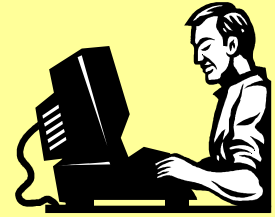




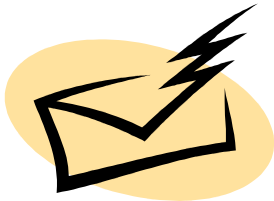
Kokomo PC Users Group



A great Users Group is the most important accessory you can have for your computer !

Presidents Message

by: Mark Pendergast - Da Prez



We are 100% electronic on the newsletter. Thank you all for supporting our change. With the bank balance dipping into the range of service charges, we would have been in big trouble. In fact, we will now start building a small nest egg for the future. We will have to decide if we want to reduce our dues again or offer more services like door prizes or refreshments. Let me know if you have any ideas.

We continue to offer warm hospitality and engaging meetings. Please take a moment to invite a friend (or enemy for that matter) to one of our regular meetings. We offer first class presentations, good fellowship and an informative question and answer period. If they join our group they will also receive our wonderful newsletter, mailed directly to their home or office. A good Users Group is the most important accessory you can get for your computer.

If you have any tips or tricks for improving our enjoyment of our PCs, please write them up in a short article for the newsletter. We would love to hear how clever you are and would like to learn your secrets. This is a great way to provide a service to the Group. You can also earn User Bux for each full page of original text.

If you have a computer passion you would like to share with the Group, we would love to have you present it at one of our regular meetings. Some of our best presentations come from our own Group members talking about the programs and hardware they love. Just let one of the officers know that you would like to present and what topic you will be presenting. This is a great way to provide a service to the Group. You can also earn User Bux for providing a presentation.



If you feel that you would like to become involved in the leadership of the Group, please volunteer to be an officer. We are looking for warm bodies ... I mean visionary leaders to participate in the leadership of the Group. Just contact one of the current officers and we will put you to work changing the destiny of the Group.

Automatic Updates

by Jay Eitelman



I don't schedule my computer to do anything automatically ... Especially the Windows updates. I don't like being interrupted, when I might be trying to do something. I think that's rude and besides, I like being in control of what my computer is doing ... as best I know how. I also do not leave my computer running at night, so I can't schedule updates when I'm not using it.

Anyway ... Microsoft only publishes their updates on the second Tuesday of each month ... so why check every day ? Also .. You may not want all their updates.

The most recent problem is their WGA (Windows Genuine Advantage Notification) update. If you've already loaded this update and don't have problems .. You might be lucky.

This is a routine to see if you have a illegal Version of Windows and provide a way to obtain a licensed version... ? using Money ?

The stories are .. this WGA update is killing up to 10% of the legal computers, and the repair can be a lot of trouble or even expensive.

If you know you're Legal (or aren't sure) ... Why would you want to take the chance that M\$ will shut you down and make you pay for a new copy of Windows. Or at least spend some time on the phone with someone in India .. If you can find his phone number and can Prove that you're Legal. At M\$... you're Guilty until you prove yourself innocent. If you know you're illegal .. Well .. enough said.

The general consensus of the chatter on the internet .. using Automatic Windows updates lets Bill Gates install Spyware or Scamware, since he seems to be not making enough money.

I used to update everything, thinking that I needed the latest, and greatest of everything .. and occasionally had problems as a result.

Now .. I generally only load the updates that are marked Critical and always review each update to see if I might need it ... (or not).

And I backup my operating system before doing the updates.

My new Method of Operation ..

If it Ain't Broke Why fix it - Till it is ?

Do you trust Bill Gates ??



My daughter just had to have a trench coat. I guess it is the fashion accessory to die for - or she just wants to look like a spy. Well we have been looking around town for about three months and just can't find what we are looking for.

I suggested that my wife - the famous Ebaysian who has still not given us a presentation - get on Ebay and bid on one. She bid on several and didn't win - we only planned to spend about 10 dollars for the coat.

Finally she won a bid. The seller had thousands of feedbacks and only a few were negative. She charged it to her PayPal account and we waited for delivery.

Well after about two weeks my wife sent the seller an email asking when we could expect to see the coat. She got no response. She tried a few more times and still got no response. We kept making excuses for why the coat could be delayed, but finally we were going on a month with no coat.

At that point my wife contacted PayPal and escalated the transaction to "Item not received" status. PayPal turned around and forwarded the message to the seller - who still did not respond.

My wife began to research the negative feedback that had been given to the seller. Many of them were people who said he never delivered the items that they purchased. The seller had responded with negative feedback to the other buyers saying that they were "Psychotics and pathological liars" - Yikes!

We waited another three weeks hoping that PayPal could straighten things out but we did not receive the coat and did not hear from the seller. My wife was seriously thinking of asking PayPal for a refund and starting fraud proceedings when she got a notice from PayPal. The PayPal representative said that they had received a response from the seller and had a shipping tracker number from the seller. In a few days the coat arrived.

When shopping on-line it is good to have services like PayPal to help you. There are still many people who get ripped off while buying things on online auction sites. It also helps to read the negative feedback of people you are doing business with. (It seems some people get a big pile of positive feedback and then think they can short change a few people without being hurt.



Phone Support Tips

by: Mark Pendergast



It seems that phone support has become as quirky as the original PCs. I would like to offer some tips to help you navigate the maze of help lines.

Even before you call, get ready for the adventure ahead.

Normally you will need to be at your computer so the technician can ask you questions so you might as well be there when you call. If you don't have a phone line near the computer you can use a cell phone - even if you have to borrow one. (Especially if you are having an internet problem and use your modem and phone line to dial the internet.) In the dim dark past I had a 100 foot phone extension cable that I ran from the kitchen into the family room so I could tuck with technical support. Later, I upgraded to a cordless phone.

Make sure you are comfortable. Get a cup of coffee. Wear nice comfortable clothes. Be sure you are ready for a long stay.

Gather all the information that you have available ahead of time. Make and print screen shots of all the errors you are seeing. Write out an exact description of the problem in advance - so you can just read it to them. Look up your computers serial number, purchase order number, date of purchase, model, specs and upgrades you have done.

Last, get a good spiral bound notebook that you will use only for recording everything that happens while fixing your computer. (This is probably the most critical step.) Start by writing the date time and phone number you are calling in the book. Get the name of everyone you talk to.

Write EVERYTHING that happened in the notebook - even if you have to tell the service technician to shut up and wait for you to do it.

The last tip is the best - if you don't like the guy you are talking to, thank them, hang up and dial in again. (I call this support roulette.) Keep trying until you get someone helpful. Always explain everything that has been done so far - from your notebook records.

As a last resort, ask to talk to a supervisor. Be polite and explain that you know it is not the technicians fault, but that you know he hasn't been given enough authority to fix your problem. Many times the supervisor will fix you in minutes - or pass you off to a real expert.



This Month's User Bucks J. Eitelman \$2, M. .Pendergast \$2

MEETINGS: Second Thursday of each month at 7:00 PM at IVY Tech, 1815 East Morgan Street. Look for a notice of the room assignment as you come in the main East entrance. If the meeting location is changed, it will be announced on Page 1 of the newsletter. If a meeting is canceled due to inclement weather, radio stations WIOU and WWKI will be notified by 5:00 PM on the day of the meeting.

MEMBERSHIP: Annual membership fee is \$10. Checks should be made payable to the Kokomo -PC Users Group and mailed to: Rodney Malkoff, 3209 Janice Dr., Kokomo, IN 46902 (or pay at the meeting). Persons interested in joining the Group may receive two free issues of the newsletter. Contact the editor at kpcc@insightbb.com.

BENEFITS:

1. A one year subscription to the Group e-Newsletter.
2. Great presentations on interesting topics at each meeting.
3. Question and Answer session at each meeting.
4. HELP from other Group members who have been down the road before, and with whom you can share your experiences.

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|-------------------------|---|
| President | Mark Pendergast, 455-2229 |
| Vice-President | Jay Eitelman, 455-2916 |
| Vice-President | Jerry Henry 453-4144 |
| Treasurer | Rodney Malkoff - acting |
| Membership Services | Rodney Malkoff, 453-1159 |
| Newsletter Editor | Mark Pendergast, 455-2229 |
| Newsletter Distribution | Jane Ober, 455-1583 |
| Group WWW site | http://www.geocities.com/roood/pcusers |

NEWSLETTER ARTICLES: Articles may be submitted to kpcc@insightbb.com two weeks before the meeting.

September 14th

MS Publisher

Our own Mark Pendergast will show us how to use MS Publisher. Most of us already own it. It is a great specialty tool to make things look just the way you want them to.

Hope to see you there!

Join us on the 2nd
Thursday of each month
at Ivy Tech at 7:00 pm

Computer News & Reviews
Questions and Answers
Great Presentations
Fun and Fellowship
Monthly Newsletter

More details about the users group are published inside the back cover of this newsletter.

Or on the web at www.geocities.com/roood/pcusers