



# THE BUSSLINE

(BUSSLINE is the term for the complex multi-functional circuitry on a computer motherboard, a PC's heart.)

Vol. 111 No. 2      Newsletter of the Central Florida Computer Society, Inc. [Non-Profit, 501(c)3]      Feb. 2011

## Everything You Need to Know about Skype, and wondered whom to ask...

presented by Marie Vesta,  
Vice President of APCUG  
(Association of Personal  
Computer User Groups)



Just to show we're serious about Skype's power, this presentation will be via Skype to show the effectiveness of the technology. Marie will show us how to find the program and set up a new free Skype account. We will learn how to make Skype calls, learn group video calling, instant messaging, screen sharing, sending files, text messaging, voice mail, using mobile phones, and much more. We will learn what applications are free and which have fees and how to record video calls using a compatible application.

This is a program not to be missed.  
Time: 2:00 pm, Feb. 20, 2011  
Place: University Club of Winter Park

**All Sunday CFCS meetings during Jan. Feb. and Mar. will be at the University Club of Winter Park. For details and maps, turn to page 24, or consult our website at [cfc.org](http://cfc.org).**

Also, earlier on the same day of each general meeting, the **Windows SIG\*** meets. (\*Special Interest Group) The WinSIG always gathers at 12:30 pm, just before the CFCS General Meeting. If you use or plan to use Windows, these discussions, demonstrations, and Q&A sessions will be of immense value to you. Geared to intermediate level Windows users. Tips, tricks, and information on all

versions of Windows are discussed. An e-newsletter is sent periodically with meeting information and links discussed at the meeting. You need not attend both meetings, but many members do. Non members always welcome. Sign up for the free e-newsletter at [cfc.org](http://cfc.org).

**March 20** Lee Hollmann will explain 4G Internet Access and clear up many misconceptions.

### Special Interest Groups (SIGs)

The **iSIG** meets every third Monday at 7:00 pm at *Denny's on Lee Rd & I-4*. The iSIG meetings cover the products that use the iPhoneOS, which includes the iPhone, iPad, and iPod. This is a combined effort of the Central Florida Computer Society <http://www.cfc.org> and the Florida Macintosh Users Group <http://www.flmug.com>. Other groups

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Unless otherwise noted, all article continuations are to the page immediately following where you are reading.

are invited to participate. Attendees are consumers, developers, consultants, and publishers. The SIG leader is Sean Kane, Certified Apple Technical Coordinator, long-time Mac and iPhone user, and a technologist and consultant to Walt Disney Feature Animation Florida.

*Please note that the iSIG meets at the Denny's on Lee Rd. The Tech-SIG and the Board of Directors meetings continue to meet at Denny's on 436 & Oxford Rd in Casselberry.*

The ACCESS, MS OFFICE, and SECURITY SIGs meet conjointly on the second Wednesday of each month from 7 to 9 pm at the New Horizons Learning Center at 1221 Lee Rd. Arvin Meyer, a Microsoft MVP (Most Valuable Professional), (and current CFCS president), leads the SIG. <http://groups.yahoo.com/group/cfcs-access> This is a combination of three separate SIGs which now meet alternately for the duration of Arvin's presidency. They will resume separate meetings when he leaves office and/or publishes his upcoming book.

The GRAPHICS/PHOTO SIG meets on the third Wednesday of each month from 7 to 9 pm at the New Horizons Learning Center at 1221 Lee Rd. Robert Black, CFCS newsletter editor, is a former archaeological photographer and teacher. E-mail: [graphic-sig@cfcs.org](mailto:graphic-sig@cfcs.org)

This SIG concentrates on digital photography and any software or peripherals related to it. Whether you are a beginner or a pro, bring your stuff (gear & photos) to show off or ask questions so we can learn from each other!

The TECH DISCUSSION SIG meets on the fourth Tuesday of each month from 7 to 9 pm at the Casselberry Denny's at 436 and Oxford Rd.

This SIG is a non-structured, open conversational group for CFCS members, that has no specific topic or speaker, but is simply a round table discussion. It is not an advanced group, but a place

### **SIGN UP FOR WEEKLY E-MAIL!**

All meetings and speakers are subject to change, and late alterations are always possible. To keep completely on top of events, log on to CFCS.org and subscribe to our weekly e-mail update.

for people to come and discuss various subjects, such as new products and technologies, hardware, software, web-related, etc. Bring in articles from magazines, newsletters, unusual problems/situations that have arisen, questions, etc. Also, new or ailing devices or notebook pc's are welcome, either for "show and tell" or discussion or demo of situations. E-mail: [tech-sig@cfcs.org](mailto:tech-sig@cfcs.org)

## **The Recycle Bin**

by Stan Wallner,  
President Emeritus, CFCS



### **The Recycle Bin**

by Stan Wallner, President Emeritus, CFCS

This a separate, continuing monthly column. Check here regularly for updates and new infor. This a MOST important issue regarding our environment; and can't be over-emphasized! It is changing frequently, so keep reading! If you just have one or two items for any of the following places, contact me. If I know well in advance, I may agree to have you bring them to a meeting (especially out-of-towners, and I'll take them from there. I DO need to know in advance so there aren't too many items on any one day. AND, I do plan to do less of this now that there are more options.

**Category "A" - For Monitors, Printers, Scanners that still work, and PC's that are repairable)**

**Missionary Computer Fellowship, 401 s Magnolia Ave, Orlando, FL;**  
Phone: (407) 422- 9265.

This is a major organization doing refurbishing and rebuilding, It is associated with and located in the First United Methodist Church downtown. They are not completely religiously oriented. They do still send reconditioned PCs to missionaries all over the world, as well as poor villages in Africa, etc., but I do know that if an indigent person approached them, they might be able to get a free computer.

You'll find a Missionary Computer Fellowship 'Info And Needs Fact Sheet' elsewhere in this issue. I

can tell you it is a large and interesting place; with about 20 volunteers, many retired Martin Marietta people coming in to refurbish and re-build PC's. One good feature - they wipe ALL hard drives, and re-load Windows on them. They have about 3000 square feet for unloading, and various workbenches, with separate rooms for laptop work, monitor storage, and the holding room for the stuff they just can't use or make work, and that gets sent to a recycler for disposal.

What doesn't MCF need? Anything not listed in their Fact/Needs Sheet, below.

### **"MCF" Fact Sheet**

What is MCF? MCF is a group of volunteers from many different churches who fix up old computers for missionaries, pastors, schools and other nonprofit organizations. Most are sent to Africa, Latin America and Haiti. Some are used by local groups, mostly for tutoring children.

What does MCF need?

1. Pentium II computers or faster. They don't have to work. We can fix them.
2. Monitors less than 10 years old. They need to work. We don't fix monitors.
3. Hewlett Packard printers and scanners. Only HP please.
4. Any Windows operating systems from Win 98 to XP.
5. Mice and keyboards. We're very short on mice right now.
6. Microsoft Office software.

What doesn't MCF need? Anything not listed above.

### **How do I contact MCF?**

Call Jim Gibboney at 407-422-9265, to arrange a drop-off, but they are only there on Tuesday and Thursday, 9:00 - 11:30 and 12:30 to 4:30.

**Southeastern Data**, at 142 Park Road in Oviedo, FL 32765 (Off Alafaya Trail, just north of E. McCulloch Road); phone 407-971-4654

They've been very helpful in allowing CFCS members to drop off most recyclables with no service charge for quite some time; greatly appreciated! (There ARE places that do have fees to recycle all items - I am not going to include them in this column) Offers free recycling to CFCS members with

the exception of CRT monitors, terminals, and some TVs. CRTs and terminals are \$3.00 each. TVs need to be evaluated, but most are free. It is best to call before you take items there to be sure you don't arrive at a bad time. Also, do let them know you are involved with CFCS. Southeastern Data is also a great place to pick up parts and accessories, and they accept trade ins against purchases. In some cases they will even outright purchase your components. Their hours are 8:00 am til 5:00 pm, Monday thru Friday, with other hours available by appointment.

### **Goodwill**

I was just told they have recently changed their policy, and WILL now accept WORKING Monitors, Printers, Scanners, PC's, DVD, CD or Hard Drives at all of their locations, including the manned Trucks around town.

### **Salvation Army**

Not sure; contacting them; stay tuned.

### **Vietnam Vets**

Not sure; contacting them; stay tuned.

**Category "B" - Scrap - For Monitors, Printers, Scanners that DON'T work, and PC's that are too old, and/or NOT repairable**

### **Best Buy Stores**

New to us! All local stores; no need to contact them first. All items listed above; all at NO CHARGE, limited to three items per visit. **The only exceptions here are CRT Monitors or TV's.**

First, there is a maximum size of 32", and there will be a fee of \$10.00 each. However, they do immediately return the \$10.00 to you in the form of a Cash Card!

You can go to [www.bestbuy.com/recycling](http://www.bestbuy.com/recycling) for more info, or 'CALL - we're available 24/7' at 1-888-BEST BUY (1-888-237-8289)!

We will be adding to this list. There are additional places, and we want as many listed here as possible for our members' convenience! If you have suggestions or comments, send an email

to [presidentemeritus@cfcs.org](mailto:presidentemeritus@cfcs.org).

**Recycling Directory:** <http://earth911.com/>

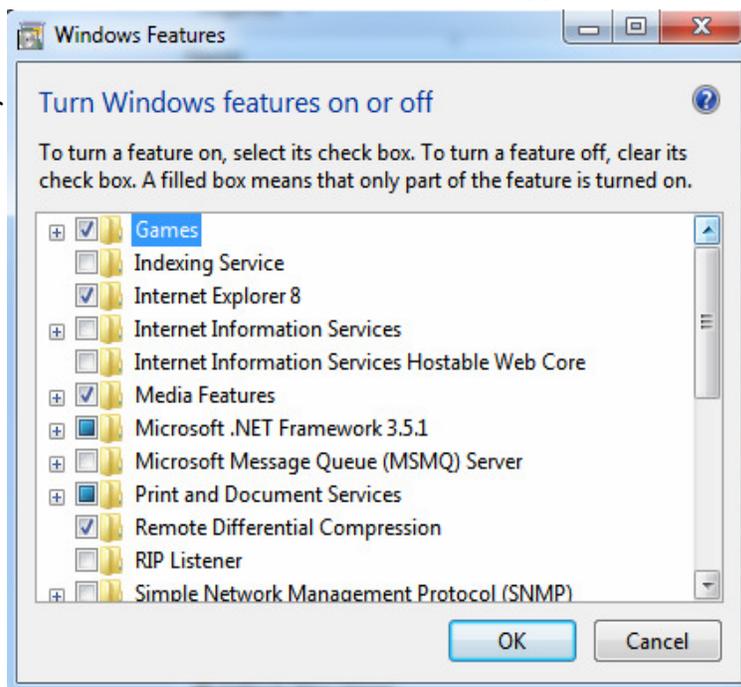
**Earth911** is an accurate and comprehensive directory containing information for recycling over 240 different products that are free for consumers. There are over 127,000 locations and programs that people can search to find local recycling and disposal resources. Thanks to Mike Ungerman and Hewie Poplock for sending this to me - includes County places, and Staples, many others, by ZIP - VERY thorough! (What is not mentioned on this site is that Staples CHARGES \$10 EACH for any PC, Printer, CRT or LCD , even Hard Drive! Only small items, such as mice and keyboards are free. So I'd say "caveat emptor " applies! Call or go first, as I did.

However, there are many, many other listings, sorted by ZIP - VERY thorough, so it is worth a look!

The article below was provided to us by APCUG, with no author stated.

## You've got them. Why Not Use Them?

People configure their desktops in different ways for an all encompassing assortment of reasons. Most use the Windows defaults which are quite reasonable, but operate from a false assumption that "factory specifications" are enough. Windows has lots of useful features not included in the default settings which could have great benefits, but if one doesn't know the features are there, one can never enjoy these prospective



benefits.

Let's start by opening the **Control Panel** and clicking on **Programs**. In the **Programs and Features** section click the **Turn Windows Features on or off**. A dialog box appears which will enable you to turn features on or off. (See illustration).

There's probably much more here than you want, so let's examine several features that you are more likely to use rather than the ones which require professional technical knowledge to be useful.

**The Indexing Service** got a bad reputation in Vista because it was annoyingly slow. There is no doubt that Vista was a resource hog so any service or utility that had additional requirements tended to bog down the system even further. Microsoft resolved the problem in Windows 7 by turning the Indexing Service off by default. That's too bad because the utility can actually be very helpful in locating files and other content through flexible inquiries. Try it, you just may like it.

**Internet Information Services (IIS) and Internet Information Services Hostable Web Core:** You will not be held accountable if you don't know what these tools do or if you choose to ignore them. **IIS** is mostly regarded as a major component of a server while the **Hostable Web Core** performs fewer functions and needs fewer resources. If you write web based applications or wish to experiment hosting a

web site on your desktop, these tools may be essential.

**Microsoft Message Queue Server:** This utility has been around for years and most application developers have come to ignore it because it's not new. If you send and receive messages on a regular basis with people who are in remote locations on the planet, and have "iffy" connections, you now have a tool to build a message queue, store a mes-

(Continued on page 6)

**THE CENTRAL FLORIDA COMPUTER SOCIETY** is a charitable, scientific and educational, nonprofit organization, founded in 1976 and incorporated in 1982 to encourage interest in the operation and development of computers through meetings with free exchange of information and educational endeavors.

**Newsletter:** The CFCS Newsletter © 2008 is the official newsletter of the Central Florida Computer Society, Inc. It is published every month by CFCS for the purpose of keeping members and others informed of computer-related news and activities of the Society. Circulation: 25,000.

**Mailing Address:**  
 CFCS  
 204 Larkwood Dr., Suite 100  
 Sanford FL 32771

**Membership:** CFCS membership includes participation in the Society's activities and subscription to this Newsletter.

**Annual Dues Schedule:**

Individual .....	\$ 40
Extra family member .....	24
Student (Full time).....	24
Corporate membership.....	132*

\*Includes free business card ad

Members are responsible for sending a change-of-address notification (including e-mail) to: [membership@cfcs.org](mailto:membership@cfcs.org).

Gifts to CFCS are welcome, and because of the Society's nonprofit tax status, are tax deductible.

**Meetings:** CFCS meets each month on the 3rd Sunday at 2:00 p.m. at the **Jackson Hewitt Training Center, 2221 Lee Rd. Winter Park, FL**. The Jan. Feb. and Mar. meetings are held at the **University Club of Winter Park**. Guests and the general public are invited to attend. Special Interest Groups (SIGs) within the Society meet regularly. See Special Interest Groups listings on pages 6 & 7.

**CFCS Web site:** [www.cfcs.org](http://www.cfcs.org)

**Editorial:** Articles for publication in the CFCS Newsletter should be *emailed* to the Editor at: [editor@cfcs.org](mailto:editor@cfcs.org). Please use Microsoft Word format, Times New Roman font, 12 point, if possible. The deadline for submitting articles is the first of each month.

Articles by authors other than directors of CFCS and the Newsletter staff do not necessarily reflect the policies or sanction of the Society. Unless otherwise indicated, articles in the CFCS Newsletter may be reprinted in newsletters of other nonprofit organizations, without permission, provided credit is given.

This issue was created using Microsoft Office 2003 and MS Publisher 2003 Edition. ☐

**Interested in making a difference?**  
**Then volunteer with CFCS!** The programs and benefits that members receive would not exist without members also volunteering. There are vacancies for a Program Chair/Coordinator, Education Chair and Advertising Chair. Please contact Stan Wallner, if you have any questions, comments, or suggestions. [president@cfcs.org](mailto:president@cfcs.org)

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Special Interest Groups	Ken Larabee	407-365-2660	<a href="mailto:sigs@cfcs.org">sigs@cfcs.org</a>
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FACUG	Quirt Alrich		<a href="mailto:facug@cfcs.org">facug@cfcs.org</a>
Hardware Manager	Arvin Meyer	407-327-3810	<a href="mailto:hardware@cfcs.org">hardware@cfcs.org</a>
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Photographer	Robert Black	407-421-4213	<a href="mailto:photographer@cfcs.org">photographer@cfcs.org</a>
Program Coordinator	Hewie Poplock	(e-mail only)	<a href="mailto:programs@cfcs.org">programs@cfcs.org</a>
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Advertising deadline: the first day of month of issue. Electronic copy is required.  
 All ad copy and correspondence should be sent by email to: [advertising@cfcs.org](mailto:advertising@cfcs.org)  
 \*Annual Rates, Paid in Advance, for 12 insertions, with a minimum of 2 Printed Editions:

Full Page	\$1200*	Quarter Page	\$450
Half Page	750	Business Card	150

\*Does not include Back Page; please inquire if interested

**CFCS is associated with both International & Florida User Group Associations:**



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



sage within it, and send it when the connection to the recipient is up and running. You can also create a similar structure for receiving messages. Using this tool effectively requires basic programming skills.

### **Simple Network Management Protocol (SNMP):**

Everyone who uses a computer on a regular basis should be concerned about unauthorized access to personal information or attempts to trick people into revealing information which should remain private. If you have a home network, wireless or not, SNMP gives you better control over devices on the network. You can configure hardware, troubleshoot more effectively, and in many cases even track down attempts to crack into your network. This tool requires a working knowledge of how a network operates.

**Telnet Client:** This is a great diagnostic tool if your email client is acting strangely and normal diagnostics can not resolve the problem. Turn it on when

you need it, and turn it off when you're not using it as there are security issues with it.

These tools are not for everyone, especially those with little computing experience, but your level of knowledge shouldn't remain at the novice stage. Challenge yourself and you won't be like the guy who thinks he has twenty years of experience when in reality all he has is one year of experience twenty times.

## Musings by Stan



by Stan Wallner,  
CFCS President Emeritus

### **Some of The "Good Stuff" I Promised You From the last Tech-SIG Meeting.**

Our last meeting was Tuesday, January 25, 2011. There were Severe Weather Radio Alerts going off, Tornado warnings, heavy rain threats, etc... We usually have 15-25 people at this meeting.

There were a lot of - dare I say 'wusses' who stayed away. The 10-12 brave souls who DID show up (as I recall, from memory; forgive me if I missed anyone) were besides me, Jay Jacobs, Forrest Cheek, Ken Larrabee, Arvin Meyer, Ted Goodwin, Tom Ault, .....

One of the topics I brought up, and promised to forward more info about, was the Consumer Reports article on ***Brand Reliability of Laptops***. I am quoting the snippet that a friend who must subscribe sent to me - he titled it "**I believe this may debunk the Apple reliability myth.**"

My thoughts are that while that is indeed true, it is very interesting, on several standpoints, and does signify a great deal more!

**On the top of the following page is what he sent me; I'll let you read it, digest the chart, form your opinions, and then my "deeply profound comments (grin)" will follow:**

### **MEMBERSHIP RENEWAL**

Membership renewal e-mail letters will be mailed from: ***membership@cfcs.org*** to members at their e-mail address of record the month before their membership expires. Then, letters will be snail mailed to members for whom no e-mail address is in the membership database and those members whose e-mail was returned to ***membership@cfcs.org*** for any of many possible reasons: no account, account inactive, mail box over limit, spam filter intervention, etc. Please help us by adding this address to your contacts list and setting your spam filter to let our message get to your inbox. We do not share your e-mail address with others (We hate that too!), but it is necessary for full participation in the Society, including receiving your newsletter.

Members will be requested to renew their membership by paying dues on time.

If you do not receive a renewal letter, lose it or have questions about your dues and or membership status, please inquire at the sign-in table or send an e-mail to: ***membership@cfcs.org***.

**Membership Cards:** A new membership card with an expiration date for the next year will be distributed at the meeting following your renewal. The cards will be laminated and include a bar code which represents the member ID number. Members are requested to present their membership card for bar code scanning at the membership table to reduce the check-in time and make recording of attendance data easier. Cards will be mailed to those members who request same by e-mail to: ***membership@cfcs.org***

**New Member & Visitor Orientation:** Please listen for an announcement, at the beginning of the meeting for a time and location. ■

## Brand Reliability

No one brand stood out as the most reliable among laptop brands. That's what we found out when we asked more than 75,000 readers who bought a laptop between 2005 and 2009 about their experiences.

This graph shows the percentage of brands that have ever been repaired or had a serious problem. We've adjusted the data to eliminate differences due to age or whether the computer was covered by an extended warranty. Differences of fewer than 3 points aren't meaningful.

Models within a brand might vary, and changes in design or manufacture might affect reliability. Still, choosing a brand with a good repair history can improve your odds of getting a reliable model.



OK, that is the end of the snippet of the article I got.

Several important things to keep in mind: 1) I completely agree with their statement that models within a brand may vary. As an example, I personally feel that the Dell Latitude is a serious,

business-class PC, and is higher on my list than it is theirs. The Dell Inspiron, on the other hand, is an entry level, less expensive PC, not as well made

or long lasting, IN MY OPINION! I also have high regard for Toshiba,, Sony, and Acer; much less for HP and Compaq. Finally, I don't think Gateway and

Lenova are belonging on the bottom. And, yes, it was interesting that Apple was right in the middle!

2) A lot of what we talked about was how little difference there was overall!. A five point difference is really almost meaningless. These are complex

machines, with a lot of power and heat generation, packed into a very small space. and subject to physical shock...

3) And, finally we agreed that much of what was discussed was anecdotal, not really meaningful, but interesting. Also, this seems to be one of those areas

where you hear a lot of opinion stated as fact! Much along the lines of Chevy vs Ford vs. Chrysler. Maybe we'd like to take up this topic further,either

the upcoming Windows SIG or at another Tech-SIG meeting with more people there - up to you.

## SPECIAL INTEREST GROUPS

**Special Interest Groups (SIGs)** are an extension of CFCS's endeavor into "Users Helping Users." Each SIG is designed to be a continuing study of the SIG subject area, whether it be a particular software program, hardware, or any related computer subject.

**If a meeting place is not specified in this listing, CALL the SIG LEADER for information.** CFCS members interested in any of the SIGs listed are most welcome to attend any meeting.

Those interested in starting a new SIG, changing the time or location of a SIG, or in making changes to information on this page, please contact the SIG Chairperson, Ken Larabee by e-mail at: [sigs@cfcs.org](mailto:sigs@cfcs.org).

**NOTE:** Check CFCS Web site at [www.cfcs.org](http://www.cfcs.org) for meeting locations and other SIG announcements.

### ACCESS SIG \*

Meets: 2nd Wednesday, 7:00 p.m. to 9:00 p.m.  
 Place: New Horizons Computer Learning Center  
 1221 Lee Road, Orlando  
 SIG Leader: Arvin Meyer, MVP  
 Phone: 407- 327-3810  
 E-mail: [access-sig@cfcs.org](mailto:access-sig@cfcs.org)  
<http://groups.yahoo.com/group/cfcs-access>

A SIG for those interested in developing Access database programming. Includes Access basics such as tables, queries, forms, reports through advanced topics like Macros, Visual Basic and SQL.

### DIGITAL PHOTO & VIDEO SIG

Meets: 3rd Wednesday, 7:00 p.m. to 9 p.m.  
 Place: New Horizons Computer Learning Center.  
 1221 Lee Road, Orlando  
 SIG Leader: Robert Black, facilitator  
 Phone: 407-421-4213  
 E-mail: [graphic-sig@cfcs.org](mailto:graphic-sig@cfcs.org)

This SIG will concentrate on digital photography and any software or peripherals related to it. Whether you are a beginner or a pro, bring your stuff (gear & photos) to show off or ask questions so we can learn from each other!

### MS OFFICE SIG\*

Meets: 2nd Wednesday, 7:00 p.m. to 8:30 p.m.  
 Place: New Horizons Computer Learning Centers,  
 1221 Lee Road, Orlando  
 (Room changes each meeting; please ask employee or consult the signs upon arrival.)  
 SIG Leader: Arvin Meyer, MVP  
 Phone: 407- 327-3810  
<http://groups.yahoo.com/group/cfcs-msoffice>

### TECH DISCUSSION SIG

Meets: 4th Tuesday at 7:00 p.m.  
 Place: Denny's on 436 & Oxford Rd, Casselberry,  
 1 block East of 17-92 (Go to Back Meeting Room.)

SIG Leader: Stan Wallner  
 Phone: (407) 862-2669  
 E-mail: [tech-sig@cfcs.org](mailto:tech-sig@cfcs.org)

This SIG is a non-structured, open conversational group for CFCS members, that has no specific topic or speaker, but is sim-

ply a round table discussion. It is not an advanced group, but a place for people to come and discuss various subjects, such as new products and technologies, hardware, software, web-related, etc. Bring in articles from magazines, newsletters, unusual problems/situations that have arisen, questions, etc. Also, new or ailing devices or notebook pc's are welcome, either for "show and tell" or discussion or demo of situations.

### Windows SIG– All Versions

Meets: 3rd Sunday, 12:30 p.m. to 1:50 p.m.  
 (before the CFCS General Meeting)  
 Place: University Club of Winter Park  
 841 Park Avenue. N., Winter Park  
 SIG Leader: Hewie Poplock  
 E-mail: [windows-sig@cfcs.org](mailto:windows-sig@cfcs.org)  
 Yahoo!Groups:  
<http://groups.yahoo.com/group/cfcs-windows>  
<http://winsig.ning.com>

If you use or plan to use Windows, these discussions, demonstrations, and Q&A sessions will be of value to you. Geared to intermediate level Windows users. Tips, tricks, and information on all versions of Windows. An e-newsletter is sent periodically with meeting information. and links discussed at the meeting.

### SECURITY SIG\*

The Security SIG is for those interested in developing and maintaining a secure computing environment. Other personal security measures are also discussed. Generally, a current topic of security interest is picked from the current month's security breaches, and we discuss how to avoid those pitfalls. Any other security topics are also welcome.

Meets: 2nd Wednesday, 7:00 p.m. to 8:30 p.m.  
 Place: New Horizons Computer Learning Centers,  
 1221 Lee Road, Orlando  
 (Room changes each meeting; please ask employee or consult the signs upon arrival.)  
 SIG Leader: Arvin Meyer, MVP  
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The iSIG meets on the third Monday of each month at 7:00 PM at *Denny's on Lee Rd & I-4*. The iSIG meetings cover the products that use the iPhoneOS, which includes the iPhone, iPad, and iPod.



\*Note that these three SIGs are combined into one for the duration of Arvin's presidency.. See calendar on page 23.



# GET MORE out of taxes!

Now you can with Jackson Hewitt® Tax School.

When you enroll in the Jackson Hewitt Basic Income Tax Course, our trained instructors will teach you to prepare individual income tax returns. Some of our students even go on to find jobs at Jackson Hewitt Tax Service® offices.\*



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and Reviews**  
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CFCS, FACUG*  
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**++++ How do you communicate?**

Have you noticed that it is getting harder to telephone someone? I am finding it happen often. I have one friend that has voice mail but never accesses it, even if there are voice mail messages and another friend who hasn't even bothered to set up his voice mail.

Many of my friends have both a cell phone and a home phone. I never know which one to call. I fall into that category. I prefer to be called on my home phone, even when someone knows that I am not at home. Lots of times my cell doesn't ring even though I have good coverage and have it on. If I am home and someone calls my cell, I won't hear it, because the ring is not very loud or I am in another room. However, my home phone is with Vonage <http://www.vonage.com>, and through the Internet. One of its features is that it emails me a message when there is voice mail, and includes a fairly good transcribed version of the message along with an attached wav file of the voice mail.

When I am not home, I check my email on my iPhone often, so I see that I have received a phone call and if necessary, return the call immediately or

in a reasonable time. Either way, I know what calls I have received and what the caller had to say.

I also have a group of friends that use Skype <http://www.skype.com> as their main phone. I do not open my Skype unless I need to use it. If someone tries to reach me through Skype and I am not available, they can leave a message. However, I do not know that there is a message on Skype unless I log in.

Other friends only have a Magic Jack phone, or have replaced their home phone with that service, which requires that their computer running to know that they have a call. Magic Jack many times has issues when you are calling someone using the service and a call is not completed.

Now, I have a new communications problem. I am finding that some people only want to message through Facebook, either publicly or through Facebook's own messaging system. It is getting more difficult to communicate, even though we have all of these great tools. How many ways do you communicate with others? When you think about it, you will find that there are too many ways.

#### ++++ New additions to Hewie's Favorites

Printable Paper

<http://www.printablepaper.net/>

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Earth911

<http://earth911.com/>

Recycling Directory and is an accurate and comprehensive directory containing information for recycling over 240 different products that are free for consumers. There are over 127,000 locations and programs that people can search to find local recycling and disposal resources.

elaws

<http://www.dol.gov/elaws>

U.S. Department of Labor website offers online advisers that help employees and employers understand their rights and responsibilities under numerous federal employment laws

Teach Parents Tech

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

Support your parents? Fast, fun and free way to an-

swer some of the most common tech questions by way of a Tech Support Care Package video. Delivered in a simple, personalized e-mail, the only job you need to do is make sure they know how to open it, then sit back and relax, your job is done.

How Twitter Works

<http://www.jhische.com/twitter/>

Get acquainted with twitter so that you can stop writing your tweets incorrectly & accidentally airing your dirty laundry to the internet at large. Demystify most of the basics

Navigating Google Analytics

<http://yunices.com/article/navigating-google-analytics>

This is a good explanation of what Google Analytics is and what it does

Learn by the Drop

<http://learnbythedrop.com/>

Where you can learn the Drupal content management platform one post (or "Drop") at a time. They have video tutorials, blog posts, and a growing community to help you along

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# SmartPhone = PDA + Phone

*by Phil Sorrentino*

Smartphones can be seen all around. Notice the phone being used on your favorite TV show; next time, odds are that it'll be a smartphone. A year or

two ago it was a flip phone (do you remember Jack Bauer on 24 using his?), but no more. Now the phone of choice seems to be the smartphone. Apple, and more recently, Google, have really changed the mobile phone landscape. The iPhone, with its iOS Operating System available only on the iPhone, released in 2009, really started the whole movement. Google, with its Android Operating System (provided for free to hardware phone manufacturers), has come on very strong in the past few months so that iPhones and Android phones now have about the same market share - about 35% each, which only leaves 30% to be shared by Blackberry, Nokia, and Microsoft.

The Smartphone equality, as stated in the title, suggests that the smartphone is equal, in functionality anyway, to a Personal Digital Assistant (PDA) and a standard mobile phone. PDAs have been a popular way of allowing one to have many of the computer files, pictures, videos and music, available on the go - remember the Palm Pilot. A phone was another necessity for someone who was always on the go. So for someone who had to be mobile and needed access their computer files, a phone and a PDA became a good combination. I carried a PDA for many years and more recently, a PDA and a flip phone. Now I can carry only one device, a smartphone. And, as a welcome side effect, now I only have to make sure one device is charged nightly.

The smartphone is made possible by a number of technologies. Among them are: Capacitive touchscreens; 3G (soon to be 4G) wireless telephone networks; Wi-Fi; GPS; Micro-miniature processors, memory and components; Digital Cameras; and Phone oriented Operating Systems. Some of these technologies are used in phones - like touch screens, networks, small components, Digital cameras, and operating systems. And some are used in PDAs - like touch screens, Wi-Fi, small components, and operating systems. As you can see there is a good bit of overlap, so putting it all together was just a natural. But it took the genius of Apple to put it all together and make it work and make it practical and make it cool. And now with the help of Google it has become more practical and popular.

All of the technology for replacing the mobile phone and the PDA is included in the smartphone, and then some. (I didn't have a good camera in my mobile

phone, before.) But, it does take some planning and forethought to make the smartphone do everything. Some of the things to be concerned with are: Contacts, (which are phone numbers, addresses, e-mail addresses, and related notes); Calendar events; E-mail; Memos, (which are lists of important things); Documents; Spreadsheets; Pictures, Videos, Music; and Browsers. Before you can consider using any of these things there has to be an "App" (Application) installed on your smartphone. (I am using a Motorola Droid2 as an example, but most of what I am referring to will be very similar on another Android smartphone, and even similar for an Apple iPhone.) There are Apps for all of these tasks. In fact there are over 100,000 Apps for Android phones and over 240,000 Apps for iPhones.

So, the first thing to do is to identify an App to handle each task you want accomplished. Your smartphone probably came with a basic collection of Apps. Basic things like Contacts, Pictures, Videos, Music, and Camera will probably be covered by these Apps that were installed at the factory. If not, you can go to the "Market" for Android Apps, or the Apple Store for iPhone Apps, and find one that fits your needs. Many of the Apps at these stores (websites) are free or have a nominal cost, most under \$10. Things like Word or PDF Documents, or Excel spreadsheets may have to be handled by an App from one of these stores. Once you get to the App store, you will find a myriad of App titles. You can typically search for "All Apps", or limit your search to only free ones. You can even search for Games that will run on your smartphone. When you find an App that you want, you will pay for it (via a credit card account that was previously set up) if it is not free, and then it will be downloaded right onto your smartphone. The download is completely controlled from the Market and there is no further action on your part needed. After the App is downloaded and installed, you will receive a message that it is complete. It couldn't be any easier.

Once an App has been downloaded, it can be placed on the home screen. Actually, one of the home screens. The Droid2 has 7 home screens. Multiple home screens make it easy for you to organize your Apps. Apps that you think work together can be collected on a particular home screen. You could have a home screen for entertainment, one for work, one for family, another for sports. Any organization of



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Apps that makes sense to you would be appropriate.

Once you've organized your home screens and downloaded the Apps needed, I'm sure you'll see that the smartphone is a very useful device for someone on the go. Future articles will concentrate on some of the new ways of interacting with the touch sensitive screen and some of the smartphone's more interesting features, but I think you will now agree that: Smartphone = PDA + (not so smart) phone. :

## Microsoft vs. OpenOffice.org -- Office Suite Standoff

By Nancy DeMarte, APCUG

An office suite is a software product that includes a group of programs which perform typical office functions; that is, creating and working with documents, spreadsheets, presentations, and databases.

Some suites include specialized programs like email or calendars. There are many office suites available, such as Corel's WordPerfect Office, Lotus Symphony Suite by IBM, and ThinkFree3. Among the best known suites are Microsoft Office and OpenOffice.org.

My original intention this month was just to compare features and compatibility between Microsoft Office and OpenOffice.org. I installed OpenOffice.org on my computer and have been testing it against my familiar MS Office for several months. In researching the history of the two suites, however, I stumbled across a story that I felt needed to be part of this article. Let's start with that.

### History

Microsoft introduced its Office suite in 1992 with Office 3.0. It included Word, Excel, PowerPoint, and Mail (later to become Outlook). Since that time, the suite has expanded to MS Office 2007, which comes in eight versions that include from 3 to 13 programs

and runs on both Windows and Mac platforms. MS Office 2010, its newest suite, has reduced the versions to three, including 4 - 7 programs. Because it is a commercial product with a profit goal, MS Office is expensive, although non-profits can get substantial discounts through websites like TechSoup, and businesses can get deals on volume licensing. Office 2007 and 2010 are full-featured suites with frequent updates and great customer support and security.

OpenOffice.org has a different kind of history. The origins of OpenOffice.org (OOo) began in Germany in the mid-1980's with a suite called Star Office, created by the Star Division Company. It ran on several platforms, including Windows 98 and NT, Solaris, Java!, and Linux. In 1998, Star Office version 5.0 was offered free to users. The next year Sun Microsystems purchased Star Division, mainly to get free software for its thousands of employees and to compete with Microsoft.

In 2000 Sun first offered the source code for Star Office 5.2 free over the Internet. In October, the new OpenOffice.org website went online both as a free downloadable office suite product and a collaborative project. Anyone could participate in improving the suite by submitting ideas or code. OpenOffice.org immediately became popular; the open philosophy was embraced by software developers around the world. By 2005, the free suite had reached 20 million downloads and over 150,000 registered members. It was a David and Goliath situation: big corporation versus the little guys.

All this time Sun had also continued to market its commercial office suite, Star Office, for a nominal cost to businesses, but free to educators. In January 2010, the large company Oracle bought Sun Microsystems and acquired the OpenOffice.org brand. Before that year was over, Oracle had stopped making Star Office free to educators and had introduced a new commercial product, Oracle Open Office (standard version for \$49.95 for 5 users or and enterprise version for \$90.00 for 25 users). Oracle is planning to offer its own office suite soon, an online product called Cloud Office, using Java FX and open document format, but not based on OOo code. It will be competing against the new rash of "cloud" office suites, such as Google Docs and Microsoft's Web Docs on SkyDrive.

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As 2010 ends, the OpenOffice.org website remains intact; the suite is still a free download. But some Sun developers and many OpenOffice.org contributors are unhappy about changes that Oracle has made and worried that the company will soon remove "free" and "collaborative" from the OpenOffice.org vocabulary. Late in 2010 a new organization, this group formed the Document Foundation (TDF), to keep the open philosophy alive. They are working on a new office suite, LibreOffice, which is now offered for free download in beta. Its final version, based on the OOo code, is scheduled to come out in early 2011 with sponsorship from Novell, Red Hat, and IBM. How all of this drama will impact OpenOf-

office.org as a product is unclear. But the little guys are again making a stand against another Goliath.

### Feature Comparison

MS Office clearly beats OpenOffice.org in features and formatting options, especially those introduced with Office 2007, such as themes, Quick Parts, picture styles, Word Art, macros, and content controls. Office 2007 offers encryption, more templates and an extensive Help system. It also has the new ribbon interface, whereas OpenOffice.org uses menus like MS Office 2003.

OpenOffice.org includes the common programs found in an office suite plus some interesting features such as font effects, backgrounds, and sounds. It is a solid office suite, especially for home and small business. Its advantages over Microsoft Office are cost (It is free with an unlimited number of installations.), its ability to work with Linux and many other operating systems besides Windows, and its open philosophy. OOo runs a bit slower than MS Office, but takes up less disc space. Because it is a collaborative, it issues fewer updates and has fewer support options, but it also is less frequently attacked by malware. Even if you have never used an office suite, you can download this efficient little suite at [www.OpenOffice.org](http://www.OpenOffice.org) and use it without much instruction.

### Compatibility

As a Microsoft Office user, I was interested in how easy it would be to save files between the two suites since I have hundreds of Word documents and Excel spreadsheets. When I created a feature-filled Word 2007 document (.docx) and saved it as an OpenOffice.org file (.odt), it did save, but there were changes in margins and line spacing, and I lost all the Word 2007 features. When I created a document in OpenOffice.org (.odt), it would not save as a Word 2007 document (docx). I had to save it as a Word 2003 document (.doc), and then open it with Word 2007 in compatibility mode.

I concluded that it's best to choose one office suite and stick with it. In short, if you are a current MS Office 2007 or 2010 user, you will probably be hap-

pier staying where you are. If you are new to office suites, by all means give OpenOffice.org a try.

## Malware, Viruses, Trojans Defined

by Ira Wilsker

In the past week, I was called upon four more times to clean malware off of infected computers. One user had a major name brand antivirus program installed, running, and updated and could not understand how the malware had penetrated his antivirus software and contaminated his computer. He had purchased the antivirus software last fall from a big box electronics store based on the recommendations of a salesperson. He had been told that this particular brand of security software was the best as it was their top seller, and that antivirus software was all that he really needed. Based on that recommendation he plopped his hard earned money on the counter, went home, installed it, updated it, and blissfully surfed the internet, opened email attachments, downloaded software and music, and had just a jolly good time online until his computer gradually slowed to a crawl, and friends informed him that they were receiving spam emails from him. This user was perplexed, as his antivirus software was running, and indicated that it was updating several times a day. He just could not understand how 90 different malware programs had infected his computer. His problem started when he purchased inadequate security software; while the product he bought was excellent at protecting his computer from viruses, and some Trojans and spyware, it did not offer the all-inclusive protection of the comprehensive security suite offered by that publisher (and others as well) that would have only cost him a few dollars more.

There is a common misconception in user circles that viruses are the primary computing threat, as users have had heard about viruses for several years. Today, viruses are present, but a relatively minor threat in terms of prevalence. I did a quick analysis of the most common new threats recently listed by TrendMicro, and found that viruses only made up 4% of the new significant threats to our computing security. On the other end of the spectrum, Trojans made up 42% of the commonly seen

new threats, worms were at 14%, backdoors at 14%, web based threats were at 6%, java script malware was at 6%, 4% were hacking utilities, 2% adware, and about 8% other threats. It is obvious that protective software that protects the computer primarily from viruses is failing to protect the user from the majority of contemporary threats; it is precisely this fact that led to this user's infected computer, despite his premium quality antivirus software. A lot of users have a misconception about the common threats in circulation, believing that they are generically all viruses, but, as I saw in this case, this blissful ignorance may lead to a computing nightmare.

While not necessary to use a computer, it would likely be beneficial for computer users to be aware of the different threat groups that can impact our computing. According to Wikipedia, "A computer virus is a computer program that can copy itself and infect a computer." Many viruses attach themselves to legitimate programs or data files on the infected computer. The fact that a computer virus can copy itself to infect other computers is what makes it different from other types of malware, for which viruses are commonly confused. Viruses can be spread through digital media (USB drives, CD or DVD discs, and floppy discs) or through network connections that the virus can use to copy itself to other attached computers. Once a virus has infected a computer it may perform a variety of tasks as programmed by its author. Viruses may damage the data on a hard drive or degrade the performance of the computer. Some of the viruses are stealthy and their effect may not be noticeable by the user, as the viruses do their damage in the background. Some viruses are functionally benign, other than they reproduce themselves countless times on the infected hard drive, until they consume all of the free space on the hard drive.

Computer worms are a malicious computer program that wriggles through computer networks sending copies of itself to other computers attached to the network. Most worms are free standing programs, and are commonly programmed to spread themselves through the network without any action by the user. Most worms have an explicit nefarious function such as deleting files on the infected computer, or encrypting critical files, only releasing them after an extortion payment is made to the cyber criminal. Some worms open a backdoor into the computer that will enable the creator of the worm to take remote control of the computer, converting the

computer into a "zombie" under his control, which can be used to generate revenue for the originator of the worm by sending spam mail from the infected computer, with the spam fees collected going to the author of the worm. Some worms are used to create a zombie network of computers, also called a "botnet", where the compromised computers can be used to launch directed cyber attacks on other computers or networks, in an act of cyber terrorism.

For those who are aware of the epic "Helen of Troy" of Greek mythology, the term "Trojan Horse" means an object looks like it serves one purpose, but really has an unobvious, usually nefarious, purpose. Cisco, the networking company, describes a Trojan as, "It is a harmful piece of software that looks legitimate. Users are typically tricked into loading and executing it on their systems". In cyber speak, a Trojan Horse, typically shortened to the simple moniker "Trojan" is a program that appears to have a useful function, but after being installed by the user, the Trojan may be used to perform other undesirable functions. Some Trojans are money makers for their authors because they place paid (and usually unwanted) pop up advertisements (Adware) on the infected computer, redirect web searches, or shift online purchases to a seller not of the buyer's choice without his knowledge. Some Trojans are keyloggers, which are commonly used for identity theft, or to give unauthorized users access to a computer system. Trojans are often spread through intentionally downloaded software, surreptitiously bundled with another often legitimate program, from email attachments, and purloined websites with executable content (ActiveX is sometimes used for this). Some Trojans can be installed on the target computer by way of code written in Java, or a Java script, that when executed, implants the harmful content on the victim computer.

One of the more recent and costly types of malware to attack our computers is generically referred to as "Rogue Antivirus Software", which is usually implanted on the victim's computer by a Trojan. There are thousands of these rogue programs in current circulation, infecting millions of computers at any given time. Rogue antivirus is sometimes installed by the user using "social engineering" tactics, which tricks the user into clicking on something that installs the rogue software. Some of the common lures to ensnare the user into loading rogue software on the computer are offers for free screen savers, toolbars, utilities to play specific video formats

(often attached to an email), sham online security scanners, contaminated PDF files, insecure web browsers, and other vectors. The common thread of this rogue software is an authentic looking popup that informs the user that his computer is (falsely) infected with hundreds of viruses and Trojans, and for a fee it will clean the computer. These popups which will not permanently close will typically hijack the computer, destroy the installed legitimate security software, prevent access to online services that can kill it, prevent cleaning utilities from executing, and otherwise take control of the computer until the user pays a fee, typically \$30 to \$70. This fee is to be paid by credit card or other online payment service to a website that looks legitimate, but is really a complete scam. Not just will the rogue software not clean the computer of the pseudo infections after the fee is paid, but now a cyber criminal, often in Russia, has the user's credit card information. It is not uncommon for that same credit card information to promptly be sold on illicit websites, and to have substantial unauthorized charges appear on the compromised credit card account.

While there are many other cyber threats out there, those listed above are among the most commonly encountered by users. The traditional antivirus software will protect from some of the threats listed, but not all of them; this enhanced security capability is in the purview of the comprehensive security suite, or a combination of different types of individual security utilities, and not the free standing antivirus program. This is explicitly why I currently recommend a high quality integrated security suite,

rather than an antivirus program. There are several good commercial security suites available, as well as a few free security suites. Just be aware that anti-virus software by itself is inadequate to protect against today's contemporary cyber security threats.

## Improve Internet Speed by Changing DNS

by Ira Wilsker

### WEBSITES:

[http://en.wikipedia.org/wiki/Domain\\_Name\\_System](http://en.wikipedia.org/wiki/Domain_Name_System)  
<http://en.wikipedia.org/wiki/Url>  
[http://en.wikipedia.org/wiki/IP\\_address](http://en.wikipedia.org/wiki/IP_address)  
<http://www.opendns.com>  
<http://use.opendns.com>  
<http://code.google.com/speed/public-dns>  
<http://code.google.com/p/namebench>

Most of us are blissfully ignorant about the inner workings of the internet. We are quite happy when we turn on our computers and access the internet to surf the web or read our email. There are several utilities that can optimize the computer's and browser's settings to maximize their performance, and I have discussed these in past columns. What many of us are unaware of is that there is a setting that we can configure that may significantly improve our internet performance, and that is to find the fastest "DNS" freely available to us.

"DNS" is an acronym for "Domain Name Server" (or "Domain Name System"), more commonly referred to by the moniker "nameserver". According to Wikipedia, DNS "... serves as the phone book for the Internet by translating human-friendly computer hostnames into IP addresses. For example, the domain name [www.example.com](http://www.example.com) translates to the addresses 192.0.32.10 (IPv4) and 2620:0:2d0:200::10 (IPv6)." Simply, when the user types a web ad-

The screenshot shows the OpenDNS website interface. At the top, it displays the user's current IP address as 69.148.209.31 and options to sign in or create an account. Below the navigation bar, the main heading reads "OpenDNS" with the tagline "Web filtering and security for homes, schools and businesses." A prominent yellow button says "SEE PLANS & PRICING" with the subtext "Yes, there's a free version". The interface includes a "Dashboard" section with a "Total Activity" graph and a "Settings" section for "Content Filtering" where users can choose their filtering level (High, Moderate, Low, None) and select categories to filter.

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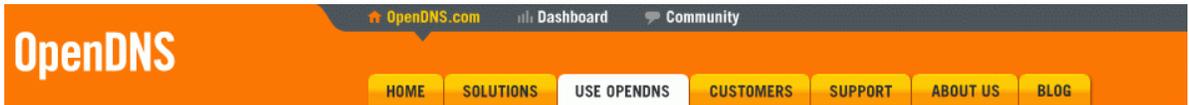
#### OpenDNS Blog



**DNS Outage? Simple Setup for OpenDNS**  
by Laura Oppenheimer (Jan 6, 2011)

We love helping frustrated people set up OpenDNS during these DNS outages. But one thing we discovered is that for the less-than-technical people amongst us, simply saying "use 208.67.222.222 & 208.67.220.220" isn't enough. That's why we've created a new mini-site.

dress, or "URL" (Uniform Resource Locator) in the address bar of the browser, the browser checks the computer's default DNS, and converts the website address from words to a numerical address (IP address); thus [www.yahoo.com](http://www.yahoo.com) is converted to the Internet Protocol (IP) address of 209.191.122.70, a format that can efficiently be used by the internet to connect the user



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to the desired website. The default DNS is typically configured for a specific internet service provider

(ISP) when the user first subscribes to that particular ISP. Normally these ISP specific DNS work just fine, but many of them are not the fastest available, and many of the ISP providers' DNS are also vulnerable to hijacking, or misdirecting the innocent user to a rogue website, opening the user to a variety of attacks or identity theft. Some DNS are unfiltered, and let the user connect anywhere they desire, while other DNS offer selective filtering, which can block access to undesired websites, such as pornography and

	OpenDNS Basic	OpenDNS Deluxe	OpenDNS Enterprise
<b>DNS Infrastructure</b>			
Globally-distributed network	✓	✓	✓
Anycast routing technology	✓	✓	✓
SmartCache	✓	✓	✓
<b>Control</b>			
Web content filtering	✓	✓	✓
Proxy/anonymizer blocking	✓	✓	✓
Block page bypass			Included (inquire for details)
Whitelist/blacklist domains	Up to 25 domains	Up to 50 domains	Up to 500 domains
Whitelist-only mode		✓	✓
Customizable block page	Basic	Advanced	Advanced
Block page redirect			✓
<b>Security</b>			
Phishing protection	✓	✓	✓
Botnet protection	✓	✓	✓
Malware site protection			✓
<b>Insight and Reporting</b>			
Detailed reports and stats	✓	✓	✓
Email reports			✓
Archived stats and logs	2 weeks	1 year	Indefinitely
<b>Administration</b>			
Web-based dashboard	✓	✓	✓
Delegated administration			✓
Audit log			✓
<b>Intelligent Navigation</b>			
Typo correction	✓	✓	✓
Shortcuts	✓	✓	✓
<b>Support</b>			
Standard support	<a href="http://www.opendns.com/support">www.opendns.com/support</a>	Email only 9-5 (PT) weekdays	Email only 9-5 (PT) weekdays
Premium support			Available
SLA			✓
<b>General</b>			
Ad-free Guide and block pages		✓	✓
Price	Free	\$5/user/year for businesses, schools, or other organizations — or — \$9.95/year for a family pack (individual or household with up to 5 users)	Contact sales for pricing. Special K-12 pricing available.

## Windows 7

1. **Click the Start Orb, then select Control Panel.**
2. **Click on Network and Sharing Center.**
3. **Click on your primary connection or Local Area Connection under Active Networks.**
4. **Click the Properties button.**  
Windows 7 may prompt you for permission to make network setting changes.
5. **Highlight 'Internet Protocol Version 4' and click Properties.**
6. **Click the radio button 'Use the following DNS server addresses:' and type 208.67.222.222 and 208.67.220.220 in the Preferred DNS server and Alternate DNS server fields.**
7. **Click OK button, then the Close button, then Close again. Finally, close the Network and Sharing Center window.**  
At this point, we highly suggest that you flush your DNS resolver cache and web browser caches to ensure that your new configuration settings take effect.

phishing (identity theft). Many adults are perfectly satisfied being able to connect where they want, but families with children and others may want filtered access, and some DNS provide that service.

What is possibly the largest and most widely used alternative DNS is OpenDNS ([www.opendns.com](http://www.opendns.com)). Anyone can configure his computer to use OpenDNS instead of his ISP's default DNS, and may experience faster and more secure internet connections. The basic OpenDNS services are free to individuals, and enhanced commercial (pay) services are available to everyone. Thousands of businesses, government agencies, K-12 schools, college and universities, non-profits, and others utilize the commercial OpenDNS services. OpenDNS says that, "OpenDNS is the leading provider of free security and infrastructure services that make the Internet safer through integrated Web content filtering, anti-phishing and DNS. OpenDNS services enable consumers and network administrators to secure their networks from online threats, reduce costs and enforce Internet-use policies. OpenDNS is used today by millions of users and organizations around the world." A comparison of the free and commercial OpenDNS services is

available at [www.opendns.com/start](http://www.opendns.com/start). The basic free service includes selectable web content filtering, phishing (identity theft) protection, defense against botnets, and can correct many "typo" errors which can protect the user from connecting to rogue websites with close web names. The paid service with additional features and protection is very reasonable at about \$10 per year for a family (5 computers), and \$5 per user per year for commercial (business) accounts. Special pricing is available for K-12 schools.

For those who would like to change their default DNS to OpenDNS, easy to follow instructions are provided by OpenDNS at [use.opendns.com](http://use.opendns.com) or the actual IP address of 208.69.38.205. OpenDNS is compatible with almost every operating system, and simple directions are provided for Mac OS X, Windows 7, Windows XP, Windows Vista, Generic Routers, Linksys Routers, Netgear Routers, and D-Link Routers. One warning; although OpenDNS is

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## Windows XP

- 1. Select Control Panel from the Start menu.**
- 2. Click Network Connections from the Control Panel choices.**
- 3. Choose your connection from the Network Connections window.**  
If you have more than one, choose your default/current connection.
- 4. Click Properties button.**
- 5. Select Internet Protocol (TCP/IP) and click Properties.**
- 6. Click the radio button Use the following DNS server addresses and type 208.67.222.222 and 208.67.220.220 in the Preferred DNS server and Alternate DNS server fields.**
- 7. Click OK**

extremely reliable and trouble free, I strongly recommend that users write down their default ISP information, before changing the DNS settings to OpenDNS or any other nameserver. It might also be a good practice to print the OpenDNS instructions just in case the current DNS used by your ISP becomes unavailable, and then you can easily switch to OpenDNS and probably be back online in seconds. Anyone can change his default DNS to OpenDNS by using 208.67.222.222 and 208.67.220.220 as his default DNS.

There are several excellent DNS available to the typical user, and Google is now offering DNS services to anyone who would like to use them with its Google Public DNS service ([code.google.com/speed/public-dns](http://code.google.com/speed/public-dns)). With all of the necessary information online including benefits and setup instructions for almost every operating system ([code.google.com/speed/public-dns/docs/using.html](http://code.google.com/speed/public-dns/docs/using.html)), Google Public DNS may be a good choice instead of the default DNS provided by your ISP, and generally offers better security and protection from purloined websites, as well as better speed and general performance than the ISP provided DNS. Google Public DNS offers many of the same benefits of OpenDNS, including the integral enhanced security features. Google Public DNS uses

the IP addresses of 8.8.8.8 and 8.8.4.4 which anyone can set as his default and freely use.

There are many other DNS available to users, and Google provides a free open-source utility it calls "Namebench" that can automatically test the available combinations of DNS from the user's computer, and determine which ones provide the best overall performance for the specific user. This free utility is available from Google at [code.google.com/p/namebench](http://code.google.com/p/namebench), and runs on Windows, Mac OS X, and UNIX. I downloaded and ran the Windows version of Namebench from my Windows 7-64 computer, and in about five minutes Namebench tested hundreds of DNS combinations, and found a combination that was 31.8% faster than the DNS provided by my ISP. In my case, OpenDNS-2 (208.67.222.222) provided the fastest service, with Internet America FDDI-2 US (207.158.92.18) recommended by Namebench as my secondary DNS. Each user should run Namebench on his own computer to determine the best combination for his machine, as results will vary from machine to machine.

While all of this DNS business may sound complex, it is really very easy for users to change their DNS settings to a safer, more secure, and faster connection. While OpenDNS and Google Public DNS are both fast, excellent, and reliable, and either may be a good choice for a default DNS over the one provided by the ISP, I would recommend that

Google's free Namebench be run to really determine which DNS combination is best for a particular computer. Since ISPs and the other providers of DNS services are subject to the rapid changes extant in the internet, it would be a good idea to periodically rerun Namebench to verify that the currently selected DNS are still the best combination for your computer. Always remember to write down the current DNS settings before changing them, just in case you might ever want to go back to the original settings, but this is not likely with OpenDNS, Google Public DNS, and the results from Namebench.

## Free “Cheat Sheets” for Software and Hardware

By Ira Wilsker

**WEBSITES:** <http://www.makeuseof.com/tag/14-great-cheat-sheets-posters-to-make-you-a-software-wizard/>

<http://www.customguide.com/computer-training/quick-references>

<http://learn.customguide.com/index.php?module=QR&action=Index>

(free registration required)

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

<http://www.makeuseof.com/pages/downloads>

<http://www.makeuseof.com/tag/7-essential-cheat-sheets>

Recently, I was asked to teach an eight hour non-credit class on Excel to the employees of a local company. I know by experience that handouts are a popular adjunct for any class, so I had to find some useful handouts for this Excel class; so called “cheat sheets” are as good as any other handout, so I proceeded to print a set of Excel cheat sheets for Excel versions 2003, 2007, and 2010. The information on those cheat sheets alone was more than adequate for a one-day class, and could have also been used for a longer class.

In this context, a “cheat sheet” is not a device used by a college student in an act of academic dishonesty, but a digital or printed copy of instructions for a software product that clearly explains and shows how to use the features and functions of that product. In addition to the various versions of Microsoft Office, free cheat sheets are available for many other PC, MAC, LINUX, and other computer related software and hardware products. While most of the free cheat sheets are for software products, some cheat sheets, called by their publisher “Make Use of Guides” ([www.makeuseof.com/pages](http://www.makeuseof.com/pages)) are for hardware and services. Some of the nearly three dozen available include: How To Easily Build Your Own Cheap Computer, The Awesome Automation Guide for Mac Users, The (Very) Unofficial Facebook Privacy Guide, The Office Worker’s 101 Guide to a USB Thumb Drive, The Windows 7 Guide: From Newbies To Pros, The Ultimate Guide To Gmail, Your Guide To Create Professional Documents on Word, The Internet Music Guide For The Audiophile, The Essential Guide To Digital Photography, A Newbie’s Getting Started Guide to Linux, The Mac Manual, The Underground iPhone Guide, The Big Book Of iTunes, and about 25 other such titles.

One of the best sources of free software cheat sheets is Custom Guide’s “Quick References”, available online at [www.customguide.com/computer-training/quick-references](http://www.customguide.com/computer-training/quick-references).

. On this Quick Reference page are free PDF format cheat sheets for Office 2010, Excel 2010, Outlook 2010, PowerPoint 2010, and Word 2010. With free registration, the user can also access the full collection of Custom Guide’s Quick References, including the 2007 and 2003 versions of the Office products, as well as Microsoft’s OneNote, Project (2007 and



Gmail Cheatsheet / Jim Callender - [www.jayonline.co.uk](http://www.jayonline.co.uk)

Shortcut Key	Definition	Action
c	Compose	Allows you to compose a new message. <Shift> + c allows you to compose a message in a new window.
/	Search	Puts your cursor in the search box.
k	Move to newer conversation	Opens or moves your cursor to a more recent conversation. You can press <Enter> to expand a conversation.
j	Move to older conversation	Opens or moves your cursor to the next oldest conversation. You can press <Enter> to expand a conversation.
n	Next message	Moves your cursor to the next message. You can press <Enter> to expand or collapse a message. (Only applicable in 'Conversation View'.)
p	Previous message	Moves your cursor to the previous message. You can press <Enter> to expand or collapse a message. (Only applicable in 'Conversation View'.)
o or <Enter>	Open	Opens your conversation. Also expands or collapses a message if you are in 'Conversation View'.
u	Return to conversation list	Refreshes your page and returns you to the inbox or list of conversations.
y	Archive* Remove from current view	<ul style="list-style-type: none"> <li>• From 'Inbox', 'y' means Archive</li> <li>• From 'Starred', 'y' means Unstar</li> <li>• From any label, 'y' means Remove the label</li> </ul> <p>* 'y' has no effect if you are in 'Spam', 'Sent' or 'All Mail'.</p>

2003), Publisher, SharePoint, and Visio. There are also Quick References for Windows 7, Vista, and XP. Apple users may also find these Quick Reference Guides useful, as there are guides for Appleworks, MAC OS, Microsoft Entourage, and the Apple versions of Microsoft Word, Excel, and PowerPoint. Some of the guides for Adobe products are available for both the PC and MAC versions, and include Acrobat, Dreamweaver, Fireworks, Flash, and Photoshop.

Almost all of the Custom Guide's Quick References are of a similar design and format as downloadable PDF files. The guides are in full color, and typically two pages in length. They all display the opening screen of the product with all of the features labeled with a clear and concise explanation of each item. If there is a ribbon or menu bar in the software, the guide labels each function on the image of the item, and presents a summary of the functions in a table adjacent to the image. Most of the products covered by the guides also have a selection of "keyboard shortcuts" displayed that can be used to increase the speed and efficiency of the user by using these shortcuts rather than clicking on menu items. Commonly done tasks like copying something can be accomplished by utilizing the common Windows shortcut CTRL-C, and then pasting the item with CTRL-V; this is much quicker than clicking on the menu and then scrolling to COPY, and repeating the menu process and clicking on PASTE. In many Office products (including competitors to Microsoft Office), formatting can also be done with intuitive shortcuts, such as CTRL-B for bold, CTRL-U for underline, CTRL-I for italics, and several other similar shortcuts; these shortcuts are among the dozens displayed in the Quick Reference

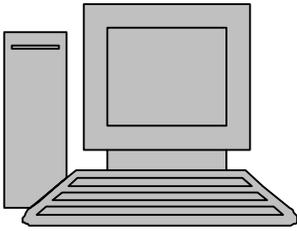
guides. The guides also include information (as appropriate) for formatting, graphics, editing, styles, animations, special effects, tables, and other functions of the software. There is a lot of very useful information crammed into these two-page guides, and they would be ideal for all users of these products, regardless of experience level. These are precisely the handouts that I use in my non-credit software classes.

The "MakeUseOf Guides" available free from [www.makeuseof.com/pages](http://www.makeuseof.com/pages) are also downloadable in PDF format. While these guides are free, a one-time registration is necessary to download them. In addition to the "MakeUseOf Guides", there are also dozens of other free guides available for download (free registration required) at [www.makeuseof.com/pages/downloads](http://www.makeuseof.com/pages/downloads)

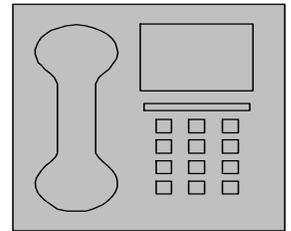
Some guides that I have used to learn shortcuts include guides for Firefox, Gmail, Linux, and Internet Explorer. MAC users may find useful the shortcut guides for OS X, and the MAC versions of Firefox. Since its release, I have been using Windows 7 as my primary home computer, and have found "The Ultimate Windows 7 Guide: From Newbies To Pros" a very helpful document. This free 50 page guide (PDF) to Windows 7 is written in an easy to read and understand format, and contains useful information and tips for Windows 7 users of all levels. I have used "The Essential Guide To Digital Photography" to help me with my digital camera, and since it seems that almost everyone today has a digital camera, this guide may be invaluable. I know a lot of people who use Google's Gmail service as their email provider, and the "The Ultimate Guide To Gmail" is 35 pages full of Gmail hints, tips, and ideas. "The Incredible Free Manual For Every Mac User" is a 69 page ebook (PDF) with a treasure trove of information for MAC users. In all, there are 32 such ebooks available.

QuickStudy COMPUTER		Computer Shortcuts & Special Characters	
<b>BASIC SHORTCUT KEYS</b>		<b>WORD® SHORTCUT KEYS</b>	
Alt + F	File menu options in current program	Ctrl + A	Select all contents of the page
Alt + E	Edit options in current program	Ctrl + B	Bold highlighted selection
F1	Universal help (for all programs)	Ctrl + C	Copy selected text
Ctrl + A	Select all text	Ctrl + X	Cut selected text
Ctrl + X	Cut selected item	Ctrl + N	Open new/blank document
Shift + Del	Cut selected item	Ctrl + O	Open options
Ctrl + C	Copy selected item	Ctrl + P	Open the print window
Ctrl + Ins	Copy selected item	Ctrl + F	Open find box
Ctrl + V	Paste	Ctrl + I	Italicize highlighted selection
Shift + Ins	Paste	Ctrl + K	Insert link
Home	Go to beginning of current line	Ctrl + U	Underline highlighted selection
Ctrl + Home	Go to beginning of document	Ctrl + V	Paste
End	Go to end of current line	Ctrl + Y	Redo the last action performed
Ctrl + End	Go to end of document	Ctrl + Z	Undo last action
Shift + Home	Highlight from current position to beginning of line	Ctrl + G	Find and replace options
Shift + End	Highlight from current position to end of line	Ctrl + H	Find and replace options
Ctrl + ←	Move one word to the left at a time	Ctrl + J	Justify paragraph alignment
Ctrl + →	Move one word to the right at a time	Ctrl + L	Align selected text or line to the left
<b>MICROSOFT® WINDOWS® SHORTCUT KEYS</b>		Ctrl + Q	Align selected paragraph to the left
Alt + Tab	Switch between open applications	Ctrl + E	Align selected text or line to the center
Alt + ←	Switch backwards between open applications	Ctrl + R	Align selected text or line to the right
Alt + →	Switch forwards between open applications	Ctrl + M	Indent the paragraph
		<b>EXCEL® SHORTCUT KEYS</b>	
		F2	Edit the selected cell
		F5	Go to a specific cell
		F7	Spell check selected text and/or document
		F11	Create chart
		Ctrl + Shift + ;	Enter the current time
		Ctrl + ;	Enter the current date
		Alt + Shift + F1	Insert new worksheet
		Shift + F3	Open the Excel® formula window
		Shift + F5	Bring up search box
		Ctrl + A	Select all contents of worksheet
		Ctrl + B	Bold highlighted selection
		Ctrl + I	Italicize highlighted selection
		Ctrl + C	Copy selected text
		Ctrl + V	Paste
		Ctrl + D	Fill
		Ctrl + K	Insert link
		Ctrl + F	Open find and replace options
		Ctrl + G	Open go-to options
		Ctrl + H	Open find and replace options
		Ctrl + U	Underline highlighted selection
		Ctrl + Y	Underline selected text
		Ctrl + S	Strikethrough highlighted selection
		Ctrl + O	Open options
		Ctrl + N	Open new document
		Ctrl + P	Open print dialog box

With all of this free information available for computer users, there should be several titles that would be of interest to just about everyone. I use some of these "cheat sheets" in the classes that I teach, and recommend them as needed to my students and coworkers. You too may find them very useful.



# HelpLine



**HelpLine** is a **free** service to members of CFCS only. The following volunteers have offered to field questions by **phone or via e-mail** with software and hardware problems listed below. Please be considerate of the volunteer you are calling.

As a **free** service, you should not be asked to pay for help or be solicited for products or services. If anything to the contrary occurs, please contact the HelpLine coordinator immediately. Their names will be removed from the list.

Additional volunteers are needed in some existing categories and for new categories. If you are interested, please contact the HelpLine coordinator at e-mail: [helpline@cfcs.org](mailto:helpline@cfcs.org)

Please Note - This is a service for CFCS MEMBERS ONLY

## HelpLine Listings

### Digital Photography & Video

Ken Larrabee 407 365-2660 anytime  
[KLarrabee@cfl.rr.com](mailto:KLarrabee@cfl.rr.com)

### DOS

Stan Wallner 407-862-2669 5 pm-7 pm  
[smwallner@yahoo.com](mailto:smwallner@yahoo.com)

Kris Hestad 321-459-2755  
[kris.hestad@surfdogs.com](mailto:kris.hestad@surfdogs.com)

### Hardware

Ken Larrabee 407-365-2660 anytime

Stan Wallner 407-862-2669 5 pm-7 pm  
[smwallner@yahoo.com](mailto:smwallner@yahoo.com)

### MS ACCESS

Arvin Meyer, MVP 407-327-3810 7 pm - 9 pm  
[Access-sig@cfcs.org](mailto:Access-sig@cfcs.org)

### MS Office Products:

MS Word, Excel, Power Point, Outlook and Access  
Doug Gabbard (e-mail only)  
[Dougga@gmail.com](mailto:Dougga@gmail.com)

### Security

Arvin Meyer 407-327-3810  
[vp-adm@cfcs.org](mailto:vp-adm@cfcs.org)

### Networking - Home or Office

Doug Gabbard e-mail only  
[Dougga@gmail.com](mailto:Dougga@gmail.com)

### SQL-Server

Arvin Meyer 407-327-3810  
[vp-adm@cfcs.org](mailto:vp-adm@cfcs.org)

### Windows

Hewie Poplock 407-362-7824 5 pm-7 pm  
[hewie@hewie.net](mailto:hewie@hewie.net)

Kris Hestad 321-459-2755  
[kris.hestad@surfdogs.com](mailto:kris.hestad@surfdogs.com)

### WinZip

Arvin Meyer 407-327-3810  
[vp-adm@cfcs.org](mailto:vp-adm@cfcs.org)

### Wireless Routers

Kris Hestad 321-459-2755  
[kris.hestad@surfdogs.com](mailto:kris.hestad@surfdogs.com)

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~ February 2011 ~						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1 Newspaper Copy deadline	2 CFCS BoD Denny's Casselberry 7 pm	3	4	5
6	7	8	9 Access, Office, Security SIGs: New Horizons, Lee Rd. 7 pm	10	11	12
13	14	15	16 Photo/Video SIG New Horizons, Lee Rd. 7 pm	17	18	19
20 12:30 pm Windows SIG 2pm General Meeting	21 iPhone SIG, Lee Rd. Denny's, 7 pm	22 Tech SIG Denny's, Casselberry 7 pm	23	24	25	26
27	28	<b>Notes: Don't forget that the General Meeting on Feb. 20 is at The University Club of Winter Park. See the map on page 24.</b>				

~ March 2011 ~						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1	2 7pm CFCS BoD, Denny's Cassel- berry	3	4	5
6	7	8	9 Access, Office, Security SIGs: New Horizons	10	11	12
13	14	15	16 7pm Photo/ Video SIG New Horizons, Lee Rd.	17	18	19
20 12:30 pm Windows SIG 2 pm General Meeting	21 Phone SIG, Lee Rd. Denny's, 7 pm	22 7pm Tech SIG Denny's, Casselberry	23	24	25	26
27	28	29	30	31	<b>Notes: Don't forget that the General Meeting on March 20 is at The University Club of Winter Park. See the map on page 24.</b>	

**DIRECTIONS TO MONTHLY MEETING**

Sunday, January 17th at 2pm  
University Club of Winter Park  
841 N Park Avenue  
Winter Park, FL, 32789

- From I-4, Take exit 88, EAST on FL-423/Lee Rd;
- go 1.3 mi
- Turn right, SOUTH, onto N Orlando Ave (17/92); go 0.1 mi
- Take the 1st left onto W Webster Ave; go 0.8 miles
- Turn left, into Parking Lot of Univ Club of WP, just before the traffic light at Park Ave. Park there, (on the grass is OK)
- Use the Side Entrance into the Club – take the ramp in the middle of the building to the double solid doors, NOT the main entrance at the front.

- Once inside, turn left, and follow the signs to the Meeting Room.



Use the side entrance shown above.

