



# THE COMPUTER CONNECTION SAUK COMPUTER USER GROUP

JULY 2017

VOLUME TWENTY-SEVEN  
NUMBER SEVEN

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## JUNE 10, 2017 MINUTES: SCUG CLUB MEETING

The June 10 meeting began with President Bendick welcoming everyone to the June meeting. There were 2 guests. Question and answer session was next.

The business meeting began at 1:00 P.M by President Bendick. The minutes published in the newsletter were approved. The treasurers report was given and approved.

Old Business: Cables have been pulled to get ready for the upgraded HD security cameras for the Senior Center. Art thanked Neal, Cheryl, Joe, Terry and Ken for their help. Terry had put together a video showing some of the work, but it wouldn't play on the large television, he plans on showing it at the July cookout.

Terry talked about lab downsizing.

New Business: July cookout on the 8th will start at noon. Members are invited to bring a guest and a dish to pass.

The board meeting will be held June 14th at 6 PM at Wendy's in Sterling. Meeting was adjourned.

Joe & Glenda did the presentation on travel sites and tips. A lot of good questions and information given.

The drawing was held next with wonderful prizes given away.

*Respectfully submitted by,  
Glenda MacLellan for Darla  
Stigall club secretary*

### Club Information

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**BOARD MEETING  
MINUTES FOR  
JUNE 16, 2017**

The June 16, 2017 board met at Wendy's in Sterling at 6:00 PM. Officers present were Art Bendick, Neal Shipley, Joe Fornero and Darla Stigall. Board members attending were Cheryl Johnson, Gloria Schneider, Terry McLennan and trip coordinator Glenda McLennan. No old business. The July meeting will see Santa Joe wear a new hat and become Chef Joe. Chef Joe will cook hamburgers and hot dog for members and officers. Members are asked to bring a dish to share and a guest if they choose. The club will furnish the meat, buns, drinks, and table service. A drawing will be held also.

The program for August will be presented by John Miller, September will be Neal Shipley on Word, October program has not been filled yet. November will be filling boxes for Christmas Child and a couple shorts of information by Terry McLennan and of course December is our Christmas lunch and Santa Joe's program.

Glenda our trip coordinator is planning two trips next year an overnight trip for a Cubs, Cardinals baseball games in St Louis. Also, a trip called the Panama Canal trip with a partial transverse of the locks. Meeting was adjourned.

*Respectively submitted by Darla Stigall, Secretary.*

**Drawing for July**

**There will be a special drawing for a \$25 gift certificate from Walmart and a \$25 gift certificate from Applebee's. Everyone is eligible to win in this drawing including spouses and friends. The winners will not count as large prize winners for future drawings. One winner per family**

**BrainyQuotes:**

We owe a lot to Thomas Edison - if it wasn't for him, we'd be watching television by candlelight. Milton Berle

You better cut the pizza in four pieces because I'm not hungry enough to eat six. Yogi Berra

My psychiatrist told me I was crazy and I said I want a second opinion. He said okay, you're ugly too. Rodney Dangerfield

When I was born, I was so ugly the doctor slapped my mother. Rodney Dangerfield

I told the doctor I broke my leg in two places. He told me to quit going to those places. Henny Youngman

All men make mistakes, but married men find out about them sooner. Red Skelton

As a child, my family's menu consisted of two choices: take it or leave it. Buddy Hackett

My wife has a slight impediment in her speech. Every now and then she stops to breathe. Jimmy Durante

## The Laptop That Couldn't Keep Its Colors Straight

BY SANDY SHAPIRO

I have an Acer Chromebook – a nice little laptop. It's a little over one year old, which means it is out of warranty.

The other day when I logged into my Google account, the screen colors reversed putting white letters on a black screen instead of the normal black on white. Something has gotten corrupted, I thought, but how to trouble shoot this?

First step is to look into the settings adjustments. There I found things for screen saver, Bluetooth and other unhelpful settings. Time for a Google search. No joy there, either, but I did find out how to do some diagnostics (hold down the ESC and refresh keys and press the power button).

Error message: “Chrome OS is missing or damaged!” filled the screen. Aha, I thought, this must be the problem. After more searching, I found a web site where I could download a recovery operating system

to a thumb drive, insert the thumb drive in my laptop, and restore the OS. That didn't take long, and at least the error message went away, but as soon as I logged into my account, screwy colors again.

One Google guru opined that the laptop had a bad screen, but I didn't know how much I wanted to invest in repairing such an inexpensive computer. Time for another opinion. I called “Laptops4Every1,” a laptop repair service in Pacific Beach.

David, the “laptop fixer,” turned the computer on, went into the settings dialog, and clicked on something called “Accessibility.” That brought up another dialog box where he clicked on “High Contrast.”

Lo and behold, the colors were back to normal. David charged me \$20 for his service.

I don't know why my laptop suddenly turned on High Contrast, nor do I know how many other Acer machines will suddenly decide to take colors into their own hands, but I'm glad I found a quick fix, and I'm sorry I didn't push my exploratory curiosity a bit further and check out that setting.

Of course, now that I know what to look for, Google, I found, has a lot of information on using High Contrast. Well, I learn something new every day, and while some lessons can be expensive, this one turned out to be not too bad.

*By Sandy Shapiro, Member,  
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*April 2017 issue, Drive Light  
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My daughter Erica was visiting this week and I told her that sometimes I get stumped on what to write for the journal each month. She came up with what I think was a great idea – what actually happens when you call a Customer Support line and how to make those calls more effective for you to get the help that you need. I spent most of my career working on software to log the critical parts of a customer call for service and she reviews and manages people who actually take those calls at an AT&T call center. Here's Erica's take on Customer Service and how to get better results!

You know that message when you call customer service that says the call “may be monitored or recorded for quality assurance”? My job is to listen to those calls

and give feedback to customer service agents and their management about areas to improve and where they excel. So yes, someone really does listen!

Calling in to customer service or tech support is never how you want to spend your day, but there are a few things that you can do to help make sure the person you're talking to gives you the best service they can. So here are a few tips to make your next call go as smoothly as possible.

1 – Don't skip the automated voice or you will need to be

prepared to be transferred. No one likes to navigate all the options the automated system gives you, and the voice recognition can be frustrating, but giving it as much information as you can rather than just skipping it can make your call shorter and better. It will get you to a department you need, or where there is an account matching information you provide, and it will often (but not always) auto-load that information for the person who answers your call. If you do skip it, be patient with the person who answers and understand that they may have to transfer you – be clear about what department you need or what services you have, so as to waste as little time and save as much bother as possible.

2 – Know your information, and give what is asked. You may want to go straight into telling your agent what the problem is, or vent about how long it has been happening, but there are a few things the agent must do before they can really help, the most important of which is to find your account. If the person is asking only for your name or security question, then they probably have your account loaded up thanks to you taking time with the Interactive Voice Recognition system (IVR) or the robot as we call it, but they need to confirm it's right before they can start making changes or troubleshooting. If they ask for your account number, let them know if you don't have it, and ask what other information they can use to find you. If you have phone or email services with the company you're calling, that's what they would normally use to contact you; that's probably the information they need.

3 – Be patient and try not to ramble. You may hear long periods of silence, or the phrase “I am just running some tests” which is a favorite in the tech support calls. It can be hard to wait this out, if you are the customer, when you're mad that it's the 2<sup>nd</sup> time your internet has gone out today. But this time is when your support agent is checking your account, letting their system check for damage in the area or other reported problems, and when they are figuring out what steps to do next. If silence goes on for longer than a minute, feel free to ask for an update, but if you are talking the entire time it will be harder for the agent to concentrate on their job.

4 – Leave honest feedback, good or bad. You might be offered a supervisor or ask to speak to one, or you might get a survey email or text after your call. This data is crucial for the company to figure out if there are patterns of good or bad service, and figure out how to give you more of what you like. Ratings of your satisfaction with the result, the wait time, and the service are good points of reference for the company and service as a whole. If you have the option for a short-answer or a free response, that is the best place to give your specific thoughts about the agent you worked with rather than the company as a whole, that section usually goes to the agent's supervisor and is a big part of how they are evaluated.

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# What is an iPad Widget? And How Do I Install One?

By Bill Crowe

Widgets are small apps that run on a device's interface, such as a clock or a widget that tells you the current weather. While widgets have been popular on Android and Windows RT tablets for a while now, they haven't made their way to the iPad... until now. The iOS 8 update brought "Extensibility" to the iPad. Extensibility is a cool feature that allows a snippet of an app to run within another app. This allows widgets to run on the iPad via the Notification Center. You'll be able to customize the notification center to show widgets and choose which widgets to show in the notification center. You can also choose to access the notification center while the iPad is locked, so you can see your widget without typing in your passcode.

How do I Install a Widget on My iPad?

Widgets can be installed into the Notification Center by opening notifications by sliding your finger down, careful to start at the very top of the screen, and then tapping the 'Edit' button located at the end of your active notifications. The edit screen is split into those widgets that will display in the Notification Center and those that are installed on the device but not currently showing with the other notifications. To install a widget, simply tap the green button with the plus sign next to it. To remove a widget, tap the red button with the minus sign and then tap the remove button that appears to the right of the widget. Yes, it's that simple. Once the widget is installed, it will be displayed when you open the Notification Center.

Will There Be a Separate 'Widget' Store?

The way Apple has implemented widgets is by

allowing an app to display a custom interface within another app. This means a widget is just an app that allows part of itself to be shown in another app, which in this case is the notification center. Sound confusing? It's not. If you want to see sports scores in your notification center, you can simply download a sports app like ScoreCenter from the app store. The app will need to support becoming a widget in the notification center, but you don't need to install a special version of the app. Once installed, you can configure which apps to show in the notification center through the iPad's notification settings.

Can I Use a Widget to Replace the On-Screen Keyboard?

Another exciting benefit of Extensibility is the ability to use third-party keyboards. Swype has long been a popular alternative to traditional typing (or tapping, as we do on our tablets). An Android keyboard alternative, Swype lets you draw words instead of tap them out, which ultimately leads to faster and more accurate typing. (It's also amazing how quickly you can get used to the idea). For information on installing third-party keyboards, we'll have to wait until third-party keyboards arrive in the App Store. Several have already been confirmed, including Swype.

What Other Ways Can I Use a Widget?

Because extensibility is the ability for an app to run within another app, widgets can expand almost any app. For example, you can use the Pinterest app as a widget by installing it into Safari as an additional way to share web pages. You can also use photo editing apps like *Litely* inside of the iPad's Photos app, which gives you a single place to edit

a photo and use features from other photo-editing apps.

How to Reorder Widgets on the iPad Notification Center

Now that you have added a few widgets to the iPad's Notification Center, it might occur to you that widgets further down the page would be more useful towards the top. For example, the Yahoo Weather widget makes a great replacement for the default weather widget, but it won't do you as much good if it is at the bottom of the list. You can easily reorder widgets in the Notification Center by dragging a widget and dropping it in the order you want it to appear.

First, you need to be in edit mode. You can enter edit mode by scrolling down to the bottom of the Notification Center and tapping the edit button.

Next, tap the three horizontal lines next to the widget, and without removing your finger from the screen, drag it up or down the list.

This makes a great way of customizing the Notification Center and quickly getting at the information or widgets you want to see most.

Unfortunately, Apple doesn't allow a widget to go above the Today Summary and Traffic Conditions or below the Tomorrow Summary.

Source and Compliments  
lifewire.com

*By Bill Crowe, 1st Vice President,  
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*March 2017 issue, Sarasota  
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# Customize Your Quick Access Toolbars in Office

By Nancy Demarte

Microsoft Office offers hundreds of tools on its extensive “ribbon” structure. A user can spend a long time trying to locate a specific tool. To relieve that frustration, Office added a Quick Access toolbar to some of its Office applications and recently to the File Explorer window.

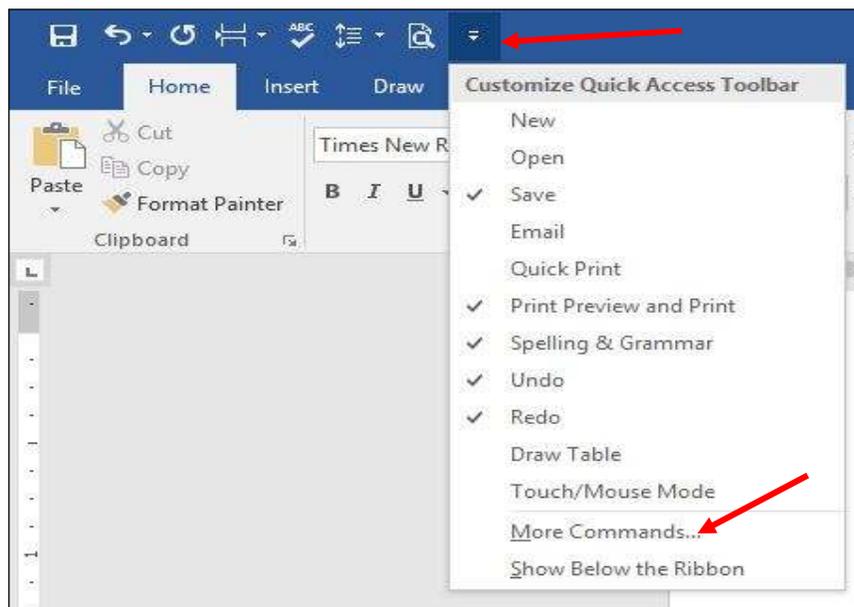
Located in the upper left corner of the title bar above the ribbon tabs, the Quick Access toolbar is always visible, which makes it a handy place to store your favorite tools. It contains a few icons to get you started, such as Save, Undo, and Redo. You can, however, customize this area to include any tools you want. It isn't difficult and can save you a lot of extra clicks.

Using Word as an example, first open a document to reveal the Quick Access toolbar above the left end of the ribbon.

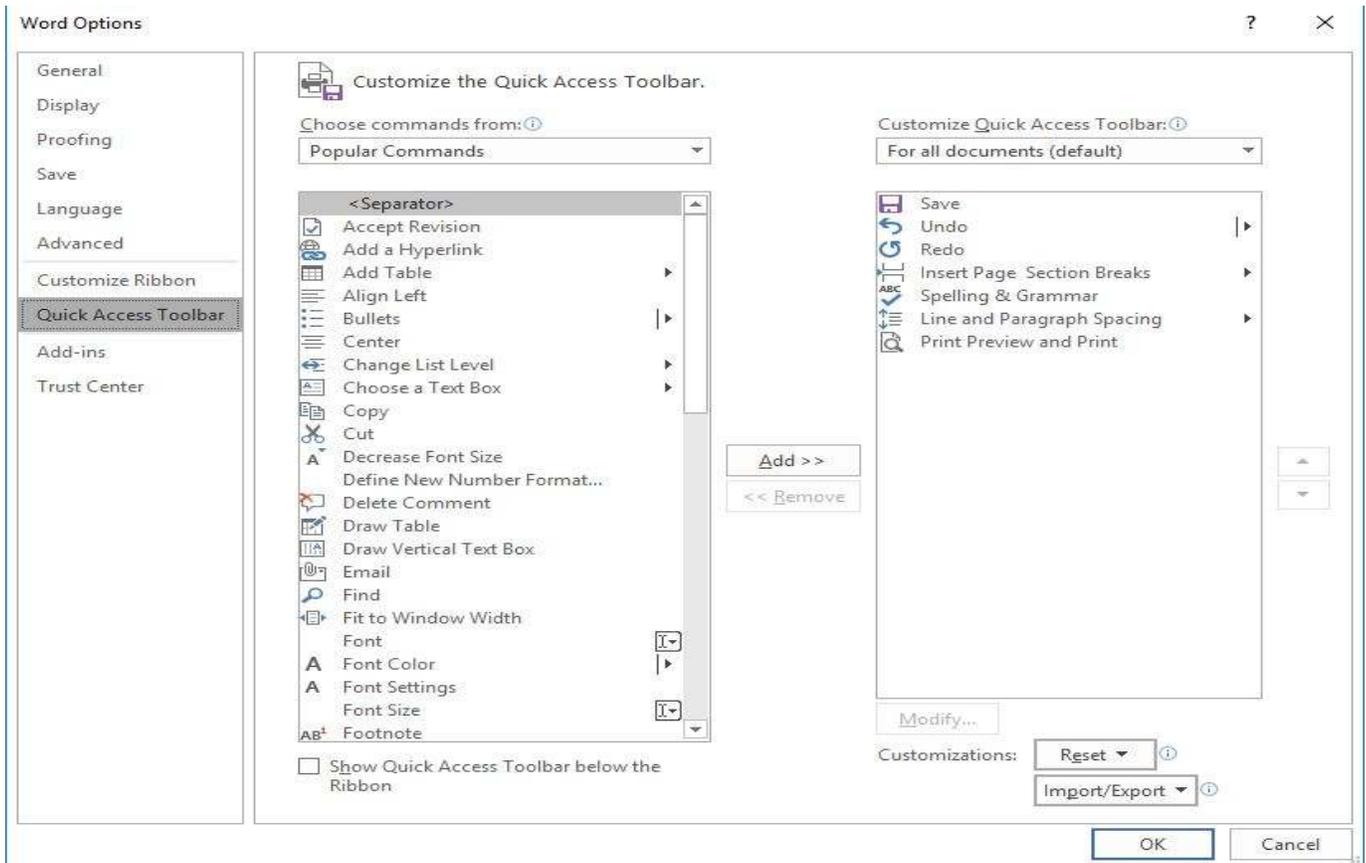
Then click the downward pointing triangle with a line over it at the right end of the Quick Access toolbar. This opens a menu of the most popular tools (commands). (Fig 1) Clicking an item puts a checkmark next to it, which adds it to Quick Access.

To see more tools, click “More Commands.” This opens a large dialogue box (Fig 2) that contains all the tools and commands which are part of Office, such as Word, Excel, PowerPoint, and Outlook.

Take a careful look at this large box on next page. In the list on the left side, Quick Access toolbar should be highlighted. If it isn't, click to select it. In the center pane is an alphabetical, scrollable list called “Choose commands from” with “Popular Commands” displayed. If you don't find the tool you're looking for in the extensive Popular Commands list, you can click the down arrow next to Popular Commands and select the huge “All Commands” list. If you still have no success, try “Commands not found on the Ribbon,” which includes tools such as the Envelope and Label Wizard, AutoCorrect Sentence Caps, and Decrease Paragraph Spacing.



**Figure 2 Full Quick Access customization dialogue box**  
To add a command to the Quick Access toolbar, click a tool in the left pane, then click “Add” between the panes, and the tool will appear in the right pane. Click OK to close the box. Notice that below “Add” is “Remove.” You can remove tools from the Quick Access bar by clicking a tool in the right pane and then Remove. In the bottom right



corner of the dialogue box are two other options: “Reset” and “Import/Export.” Click Reset to return your Quick Access toolbar to its factory setting. Import/Export can put all your customized settings into a file to be exported to another computer using a thumb drive or other media.

### Tips:

1. Make sure you add only tools you use regularly to Quick Access. You don't want to clutter your window with another long line of icons above the Ribbon.

Some of my favorites in Word are the Spelling and Grammar checker, Line and Paragraph spacing, and Print Preview and Print.

2. You can position the Quick Access bar below the ribbon instead of above. Click the arrow at the right end of the Quick access bar and select the last item, “Show below the Ribbon.”

3. This same large dialogue box can be used to customize the Ribbon. Click “Customize Ribbon” in the list on the left directly above Quick Access Toolbar. You add or remove tabs and

tools to make the Ribbon fit your needs.

Look for Quick Access toolbars or lists across many of the Microsoft applications. They can save you time and effort.

*By Nancy DeMarte, 2<sup>nd</sup> Vice President, Sarasota Technology Users Group, FL  
May 2017 issue, Sarasota Monitor  
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There will be a Question & Answer Session after the business meeting. Bring any questions you have about your computer or problems you may be having. It will be conducted

by:

**Art Bendick & Neal Shipley**



The next meeting of the Sauk  
Computer User Group will be

**July 8, 2017**

**Annual Cookout/Potluck : Noon**

Business Meeting

Question & Answer

Place: **Whiteside Senior Center**

**1207 West 9th Street**

**Sterling, Illinois 61081**

**WE WILL BE HAVING OUR ANNUAL COOKOUT/POTLUCK AT  
OUR JULY MEETING. INVITE SPOUSES AND FRIENDS,  
PLEASE BRING A DISH TO PASS.**