$4.00

# THE WYSIWYG

Member of apcug
An International Association of Technology & Computer User Groups

November 2020 Volume 32 Issue 9

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

## MAIN MEETING: TUESDAY NOVEMBER 3
## 7:00 PM
## Same day/time as usual
(Note: Daylight Saving Time ends Nov. 1)
## Location: Your house, Video conference

*(Please use your real name when you log in, just as we all do when we attend our in-person meetings.)*

**IN THIS ISSUE:**



## This Month's Main Meeting Topic:

# "Cutting the Cord"

**will be presented online by APCUG Speakers Bureau member**

# Rob Truma

* * * * *

***Hope to 'see' you there!***

**Guests and visitors are welcome. People can attend any SHCC meetings during two consecutive months before deciding whether to become a member or not. July and August don't count since there is no main meeting in those months. 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: $30/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

## 2020 SHCC Officers — Thanks to all!!!

| | | |
|---|---|---|
| **President** | **Don VanSyckel** | President@SterlingHeightsComputerClub.org |
| **Vice President** | **Mike Bader** | VP@SterlingHeightsComputerClub.org |
| **Secretary** | ***(open)*** | Secretary@SterlingHeightsComputerClub.org |
| **Treasurer** | **Bernie DeFazio** | Treasurer@SterlingHeightsComputerClub.org |

## Resource People

| | |
|---|---|
| Firefox | Don VanSyckel |
| General Computer Questions | Jack Vander- Schrier |
| Hardware | *(open)* |
| MS Publisher | Paul Baecker |
| MS Word | Rick Schummer |
| Spreadsheets | Rick Schummer |

## SHCC Coordinators

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

## Contact Information

**(Use the appropriate e-address for your questions/comments.)**

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## Club Dues Amounts

The club dues were increased to $30 per year at the November 2018 meeting.

This includes a digital version of the newsletter sent monthly, except for July and August, when the club does not meet.

A paper version of the newsletter is available in place of the digital newsletter, for an additional $31 per year. (increased at March 2019 meeting)

Associate memberships, for a second member of a household, remain at an additional $15 per year.

## Four-Month Meeting Schedule

***DECEMBER 2020***
**1 - SHCC Main Meeting**
13 - SEMCO meeting

***JANUARY 2021***
**5 - SHCC Main Meeting**
10 - SEMCO meeting

***FEBRUARY 2021***
**2 - SHCC Main Meeting**
14 - SEMCO meeting

***MARCH 2021***
**2 - SHCC Main Meeting**
14 - SEMCO meeting

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

# The President's Pen

**by Don VanSyckel**

We continue to have a remote meeting since group meeting size is still limited. When we can, we'll have live meetings at the new location, St. Thomas Lutheran Church. The church is located in Sterling Heights on the north side of 15 Mile Road about 1/3 mile east of Van-Dyke Avenue. We have invited Mr. Tapaninen of Micro Center to present his "What's Hot for the Holidays" info, but to date have not received a response, so we're moving on to a remote presentation by the APCUG speakers bureau. See details on page 1.

Officer elections are this month, November. Office responsibilities and duties have been emailed out and appeared in the newsletter in September. You can nominate yourself or email a friend and have them do it. Currently there is no nominee for secretary and one nominee for each of the other three offices.

As I've been discussing in several previous articles as a part of cutting the cord, I've been checking out DVDs from the library. I live in Sterling Heights and therefore use the Sterling Heights Public Library, which is a member of the Suburban Library Cooperative. Most libraries in this area are a member; check if yours is. This group enables people to borrow materials from any of the member libraries in the coop, and pick up your selections at your local library.

When logged into the SHPL web site you can search for any phrase which might be a title, author, or description. I don't recall what I searched on this one day, but one on the search results was a DVD titled "**In the Age of AI**". This sounded interesting so I put a "hold" on it, which is the way to request that item, and after a few days the DVD was available for me to pick up.

**In the age of AI** — copyright 2019
ISBN: 9781531711474

"Abstract: The promise and perils of AI; from fears about work and privacy to rivalry between the US and China. A new industrial revolution that will reshape and disrupt our lives, our jobs and our world, and allow the emergence of the surveillance society." (Quoted from the library web site.)

I have to admit that I hadn't considered some of the consequences of Facebook, Google, and other personnel information data collectors. When used benignly by these organizations you might not care, but the problem is this information can be turned against you or anyone.

A look at AI was presented and the first example was autonomous vehicles. What are the tens of thousands of truck drivers going to do if all the long-haul rigs are automated? Sit at home and collect unemployment? That'll be good for their mental health, not. What happens to the rig during a system reboot at 70 miles per hour?

Consider in China's large cities today if you jay walk, cameras "see" you, facial recognition is done, and a ticket is issued. China has gone to the extreme of even installing cameras in remote rural villages. This surveillance can be extended to track your habits, comings and goings, people you contact, and all sorts of other personal information.

A while ago, Facebook was fined for manipulating their members. Facebook tested and used methods to give their users certain mind sets or opinions. When you add in Facebook's censoring, it makes them not trustworthy by me.

Do you know that information about you is even gleaned from how you say things to Alexa and other voice recognition systems? Your interaction with the system is analyzed for cadence, sentence structure, and other items to determine information about you. What's next?

So as it turns out, technology can be used for good or for evil, it just depends on who's in control. Even things that at first glance appear to be good can have unanticipated dire consequences downstream. You know people, someone will make a bad decision (financially or in a relationship), get backed into a corner, and if they have access to information about others will use that information improperly to their advantage. Then there's government misuse of information. We all know how trustworthy politicians are; for instance, mayors improperly telling police departments to not enforce laws.

This is an extremely interesting DVD and I highly recommend that you check it out and watch it.

Let's all join in to your November meeting, where APCUG's Rob Truma will give us his "**Cutting the Cord**" presentation.
*{Ed. note: Since my ISP (WOW) recently chose to not offer cable TV to new subscribers anymore, I suspect that it's only a matter of time before they remove it from me as well. So, cutting the cord may occur much sooner than I'd expected to have to decide for myself. Oh, I dread going back to Comcast.}*

Last Month's Meeting:

Last month Judy Taylour of Association of Personnel Computer User Groups (APCUG) presented "**Troubleshooting Your Computer**". This presentation was well received and was very informative. Tips and tricks to help with our computer dilemmas are always appreciated. You can view the slide set for her presentation and her video link on the member's page of our SHCC web site (for SHCC members only, please).

# Broken Is As Broken Does

**By Greg Skalka, President**
**Under the Computer Hood User Group, CA**
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We have come to expect good experiences with our technology, and even demand them. A lot of things have to go right, however, to give us those good experiences. When we want to watch a cat video on YouTube, it seems there are few of us in the modern world that don't know how to do it. Most of us probably don't realize all the things that have to work correctly in order to have that experience, however. And when something goes wrong, not all of us seem equipped to effectively determine what is wrong and fix it.

Our watching that cat video depends on a great many devices and systems working perfectly and in concert. To get to that Internet site we want to visit, we need to have good ac power available or a good charge on our mobile device's battery. In our computer, laptop or smart phone, a multitude of tiny things need to work perfectly. Processors need to process and access memory and peripherals correctly, memories and other components need to function, input devices (mice, keyboards, touchscreens and switches) must operate and displays and speakers must output. The BIOS or kernel in the device, as well as the operating system, need to work together produce the capabilities and functionality required to make all those components work together to perform the task. Additional browser software must send commands and interpret results correctly. In addition to the hardware and software required at our end, the device's physical connection to the Internet (wired or Wi-Fi) must work. Your ISP must provide you with a good connection to the World Wide Web, and all the hardware and software connecting you to that server hosting the web page you want to see must be working. Finally, the YouTube servers themselves must be working. If even one tiny bit of that chain of components and software fails to work as expected, there'll be no cat videos for you. And if it does not work as expected, will we be given any useful information why?

With our increasing dependence on technology, knowing how to debug a tech problem seems like an essential skill to have. Yet troubleshooting does not seem like a common skill. Admittedly, as the devices and systems we use get more complex and tend to be constantly changing, it is very difficult to be an expert on all of it, or often, any of it. Maybe everyone can't be expected to repair their own computers, fix their own cars, debug their own icemakers and unclog their own toilets. But a little bit of knowledge about these devices and systems and some basic fault isolation skills can at least help point you in the right direction and allow you to deal more effectively with any service experts that must be called in.

As an engineer, I've had many personal and professional troubleshooting experiences, but a lot can be done by less experienced users thinking logically and working on the problem methodically. Providing substitutes for suspect components and conducting controlled experiments can help isolate the fault or eliminate potential causes. In the case of the missing cat videos, using another device to successfully view them points away from a problem with your ISP, the World Wide Web or YouTube. Being able to view other video web sites on the original device probably means it and its Internet connection are OK.

When only one item has failed, the odds of being able to isolate the problem to that one item are much better. When there are multiple failures in a system, however, fault isolation becomes more difficult and takes longer. What if your ISP has a failure at the same time your computer has an issue? If your second device also can't view cat videos, you might conclude your first device is good. When you fix your ISP problem and the first device still does not work (but the second one does), further debugging will be required related to that first device.

I recently had a confusing tech problem in which my fault isolation initially pointed in several directions, with a couple of false fixes and multiple issues. Fortunately, though I've still a few minor things to fix, I appear to have resolved my main issue.

All our tech devices need stable, reliable power. Unreliable power can interrupt your use in the best case and damage your devices in the worst case. Valuable devices like computers and smart TVs should at least have a transient voltage suppression device on their power inputs. For computers, where an unscheduled power outage could mean lost data, an uninterruptable power supply or UPS is advisable. This device contains a battery, which powers the device for a short time, allowing a graceful shut-down. These are typically used with desktop computers, while laptops, with their battery installed, have a built-in UPS function when plugged into ac power.

In my home office, I have a Windows 7 laptop, my primary computer, and a Windows XP desktop, which I run from a UPS. I keep the XP machine as it has a lot of software that I still need or prefer (to avoid security issues, I don't have it connected to my home network). I typically never turn off the XP computer; I generally leave the laptop on but close its lid to hibernate it.

One recent evening while working in my home office on my laptop, I noticed that the room lights occasionally flickered, as if the voltage to them was suddenly dropping a bit. I noticed it on the ceiling light and a lamp plugged into a wall outlet, so it was probably not a failing light bulb. I did not see this flickering in lights that were on in other parts of the house but did see it in the laundry room and garage lights.

Fortunately, I made a diagram of our house when we moved in 32 years ago that would be very helpful. On a floor plan of the house, I had drawn all the outlets, wall switches and ceiling lights in each room in their locations. I added information indicating which lights or outlets each switch controlled, and which circuit breaker each was on. Anyone can do this for their own home by turning off each circuit breaker individually, and then noting which items no longer worked. From my diagram, I noticed that all the flickering lights were on the same circuit breaker.

Residential electrical circuits used to be protected from over-current and short circuit events by fuses in a fuse box, but modern electrical code specifies resettable circuit breakers. Instead of cat videos, I recommend that everyone search for videos on how circuit breakers work - they are interesting and informative.

I looked in my home's breaker box for the circuit breaker in question, but it appeared normal and had not tripped. I considered if something on this circuit were drawing high current intermittently, but there was not much on this circuit but lights, my computers and the garage door opener, and besides, the circuit breaker should trip if overloaded to the point that the voltage drops enough to be visible as flickering. I cycled the circuit breaker switch for good measure, and then found the flickering had stopped.

A few days later, again in the evening, the flickering lights were back, and this time my XP computer's UPS was making occasional clicking sounds. This seemed to indicate that the UPS was protecting the computer, but then my XP computer went off. The UPS did not protect the computer, which probably meant the internal battery in the UPS was bad. I left the XP computer off and also unplugged the UPS. I'd need to look into buying a replacement battery.

For the next few evenings, it appeared that the flickering had gone away. It is hard to troubleshoot a problem that no longer manifests itself. Though still without a UPS battery, I needed to use the XP computer, and so used an ordinary power strip to plug all the XP computer components into the wall outlet. When I tried to start it, however, the computer would not turn on. Sometimes it seemed like the fans would spin momentarily when I pressed the front panel power button, but it otherwise remained dark and dead. Had the power glitching killed my computer?

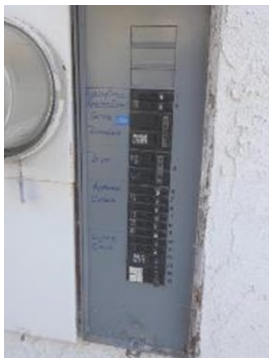
I pulled the XP computer out and set it on a table. It was obvious it had been running in its place for a long time, as the air inlets were covered in dust. I opened up the case and cleaned out all the accumulated dirt and dust. I also disconnected and reconnected all of the internal connections I could reach, in case any had corrosion or dust on the contacts. While still open, I plugged a power cord into it and hit the power switch.

This time it started up! I switched it off, and then on. This time it did not start. I repeated this a number of times and found it would start about one time in five. It looked like maybe the power supply needed to be replaced, but once it got running, it seemed OK.

Since I needed to use it, I plugged the XP computer back into the power strip and got it running. That evening I noticed the flickering lights again. Then while I was sitting there, the power in the room went out completely for about a second, and then came back on. This was obviously not something shorting the power as the circuit breaker had not tripped - it must be an interruption or "open" in the circuit somewhere.

I told my story to a friend the next day, and he said the very same thing had happened to him a few months before. He eventually found that a staple used to fasten his house wiring to a 2x4 in a wall had apparently been hammered in too hard when his house was built. This had deformed the copper wire it was holding, putting a sharp bend in it. Over time, the weakness in that spot in the wire increased until it opened intermittently under heavy loads. He found where it was by determining that outlets between the circuit breaker and the staple still worked, while those past the staple had problems.

In my case, it seemed all the devices on that electrical circuit were affected, but it would be hard to tell for sure with just flickering. Fortunately, my troubleshooting was about to get easier, as that evening, while using the computer, the power in that room went off and stayed off.

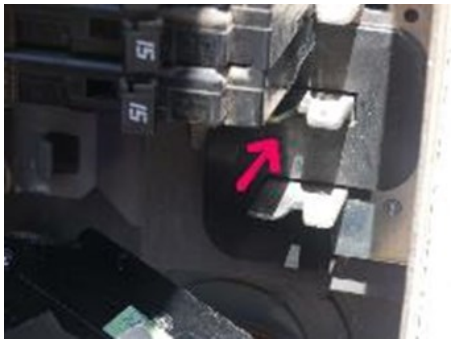


I immediately went down to the circuit breaker box on the outside of the garage and saw that the breaker in question was not tripped. I carefully removed the metal cover from inside the box, exposing the wiring and the power distribution bus bars in the box. I measured the voltage on the output of the suspect circuit breaker (the screw terminal, where a wire attaches) with my digital multimeter to the ground wire in the box. It read zero volts, indicating the problem was not in

the house wiring (thank goodness!), but was in the breaker.

I purchased a new circuit breaker from Home Depot the next day and went home right after work to be able to change it out while it was still daylight. To be safe, I shut off the main breakers, cutting all house power (of course my wife just loved that). I disconnected the output wire and pulled the breaker up and out (the breaker has a plastic tab that hooks into the breaker panel on the output side, and metal contacts that slide over the power bus bar in the box on the breaker's input side). I looked at my new breaker and realized it was not the same as my old one. My breaker box has bus bars that run horizontally; the new breaker I'd bought was for a box with vertical bus bars.

While I had it out, I noticed that the contacts on my old circuit breaker and the bus bar where they connected were discolored and pitted. Just like within my XP computer, perhaps cleaning the contacts would help. I used fine sandpaper to clean off both contact points and put the old breaker back in. After putting everything back together, I switched on the main breakers and checked the light in the garage - it was on! I then set about resetting all the clocks in the house and restarting all the other devices. Perhaps my power problem was fixed.



Everything worked fine for another few days, and then one evening the flickering started again. Late that evening the power on that circuit went out completely again. I switched the breaker on and off and wiggled it to try to make better contact, but it appeared that this time it was the breaker itself. It is likely its internal contacts had become pitted and corroded. It was too late to run to the store, so I removed the breaker so that I could take it with me to Home Depot the next day. Unfortunately, having this circuit disconnected disabled our garage door opener and our home Internet access (the main Ethernet distribution switches are located in my office, so with no power to them, all wired and Wi-Fi Ethernet would be interrupted). I pulled out extension cords and powered the Ethernet switches and the garage door opener from other unaffected outlets.

With the existing breaker in hand, I was able to purchase the correct replacement and get my home fully powered again. I've had no problems with it since, though I still need to buy a new UPS battery and look into changing the XP computer's power supply. And quickly, before something else breaks!

*{Ed. note: This article was authored in 2019, while Windows 7 was still being supported by Microsoft with security updates. That support ended in January 2020.}*

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

# National Cybersecurity Awareness Month

**News and/or Opinion from the Editor**

In the 'better late than never' department, October is **National Cybersecurity Awareness Month**. It is sponsored by the Department of Homeland Security. https://staysafeonline.org/
Below are some links about security for digital devices, and about the threats out there that affect our use of them, which I thought might interest our members.

Series of short **Security Awareness Episode** videos: https://staysafeonline.org/resource/security-awareness-episodes/

**Tips Sheets** on security for seniors, creating passwords, securing your accounts, holiday shopping cautions, and much more -- click on any of the Tip Sheets to download them to your PC: https://staysafeonline.org/resources/?filter=.topic-stop-think-connect.resource-item

**Insider Threat: From a cybersecurity perspective** (phishing, passwords, unsecured networks and Wi-Fi) -- download from here (two pages, a separate link for each one):
https://www.safcn.af.mil/portals/64/documents/NCSAM/2020/Images/Insider%20Threat_Page_1.png
https://www.safcn.af.mil/portals/64/documents/NCSAM/2020/Images/Insider%20Threat_Page_2.png

**Malware: How to identify it and remove it from your devices** -- download from here:
https://www.safcn.af.mil/Portals/64/documents/

# Playlists — Use Them to Enjoy Your Music

**By Phil Sorrentino, Secretary & APCUG Rep**
**The Computer Club, FL**
**www.scccomputerclub.org philsorr@yahoo.com**

A *playlist* is a list of files that can be played back on a media player. If the files are pictures and the media player is a picture viewer, you have a slideshow. If the files are audio files and the media player is a music player, you get music played for as long as the list continues. If the files are video files and the media viewer is a video viewer, you may get an afternoon at the movies. Typically with a play list, the files can be played back sequentially for an orderly experience, or in a shuffled order for a little more excitement.

Audio playlists are a great way of enjoying your digital music. Each tune to be enjoyed must be in one of the music file formats that are popular, .mp3, .wma, .wav, etc. .mp3 is probably the most popular. .mp3 is a lossy compressed format where the resultant files are about 1 tenth the size of the original file. But in the process of compressing the file some of the quality is lost. The quality that is lost is in the higher frequencies, where the human ear begins to attenuate as we age, so many of us older humans may not really be missing that much. (.wav files are lossless, uncompressed files, so if you want all of the quality, you should probably save your music in this file format when you get them; after all, nowadays storage is cheap.)

By the way, Windows comes with a great application that you can use to get all of your music from your CDs — it's called *Windows Media Player* (WMP) and allows you to "rip" your music files from your CDs (which is absolutely legal). It defaults to creating .wma files, so make sure you change this (in the Options) to .mp3 if you want .mp3 files. There is also an adjustment for the audio quality; the higher the number the better the quality, but the larger the file. So, once you have all of your music stored in a music database, you can start to create the playlists that will use the music files. WMP can also help you in this task. I've used WMP to create many playlists, some of which are called Love Songs, Assorted Favorites, Fun Songs, Songs from an Earlier Period, Folk Songs, Country Songs, etc.

So technically, a playlist is a file with a playlist file type. Many playlist file types have been defined such as .zpl used by the Zune Media Player (probably not many of those around), .wpl defined by Microsoft and used in WMP, .m3u originally created by WinAmp and used in the very popular free WinAmp music player, .vlc, a format used by the VLC Media Player which has the same format as .m3u except for the .vlc designation, .pls a format similar to the Windows .ini file type, and others. Currently, .m3u seems to be the most widely used file type. In my opinion, to keep your playlists most versatile, I would use the .m3u file type; but if you were going to only use WMP then .wpl would be a good choice. (WMP is set up by default to create the .wpl file type. If you want WMP to create a .m3u file type, you can change this after you have put together a list of tunes for a playlist. Right after you click "save list" you will have an opportunity to change the file type to .m3u.) In addition to being versatile, .m3u files can be easily modified, should you want to take on this tedious job. They are just text files with a simple format and can be opened with the "Notepad" word processor. To do this, just go into Windows Explorer and right click the playlist and then choose "Open with…" and choose Notepad. Each line in the file defines the location of a tune to be played, and comments can be added to the file because text lines that start with "#" are ignored. Any helpful information can be put in the comment line. Keep in mind, the tune file name used in the playlist must be exactly the same (character for character) as the tune file name in the tune database.

Here are a few lines from a .m3u playlist:

⇒ # John Denver
⇒ \MP3Music\PopMusic\John Denver - Annie's Song.mp3
⇒ # Alabama in Country Folder
⇒ \MP3Music\Country\Alabama – Give Me One More Shot.mp3

The first line starts with "#", so this is just a comment line and essentially nothing will be done. The second line defines the location of a tune. In this example, the tune is Annie's Song and it is by John Denver. (When you "rip" a song from a CD, you have choices as to how the tune file will be named. I have chosen to title all of the tunes in my Music database as "Artist" – "Tune Title". This allows me to see all of the tunes from a particular artist in alphabetical order when I look at the Music folders using Windows Explorer.) When the music player gets to this line it will retrieve the file "John Denver – Annie's Song.mp3" from the folder "PopMusic" and start to play (process) it. Note that the "PopMusic" folder is in the MP3Music folder which is the name of the folder that holds all of my tunes. "MP3Music" also holds folders for many other music genres, such as "Country", "R&R", "PreR&R", "BigBands", "Holiday", "Jazz", "Classical"; you get the idea.

So this line is like a road map to where the tune can be found. The third line starts with "#" so, again, it's a comment and nothing will happen. But the fourth line is another tune to be selected. This tune is in the "Country" folder which is also in the MP3Music folder. So when these four lines in a playlist are encountered, first "Annie's Song" will be played and after that is finished, "Give Me One More Shot" will be played.

Fortunately, all the hard work of creating a playlist is done for you by the App that you are using to create and play your playlists. WMP is especially easy to use because gathering your tunes for a playlist can be done graphically by just dragging and dropping your selections from the tune (music) database into a playlist area, and finally clicking "save list", and then you are done. Now, all you have to do is start the play list and sit back and enjoy the music.

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

# Crowns and Computers

**By Maryellen Amato, M.D., Member**
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**www.iconusersgroup.org**
**Meamato76@gmail.com**

Like most professions, dentistry has been deeply impacted by computer technology. Many dentists, for example, have been using digital x-rays. Several months ago in an article entitled Musings on Medicine, I discussed the advantages of using digital radiography, including quicker imaging times and decreased radiation.

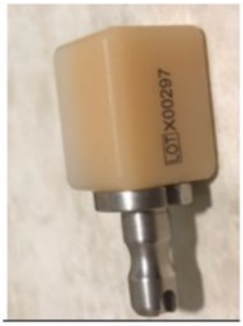
Another major facet of dentistry that has been affected by computers has to do with the way dental crowns are made. A crown is a small prosthetic cap that fits over an entire tooth to restore its strength and appearance. A crown may be necessary for a variety of cosmetic and/or functional reasons. A tooth might require a crown if it is broken, racked, heavily decayed, worn, damaged in some way, or compromised by a root canal.

I had a number of crowns made back in the "old days" before the advent of computers. A tray of gooey putty was placed over my teeth for a few minutes and then the impression was sent off to a distant lab where the permanent crown was made. In the meantime, for the next two weeks I had to endure a fragile temporary crown.

All that has changed with CEREC-3d CAD/CAM. CEREC stands for "Chairside Economical Restoration of Esthetic Ceramic Crowns." CAD/CAM stands for 'computer assisted design/computer assisted manufacturing."

CAD/CAM has been used in industry for many years, but dental CAD/CAM applications were not available until the 1980s, and CEREC technology has only become popular in the last decade.

My dentist, Mr. Jeff, DD, was one of the first dentists in Springfield to embrace this technology approximately 10 years ago. He has made several crowns for me with this technique, and it was so much easier than the old method – and much faster, too. Instead of taking two visits and two weeks to get the permanent crown, it only required about two hours total in one visit to have the new crown made and placed in my mouth.



Ceramic tooth material

Here is what is involved: The first thing my dentist does is take a picture using a dental program which allows him to make a 3D map of my teeth, including top and side views. This allows him to design the crown chairside right then and there on his computer monitor, bypassing the need for filling my mouth with goop and sending the impression off to a lab. This computer data is then transferred wirelessly to a milling instrument that carves the crown out of a block of strong nonmetallic ceramic material. A block of a harder material is chosen for back teeth because they are subjected to stronger grinding forces. The milling machine (about two feet long by one foot wide) takes up to 30 minutes to make the crown, which is then bonded into place in the patient's mouth.

This method is so precise that there is virtually no risk of damage to adjacent teeth. My crowns also have a very natural feel because they are customized to my bite. They blend in well with the rest of my teeth and look and feel natural.


The milling machine used to make crowns using CAD/CAM technology.

Dr. Jeff estimates he has made approximately 3,000 crowns using CEREC CAD/CAM. Currently only about 20% of dentists in the Springfield area have this technology, so if you need a crown, be sure to check if it is available at your dentist's office and ask how many crowns they have made using it, since like everything else with computers there is a learning curve.

In summary, I am very lucky that my dentist is on the cutting-edge of dentistry and that he could offer me this computer-based technology. I can attest from my personal experience that it is definitely easier, faster, and more accurate than the old method of creating crowns.

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

# "QuickLook" for Windows 10

**News and/or Opinion from the Editor**

There is a link among the Web Page Reviews on page 13 about Apple's "QuickLook" tool for Windows 10.

This is a really cool feature! As the article says, it is also very convenient. You click on a file. You press the space bar. A preview of the item pops up — like a photograph, the contents of a PDF, etc.

Note that by default it does start when Windows boots up. That can be disabled in *Settings…Apps...Apps and Features*. But it eats up very little RAM, and it's useful, so I leave it "on".

# Make Windows 10 Faster

**By David Kretchmar, Computer Technician**
**Sun City Summerlin Computer Club**
**www.scscc.club**
**dkretch@gmail.com**

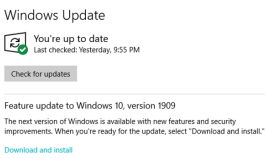
Support for Windows 7 is now history. Support for Windows 8 will last for 2 more years *{until Jan. 10, 2023}*. Windows 8 mostly consisted of intermediate steps (and missteps) toward Windows 10. In 2020 I can think of no reason for any user to be running Windows 8 instead of Windows 10, especially since Windows 10 is superior and is a free update to Windows 8. So, if you are one of the few users still running Windows 8 there is no better time than now to upgrade to Windows 10.


Most of us have used Windows 10 for a few years now; Windows lacks the flexibility of the flavors of Linux, and the slick user interface of Mac's Catalina, but is the operating system installed on the majority of home computers now.

Windows 10 is Microsoft's best operating system so far, but is not perfect. However, it is virtually infinitely customizable and I'm going to make a few suggestions that will help you get the most out of your windows 10 system.

### Keep Windows Up to Date

Windows is issuing updates on a weekly basis and these are important not only for the operating system and peripheral issues corrected, but also for keeping your security malware definitions current. Go to *Update Settings* and confirm that updates are current. Hit *Check for Updates* to verify this. This is also where you can learn if your system is running the latest update to Windows 10 (2004) and possibly complete this process (as is required in the dialogue box shown). Under *Advanced Settings* you can make sure auto-updates is checked.



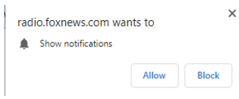

### Disable Cortana

She needs to just shut up. For most users, Cortana is just an annoyance built into Windows 10. She mostly gives users annoying pop-ups, she is constantly gathering data, and does little more than try to force us into Bing searches. In this day of actually useful voice assistants, such as Google or Alexa, Cortana seems oddly dumb. I have learned to disable Cortana during the installation of Windows, but if you have not had this opportunity, shutting her off is easy. Go to *Cortana* under *Settings* and toggle all sliders off.


Go back to the main Settings window and under *Privacy Settings* you can turn off the sliders for speech and inking and typing to reduce the amount of data Cortana gathers on your computer usage. You can also block Cortana from accessing your microphone and camera on the privacy page. This is also a good time to review all your privacy settings to make sure you are putting as little information as possible out there.

### Disable Notifications

Many users are unaware of why they are constantly getting popups from the *Notifications* icon on the lower right-hand corner of your Taskbar. These popups use system resources and can be a pain when they interfere with your computer use. Go to *Settings*, *System, Notifications*, and actions and toggle off Notifications. Like magic, they will no longer appear! You will still have many web pages offering notifications, but you can just say "NO!" by hitting "Block" or "Don't Allow".




### Disable Startup Apps

Go to your Task Manager's *Startup* tab and disable any programs you do not need running immediately every time you go into your operating system. Microsoft OneDrive and speech recognition ore a couple of major resource hogs. Toggle off anything you do not need running all the time. Remember, you are not removing any programs, and you are not preventing them from firing up when you need them.

### Log-in Faster

The Windows 10 log-in screen is an excellent example of a worthless "improvement". Having to swipe up or down or hit "Space" is a step Microsoft somehow felt was necessary; typing in your password takes even more time. Most users prefer to use a four-digit PIN; just enter 4 digits and there is no need to even hit Enter. To set a PIN go to *Settings*, then *Sign-in* options. Click on *Windows Hello PIN* and set your 4-digit PIN. Note that a little further down on this page you can disable the requirement for a sign-in after you've been away from your computer for a while.


If you want to remove the sign-in password requirement, type "NETPLWIZ" in the search box; then use this application to disable the password requirement for your computer.

### Disable Background Apps

This is not necessary on a new powerful system, but if yours is older you might want to look at these under *Privacy/Settings*. With an older system, performance might be improved by unchecking anything you don't need running.

*(Continued on page 11…..**Faster Windows**)*

# Make Life Easier with Office Templates

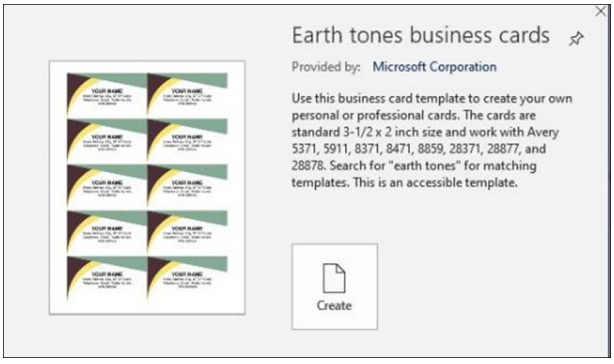
**By Nancy DeMarte, 2nd Vice President**
**Sarasota Technology Users Group, FL**
**www.thestug.org education@thestug.org**

It never hurts to make life easier, especially when we have necessary tasks to do. Recently, I revisited an old, but under-used feature of Office: **Templates**. I was surprised to find many new templates and easy ways to search for, create, and personalize them.

What is a *template*? It is a predesigned document that you can customize. You provide content like text or pictures within a professionally designed structure. Most templates include guided instructions within the template. Office templates cover a range of different purposes: business or personal cards, brochures, flyers, calendars, and more. Templates are available in Word, PowerPoint, Excel, and Publisher in both the Windows and Mac Office suites. *{Ed. note: Templates are available in other office suites, too, such as LibreOffice and OpenOffice, and some templates will work with multiple office suites. https://www.vertex42.com/ is one fine site for downloading free templates.}*

I was looking recently for a new design for my personal cards. When I opened the Word application, I saw several templates next to and below *Blank document*, with many more available free online.

I typed 'Personal Cards' into the Search box and pressed Enter to reveal a collection of card templates. I chose one called "Earth tones business cards" and clicked it. Then I took a few minutes to read the descriptive details and wrote down the card size and product numbers for card-paper compatible with my cards. Finally, I clicked Create to open the template.



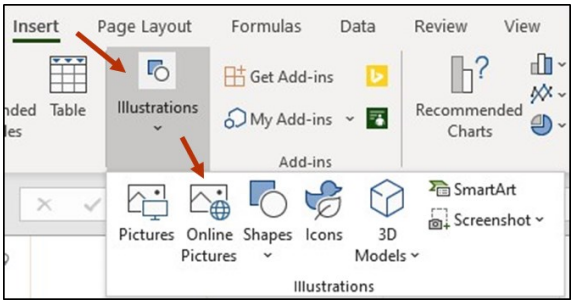

Customizing this template was easy. I clicked inside the top left card, selected YOUR NAME and typed my own name in its place. When I pressed Enter, all the other cards on the template displayed my name, too. The same was true for the other data. The whole process took no more than ten minutes. Now I had a sheet of professional-looking cards ready to be printed as soon as I purchased one of the compatible card packages at an office store.

**Templates in Excel:** Next, I opened Excel to see what templates were available. I wanted to find a calendar with a page for each month to personalize for my extended family. In Excel, I found a calendar I liked called Seasonal Photo Calendar.

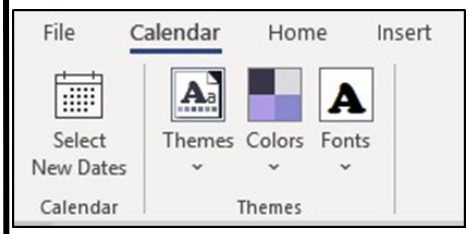


I read the details carefully before clicking Create. Once I downloaded the calendar, I began by clicking January at the bottom of the screen. Then I checked the Calendar settings for Year (2019), and Week Start (Sunday) to make sure all dates in 2019 would appear on the correct days of the week. Of course, this can be modified for the next year.

Then I began to add text and/or pictures to the important dates




for each month. I clicked a date on the calendar, then clicked *Insert tab* > *Illustrations* > *Pictures* (or other graphics). To add text, I double-clicked in a date square and typed. I made pictures smaller by dragging from a corner toward the center.




Many calendar templates allow you to change colors, fonts, and themes. Some only let you change the text. If you are working with a calendar template, select what you want changed and look for the *Calendar* tab on the ribbon, as shown. If you find you have the wrong dates for the days of the week, click *Select New Dates*.

**Templates in PowerPoint** are called **Themes**. These include the background design, font, and color scheme. There are also templates for entire PowerPoint presentations. All you need to do is change the text and re-

place the pictures with your own. This can be a lifesaver if you need a presentation quickly.

**Publisher Templates** offer a wide variety of templates. When I searched for Cards, I got greeting cards, invitations, plus business and personal cards. These are worth exploring.

**Tips:** You might ask how an Office template differs from an Office file (document, spreadsheet, or presentation)? Templates keep their original structure, no matter how much they are customized. To distinguish them from normal files, they have a unique file extension. In Word, for example, a *document* extension is .docx, while a Word *template* extension is .dotx (or dotm, if macro-enabled). Your search will show you templates, but when you click *Create*, the template becomes a document, leaving the template intact.

You can create templates as well as use them. If you have personalized a Word document, for instance, and saved it with a .dotx extension, it is now a template. When you use it, though, be sure to save it as a Word document (.docx extension), or your original template will be lost.

Next time you have a need for a professional-looking document or other project, try using a template. You may find it easier than you thought.

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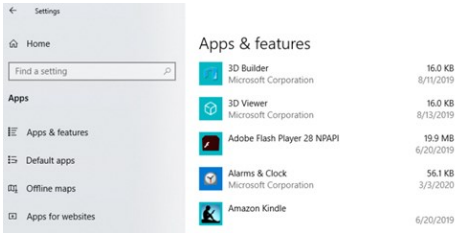
(***Faster Windows***…..*Continued from page 9)*

### Uninstall Unneeded Programs

Talking about unnecessary stuff included with Windows 10, there is a ton of "Bloatware" included on most new store-bought systems you can just ditch. Right-click on Start and click on Apps and Features. Scroll through the list and you will see a lot of programs on your system that you never use. Games such as Candy Crush and security programs such as Norton or MacAfee (trial editions) are major offenders in this area. Here is where you can simply uninstall the unused applications, freeing up room on your hard drive, and ensuring these programs will not try to load and take system resources in the future.

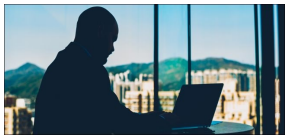



***This article has been obtained from APCUG with the author's permission for publication by APCUG member groups.***

# Does Private or Incognito Mode Make Web Browsing Anonymous?

**by Matthew Hughes**
**https://www.howtogeek.com**

Private is a relative term. This is abundantly clear when it comes to "private browsing"—the setting in a web browser that supposedly allows you to hide your history from others who use the same computer.



While private (or "incognito") mode can shroud your activities to an extent, there are still ways in which your actions can be tracked. And not just by people on your network, but also by your ISP, the government, and even hackers.

### What Is Private Browsing Mode?

Before we get to the meat of things, let's first define what we mean by "private" or "incognito" mode. This feature first appeared in Apple's Safari browser in 2005. It didn't take long for rival browser vendors, like Google and Mozilla, to follow suit. Soon, it became a standard component for any web browser worth its salt.

Private browsing effectively creates a separate browsing session that's isolated from the main one. Any sites you visit aren't recorded in your device's history. If you log in to a website in private mode, the cookie isn't saved when you close the window.

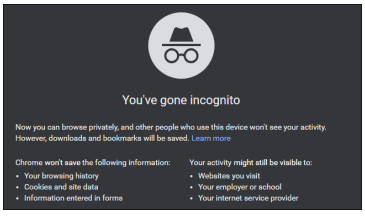
It's worth mentioning that this principle cuts both ways, however. Private browsing tabs can't access cookies you use in the main session. For example, if you log in to Facebook, and then enter incognito mode, you'll have to log in again.

This makes it slightly more difficult for third-party sites to track your activity while in incognito mode. It also allows you to easily access multiple web accounts concurrently.

As a bonus, it also becomes easier to skirt around so-called "soft paywalls"—websites on which you're granted access to a few pages before being prompted to log in or subscribe.

### The Limits of Incognito Mode

Browsers that offer a private mode often take great pains to emphasize it isn't a catch-all protection. At best, it provides a thin layer of privacy for people working from their private home networks.




Incognito mode doesn't stop the administrators of corpo-

*(Continued on page 13…...**Incognito**)*

# Making Your Tech "Fit" — Things In Your Hands

**By Debra Carlson, Technical Advisor**
**CVC Computer Club, CO**
**cvc.computer.club@gmail.com**

Do you have hand, shoulder or neck pain while and after using your computer? Spend hours online without moving? Taking breaks is helpful, of course. Having good habits can help avoid some potentially debilitating conditions:

- Carpal tunnel syndrome happens when pressure on the inner wrist makes the median nerve swell causing numbness, tingling, pain, and weakness.

- "Mouse shoulder" (pain in shoulder, upper arm and forearm) can happen when time is spent slouching while moving the hand. It leads to muscle strain of the shoulder girdle or the spine itself.

- A mouse that fits the hand poorly can also cause thumb tendinitis.

Computer peripheral manufacturers mention three mouse grip styles: palm grip, claw grip, and tip grip.

1. The palm style mimics holding the mouse like a doorknob. Most of the palm / finger surfaces are in contact with the mouse and most of the hand's weight lies on it. Mice built for palm grip are big, wide, have a "hump" on the back, and an area to rest the middle or ring finger.
2. The claw grip arches the hand -- only the fingertips and a small part of the palm contact the mouse. It takes less hand weight to "flick the mouse" making it easy to change the cursor's aim. The hump on the mouse back is smaller, and the mouse is smaller than one built for palm grip.
3. Tip grip is "all" fingertip. No part of the palm touches the mouse. It's faster and more agile than claw grip, but also more tiring. Making small adjustments on the screen such as photo edits, can be tough because the mouse moves so quickly. These are small, like "travel" mice. If not from overuse, pain often comes from using a mouse that, because of mis-sizing, requires an awkward grip or too much pressure to click.

So, what can be done to minimize problems?

1. Figure out your grip type and buy the right mouse for it. If you can, go to a store and "try" some mice. If that isn't practical, pay careful attention to the size on the description -- and its relationship to your hand size. Don't wait until you hurt to start using a mouse correctly or to find a mouse that fits your grip style.
2. When you're using a computer, keep the mouse a little above elbow height with your wrists relatively straight.
3. Take frequent breaks to avoid repetitive stress injuries. Also … Trackball, vertical mice, trackpads, and even some mice shaped like larger pens are made. Consider how you use your mouse and, if you have pain, consider one of these options as well. There will be a learning curve ... and, yes, these do cost more. It could well be worth the savings on pain relievers.

Another alternative is the touch pad. There is a learning curve associated with this, but some find it more comfortable. Capacitive touch and other peculiarities of smartphones / tablets that make finger temperature or humidity a factor do not impact desktop or laptop touchpads. Worth a mention if you are looking for a new mouse – cordless is nice, but it is possible to have increased latency (time lag) between mouse movement and the time the cursor moves on the screen.

- Spending a bit more when buying a Bluetooth mouse can increase quality / decrease latency.

- Making sure your mouse battery is not depleted also helps performance. "Wired" mice take power from the host machine, so this is only a consideration with wireless mice. Most mice are now optical, meaning they use light rather than a ball for movement. They do not require a mouse pad (the old "ball" mice often did to ensure consistent surface) but can react differently when placed on more reflective surfaces. If your cursor seems to be "jumpy", try putting a clean sheet of paper under it to mute some of the reflection.

Mouse choice, as with all input devices (keyboards, microphones, etc.) is very personalized. Don't believe it when someone says, "anything works". It's *your* comfort that counts.

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

*(**Incognito**…..Continued from page 11)*

rate or educational networks from keeping tabs on your activity. It also doesn't necessarily prevent someone from spying on your browsing habits if you're using a public hotspot in a cafe or restaurant.

Again, private browsing exclusively concerns itself with how browsing activity data is stored on your personal device, not its transmission across a network.

Furthermore, there are ways in which private browsing can be defeated locally. If your computer is infected with malware that tracks network traffic and DNS requests, incognito mode can't help you. It also can't beat "fingerprinting" techniques, in which third parties (usually advertising networks) attempt to determine distinguishing features of your computer to track its activity across a network.

Fingerprinting is an interesting phenomenon. It seems to attract less attention than malware and trojans, despite its ability to pinpoint individuals with startling accuracy. As you browse the Internet, third-party sites can glean information about your computer, including your time zone, the display resolution, the browser, plugins, and language you use, and so on.

Any of this information might be insignificant by itself, but together, it forms part of your device's semi-unique profile. Research from the *Electronic Frontier Foundation* shows that only one in 286,777 browsers share the same precise configuration (or "fingerprint").

The EFF offers a service called *Panopticlick*, which can show your browser's uniqueness score. This site illustrates the unfortunate reality that our computer configurations are more unique than we once thought, making it easy for third-parties to track us.

**Is Online Privacy Even Realistic?**

What electronic "privacy" actually means, and whether it's even a realistic prospect on the Internet, are important topics to explore.

In the simplest of terms, Internet privacy indicates the ability to communicate and browse without an external third-party being able to observe our activities. Currently, we face an abundance of potential barriers to this.

What about those who operate your network, and your ISP? And don't forget about your government. There's also the ad tech industry, which delivers precision-targeted advertisements through sophisticated tracking systems, including the fingerprinting approach we mentioned earlier.

The Internet is a panopticon. Yes, the VPN industry promises to deliver privacy if you invest in its products, but there's no silver bullet. True privacy seems illusory. The best you can hope for is something approaching that lofty standard. To get there, you'll also, inevitably, have to invest time and money and be prepared to suffer a degraded browsing experience.

Want to stop your network admin from seeing what you're up to? Well, you'll need a VPN—and make sure it's one that doesn't keep logs. But what about trackers? You'll need a plugin for those. To be really safe, disable JavaScript entirely. Sure, it'll stop many sites from working correctly, but it'll also stop those nasty fingerprinting scripts.

Those are extreme measures, and not something we'd recommend, for obvious reasons. Nevertheless, they illustrate the fact that Internet privacy isn't black-and-white. Rather, it's a spectrum of shades.

***This article is republished, with permission, from the How-To Geek web site.***

## Web Page Reviews Overload

(Web sites that did not fit on page 14)

Linux Survival is a free interactive tutorial designed to make it as easy as possible to learn Linux.
https://linuxsurvival.com/

What you need to know about DuckDuckGo.
https://www.groovypost.com/howto/what-you-need-to-know-about-duckduckgo/

Why do routers have USB ports?
https://www.maketecheasier.com/why-do-routers-have-usb-port/

Using apt-get commands In Linux -- a complete beginners guide.
https://itsfoss.com/apt-get-linux-guide/

How can I add a child user account to my Windows PC?
https://www.askdavetaylor.com/how-to-add-child-user-account-to-windows-pc/

How can I listen to SiriusXM on my computer?
https://www.askdavetaylor.com/how-to-listen-siriusxm-streaming-on-computer-phone/

Michigan Recycles! coloring and activity book to download for kids.
https://www.legislature.mi.gov/Publications/RecyclingColoring.pdf

This website that tells you how secure your TLS client is. TLS clients are just like the browser you use for web surfing.
https://www.howsmyssl.com

How to get Apple's 'Quick Look' feature in Windows 10.
https://lifehacker.com/how-to-get-apples-quick-look-feature-in-windows-10-1827277007

# Web Page Reviews

by Paul Baecker — webwatch@sterlingheightscomputerclub.org

**This column attempts to locate sites containing valuable, amusing, and free content, with no overbearing pressure to purchase anything. *Our club members only* 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.**

Click the green dots on a world map to discover radio stations at those locations.
https://radio.garden

What is DHCP? How does it work?
https://www.digitalcitizen.life/dhcp

Ghost towns in the U.S. and Canada.
http://ghosttowns.com

6 ways to prevent computer eye strain.
https://www.elegantthemes.com/blog/business/prevent-computer-eye-strain

Dark Mode is a setting that turns your bright white screen a little darker. This means most of your Windows apps and features will have white text against a black or gray background. This makes it a lot easier to read and is said to help with concentration.
https://www.hellotech.com/guide/for/how-to-enable-dark-mode-in-windows-10

YouTube's dark mode provides an easier-on-the-eyes viewing experience. It's particularly nice when watching videos in the dark.
https://www.howtogeek.com/361407/how-to-enable-dark-mode-for-youtube/

What is the package manager system in Linux, and how does it work?
https://itsfoss.com/package-manager/

7 sites where you can download free music (legally!).
https://www.makeuseof.com/tag/where-to-get-free-music-legally/

12 alternative search engines that find what Google can't.
https://www.makeuseof.com/tag/13-alternative-search-engines-that-find-what-google-cant/

How to disable Bing Search in Windows 10 version 2004 and newer, so that when you search for something that is on your PC, you don't receive unnecessary web results, too.
https://www.ghacks.net/2020/10/05/how-to-disable-bing-search-in-windows-10-version-2004-and-newer

40 gross hygiene practices from the American Old West that prove just how wild it really was.
https://scribol.com/anthropology-and-history/cultures/gross-hygiene-practices-old-west/

How to speed up your home Internet and Wi-Fi on the cheap.
https://www.pcworld.com/article/3570211/how-to-speed-up-home-internet-and-wi-fi.html

DIY craft and hobby site with over 6,500 in-depth articles and illustrated step-by-step tutorials covering a variety of crafts and hobbies, such as crochet, needlework, origami, photography, card games, beadwork, woodworking, coin collecting, and so much more.
https://www.thesprucecrafts.com/

Microsoft reveals why Windows 10 browsers create so many processes.
https://www.windowslatest.com/2020/10/06/why-windows-10-web-browsers-create-so-many-processes/

**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.**

## Web Watch Column on the Club Web Site

Check out the ***WebPageReviews*** section on the club's web site. There you can see past web sites reviewed in this column. They are arranged into various *keyword* categories to help locate a specific topic or site.