THE WYSIWYG

TUESDAY DEC 7
Main Meeting.
7:30PM

What's Hot for the Holidays, by Brent Steepe and Mike Ramseyer of Micro3000

NOVEMBER OFFICER ELECTION RESULTS:
The officers for 1999 were re-elected for 2000.

VISIT THE SHCC WEB PAGE AT:
http://member.apcug.org/shcc/

Not All Y2K Glitches Are Bad

There will likely be some computer problems in January, but the end of the world, or the end of life as we know it are unlikely to be the result of computer problems. Also, not all the problems will be necessarily bad. Imagine the fun at the office after getting the following memo as you return to work after the Holidays, (unless you have to fix it):

January 1, 2000
Dear Valued Employee:

Re: Vacation Pay

Our records indicate that you have not used any vacation time over the past 100 year(s). As I'm sure you are aware, employees are granted 3 weeks of paid leave per year or pay in lieu of time off. One additional week is granted for every 5 years of service.

Please either take 9,400 days off work or notify our office and your next pay check will reflect payment of $8,277,432.22 which will include all pay and interest for the past 1,200 months.

Sincerely,

Automated Payroll Processing

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From the Secretary's Notebook
By Rick Schummer

An Open Letter:

Dear CompUSA Leadership,

Customer service is Number 1, Job 1, and critical to our growth and success. This is something that I heard over and over when I entered the workforce many years ago. So what has happened? I am going to point out one severe case of poor customer service and hopefully open up some eyes to an injustice in the computer retail industry that I am learning is more and more common, restocking fees. I will also discuss why CompUSA will never get another one of my hard-earned greenbacks.

As many computer users may have observed recently, the world is on fire with ecommerce on the Internet. It does not take a rocket scientist to un-

Guests and visitors are welcome. People may attend any of two consecutive months of club meetings before deciding to become a member or not. Membership includes admission to all SHCC functions and the newsletter. Membership is open to anyone. It is not limited to residents of Sterling Heights. Meetings are on the first Tuesday of the month, except for July and August. There is a monthly drawing for door prizes at the end of the meeting.

DUES: $25/YEAR

CLUB ADDRESS: PO Box 385, Sterling Heights, MI 48311-0385
CLUB E-MAIL ADDRESS: SHCC@aol.com
CLUB WEB PAGE: http://member.apcug.org/shcc/

Resource People:

DOS	Jerry Carson
Excel	Mike Greenen
Family Tree	Rick Schummer
FoxPro	Rick Schummer
Hardware	Jerry Carson
Microsoft products	Mike Greenen
MS Publisher	Rick Kucejko
Professional Write	Mike Greenen
Word	Rick Schummer
WordPerfect	Jim McNeil

SHCC Coordinators:

Ask the Expert	Jerry Carson
Net/Comm. SIG	Betty MacKenzie
Door prize	Paul Anderson
Greeting table	Lindell Beck
Newsletter pub.	Rick Kucejko
Novice SIG	Debby Wiza
Power Users SIG	Jack Vander-Schrier
Publicity	Patrick Little
Resource People	Mike Greenen
Vendor Press Rel.	Jim Waldrop

1999 & 2000 SHCC Officers
President: Don VanSyckel   Secretary: Rick Schummer
V. President: Mike Greenen   Treasurer: Dick Morawski

Four Month Meeting Schedule:

DECEMBER 1999
7 - SHCC - What's Hot for the Holidays
12 - SEMCO meeting
13 - Net/Comm SIG
16 - MCUG meeting
20 - Novice SIG
28 - Power Users' SIG

JANUARY 2000
4 - SHCC - Personal Finances by member Dick Morawski
9 - SEMCO meeting
10 - Net/Comm SIG
17 - Novice SIG
26 - Power Users' SIG
20 - MCUG meeting

FEBRUARY 2000
1 - SHCC - Topic to be determined
13 - SEMCO meeting
14 - Net/Comm SIG
17 - MCUG meeting
21 - Novice SIG
23 - Power Users' SIG

MARCH 2000
7 - SHCC - Topic to be determined
12 - SEMCO meeting
13 - Net/Comm SIG
16 - MCUG meeting
20 - Novice SIG
22 - Power Users' SIG

Special Interest Groups:

MS-DOS (Main)	IBM compatibles
Net/Com	Computers communicating with other computers
Power user	Advance users discuss various topics
Novice	Those starting out

Contact Information:

Paul Anderson	810-979-2280	TPaul07@aol.com
Lindell Beck	810-939-4278	LJayBeck@home.com
Jerry Carson	- - -	jerrycarson@email.com
Mike Greenen	810-979-8717	MGreenen@gatecom.com
Rick Kucejko	248-879-6180	rmk2@home.com
Ed LeBioda	810-264-1632	-
Patrick Little	810-264-1497	PBLittle@prodigy.com
Betty MacKenzie	810-254-0677	BMacKenz@tir.com
Jim McNeil	810-978-3953	-
Dick Morawski	810-573-9648	RMorawski@aol.com
Rick Schummer	810-997-1451	RSchummer@compu-serve.com
Don VanSyckel	810-731-9232	vansyckel@voyager.net
Jack Vander-Schrier	810-739-7720 (after 12 noon)	jvanders@myself.com
Jim Waldrop	810-731-6481	jwaldrop@tir.com

Other Computer Clubs:

As a member of SHCC, you can attend meetings of other clubs where we have reciprocating membership agreements, at no charge.

MI Computer Users Group
Time: 3rd Thursday, 7:00PM
Place: South Lake HS, 21900 E. 9 Mile Road, St. Clair Shores, 585-2050
Reciprocating: No

South Eastern Michigan Computer Organization (SEMCO)
Time: 2nd Sunday at 1:30PM
Place: Science Building; Oakland University; 248/398-7560
Web page: http:\\www.semco.org
Reciprocating: Yes

The OPC (Older Persons Commission) Computer Club
Time: Every Tuesday at 10:00 - 12:00
Place: OPC in Rochester 248-656-1403.
Web page: http://www.geocities.com/

Newsletter submissions are due 10 days before the club meeting, but the earlier the better. They should be sent to :
    WYSIWYG Publisher
    5069 Fedora
    Troy, MI 48098
OR at the e-mail addresses: rmk2@home.com

The WYSIWYG was printed by STERLING PRINTING AND GRAPHICS, located at 37880 Van Dyke, Sterling Heights, MI

SIG Meetings

Novice SIG

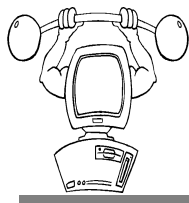**T**he next meeting is scheduled for Monday, December 20, 1999, starting at 7:00PM, at the Macomb County Library.

All new and not so new members are invited to come and learn the DOS and Windows basics at out meetings. There is always a question and answer period at these meetings.

For more information about the SIG, call or email Mike Greenen (number on page 2).

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Power User SIG

The next meeting of the Power User SIG is Tuesday, December 28, 1999. The SIG has a new coordinator - Jack Vander-Shrier. The subject of the meeting will be utilities that every user should have in their machine. We will cover disk defragmentation, clearing IE and Netscape cache files, and scan disk. We will also discuss how to customize the desktop, wallpaper, icons and sounds. We will explain other utilities that are free for the uploading.

The members of the Power User SIG also help each other out with some tough questions and topics.

For more information about the SIG, call or e-mail Jack Vander-Shrier (number is on page 2).
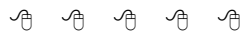
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Net/Com SIG

The next meeting of the Internet/ Communications (Net/Comm.) SIG is Monday, December 13, 1999, starting at 7:00PM, at the Macomb County Library. Jack Vander-Schrier will be the guest presenter. He will talk about free ISP services and POP3 mail servers. He will also discuss how to create free web pages and how to use FTP.

Each month the members of the Net/ Comm SIG discuss the Internet to help members of the SHCC learn more about this communications media.

For more information about the SIG, call or e-mail Betty MacKenzie (number is on page 2).

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Directions To The Macomb Library

The Macomb County Library is located at 16480 Hall Road, in Clinton Township, between Hayes and Garfield, close to the light at Garfield, on the south side of Hall Road. A large blue sign says "Macomb County Library". The phone number is (810) 286-6660.

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Attend A SIG

If you do not attend the SIG meetings, you are missing out on important club benefits available to you. These small groups get into more detail and question and answer sessions than is possible at the main meeting.

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SHCC Emergency Shutdown

The Sterling Heights Computer Club will utilize radio station WWJ - 950 on the AM dial to notify members that a meeting is canceled because of bad weather or for other reasons. The announcement will happen along with the school closings and other events. Please remember to listen to the radio when there is bad weather.

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Copiers Needed

If you have access to a copy machine and can volunteer to duplicate some *WYSIWYG Gazette Special Editions*, please contact Don VanSyckel. We are looking for several members to ease the burden of one individual who has been duplicating our source of printed advertisement. The more copiers, the merrier. We are looking for approximately 500 to 1000 copies a month to be handed out to locations like the Sterling Heights and Macomb Libraries, computer stores and various retail outlets.

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Your Article

If you have had some experiences choosing a program to do a particular thing, have solved a hardware problem, or have experience comparing software programs, consider sharing it with fellow club members. Write about it in the WYSIWYG. Write or e-mail the editor at the addresses on page 2.

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Give a man a fish and you feed him for a day; teach him to use the "Net and he won't bother you for a week.

SHCC Business

"Ask The Experts"

Please send questions to "Ask the Experts" at the club's PO address, or e-mail your question directly to Jerry Carson at his new e-mail address at: jerrycarson@email.com

Q: I have a cable modem, set up for 1 computer. Is there a way to use this computer as a server, and allow other computers to access the Internet through this "server" simultaneously? Also, can I still use this "server" as a regular computer?

A: Yes, you can. In fact, this is exactly the set-up I use at home.

The easiest way of doing this is to purchase a copy if SyGate software. It is about $35 for a 3user license and is VERY easy to install and use. There are other packages and I believe that the latest version of Windows 98 has this capability built-in. I haven't found anything easier to use than SyGate. It allows all the users (up to the number licensed) to access the Internet at the same time. It runs as a background task, so it doesn't interfere with the normal use of your server.

If you do not yet have a home network, you will need to install the appropriate hardware (Network Interface Cards (NICs), and a hub, and drivers to allow this all to work. Many locations offer a "Network in a Box" kit that gives you 2 NICs and a small hub, and all the wiring and drivers you need to network two computers. Additional computers each require their own NIC, and if you have more than 4 computers you may need a larger hub.

Once your network is installed and running (this will enable your Network Neighborhood), you can install Sy-Gate. I believe that SyGate is only

available on the Web, at www.sygate. com. It comes with a 100 Mb limit before you have to register which is a little restrictive. Once you register, there is no limit.
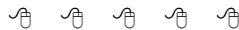
When I installed my network, all it did was "turn on" the Network Neighborhood so that I could "see" the other computers on my network. It did not "undo" my Internet connection, just added another connection.

You can easily mix and match operating systems. I currently have Windows 95, 98 and NT, and occasionally I throw in a UNIX machine.

I set up my network with an ADSL modem. It's about 4 times faster than a cable modem and a little more secure.

Happy surfing,

The Expert

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New Door Prize Coordinator Needed

The club is looking for a new Door Prize coordinator. This person will be responsible for obtaining and delivering the door prizes we give out at the meetings. If you have an interest in this position, or want more information about this important position, please contact Don VanSyckel.

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Door Prizes

The SHCC offers door prizes at most regularly scheduled club meetings. The door prizes for the December meeting were not known at the time of publication. In the November winner's circle were:

Cliff Miller won Dvurak's Top ID "DOS UTILITIES"

Ralph Osinski won Computer Associates' Cricket.

Marcel St. Gemain won Super PC Kwik Disk Cache

Frank Podolski won Family Tree Maker 4.0

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There's no place like
http://www.home.com
for the holidays.

New SHCC Members
Please welcome the following new members:

Karen Kenna	Victoria Long
Janet Berry	Larry Stys
Joseph Katovich	Helmut Wienard

Vendor Press Releases

by Jim Waldrop

This monthly column lists new vendor announcements and specials available to club members.

NOTE: When contacting any of the companies listed in these press release summaries, always mention that you are a member of the *Sterling Heights Computer Club* and that the telephone number etc. was printed in our newsletter.

NOTE: See James Waldrop for the full text of press releases.

Adobe Systems, Inc.
1-800-896-6846
www.adobe.com

Adobe announces software collections for Web, Publishing, Design and Dynamic Media.

WEB COLLECTION includes Adobe GoLive, Adobe Photoshop, Adobe Illustrator and Adobe ImageStyler software. For more information visit: http://adobe.com/prodindex/webcoll/main.html

PUBLISHING COLLECTION includes Adobe PageMaker Plus, Adobe Photoshop, Adobe Illustrator and Adobe Acrobat software. For more information visit: http://adobe.com/prodindex/pubcoll/main.html

DESIGN COLLECTION includes Adobe InDesign, Adobe Photoshop, Adobe Illustrator and Adobe Acrobat

software. For more information visit: http://adobe.com/prodindex/designcoll/main.html

DYNAMIC MEDIA COLLECTION includes Adobe After Effects, Adobe Premiere, Adobe Photoshop and Adobe Illustrator software. For more information visit: http://adobe.com/prodindex/dmcoll/main.html

Adobe GoLive 4.0 for Windows was released. This is the first version of this professional Web design and publishing tool for the Windows platform.

Adobe announced the release of Adobe Photoshop 5.5 image editing software.

Adobe released Adobe Photoshop Limited Edition (LE), professional level image editing tools without the full range of Photoshop functionality at an estimated street price of just $99.

Adobe announced the availability of PageMaker 6.5 Plus software for Windows 95, Windows 98, Windows NT 4.0 and Apple Power Macintosh, for business publishers.

Peachpit Press now distributes Adobe Press titles. It means a ***user group discounts. Order 1-10 books and receive a 20% discount, and with 11 or more books receive a 40% discount.***

Picture CD's

Kodak Picture CD is now available to consumers at retailers across the country. Picture CD is a product resulting from an effort between Kodak and Intel to bridge traditional pictures and digital imaging. It provides the benefits of digital pictures without the need for a digital camera. Picture CD makes digital photography simple, automatic,

fun, and affordable. It incorporates a consumer's pictures and software on one CD. Users just pop it into a CD-ROM drive and their pictures appear on the computer monitor.

Typically, each Picture CD holds the pictures from one roll of standard 35 mm film. Retail chains are currently offering Picture CD service for an expected retail price of $8.95 to $10.95.

Additional information about Picture CD is available on the Internet at www.intel.com/imaging, and www.kodak.com/go/picturecd

Enigma, Inc.
Phone: 1-888-364-4624
Fax: 1-781-290-5858
E-mail info@enigmainc.com
www.emigmainc.com

Insight FrameMaker Module. You don't have to completely change to XML to get the functionality of structured data today. When you use Insight FrameMaker Module, the result is an intelligent electronic publication with functionality usually seen only in XML publications. Dynamic updates can add and modify content already distributed on CD-ROMs, or delivered to intranets with automatic encapsulation. INSIGHT Frame Module allows you to integrate your frame files with MS-Word/RTF and SGML/XML files in one unified publication. End users can easily search across all the content, no matter what format.

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Member Ads

None this month. Send or e-mail any classifieds to the to Rick Kucejko. (addresses on page 2)

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WYSIWYG WEB WATCH (www)
by Paul Baecker and John Beauchamp

If you have a particularly enjoyable or helpful (or just plain useless) site which you would like to share with the membership, e-mail the site address and a short description/ review of the site for inclusion in the next   WYSIWYG issue, to either beck038@ix.netcom.com, or Beaumajo@iname.com Then send in another one, or two.

It's coming up on that favorite shopping season of the year. We offer you some web sites where you can happily spend your kids' inheritance. Hope this makes Santa's job a little easier. Afterwards, we will try to direct you away from those leeches (the retailers, not the kids), and provide you with some free visual and audible stimulation. They say the season needs to be full of music and color, and many of these sites are just that. MERRY CHRISTMAS and a very HAPPY NEW YEAR from the WEB WATCH GUYS!

Have you finished your Christmas shopping?   Have you even started? Well, these sites may help you keep that Christmas spirit.

Have you seen QVC on television? Well, you can find it on the web also. And now you won't have to wait until 2:00am to find that unique set of weights for that special guy or gal in your life. All you need to do is search for it at:
www.qvc.com

Are you ready to look at some of the finer retail store from London, Paris and Beverly Hills? We have just the place at:
www.shoppingtheworld.com

Are you having just to many left over meals? Maybe you want something a little different for Christmas dinner. You can have a gourmet meal any time you want, and without all the hassle. Give this site a try.
www.cookexpress.com

Don't forget the music. You can get personalized CDs at:
www.ktel.com

Wait a minute, I haven't even put up the decorations yet. Well you can get everything you need for trimming the tree (and even the tree), right down to the wrapping paper at:
www.christmassdepot.com

Do you like to have fresh flowers? You can have specialty flowers delivered so they will be at their freshest and fullest:
www.flowerbud.com

Do you like that personal touch? Do you want to go out and actually see what you are buying? Shop Now is one that I found very helpful in locating a store close by.
www.shopnow.com

Are you looking for a new suit or that perfect dress to wear for this holiday season or just something to keep you warm around the house? Look no further. Landsend has some really nice clothing for some special or something just for you.
www.landsend.com

Shop online for the finest fruit and food gifts -- naturally wholesome, universally appealing and perfect for the whole family or office. This is the year-round gift source for every occasion!
www.harryanddavid.com

Are you planning a party? I have just the spot to order those gourmet items such as Macadamia Chicken Tenders,

Lobster Strudel Triangles, and Beef Wellington. Somewhat pricey, though.
www.holidayfoods.com

Lets not forget those old favorite places for shopping:
www.wal-mart.com
www.sears.com
www.jcpenney.com
www.jlhudson.com
www.macys.com

This site uses Java to show planets and stars based on the day and time. It is all visual and interactive. Cool site at:
www.skycalendar.com/skycal/index. html

A compendium of colored balls, rotating and revolving among themselves. Click the various buttons to change size, speed, color, and design. Download freeware or shareware version to play or use as a screensaver.
http://cz.itmo.by/javas/Balls/Balls. html

Feel a little ill-prepared when challenging your doctor or auto mechanic? This site will help. It supplies an inner exploration of Human Anatomy and Automobiles. Each topic has animations, 100s of graphics, and thousands of descriptive links.
http://www.innerauto.com/

Electron microscopy and light microscopy pictures are as fascinating as they are tiny. You haven't seen a garden spider or a mosquito until you've seen one illuminated and hued like this. (Maybe before you consider dinner...)
http://www.pbrc.hawaii.edu/kunkel/

This is an interactive Guide to Optical Illusions. Explore interactive optical effects, illusions, distortions, animations, artwork, stories, Adobe® PDF projects, games and more. Choose a category and start exploring over sev-

enty colorful exhibits and activities.
http://www.sandlotscience.com/

Follow the human gestation period from conception to birth. This site chronicles the changes that individual days, weeks, and months of pregnancy bring, in vivid words and pictures.
http://www.pregnancycalendar.com/first9months/

The Wav Jumpgate alphabetically lists over 300 active sound sites. Also links to many Midi, MP3, Real Audio, and sound software sites.
http://www.aros.net/~scotta/cgi-bin/pages/

A site with spoken and music .wav files for kids and adults.
http://www.best.com/~kahwaty/board.htm

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From the Secretary

(Continued from page 1)
derstand that ecommerce is growing much faster than local stores can grow since the population of people around the world is larger than people within driving distance of local stores. It is easier and consumes less time to purchase items online and have them delivered. On the other hand there are purchases I like to have my hands on when I plop down the credit card. It is nice to talk to experienced sales people to get the pros and cons of products and hear about other users evaluations.

I like having local computer stores so I can go in and try the products out, or get a feeling which models are better than others. Over the years I have spread my purchases to many of the local stores including CompUSA. I naturally have my personal preferences and have had positive and negative experiences at many of the popular stores. The prices have been comparable to online prices as well since I do not pay for shipping.

Lately I have started seeing signs on the wall behind the cash register that lays out the policy for returns. More and more computer stores are displaying percentages of the purchase price to "restock" the products returned. Now I am sure there is a cost to pay an employee to check out the returned item, shrink wrap it, and place it back on the shelf. But this is usually part of the business model when profits are calculated when prices are set. This has gone on for years. Even if the cost is needed to cover a competitive market of computer retail products where profits margins are slim, why a percentage? Does it take any more time to "restock" a $500 monitor than it does to handle a package of 100 unopened CD-Rs? Not $80 bucks worth of time. Why 20% at some stores?

Okay, I'm informed of the policies. Is this reason to rant? Maybe not. So listen to my story about CompUSA (*one* of my *former* favorite computer stores) in Madison Heights. I recently purchased an APC Uninterruptible Power Supply (UPS) for my parents. I did this during a busy time at work when my time was at a premium. I did some research and found the model I wanted. CompUSA had the model and I made the purchase. The box was sealed and looked okay. I took the UPS to my parent's house and went to install it. I opened the box and found the internal box already opened. Upon further inspection I found that the UPS had a bent plug, scratches on the case, and paint on the cord. IT WAS USED!!

So I take it back to the store. I wanted to return it. Guess what? A "restocking fee" under some other marketing name which would have been over $20. So I reluctantly went back to get the same model in a different box. You guessed it, no more in stock so I had to get the next model up. I was pretty hot since it was another $30. I asked for a discount since I was inconvenienced by their inept restocking

crew and duped into taking back a used product. The customer service rep refused to believe that the product was returned to them and that APC shipped them the product as is. Right! APC has the best reputation in the UPS business and they ship used products to retail outlets.
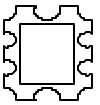
I asked for the manager. He was less helpful and took the same stand as the customer service rep. I mentioned that I recommend products all the time and even recommend the stores in which I would buy these products. I mentioned the power of the Internet and the power of publishing open letters in this venue. He encouraged me to write a letter to corporate with my issues, thus I am writing this letter in a fashion that might get your attention. I am writing it so millions of people can see how CompUSA treats customers. Your manager at the Madison Heights, MI store did not care that I help run a local user group and was willing to share my story with the membership. He did not care that I have friends on public forums and was going to make sure each one was aware of these policies and treatment. All this over $20 bucks.

This shortsighted behavior and decision making is going to stop many $20 bills from leaving my pocket and contributing to the profits of your company. It is not only mine, but the $20 bills of all my customers and those from the others that read this letter via user group newsletters around the USA and on the web and see the pain they can be caused by doing business with CompUSA. Sad.

Thanks for listening to my angry story and I hope that your staff learns from this experience. I know I have.

Sincerely a former customer,
Rick Schummer

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STERLING HEIGHTS COMPUTER CLUB
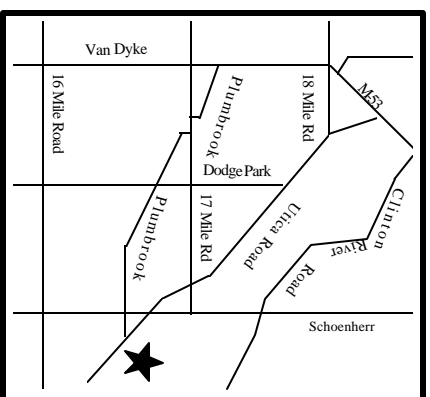
PO Box 385
Sterling Heights, MI 48311-0385

DECEMBER AT SHCC:

TUESDAY   Dec 7
Main Meeting.
7:30PM at
Carpathia Club.
38000 Utica Road,
Sterling Heights

What's Hot for the Holidays, by Brent Steepe and Mike Ramseyer of Micro3000

SIGs

MONDAY   DECEMBER 13
Net/Com SIG   7:00PM at the Macomb County Library.

MONDAY   DECEMBER 20
Novice SIG   7:00PM at the Macomb County Library

TUESDAY   DECEMBER 28
Power User SIG   7:00PM at the Macomb County Library.

FUTURE MEETINGS:

January
Personal Finances by member Dick Morawski

February
To be Determined