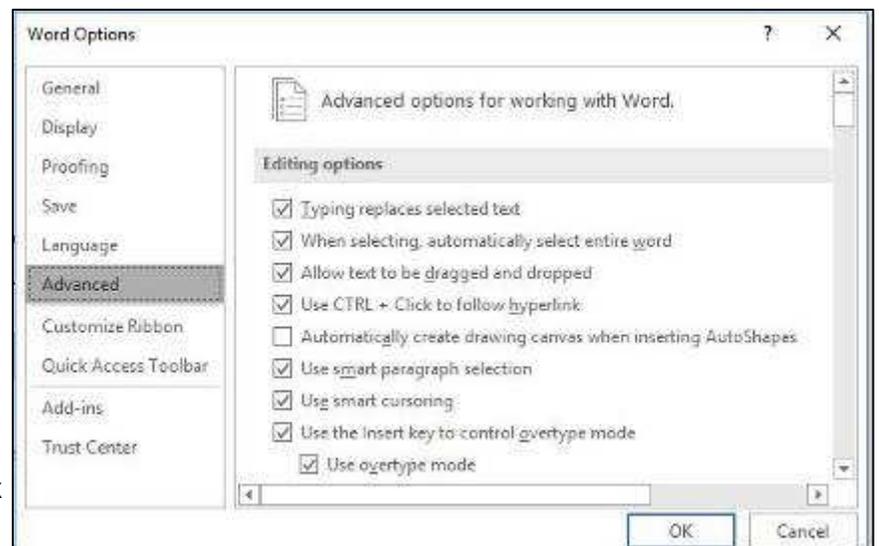


Figure 2 - Overtyping settings in Word Options

An easier way to enable Overtyping and know whether it is on or off is to add it to the Status bar. This bar runs along the bottom of every Word Window above the Taskbar (That's the one with the Zoom slider on its right end.) Right click in an empty space on the Status bar. The list which appears shows you the tools you can add to this bar, one of which is Overtyping. When you click it, the word Overtyping appears near the left end of the status bar, showing that it is enabled. To disable it, click the word again and it becomes Insert. You don't need to change the checkboxes in Word Options, and you don't have to touch the Insert key. Just a glance at the status bar will tell you what editing mode you're using, Insert or Overtyping.

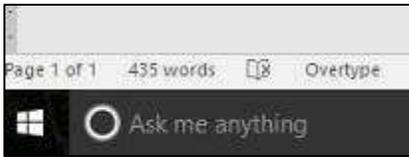


Figure 3 - Overtyping on the status bar in Windows 10

Windows 10 Tips and Tricks: Improve Battery Life

By Leti Labell, Potomac Area Technology and Computer Society
February 2017 issue, PATACS Posts www.patacs.org

Windows 10 has a battery saver feature that can help you if your laptop's battery is running low. When your battery power drops below a level you set, it will throttle back the background processes to limit your power consumption and save your battery. It works better than power-saving modes in previous versions of Windows.

To enable this feature, open the **Start menu** (click the Windows Key).

Select **Settings** in the lower left corner of the start menu.

Select **System** (Display, notification, apps, and power).

Then select **Battery**.

Check the box next to "Turn battery saver on automatically if my battery falls below:" and move the slider to the percentage you prefer. The default is 20%, but you may want it higher or lower than that.
