

# THE WYSIWYG

January 2018

Volume 30, Issue 1



**STERLING HEIGHTS COMPUTER CLUB**

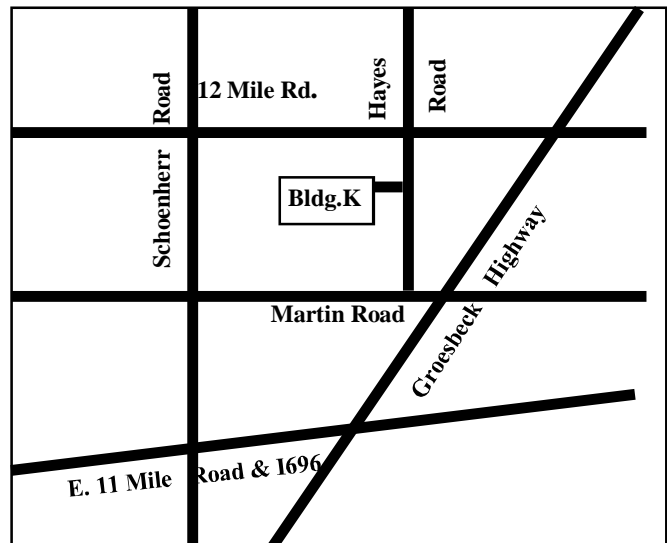
PO Box 385

Sterling Heights, MI 48311-0385

\$3.00

**MAIN MEETING: TUESDAY JAN 9  
6:30 PM**

**Macomb Community College  
South Campus  
14500 E 12 Mile Road, Warren  
John Lewis Community Center (Building K)  
[Second floor - left from steps or elevator]**



**IN THIS ISSUE:**

About SHCC	2
The President's Pen	3
Door Prizes	3
Where Do Cookies Come From?	4
Close Your Windows Before You Leave On Vacation	5
Your Eyes Can Easily Be Deceived	6
Why Can't I Talk To A Real Person?	7
These Are A Few Of My Favorite Things	9
Associations - We Need Them	10
Two Great iPhone/iPad Native Application Features	11
Google Search Tricks	13
SHCC Emergency Cancellation Procedure	13
WYSIWYG Web Watch	14

**This Month's Main Meeting Topic:  
"Home Security And Automation" by Derek Bricknell  
of the Madison Heights  
Best Buy store**

**The January club meeting will be on January 9, the second Tuesday of the month. MCC, and thus the meeting room, will be closed the first Tuesday in January.**

Guests and visitors are welcome. People can attend any SHCC meetings during two consecutive months before deciding to become a member or not. Meetings include the main meeting and SIG. July and August don't count since there is no main meeting. Membership includes admission to all SHCC functions and the newsletter. Membership is open to anyone. It is not limited to the residents of Sterling Heights.

**DUES: \$25/YEAR**

**CLUB ADDRESS:** PO Box 385, Sterling Heights, MI 48311-0385  
**CLUB E-MAIL ADDRESS:** Info@SterlingHeightsComputerClub.org  
**CLUB WEB PAGE:** <http://www.SterlingHeightsComputerClub.org>

**Resource People:**

Family Tree	Rick Schummer
Firefox	Don VanSyckel
FoxPro	Rick Schummer
General Computer Questions	Jack Vander-Schrier
Hardware	open
MS Publisher	Rick Kucejko
MS Word	Rick Schummer
Spreadsheets	Rick Schummer

**SHCC Coordinators:**

Associate Editor	Rick Schummer
Associate Editor	Paul Baecker
Door prizes	Don VanSyckel
Greeter for visitors	Jim Waldrop
Newsletter publisher	Rick Kucejko
Program Coordinator	Mike Bader
Publicity	Patrick Little
Publicity	Phil Reynaud
Resource People	open
Welcome & check-in desk	Jim Waldrop
Web Site Admin	Don VanSyckel
Web Watch column	Paul Baecker

**2018 SHCC Officers**

V. President: Mike Bader  
 Treasurer: Bernie DeFazio  
 President: Don VanSyckel  
 Secretary: Rick Kucejko

**Four Month Meeting Schedule:**

**JANUARY 2018**  
 9 - SHCC - "Home Security And Automation" by Derek Bricknell of the Madison Heights Best Buy store  
 3 - COMP meeting  
 14- SEMCO meeting

**MARCH 2018**  
 6 - SHCC Main Meeting  
 7 - COMP meeting  
 11- SEMCO meeting

**APRIL 2018**  
 3 - SHCC Main Meeting  
 4 - COMP meeting  
 9 - SEMCO meeting

**FEBRUARY 2018**  
 6 - SHCC Main Meeting  
 7 - COMP meeting  
 11- SEMCO meeting

**Other Computer Clubs:**

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

**Computer Club of Marysville and Port Huron (COMP)**  
 Time: 1st Wednesday, 7:00PM  
 Place: Mackenzie Bldg, Room 201, St Clair Community College, Clara E McKenzie Library-Science Building, 323 Erie St. Port Huron, MI (810) 982-1187  
 Web Page: <http://www.bwcomp.org>  
 Reciprocating: Yes

**South Eastern Michigan Computer Organization (SEMCO) (new location)**  
 Time: 2nd Sunday at 1:15PM  
 Place: Bloomfield Township Library, 1099 Lone Pine Rd., Bloomfield Hills, MI 48302  
 Web page: <http://www.semco.org>  
 Reciprocating: Yes

**Royal Oak Computer Club**  
 Time: Every Wednesday at 12:30  
 Place: Mahany/Meineger Senior Community Center 3  
 500 Marais Ave. Royal Oak, MI 48073  
 248-246-3900  
 Reciprocating: No

**Contact Information:**

Paul Baecker	586-286-2314	<a href="mailto:webwatch@sterlingheightscomputerclub.org">webwatch@sterlingheightscomputerclub.org</a>
Mike Bader	586-447-6683	<a href="mailto:mdbader@flash.net">mdbader@flash.net</a>
Bernie DeFazio	586-864-6558	<a href="mailto:berniede1@wowway.com">berniede1@wowway.com</a>
Rick Kucejko	248-879-6180	<a href="mailto:rick@kucejko.com">rick@kucejko.com</a>
Patrick Little	586-264-1497	<a href="mailto:pblittle@wideopenwest.com">pblittle@wideopenwest.com</a>
Phil Reynaud	586-268-6586	<a href="mailto:philrey@gmail.com">philrey@gmail.com</a>
Rick Schummer	586-254-2530	<a href="mailto:rick@rickschummer.com">rick@rickschummer.com</a>
Don VanSyckel	586-731-9232	<a href="mailto:don@vansyckel.net">don@vansyckel.net</a>
Jack Vander-Schrier (Call Jack after noon)	586-739-5952	<a href="mailto:jvanders@comcast.net">jvanders@comcast.net</a>

Newsletter submissions are due 10 days before the club meeting, but the earlier the better. They should be sent to : [newsletter@SterlingHeightsComputerClub.org](mailto:newsletter@SterlingHeightsComputerClub.org)

Unless stated otherwise, all materials contained in this newsletter are copyrighted by the Sterling Heights Computer Club. License is hereby granted to other clubs (non-profit) to reprint with credit.



## The President's Pen

by Don VanSyckel



**W**ow, another year has slipped away. I hope each of you had a great Christmas. It's a great time of the year and a reason for much celebration. Then there was New Year's Eve and New Year's Day. Hopefully no one did too much celebrating New Year's Eve. Now we're on to 2018. I hope it brings as much great stuff as 2017 brought.

Remember this month, January, Macomb Community College is closed on Tuesday the 2nd, so SHCC is meeting on Tuesday the 9th. Mark your calendar, right now, so no one shows up at MCC on the wrong date.

As you might remember, SHCC treasurer, Bernie DeFazio, resigned to take a job which would have him out of state for a few months. We elected Paul Baecker to finish out the treasurer role through the end of the year. Good news, Bernie's back and at the December meeting we elected him treasurer for 2018! Welcome back Bernie!

I've been looking at home alarm systems and thermostats. I guess it's a sign of the times. Many of these have connectivity via your home WiFi and some have built-in cellular connectivity. Most offer remote control via a web site accessible from your PC or from a dedicated smart phone app. My neighbor tells me his garage door opener can be status checked and controlled remotely. Then there are refrigerators that have cameras in them so you can, supposedly, check out your supply of stuff while you're at the grocery store. Hopefully you never park a tall or big item in front of the camera. I've also seen advertised door locks that can be remotely monitored and controlled.

There are other home automation systems such as X10 and Zwave products that offer most of the features on the individual products listed above, but in one integrated

system. The issue, or possibly more accurately my reservations about these systems, is that most are not controlled or accessed by you directly. Most only 'talk' to the manufacturer's web site and you 'talk' to the same web site. You get the illusion that you're communicating directly but you're not. So what. Well, companies come and companies go, so what happens if the manufacturer of one or more of your products goes out of business? What happens to the web site that you're dependent on? Possibly another company will take it over, but I would bet that in this case a fee would be involved. Can anyone spell "Edsel" or "Hudson?"

Another 'feature' of most of the new systems is they're totally dependent on batteries. Granted some system / battery combinations can run several years before requiring a battery replacement. They still need replacing.

Keep some of these issues in mind for our January presenter, Mr. Derek Bricknell from Best Buy Madison Heights, who will present "Home Security And Automation". It should be an interesting presentation.



## Last Month's Meeting

**L**ast month Robert Meier presented "Teach Yourself To Fly A Drone - Step By Step". It was very interesting and informative complete with a small drone being demonstrated.



**If your e-mail or mail address changes, please e-mail: secretary@SterlingHeightsComputerClub.org**

## Door Prizes

**D**oor prize drawings are held at regular club meetings. The winner's circle for December included:

**Tom Wojno** won a DVD case

**Bernie DeFazio** won a wireless mouse

**Ed Zaremba** won a tablet holder

**Richard Monk** won a power strip

**Mike Bader** won a pack of DVD's

**Martee Held** won a pack of DVD's

**Tom Miller** won a head light

**Richard Katnik** won a tarp

**Robert Meier** won a parallel cable



## Presenters Wanted

**T**he officers invite any member to make a presentation at the main meeting.

If there is some software you have been using and think others may be interested as well, or there is a computer topic you would like to present to other members, please call or e-mail Don VanSyckel. Making presentations is not that difficult. The hour goes by before you know it and there is always enough material to cover in a software package so that the hour is easy to fill.

If there is a topic you are interested in or something you would like demonstrated, please see any of the officers. They are always interested in what the members would like to see.



## Where Do Cookies Come From?

From the Ask Leo Newsletter  
<https://askleo.com>

**C**ookies are a fact of life when browsing the web. But if you look at the cookies stored on your machine, you might be surprised how many there are.

***“I have cookies on my computer from websites that no one in my household said they had visited. Is this possible? Is there a way to tell if a cookie was an actual site visited or a third-party cookie?”***

Yes, it's very possible to find cookies from websites you've never been to. In fact, I'd say it's almost a certainty.

However, I can't think of a way of telling third-party cookies apart from those sites you actually visited.

It gets surprisingly complex.

Let's look at where cookies come from.

### The sites you visit

The most obvious source of cookies are those created when you visit a website.

That makes sense, and it's probably what most folks immediately think of when they hear that a site uses cookies.

Ask Leo! is a fine example. The site uses cookies for a variety of things, the simplest being to remember whether or not you've seen the newsletter offer pop-up.

### Resources used by the sites you visit

A less-obvious way to accumulate cookies is from sites that pull resources from more than one web server.

For example, a site like <http://reallybigbookstore.com> might create and leave cookies under its own name, as above.

However, <http://reallybigbookstore.com> might load its images from another web site entirely — say, <http://somerandomservice.com>.

If <http://somerandomservice.com> also uses cookies, it now has the opportunity to place a cookie associated with its domain on your machine.

That's one source of unexpected cookies: when you visit <http://reallybigbookstore.com>, you get cookies for <http://reallybigbookstore.com>, but you *also* get cookies for <http://somerandomservice.com>.

That's a third-party cookie. You're the first party, the site you visit is the second party, and any additional sites involved are third parties.

### Advertisers on the sites you visit

This is what most people think of when they think of third-party cookies.

Much like the image resources I just talked about, ads are also typically served up from another server. That server, too, has an opportunity to leave cookies on your machine.

Once again, Ask Leo! is a fine example. I have advertising on this site provided by Google's AdSense service. As a result, you may find cookies produced from a variety of domains (<http://googleads.g.doubleclick.net> being one example) Google uses to provide those ads.

If you have third-party cookies enabled in your browser settings, you can expect to find cookies from advertising sites.

### Cookies from pop-ups

Many people block or hide pop-up windows. Even if you do, cookies can still result from them.

I know that this sounds a little odd, but the net effect is that a cookie gets left for a web page you never see.

It depends on how your browser detects pop-ups, what kind of pop-up technology is being used, how quickly they're detected, and exactly how they're blocked, closed, or hidden.

In some cases, the pop-up can exist long enough to leave a cookie on your machine.

### Cookies from sites you haven't been to ... yet

This might be the oddest of all.

Some web browsers pre-fetch pages that are linked on the current page you're viewing.

For example, this page has links to other Ask Leo! articles. Once your browser has completed displaying this page, it *may* decide to go and fetch those other pages, *just in case* you decide to go to one of them.

Why? In a word, speed. If you do click one of those links, the page will come up faster, having already been downloaded.

Now, the question is: if there are links to other *sites* on a page you're viewing, does pre-loading those sites also allow them to leave cookies? My belief is that that answer is: maybe. It depends on the site, the browser, and a number of other technical details.

But if that happens, you'll find cookies for sites you might never have visited.

***This article is republished, with permission, from the Ask Leo! Newsletter.***



## Close Your Windows Before You Leave On Vacation

by Greg Skalka, President, Under the Computer Hood User Group, CA  
[www.uchug.org](http://www.uchug.org) [president@uchug.org](mailto:president@uchug.org)

I've used Microsoft Windows-based computers for probably 90% or more of my computing lifetime. While I've used Apple computers and tablets a bit, and currently use an Android smartphone and a Chromebook regularly, I am without a doubt more experienced with Windows (Win7 and XP) than any other operating system. If compared to languages, I'm somewhat multilingual, but my primary (if not native) language is Windows. That is why it was a difficult decision for me to choose to leave my Windows laptop behind on the weeklong trip I made with my wife to Nebraska to see the total solar eclipse on 8/21/17, and instead use my smartphone and Chromebook on our travels.

On almost every trip I've taken since I bought it on 2012, my Fujitsu Windows 7 laptop has been my traveling companion. From business trips to vacations to weekend getaways, this small, 14" laptop has taken care of all my computing needs while away from home. It has allowed me to connect to the internet (through both wired Ethernet connections and Wi-Fi) for email and information from the web. It temporarily stored the hundreds of digital photos I'd take each day while on ten-day vacations in Hawaii on its hard drive. It aided me in navigation through stored and online maps. It stored electronic copies of our travel documents, camera manuals for reference and books, music and movies to keep me occupied while on the airplane. It even allowed me to write my newsletter column on the plane ride back home, to avoid missing our editor's submission deadlines. Before I had this laptop, my 14" XP laptop performed the same travel duties.

I have been using my 11.6" Acer Chromebook more and more over the last two years. I now use it to take notes at UCHUG board meet-

ings and SCRUGS (Southern California Regional User Group Summit) meetings, as it is much lighter than my laptop and has longer battery life. Because it is so quick to boot up (typically under 15 seconds), it is what I grab to get a quick answer off the web when not sitting in front of my laptop (though I now have an Android smartphone and go to the web on it, I prefer the Chromebook's larger screen).

Two years ago, I even took my Chromebook on a Hawaii vacation along with my laptop; I was not brave enough to take the Chromebook alone. This eclipse trip was the first time it went instead of the laptop (it is also our first vacation since that Hawaii trip – I really need to get out more). I knew the Chromebook would be great for web access, as it boots so fast. It only has Wi-Fi, but few hotels have wired Ethernet available in their rooms these days anyway. Though the Chromebook can't run Thunderbird for email like my laptop, I can still get my Juno email through their web interface.

My main concern with the Chromebook is its lack of internal storage. To capture the entire eclipse experience, we would be taking four still cameras and four video cameras, all digital, on this trip. I could have just bought more extra SD memory cards to use in the cameras, but found I could use an external USB hard drive (2.5" type that gets all its power from the USB cable) as mass storage for photos and videos. The file manager in the Chrome OS does not use the familiar copy and paste; it is a little confusing to the Windows user in that dragging a file from one memory device to another copies it instead of moving it. I practiced on all the cameras before we left and wrote the pro-

cess on a sticky note on the Chromebook, so I felt the photo storage process using the external USB drive would be OK.

It is funny how technology sometimes comes full circle. In the early days of digital photography, memory cards were small and rather expensive, so a few companies made external photo hard drives. These were small rotating platter drives with a built-in battery and memory card reader or USB OTG (On The Go) interface. You could connect your camera or memory card to one of these photo drives and it could copy off your photos without any other controlling device like a laptop. I still have a few of these photo drives, but their capacities now seem so small. Today memory cards are large and relatively inexpensive, but I still prefer to copy my photos off to a hard drive; I think it is easier to organize and deal with one hard drive than a bunch of memory cards.

Once we got on the plane to leave on vacation, I discovered the other main issue with the Chrome OS – its lack of support (drivers) for some file types and devices as compared to more the popular Windows. We flew on Southwest Airlines from San Diego to Omaha, through Las Vegas. On one of our flight legs, our plane was equipped with onboard Wi-Fi. Southwest provides some free TV shows and a flight tracker in addition to paid movies and an internet connection (\$8 per day) on their Wi-Fi-equipped planes (projected to be on all their fleet next year). I recall watching the free TV the last time I flew; unfortunately, the streaming video format they use is not supported by the Chrome OS. It does not appear I could have used the paid internet service either, as it only listed Windows, iOS and Android for supported devices. At least I could use the flight tracker on my Chromebook. I tried to watch the inflight free TV on my Android smartphone, but it required a Southwest video app that I would have had to have downloaded from the Google Play store before I boarded the plane.

Once at our destination, the Chromebook proved its worth by providing good and quick internet access at our hotels and copying photos and videos from cameras to the external USB hard drive as needed. Copying whole folders of photo JPEG files worked fine, although there were a lot of files, they were not too large. The video files I was copying were up to 1 GB each, which could take 5 minutes or so apiece, so I chose to copy each video file individually rather than as multiples. It seemed the Chromebook took longer to copy files than my Windows laptop did. Since the Chromebook's processor is not as fast or powerful this would not be surprising, but I'd need to do some testing at home to confirm this.

Viewing the photos and videos on the hard drive also brought out the Chromebook's limitations. It could display the JPEG photo files, but scrolling through them was slower than on my more powerful laptop. The Chromebook could view the AVI and MP4 video files my dash-cam and action cams produced pretty well, but the MTS files my digital camera creates in video mode could not be viewed as all. I downloaded an app called VLC from the Chrome OS store to view these .mts files, but the playback was very jerky. My digital video camcorder records in high definition AVCHD format, which the Chromebook cannot handle.

I usually receive around a hundred emails a day on my primary email account (Juno), but I could use the Chromebook to tame my email while on travel. I used the Juno web mail interface about once a day to delete all but the most essential emails, so that I could download them into Thunderbird on my laptop upon my return home. I could of course handle those emails that were critical from the web mail interface, but that proved to be necessary for only a few.

The real star of the traveling tech show proved to be my

smartphone. I used it to communicate via texts most of the time, rather than emails. Through the camera app I had installed before we left, I was able to view the three Samsung web cameras in our house on the phone and feel confident everything back home was safe. Unfortunately, at this time the Chromebook does not support all Android apps, so my home web cams could not be viewed on the Chromebook. Google is supposed to be fixing Chrome to allow the use of all Android apps, which will be a big benefit; we Chromebook users are still waiting.

I also used my smartphone to run Google Maps for navigation, though as I feared this worked well only in the major cities. Out in the country (which is most of Nebraska), where there is limited cell coverage, new map data could not always be loaded by Google Maps and location searches could not be made. Fortunately, I also brought my Magellan auto GPS receiver, which contained map files to navigate anywhere in North America. Google Maps did provide much better navigation, traffic and point of interest searching where cell coverage was good, so we usually ran both the smartphone and Magellan GPS for navigation, using

each as appropriate to the situation. In San Diego, we take for granted that we will have good cell coverage as we drive. In Nebraska, away from the major cities the cell coverage can be poor, even along the Interstate highway.

With all the cameras and tech tools we brought, we could have a great vacation and see the eclipse in totality for almost two and a half minutes, taking way more photos and videos than we probably needed. I'd seen partial solar eclipses before, but the totality we experienced was a wondrous thing. The next chance to see a total solar eclipse in the U.S. will be on April 8, 2024, less than seven years from now. It will be visible from Texas through the middle of the eastern U.S. and up to Maine. I'd like to see that one as well. With the way my Google devices worked on this trip, I'd definitely consider leaving Windows at home again. But a lot can change in the tech world in seven years. Who knows what kind of technology I'll have to take on my travels by then?

*This article has been obtained from APCUG with the author's permission for publication by APCUG member groups.*



## Your Eyes Can Easily Be Deceived

by Babette Bloch, Golden Gate Computer Society  
www.ggcs.org editor@ggcs.org

**W**e've all heard over and over, not to click attachments and links in email messages that are suspect. There is less talk about another way to get sucked into trouble either by incurring a big fee or worse, an invasion into your computer. I call it "The Technical UN-support," or "The Program Support That Isn't" It's the second time I've run into this scam, or worse, and it's well worth avoiding.

Case 1: A Quicken SIG member who had a problem thought he was contacting Quicken's Tech Support. He'd googled the very words "Quicken Support" and found this: Quicken® Help 1-800-656-6115, Get 24x7 unlimited quicken support and phone help from quicken tech experts. Quicken Mac Tech Support includes quicken diagnose, install, upgrade and fix <http://quicken-help.com/>

He thought he was talking to the real Quicken Support, and they led him through a long discussion of the

problem, plus getting permission to actually look at his program on his computer. And then they came up with a diagnosis that the whole program was corrupted and would cost \$300 to fix. At that point he hung up and called me.

Case 2: When I was wrestling the Windows 10 upgrade and everyone in GCS I called was not available, my husband tried to call the Quicken Store in Corte Madera. After 20 minutes on hold, he gave up and turned to Google, looking for "Windows 10 Support Phone Number." He found: Call - +44-800-086-8333(UK) for Microsoft Windows 10 Technical Support. Get Certified Technician for Windows 10 Update Failed, Windows 10 Activation Error Call +61-1800-502-681(Australia), Windows 10 Update from 8, 8.1, 7 Call to Toll Free Number – 1- 855-883-1117(USA)

Call 1-855-883-1117 Microsoft Windows 10 Technical Support [www.microsoftwindows10technicalsupport.com/](http://www.microsoftwindows10technicalsupport.com/) He called the number and then handed me the phone to explain the problem I was having. A man with a slight Indian accent told me they could take care of the whole thing and download Windows 10 from their

end to my computer; just give them access! At which point I hung up. And they called back! And I hung up again.

What was going on? The huge, main clue was that neither of these links had a site URL that was any of the following: quicken.com, intuit.com, or Microsoft.com. In addition, when I clicked the link with my computer today, running the MalwareBytes program, it would not let me open either site and said each was a "malicious site." So if you're looking for any help by searching the Internet, regardless of what search engine you use, watch those links before you click! The description before the link's notation can be very misleading. Make sure the link is for the company whose product you are searching. If in doubt, use a search for the phone number or name of the suspect in the description. In addition, one has to wonder why Google doesn't vet such links and puts them so high in the list.

***This article has been obtained from APCUG with the author's permission for publication by APCUG member groups.***



### **This isn't about right or wrong**

People tend to get extremely frustrated when they can't access the support they feel should exist.

From time to time, I'm one of those people.

But I want to be clear: this isn't about whether the decisions made by these companies are right or wrong. This isn't about what you do or don't deserve as their customer. This isn't about how company "X" should provide real people accessible by real phone numbers.

This is about understanding why things are the way they are.

This is about using that understanding to set realistic expectations and make informed decisions.

This is about becoming more self-reliant.

### **Free is never free**

Nowhere do I hear this complaint more than relating to free online services. Be it free tiers of services that include paid options, or services provided for free in exchange for your information or for the opportunity to show you advertising, free apps and services often have little to no live customer support.

I've said this often: having no customer support is one of the prices you pay for free services.

A "good" free service will have online information available, knowledge bases you can search, and even forums where users of the service help one another. While there's a cost involved in those options, they're often minimal, or one-time, costs. Actual support staff costs money continuously.

If they had to pay for support staff, the service likely would not be free.

If the service weren't free, it's likely you wouldn't be using it.

## **Why Can't I Talk To A Real Person?**

*From the Ask Leo Newsletter  
<https://askleo.com>*

***There are good reasons why you're more likely to be directed to online and self help resources than actually talk to a real person.***

**I**t's a common frustration. You have a problem, concern, or complaint, and you want to reach out to the company or service involved. Try as you might, you can't find a phone number. If you do, you find an endless phone-tree of automated assistance options, or worse, a scam.

As far as you can tell, there's simply no way to locate a real person to talk to.

There probably isn't, and the reason is simple.

People are *expensive*. Incredibly expensive. Even when they're overseas, compared to automated or self-service alternatives, people are still costly and often unreliable.

Let's look at why this is, and explore your alternatives.



So to keep the costs down and the number of users high, the service is provided without live support. The reality is that it can *only* be provided without live support in order to survive at the level it does.

### Free tiers generally don't "push" you into anything

Many services provide what's called a "freemium" blend of products. One tier is completely free, but limited somehow in its offering. More functionality — such as additional support offerings — is available at paid levels of service. Often there are multiple paid levels, each with its own additional product or service benefits.

Users of the free version of a service often complain that they're constantly being "pushed" into purchasing the paid product in order to get even basic support.

While I can certainly name products and services that do use their free offerings as aggressive approaches to acquiring paid customers, my experience is that for the most part, it isn't that widespread. In most cases, the offering is clear: a free version you can use without any support at all, and paid versions with more features and support.

It's not a push; it's simply your *decision*. If you choose to stick with the free version, your expectations should be clear from the outset. That there might be a paywall is nothing more than the structure of the product offerings.

Businesses make these decisions based on marketing. Of course they hope the free product or service will demonstrate the value of their offering and result in people who are willing to pay for additional value. But if you want to keep using the free version, you're welcome to do so.



### What this all means to you

The bottom line is that the state of customer support is something you need to be aware of for two reasons:

#### These are business decisions, nothing more

It sounds horrible, but it really is all about money.

Regardless of whether it's a business attempting to make a profit<sup>1</sup>, or a not-for-profit organization just trying to pay the bills, customer support options are costly.

And the options for raising revenue are limited.

Display too many ads and you lose customers. Display too few and you don't make enough to run the service, much less support it. Patronage and other donation-based models are rarely effective, and almost never enough for larger companies. Selling product "X" in order to fund product "Y" generally results in product "Y" getting less and less attention, unless it has some strategic import to a company's overall strategy.

And nothing changes the fact that hiring people — often termed a company's "most important asset" — is often its most costly expense.

When companies large or small run the numbers, the cost of labor is measured against the alternatives, and self-service options like knowledge bases and peer-to-peer support forums provide a more cost-effective solution.

- So you can set reasonable expectations of the services you use, perhaps even being grateful that free services are even available.

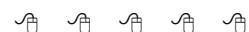
- So you can make informed decisions when choosing the services that are the most important to you.

Both of these, when taken to heart, result in a much less frustrating experience.

**Become more self-sufficient.** If a company doesn't provide direct customer service, look for other options for help. Search their knowledge bases, if they have them. Join their user communities. Learn to be skeptical about the information you do find, while at the same time becoming better at using services like Google<sup>2</sup> to search for solutions.

Don't get frustrated when the free or low-cost service you signed up for offers little to no customer support. It's exactly what you should expect as part of the complex equation that allows you to use it for free. The lack of support is the additional "price" you agree to pay.

***This article is republished, with permission, from the Ask Leo! Newsletter.***





## These Are A Few Of My Favorite Things

by Greg Skalka, Under The Hood User Group  
www.uchug.org president@uchug.org

*Raindrops on roses  
And whiskers on kittens  
Bright copper kettles and warm  
woolen mittens  
Brown paper packages tied up  
with strings  
These are a few of my favorite  
things*

(from "My Favorite Things," by Oscar Hammerstein / Richard Rodgers)

In *The Sound of Music*, Maria (played by Julie Andrews in the film version), a nun turned governess, sings of her favorite things to her seven young charges. I wonder how her list might be different if the story were set today, rather than immediately before World War II. Maria's list is of simple things; would today's Maria include tech items like smartphones and Facebook likes in a more modern list?

What would a list of today's favorite technology items look like? And what constitutes a favorite? Is it something you enjoy (like 3D movies) or are merely dependent on and addicted to (perhaps smartphones)? Rodgers and Hammerstein provided some guidance in their lyrics:

*When the dog bites  
When the bees sting  
When I'm feeling sad  
I simply remember my favorite  
things  
And then I don't feel so bad*

So, if I were to make a list of some of my favorite tech things, it would need to contain things that make me smile and feel happy (perhaps even after being bitten and stung). They don't have to be tremendously useful (raindrops on roses aren't), but should have few negative connotations. That can be a high hurdle for a lot of our technology, as it seems there is a downside to most of the tech we know and love. Some of the things that would not make my list because of this include:

**Smart phones** - While it is remarkable to carry access to the internet in your pocket (assuming you have a big enough pocket), these devices can also enable a lot of anti-social behavior. Smartphone addiction is real - the fear of being without your smartphone is called nomophobia. In spite of being one of the most popular devices and being in practically everyone's hands, we are forced out of a concern for safety to enact laws prohibiting their use while driving.

**Twitter** - While I'll admit I don't use it, it would seem to be a fun and useful way to communicate. It appears to be a poor way for a President to communicate.

**Drones** - Quadcopters seem fun; I'd like to try one sometime. I've seen some that can fly by themselves, even unskilled pilots could use them, and they are pre-programmed to follow you and take photos and video. Unfortunately, they are sometimes used to invade privacy and interfere with fire crews and commercial aviation, and so now require regulation.

**Facebook** - What could be wrong with a way to stay in communication with friends and relatives, and share personal information and photos? Unfortunately, its use can become an addiction, it can be a tool for bullying and it can be poor at protecting that personal information.

**Email** - Another great way to communicate easily, quickly and inexpensively, until your inbox gets filled up with spam, your email account is hacked and you click on a malicious link in a phishing email.

If you look at Maria's favorite things, they are all pretty innocent and non-controversial, even by today's standards. None of them

would be subject to laws, regulations or prohibitions (as long as the brown paper packages tied up with string are not left unattended in a public place, and your doctor does not recommend limiting your intake of schnitzel or strudel). With all this in mind, a few of the favorite tech things I might pick to sing about are:

**Maps** - I've always been fascinated with maps. I used to collect AAA road maps and have bought all sorts of map software, including Microsoft Streets & Trips and DeLorme Street Atlas USA. Now map software programs are pretty much obsolete, as Google Maps and Google Earth now provide all the maps you could ever want online. Satellite photography and street mapping / imaging provide accurate, detailed and up-to-date map information previously unavailable.

**GPS** - The Global Positioning System was developed by the U.S. military to better locate warfighters and guide munitions, but the signals from its constellation of satellites are available to any user receiver on earth for accurate location and time. It provides the "you are here" to enable easy navigation for any means of travel. The Europeans are currently launching their own constellation of Galileo satellites to complement the U.S. GPS system, the Russian GLONASS and Chinese BeiDou systems. I own at least six discrete GPS receivers (handheld, car-mount and USB), though now most people get their GPS directions through their smartphones.

**Office / productivity software** - For someone like me, an engineer that can barely handwrite my name (even my printing is not so great), the ability to write quickly and legibly with a word processing program is wonderful. There is no way you would have ever read a column from me without it. With my technical and math orientation, spreadsheets are so useful and actually fun.

**Google searches** - With all the information available on the internet, it takes a good search engine to sift out what you want. Though there may be concerns about your browsing information being used to sell advertising, Google is still the king, and it lends its name (Googling) to searching the web for good reason.

**Digital music** - Though vinyl records are making a bit of a comeback, digital music is now the only way to go for portability and streaming. I may not have as much interest in music as I did as a teen, but I appreciate that I can listen to my MP3 files anywhere.

**USB Flash drives** - When you can have 128 GB of USB3 storage in your pocket (and a small pocket at that) for under \$30, it is remarkable. And these drives just keep getting larger (in capacity) and cheaper.

**Chromebooks** - These are so useful for most users' computing needs. They are light, fast booting, long running (on battery), low cost and great if what you need is mostly web surfing, email and word processing.

**Star Wars** - It was 40 years ago this Memorial Day weekend that this remarkable movie was released. Three George Lucas trilogies, two Disney movies, a cartoon series and untold numbers of books and other

## THESE ARE A FEW OF MY FAVORITE THINGS

merchandise items later, Star Wars has become part of our tech culture. I was at the Reagan Library a few weeks ago and was reminded that it also informally lent its name to the SDI (Strategic Defense Initiative) missile defense system proposal that was a factor in the ending of the cold war and collapse of the Soviet Union. To me, Star Wars is just great entertainment that inspires real technology and scientific discovery.

*Gigabyte Flash drives and boxed sets of Star Wars  
Chromebooks and Fitbits and Amazon Prime stores  
Searches with Google (don't switch me to Bing!)  
These are a few of my favorite tech things*

*When the web's slow  
When my screen's blue  
When it's filled with ads I simply remember my favorite tech things  
And then I don't feel so bad  
(Apologies to R & H)*

***This article has been obtained from APCUG with the author's permission for publication by APCUG***



between a Software Application (App), and a file type on your specific computer. (Remember the file type is shown by the characters after the "." in the file name. For example, the file type of the file name "aletter.doc" is ".doc".) Yes, Associations are specific to a computer and are probably different on other computers, though many of the basic Associations that we typically have set up are probably the same on most other computers. For instance, most of us probably have Word associated with .doc and .docx files, and Excel associated with .xls and .xlsx files. (In Windows 10, if you are not seeing the file type as part of the file name, start File Explorer and in the View tab, check the "File name extensions" box.)

The file type is really a description of how to interpret all of the data that is held within the file. (It defines in great detail just what every bit and byte in the file means.) And this is where Files and Applications come together, or where they become "associated". File Association links a file type with an Application. An Application knows how to handle a particular file type because of the file type definition. Fortunately, we, the users, don't have to know anything about the details of the file type, only that a particular file type can be used with a particular Application. So, if a correct association is made, the Application will handle the file in the expected fashion. If an incorrect association is made, the results will be undetermined and possibly problematic.

So, where do we find these Associations? I thought you'd never ask. To see them, just go to the Control Panel. (Right-click the Start button, and select Control Panel, or type "Control Panel" on the taskbar.) Make sure "View by" is set to small or large Icons, rather than "Category". Next select Default Programs, and then

## Associations - We Need Them

by Phil Sorrentino, The Computer Club, Florida  
<http://sccccomputerclub.org> / [Philsorr.wordpress.com](http://Philsorr.wordpress.com)

**A**lthough "guilt by association" may lead you to an incorrect logical conclusion (refer to "Association Fallacy" in Wikipedia), your computer, without associations, would not be able to make any sense out of any of the files that you use. "What?" you say, why my computer always makes perfectly good sense out of all of my files. I

can read all of my documents, even the most complicated spreadsheets, all of my pictures are just picture perfect, my music always sounds beautiful, and my videos are entertaining and enjoyable to watch. Well, that is because you probably have your Associations set properly.

The Association we are talking about here is the Association

select “Associate a file type or protocol with a program”. (Yes, here they refer to an Application as a Program. Application, App, and Program are synonymous.) This selection will cause the Control Panel App to search the computer and create an alphanumeric list of all of the file types that it finds on your computer. (Have patience, it may take a few minutes if you have an older computer or if you have an extremely large number of file types.) Once it is finished you will see the list of file types in three columns; Name, Description, and Current Default. Keep in mind that a specific program may handle more than one file type, as indicated by the multiple instances of a program name in the “Current Default” column. (Note that this screen uses the term “Extensions” for what we are calling the “file type”. This is just another name for the part of the file name after the “.”)

You can select a file type with a left click and all three columns will be highlighted for that file type. Try it for one in the list that has a program you recognize in the Current Default column, like “Movies & TV”, or “Groove Music”. Notice that once you have selected a file type, the “Change program...” button on the right side above the outline box of the file types can be used. This button will allow you to change the program that is associated with the file type that you selected. If you click the “Change program...” button you will see a screen that will show you the currently associated program (under “keep using this App,”) and a list of other possible programs (under “Other Apps”) that can be associated with this file type. This is a list of other programs that are known, to the Operating System, to be able to handle the file type in question. (Other Apps could be selected by selecting “More Apps”, at the bottom of the list, and then choosing one in the extended list, but these programs

are less likely to be able to handle the selected file type in an expected fashion. Selecting any of these programs could produce undesirable results, so be careful if you make any of these associations.)

To change the association, just select one of the programs in the smaller “Other Options” list and select “Ok”. After a few seconds, the newly selected program will be shown in the “Current Default” column for the selected file type, and the name of the newly associated program along with its icon will be shown above the outline box of the file types, on the left side. Now the newly associated program will be used to handle the file type that was selected. That’s all there is to changing the association. Keep in mind there may be many programs that can handle a given file type, but be aware that although

the new program may work, it may not work the way you would expect. In this situation, it is true that “the devil is in the details”. Programs may work in general the same, but may be very different in some specific details, and may not produce a desirable outcome. Don’t be afraid to try any of the programs in the shorter “Other Options” list because you will always be able to easily change back to the original program if need be. Now that you are armed with this knowledge you can inspect the associations of the file types of interest, possibly change them, and also see if any new program has hijacked the file types you regularly use. Knowledge is Power.

***This article has been obtained from APCUG with the author’s permission for publication by APCUG member groups.***



## Two Great iPhone/iPad Native Application Features

by Bill Crowe, The Sarasota Technology Users Group, Florida  
[www.thestug.org](http://www.thestug.org) [vp1@thestug.org](mailto:vp1@thestug.org)

Everywhere we go on the internet there seems to be a request to set up an account and establish a password for that account. While this is for my own protection, I, like many folks, can never remember the passwords. So, I write them down. But when I need them I never have them with me. Or they are outdated because I did not write down the update, or even worse I cannot read what I wrote. I decided to put them on My iPhone and iPad using the Notes application. At this point, many of you are thinking “ARE YOU NUTS?” Your notes are not secure. Well, with one of the many new features of the notes application comes the ability to Password protect a note. So now I can put all my passwords in one note, password protect it and I am all set. The only problem now is not to forget that password. What I do, in case that happens, is print out that

note just in case. So now all we need to remember is how to password protect a note and remember that one password. You will need to have iOS 9.3 or later. Then follow these steps to password protect a note.

1. First, start by selecting a note you’d like to lock down with a password or Touch ID.
2. Tap on the share button in the upper-right hand corner.
3. Select ‘Lock Note’ from the list of options.

If this is the first time you’ve selected this option, you’ll have to enter a password and a password hint. Notice the warning just below the password section: You cannot access any secured notes on non-iOS 9.3 or Mac OS X 10.11.4 devices. If you’d like to use Touch ID in addi-



tion to a password, leave the switch in the On position.

Alternatively, you can set up or change your Notes password by launching the Settings app on your iOS device, then going to Notes > Password.

With a password set, the next time you select Lock Note from the share menu, the note will be placed behind your password. You can identify which notes are protected when viewing the list of notes in your account thanks to a lock icon placed to the right of the title.

The second tip is how to change your wake-up music to more than a “BUZZ”. There may be a number of great alarm clock apps in the App Store that offer various features, but for most of us, the stock Clock app on iPhone is just what we need. It looks good and works great. If you want to give the native alarm option a try, you may find that it is the only app you need to wake you up in the morning.

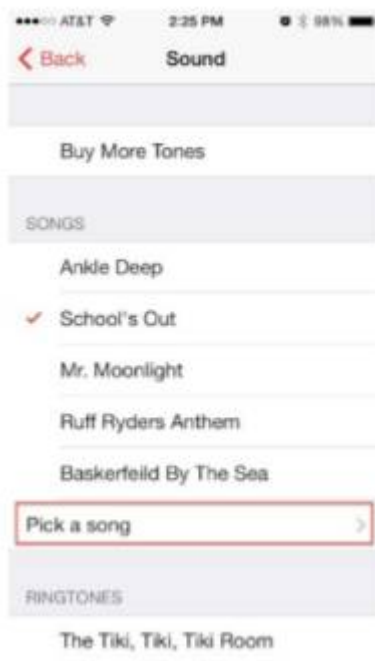
Not only that, but Apple also added a plethora of chimes and tones to keep your ears interested, or at least to get your brain to wake up in the morning. But if you are tired of being waken up to the sound of “Night Owl” and “By the Seaside” you will be happy to know that you can add your own music as the alarm sound.

To edit the current alarm, follow these steps:

- Step 1: Open the Clock app.
- Step 2: Select the “Alarm” tab from the icons at the bottom.
- Step 3: Tap the “Edit” button in the top left corner of the screen.
- Step 4: Select the alarm you wish to use a song for.
- Step 5: Tap “Sound.”



Step 6: Under “Songs” tap, “Pick a Song.”



Step 7: Select a song from your device's music library.

To set up a new alarm:  
Step 1: Open the Clock app.

Step 2: Select “Alarm” from the icons at the bottom.

Step 3: Tap the plus + button in the top right corner of the screen.

Step 4: Set the time, recurrence, and label if you want to.

Step 5: Tap “Sound.”

Step 6: Under “Songs” tap, “Pick a Song.”

Step 7: Select a song from your device’s music library.

If you use Siri to set your alarm, the alarm sound will be the last one you set up.

Happy wake up.....

***This article has been obtained from APCUG with the author's permission for publication by APCUG member groups.***



## Selling Your Used Computer Equipment or Software

If you have some computer equipment or software to sell, you can either place a free ad in the WYSIWYG, or bring the article to the club meeting. You can set up at the back of the room before the meeting, and sell your items to people at the meeting interested in buying them. Members are responsible for any damage, so bring a pad to prevent damage.





## Google Search Tricks

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

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

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

- Use quotes to search for an exact phrase. Searching a phrase in quotes will yield only pages with the same words in the same order as what's in the quotes. It's especially useful if you're trying to find results containing a specific phrase.
- Use an asterisk within quotes to specify unknown or variable words. Here's a lesser known trick: searching a phrase in quotes with an asterisk replacing a word will search all variations of that phrase. It's helpful if you're trying to determine a song from its lyrics, but you couldn't make out the entire phrase (e.g. "imagine all the \* living for today"), or if you're trying to find all forms of an expression (e.g. "\*\* is thicker than water").
- Use the minus sign to eliminate results containing certain words. You'll want to eliminate results with certain words if you're trying to search for a term that's generating a lot of results that aren't of interest to you. Figure out what terms you're not interested in (e.g. jaguar -car) and re-run the search.
- Search websites for keywords. Think of the "site:" function as a Google search that searches only a particular website. If you want to see every time TIME.com mentioned Google, use the search "Google site:TIME.com".
- Search news archives going back to the mid-1880s. Google News has an option to search over 100 years' worth of archived news from newspapers around the world. The address is <https://news.google.com/newspapers?hl=en>
- Compare foods using "vs". Can't decide between a burger or pizza for dinner? Type in "rice vs. quinoa," for example, and you'll receive side-by-side comparisons of the nutritional facts.
- Filter search results for recipes. If you search your favorite food, and then click "Search Tools" right under the search bar, you'll be able to filter recipes based on ingredients, cook time and calories. It's the perfect tool if you have certain dietary restrictions.
- Use "DEFINE:" to learn the meaning of words - slang included. Streamline the dictionary process by using, for example, "DEFINE: mortgage." For words that appear in the dictionary, you'll be able to see etymology and a graph of its use over time alongside the definition. Google will even sift the web to define slang words or acronyms. Try out "DEFINE: bae" or "DEFINE: SMH".
- Play Atari Breakout by searching it on Google Images. The legendary brick breaker game is available for easy access on Google. Just search "Atari Breakout" (without quotes) on Google Images and enjoy.
- Search images using images. Ever come across a photo that looks strangely familiar? Or if you want to know where it

came from? If you save the image, and then search it on Google Images (with the camera button), you'll be able to see similar images on the web.

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

*This article has been obtained from APCUG with the author's permission for publication by APCUG member groups.*



## Club Record Changes

**T**o update your e-mail address, phone number, etc., please e-mail the club secretary at:

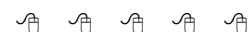
Secretary@SterlingHeightsComputerClub.org.

Using this address will provide the smoothest and quickest way for any changes.



## SHCC Emergency Cancellation

**S**terling Heights Computer Club meets at Macomb Community College (MCC). We will meet if MCC is open and will not if MCC is closed. MCC closure is announced with other school closings on many local TV and radio stations and on their web site. All members of SHCC have an email address. One of the SHCC officers will send an email to the addresses SHCC has on file alerting members to the event cancellation. If your email is broken, call an officer; don't leave a message, call another officer if you don't talk to someone live. It is your responsibility to keep the email address you have listed with SHCC current.



**WYSIWYG WEB WATCH (www)**by Paul Baecker [webwatch@sterlingheightscomputerclub.org](mailto:webwatch@sterlingheightscomputerclub.org)

This column attempts to locate sites containing valuable, amusing, and free content, with no overbearing pressure to purchase anything. Club members are encouraged to submit favorite sites (a description is optional) to the e-address noted above, for inclusion in a future WYSIWYG issue. Also check the SHCC web site (“Web Page Reviews”) for previous gems.

Troubleshooting right-click issues caused by shell extensions (when right-clicking a mouse produces no context menu).

<http://www.winhelponline.com/xp/slowrightclick.htm>

Animation shows the sources of U.S. Immigration over two centuries.

<http://metrocosm.com/us-immigration-history-map.html>

Appreciating Chinese calligraphy. (4-min. video)

<https://www.youtube.com/watch?v=MEN0CzGv5-Y>

Can you really trust that green padlock? This new phishing scheme could fool you with a false sense of security.

<http://www.nextgov.com/cybersecurity/2017/12/new-phishing-scheme-could-fool-you-false-sense-security/144418/>

If you don't really need to password-protect your Windows 10 login, then why add that potentially corruptive aspect to your PC? Here's how to configure your PC to start Windows 10 without a password automatically.

<http://www.howto-connect.com/start-windows-10-without-password/>

Detect and remove malware from USB (a.k.a flash, thumb, or zip) drives.

<http://www.nirmaltv.com/2017/02/01/detect-and-remove-malware-from-usb-drives/>

5 Ways to print folder and directory contents in Windows.

<http://www.makeuseof.com/tag/5-ways-to-print-folder-and-directory-contents-in-windows/>

8 deadly commands you should never run on Linux.

<https://www.howtogeek.com/125157/8-deadly-commands-you-should-never-run-on-linux/>

Some basic security measures specifically for people getting started with Linux.

[https://gendersec.tacticaltech.org/wiki/index.php/Linux\\_security#Using\\_removable\\_storage\\_media](https://gendersec.tacticaltech.org/wiki/index.php/Linux_security#Using_removable_storage_media)

How to find the best Wi-Fi channel for your router on any operating system, particularly in close living conditions.

<https://www.howtogeek.com/197268/how-to-find-the-best-wi-fi-channel-for-your-router-on-any-operating-system/>

Backyard astronomy basics for students of all ages.

<https://www.homeadvisor.com/r/home-science-backyard-astronomy/>

What is a “fileless attack”? How hackers invade computer systems without installing software.

<https://www.itworld.com/article/3227046/malware/what-is-a-fileless-attack-how-hackers-invade-systems-without-installing-software.html>

Areal view of a train derailment cleanup event in a peaceful farming countryside. (15-min. video)

<https://www.youtube.com/watch?v=5G-N36QfCdl>

3 easy ways to unsubscribe from email lists

<http://www.wonderoftech.com/unsubscribe-emails/>

Video advertising “Miniature Wonderland”, supposedly the largest model railroad/railway in the world. (5-min. video)

[https://www.youtube.com/embed/ACkmg3Y64\\_s](https://www.youtube.com/embed/ACkmg3Y64_s)

A few hundred high-quality videos of trains. Two suggested playlists contain “Pure Michigan Trains” and “Upper Peninsula” railroads. (Videos range from 1-min to 65-mins, many with commentary.)

<https://www.youtube.com/user/MQT3001/playlists>

**NOTE: Many of the links in the digital newsletter connect to the Internet if clicked. For those that do not, copy and paste the link into your Internet browser.**

## World Wide Web Column on the Club Web Site

Check out the WebPageReviews section on the club’s web site. You can see past web sites reviewed in this column on our club web site. They are arranged into various key word categories to help locate a specific site.

