



THE COMPUTER CONNECTION SAUK COMPUTER USER GROUP

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APRIL 13, 2019 MINUTES: SCUG CLUB MEETING

Art Bendick opened the meeting and welcomed members.

Terry M. announced there would be a game of bingo during the meeting. Bingo game #1 winner was Howard,

Guests and new members were introduced.

Question and answer session was covered. Problem with hyperlinks in Excel introduced. Terry will assist Jan with issue. Problem with email was probably a Comcast issue that corrected itself (at Comcast). Problem with trying to update Windows that says to updated late, but will never update. May be sequencing of updates or 32 vs 64 bit computer. Best to perform updates one at a time. Terry told of black screen issue. Don't shut down computer because it is trying to update. Windows 10 version 1709 losses support in April, version 1903 is due late May, and Windows 7 has approximately 8 months left. Previous meeting minutes approved.

Treasurer's report was presented by Neal and accepted.

Old business- Terry described a project supported by the club at the senior center which is installing a new computer / security/backup system which has been approved and is in process. Previous meeting minutes were approved.

New business- Howard has started video recording portions of club meeting (Q and A, presentations). In computer lab, responsibility for curtain moval will be assigned to senior center.

Ken proposed meeting adjournment and Glenda seconded it.

Bingo game winner #2 was Tom.

Neal presented program concerning Microsoft Word tips covering methods of using the keyboard to modify word documents rather than utilizing mouse.

Bingo game #3 winner was Keith.

Next month's program presentation is by Joe F. on Quicken.

*Respectfully submitted by
Tom Rick, for secretary Nancy
Rich*

Club Information

Sauk Computer User Group
PO Box 215
Sterling, IL 61081-0215

Art Bendick - President
a.bendick@comcast.net

Website
www.saukcomputerusergroup.org

SCUG Email
saukcomputerusergroup@gmail.com

Editor and Printing done by:

Joe Fornero



**BOARD MEETING
MINUTES FOR
APRIL 17, 2019**

The April SCUG board meeting was held at Wendy's, Sterling IL. at 6:00 PM. Attending were Vice President Neal Shipley, Treasurer Joe Fornero, Members at Large; Glenda MacLennan and Joe Schmitt. We discussed the upcoming presentations: May will be Quicken by Joe Fornero, June still to be determined. July will be our annual picnic.

Since we did not have a quorum we could not do any other business.

*Respectfully submitted by
Joe Fornero , for secretary
Nancy Rich*

Drawing for May

For May there will be the last Amazon Fire and a \$50 gift certificate from either Galena Steak House or Candlelight as large prizes. You can only win a large prize once per year. Smaller prizes will include two \$25 gift cards from either Walmart, Pizza Ranch or Menards, along with a 256 Gb 3.0 flash drive and other misc. items and you can win them as often as your ticket is drawn, but only one per month.



Answer on Page 7

Don't ever share your password or pin #

By Jerry Heaton

The importance of protecting your personal information has been stressed time and again. Yet we still hear of occasions where someone has fallen for a scam which has cost them money, time and much aggravation.

I would like to think no one in our group has fallen for a scam of any type that cost them money. But I would almost bet someone I know has become a victim. I don't know it and probably never will because victims don't like to admit their stupidity – maybe that is a harsh word let's just say for being such a 'soft touch,'

Most people become victims only when they believe someone person convinces them they have a great chance to make some easy money or perhaps save them a lot of money.

I offer only a few rules which you should follow to keep from becoming a scam victim.

1. Don't answer or linger on the phone with a caller you don't know – even if they are from your own area code. Scammers and hackers can be anywhere in the world and still use you home area code.

2. If your phone rings once and then hangs up. DO NOT call back thinking the call was important and just got dropped. It could be their intent is to get you on the line and involve you in a lengthy conversation with the goal to keep you online as long as possible. There are area codes in the Caribbean that charge many dollars per minute which can be added to your phone bill.

3. If your phone rings and your caller ID shows someone you don't know – don't answer the call. If you decide to answer the call and don't recognize the voice – hang up

Should you do decide to ignore the above suggestion, and answer a call – more rules:

1. Don't trust anyone who calls with a great deal for you, which seems almost too good to be true – it likely is too good to be true.

2. Never ever give anyone your password – no one needs to know that but you.

3. Never ever give anyone your pin number – no one needs to know that but you.

4. Never ever give anyone your banking information – no one needs to know that but you.

All this discussion came to

mind as a CKCS board of directors member Jan Landers sent me the follow scam notice to put in the newsletter this month. It credits no individual or location, nor does it identify the author. The scam though is new to me and seems plausible. Just remember, this story may be new and true, or maybe not, It begins:

Alert your family and friends. Just when you thought you'd heard it all. Beware of people bearing gifts.

The following is a recount of the incident from the victim:

Wednesday a week ago, I had a phone call from someone saying that he was from some outfit called: "Express Couriers," (The name could be any courier company). He asked if I was going to be home because there was a package for me that required a signature.

The caller said that the delivery would arrive at my home in roughly an hour. Sure enough, about an hour later, a uniformed delivery man turned up with a beautiful basket of flowers and a bottle of wine.

I was very surprised since there was no special occasion

or holiday, and I certainly didn't expect anything like it. Intrigued, I inquired as to who the sender was.

The courier replied, "I don't know, I'm only delivering the package."

Apparently, a greeting card was being sent separately. (The card has never arrived!) There was also a consignment note with the gift.

He then went on to explain that because the gift contained alcohol, there was a \$3.50 "delivery/verification charge," providing proof that he had actually delivered the package to an adult (of legal drinking age), and not just left it on the doorstep where it could be stolen or taken by anyone, especially a minor.

This sounded logical and I offered to pay him cash. He then said that the delivery company required payment to be by credit or debit card only, so that everything is properly accounted for, and this would help in keeping a legal record of the transaction.

He added, "Couriers don't

carry cash to avoid loss or likely targets for robbery."

My husband, who by this time was standing beside me, pulled out his credit card, and the "delivery man," asked him to swipe the card on a small mobile card machine with a small screen and keypad.

Frank, my husband, was asked to enter his PIN number and a receipt was printed out. He was given a copy of the transaction.

The guy said everything was in order and wished us good day.

To our horrible surprise, between Thursday and the following Monday, \$4,000 had been charged/withdrawn from our credit/debit account at various ATM machines.

Apparently the "mobile credit card machine," which the deliveryman carried now had all the info necessary to create a "dummy" card with all our card details including the PIN number.

Upon finding out about the illegal transactions on our card, we immediately notified the bank which issued us a new card, and our credit/debit account was closed.

We also personally went to the

police, where it was confirmed that it is definitely a scam because several households had been similarly hit.

WARNING: Be wary of accepting any "surprise gift or package," which you neither expected nor personally ordered, especially if it involves any kind of payment as a condition of receiving the gift or package. Also, never accept anything if you do not personally know or there is no proper identification of who the sender is.

Jan, the board member who sent me this added this comment, "Above all, the only time you should give out any personal credit/debit card information is when you yourself initiated the purchase or transaction!

No doubt you might think of another rule or two that should be added to this list to protect ourselves.

*By Jerry Heaton, Editor, Central
Kentucky Computer Society
December 2018 issue, CKCS
Newsletter
www.ckcs.org
newsletter (at) ckcs.org*

Six Little Word Problems and their Solutions

By Nancy DeMarte

Six Little Word Problems and their Solutions

You print a multi-page Word document and get an unexpected blank page at the end of the document. Because it has a footer, you won't be able to use that sheet for anything except scrap paper.

Solution: Before you click Print, press the Show/Hide key on the Home tab > Paragraph group and scroll or press the Ctrl+End keys to get to the end of the document. You will see one or more paragraph icons on the last blank page. Select them and press Delete. Then save the document to avoid the blank page in future printings.



2. You open a document and find you have to squint to see the small type.

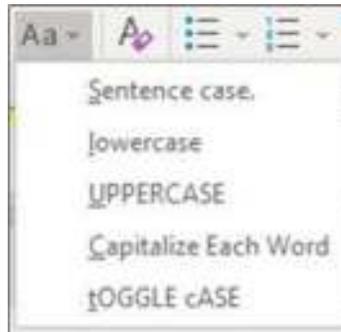
Solution: Go to the Zoom slider at the bottom right of the screen and click the + sign a few times until the document text is large enough to be comfortable for your eyes. This will not affect the text size when printed.

3. You are just about done typing a Word document and notice that all the text in the last couple of sentences is in upper case. You had pressed the Caps Lock key on the keyboard accidentally.

Solution: First select the text you want to reformat. Then click the Change Case tool (Aa) on the Home tab > Font group. Click the case pattern you want from the list, which in this situation is probably "Sentence case."

Sometimes you forget what version of Windows you have on

your computer. "Version" includes the operating system (Windows 7, 8.1, or 10) and the Windows update version number, such as the recent update, 1803. But you're not sure how to find the answer.



Solution: To find the version of your Windows operating system, type in the Search box at the bottom left of the taskbar the word **winver**. Then click the winner run command to see your computer's details.

5. When you enter an email or web address in a document, by default Word automatically adds a hyperlink to the address. You can identify a hyperlink by its blue text and underline. Many times, you don't want the hyperlink included.

Solution: There is a way to change the setting to stop the automatic hyperlink from being added. Click the File tab (top left of the ribbon), then click Options (last item on the menu). Click Proofing > AutoCorrect options > Autoformat and uncheck the last item on the Replace list, "Internet and network paths with hyperlinks," then click OK.

Just to be safe, also click "Auto Format As You Type" and uncheck

the same box there, followed by OK.

While you are in the Word AutoCorrect area, check to see if you are being bothered by any other automatic action. If so, uncheck it and click OK.

If you change your mind, return to this screen and re-check the boxes.

6. You have typed a long list of items, such as book titles, taking up several pages of a Word document. Each title is on a separate line. You would like to find out how many items there are in the list, but counting them would be tedious.

Solution: Select the entire list using Ctrl+A. Then on the Home tab - Paragraph group, click the numbering tool (top row, second from left) to place a number in front of each item. Then press Ctrl+End to jump to the end of the list, where you can view the last number. If you wish, then press Ctrl+Z or Undo to remove the numbering.

*By Nancy DeMarte, 1st Vice President, Sarasota Technology User Group, FL
November 2018 issue, STUG Monitor
www.thestug.org / ndemarte (at) verizon.net*

Kretchmar's Korner: Printer Problems

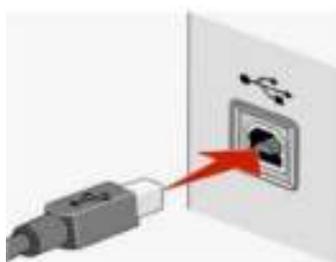
By David Kretchmar

Printers are the most problematic piece of computer equipment, next to the computers themselves. Just like computers, you can't live with them and you can't live without them. Even if you've decided you can live without a full computer and have moved to a tablet or maybe just your smartphone, there are still going to be occasions when you want to have a "hard copy" (printed copy) of a document. Also, with the multi-functionality of most printers today, most of us have gotten used to the convenience of having a photocopier, scanner, and



maybe even a FAX machine in our homes. It's easy to

understand why printers are such a pain; there are so many moving parts and opportunities for something to go wrong. Fortunately, you can address many printer problems using the techniques I'm going to describe. If none of the following work, it is probably time to bite the bullet and invest in a new printer. If something mechanical is



shot in a

printer, the fix is often prohibitively expensive (just buying some new printer heads can cost over \$100).

THE USB CONNECTION

Unless you're using a printer wirelessly, you need a working USB connection between your computer and your printer.

Sometimes a wireless connection is necessary, such as when printing from a cell phone, tablet, or from a computer not proximate to the printer. But if you are printing from a computer adjacent to the printer, a wired USB connection is always more reliable and highly recommended. Most of us know how to connect the standard USB male connector to our computer, but there is more confusion with the other end of that USB cable that attaches into (usually) the back of the printer (see the picture to the left).

Unfortunately, the printer end of the USB cable also

fits into the similar looking telephone line connection on the printer. Usually there is a pair of these female telephone line connectors on printers that include FAX capability; at least one will often be covered with a plastic cap.

One way to tell if you are using the USB connection on the printer is to listen for the USB "handshake" tone from the computer. If both your printer and computer are on, you should hear a couple of notes then you plug in or remove a USB device. If not, most likely you have missed that USB connection on the printer. Be especially aware of this possibility if you are setting up a printer new to your system, or if for some reason the cable has become disconnected from your printer. It is rare for the USB cable to go bad, but I have seen this on occasion.

DRIVERS CAN DRIVE YOU CRAZY



The printer and the computer must be able to communicate with each other, and this is accomplished with specialized software known as drivers. Windows 10 has printing drivers for most of the newer printers available today, but I strongly suggest installing the drivers furnished by the computer's manufacturer. This is especially true if you want to do more than print, i.e. if you want to scan a document into a file. A new printer will usually come with a CD that can be used to load the drivers appropriate for your operating system. If you have a tablet or other device that does not include an optical drive you can go the printer manufacturer's website, i.e. hp.com/support, and download and install the appropriate drivers. If you have a choice between downloading the basic or full featured software package, I suggest downloading the full featured package then doing a custom install, installing only the software you will be using. For whatever reason the full featured software package

sometimes works when the basic package does not.

Manufacturers will often keep their website drivers more up to date, fixing bugs that have appeared after the printer has been on the market for a while. So, if you are having issues with your printer it's a good idea to download drivers from their website.

When you do the custom install of your printer software, I suggest you deselect features such as the customer participation programs and supply ordering programs. I would also pass on the free optical character recognition (OCR) program, unless this is something you will use. OCR programs can be a real resource hog.

After the driver installation and a reboot see if any new programs are loading automatically by seeing if there are any new icons appearing on the right side of your taskbar. If so, you might want to open MSCONFIG and stop these programs from loading on startup. If you get a popup asking if you want low ink

notifications immediately or "only when printing", select "only when printing", so this program will not be running constantly.

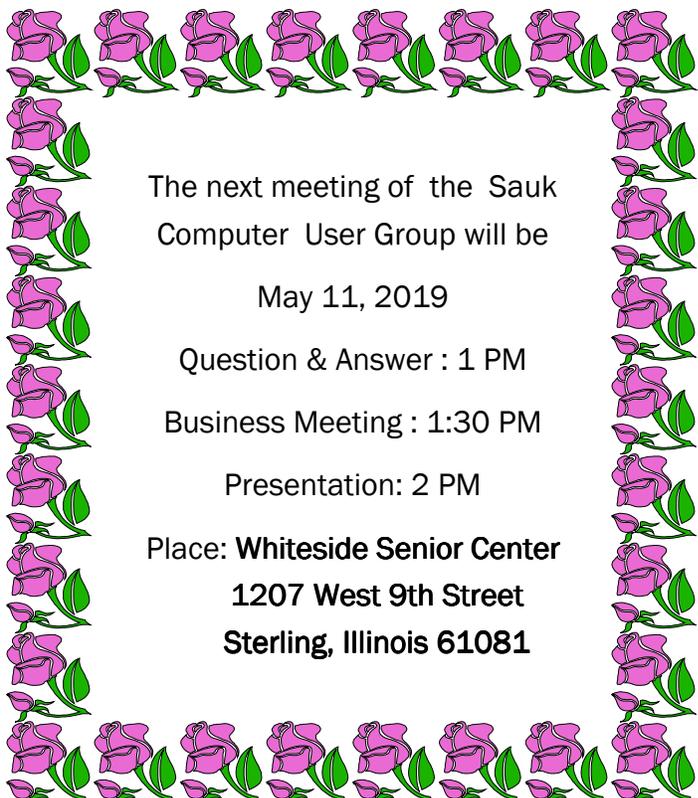
If you are buying a printer to use with a wireless device such as a Kindle Fire, Smartphone or iPad, do some research and make sure you are getting a printer that is supported by your device.

As you might expect with the popularity of the iPad, many printers will support the iPad with a free download from Apple. I've noticed that especially newer Hewlett Packard wireless printers are made to be compatible with the iPad.

*By David Kretchmar,
Computer Hardware
Technician, Sun City
Summerlin Computer Club, NV
January 2019 issue, The
Gigabyte Gazette
www.scscc.club/
Tomburt89134 (at) cox.net*

Answer: It Thought It Had A Terminal Illness.

There will be a half hour Question & Answer session starting at 1 PM. 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

May 11, 2019

Question & Answer : 1 PM

Business Meeting : 1:30 PM

Presentation: 2 PM

Place: **Whiteside Senior Center**
1207 West 9th Street
Sterling, Illinois 61081

MAY PRESENTATION WILL BE A PRESENTATION BY JOE FORNERO ON QUICKEN A FINANCIAL SOFTWARE PROGRAM