Back to Basics

Many Ways to Get Help

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As with any tool with so many options, computers offer us so many applications that it is easy to become confused and need help. Fortunately, many of these "options" that computers have available are those that are supposed to help us. Here are some ideas for getting help when you are stuck.

Google it – yes, believe it or not, Google is one of the best places to get help. Go to the Google web page at google.com and enter in the search box your SPECIFIC problem for which you need help. You may phrase it as a question if you like, such as: "How do I change the default font size in Word 2010?" Notice that you should be as specific as you can with the product or program name and the edition of that program that you are using. Google will provide you a list of things to click on to get the answer you need.

YouTube – another amazing way to get help. On the Google web page look for a "YouTube" option or look for a very small array of little black squares. Clicking on that array will bring up many Google options, one of which is YouTube. Or you can just go to the YouTube web page at youtube.com. Again enter in the search bar your specific question or problem

and you may be able to actually watch a tutorial on how to solve your problem. YouTube is a great resource for many things.

Classes – The big plus for classes is that you will go through a learning program instead of trying to learn "just one thing." If you are having more than one or two isolated problems with a specific program, you probably need a good class to bring you up to speed with that whole application. In a class you will become much more aware of what you do not know and get the bigger picture. And if you are stuck in class you can always ask the instructor or cheat by looking at what your classmate is doing.

Books – There is no lack of computer publications to help you. I like the books that have lots of pictures in them to show you what the computer screens look like as you learn. Although most people enjoy books, not many people can read a book and learn from it as they read. You need to actually do the exercises to learn.

Tutoring – This is really the best learning option because it should target your specific needs. If you do decide to have a paid tutor help you, why not negotiate and invite one or two friends to be there with you and share the cost?

Friends and Relatives – especially teens. They already know more than we ever will and would really have the knowledge to help you. But would they be able to teach well and be patient with you? That could be a problem. Or maybe you wouldn't understand the tech-talk they

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Logo designed on an Atari Stacy Laptop in 1989

Lake County Area
Computer Enthusiasts

LCACE
c/o Group Ambassador

"J.J." Johnson

Membership
LCACE membership is open to all individuals and families interested in personal computing. Annual dues are $20.00 per individual/family. Applications for membership may be obtained at the monthly meeting, by request on the club hotline, and are now available on our web site at http://www.lcace.org.

Meetings
LCACE meetings are usually held on Saturdays at the Grayslake Area Public Library, 100 Library Lane, Grayslake, Illinois. The meeting room opens at noon and the formal meeting begins at 12:30 p.m. All meetings are open to the public. Bring a friend!

Newsletter Submissions
Club members are welcome to submit classified ads, reviews, tips and other articles for publication, to our newsletter editor in Microsoft Word format (.doc). **Publication deadline is the 20th of the month for all ads and articles.** Please do not use tabs or special formatting.

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LCACE Website

Membership

Check out our Website The Web Master had been making many improvements and update.

L.C.A.C.E. Club Historian

History Report, 9/13/14 Meeting

Our September meeting was ably conducted by Liz Barnett.

Our featured presentation for this month was 'hoopla' by John Strott of the Grayslake library. Hoopla is a new feature whereby library card holders can stream or download movies and music from the library or one of its affiliate providers. He pointed out that this is an incoming trend, and that this online mode of operation will change how libraries will operate. John also explored the details of ownership and copyright implications of the stream and download content. Thanks for doing such a great job, John.

Much of the rest of the meeting was the exchange of knowledge and experiences of computers. Another great meeting!

At our **October 11** meeting, setup and Help Desk chores will be handled by Fred Barnett and Linda Koudelka. Unfortunately, I will not be there. But I hope to see you at our November 1 club meeting.

THANK YOU FOR RENEWING
Alden & Lois Wells
Harriet Rubnit

THANK YOU FOR VISITING
John Kelly

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might use. The blue circle with the white question mark in it – this symbol represents, in most Windows applications, the way to get help. Otherwise, look for anything on the screen that says "help." Click on it and search for what you want for that particular application.

Calling in a professional or taking your computer in to a repair shop – there is nothing wrong with doing this, especially if you are having a hardware problem. But they may not take the time to teach you anything.

I know I have not covered all the possibilities there are many more ways to learn; you have to decide which way is best for you. Learning one new thing is day is good for you and your

Windows 10: 12 things you need to know.

Lake County Area Computer Enthusiasts
"Members Helping Members"
(since 1983)

HOLIDAY RAFFLE 2014

1st Prize:

Dell Inspiron Touch Notebook
- Intel Core i5 Processor,
- Windows 8.1 64-bit
- 8GB Memory
- 1TB HDD
- HD 15.6"

INTEL CORE i5	8GB DDR3	1TB HDD	WIN 8.1 OS

2nd Prize:

Apple iPad Air 16GB Wi-Fi -White
- 5th Generation Retina Display
- Dual-core A6X chip with quad-core graphics
- 5.0MP iSight camera, 1080p HD video recording
- Up to 10 hours battery life

3rd Prize:

Kindle Fire HDX w/WI-FI
- 7" HDX touchscreen display
- 2.2GHz Quad-core Snapdragon 800 CPU
- 16GB (10.9GB available to user) of internal storage

4th Prize:

1-Year's Membership LCACE
"Members Helping Members"

Tickets: $1 each, 6 for $5, or 25 for $20

Drawing December 6, 2014
WINNER NEED NOT BE PRESENT

Review of the WOW! Computer

By Jon Mazur, President, CPUser Group, PA
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How many of you think computers are still hard to use? Well I think I have the answer for you. I recently had the chance to review quite possibly the world's easiest computer, from setup to actual use. I'm talking about the WOW! Computer from FirstStreet. My 72 year old brother was actually looking to purchase a new computer and had asked me to do a little research on computers that would be easy for him to use. I stumbled upon the WOW and suggested he check out some videos I found for him online. After a few back and forth discussions with him, he decided to go for it. He got in to computers in 1995 and after 12 years of frustration using Windows, he had me convert his two other machines to Linux and he has never looked back.

WOW actually runs a custom version of Linux called Tiny Core Linux. After he found that out it was a no brainer.

Here are some highlights of the WOW! Computer:

· Innovative touch screen design - one finger can control everything! (even comes with a stylus so you don't smudge the screen)
· Easy setup -- just plug in the power and your high-speed Internet connection & you're online
· Email is easy with large print and simple instructions
· One-touch access to many popular web sites plus simple browsing to the rest of the Internet
· Built-in video (Skype) chat, games, calendar, and much, much more!
· NEW! Text-to-voice reads your email to you
· COMING SOON! Voice dictation; speak your emails instead of typing

Once my brother received his computer it took

The reason that I mention Linux is that the

no more than 10 minutes for him to set it up and he had it working and online in about 15 minutes and he is not that computer savvy. The computer, as mentioned before, runs Linux but has a custom front-end interface that is truly user friendly. See the above photo which is what you see when the unit is powered on. The use of email, web surfing, video chatting, photo viewing, CD/DVD playback and much more are all included. Other key points to keep in mind are listed below.

- 27-year old U.S. based company (Virginia)
- 1-month risk free trial (no questions asked)
- Lifetime tech support (phone and remote access)
- U.S. based tech support
- No hidden fees
- No sales tax (at least not in Pennsylvania)
- $50 shipping charges
- Free HP printer (-$50 if you already have one)
- Easy setup
- Closed ended software system
- Runs Linux operating system
- Company handles all updates
- Cost $1079 with the printer or $1029 without

Product Specifications:
- CPU - Intel® 847 Celeron Dual Core Processor
- Monitor - 22" High Definition, 16:9 widescreen panel (1920 x 1280 pixels)
- Touch Panel - Multi Touch Screen
- Graphics Card - AMD® Radeon™ HD 6310 Discrete-Class Graphics
- Memory - 2G DDR3 / DDR3 SO-DIMM x 2 Slots
- Wireless LAN - 802.11 b/g/n
- Hard Disk Drive - 500GB 3.5" SATA II
- Optical Drive - Tray-in DVD Super Multi (plays CD's too)
- Speaker - Two built-in, front-facing 3W Stereo Speakers with SRS Premium Sound Technology
- Webcam - Built-in 1.0 MP Webcam and Microphone
- Rear Input/Output - 4 USB 2.0 ports, 1 microphone in, 1 earphone out, 10/100/1000 LAN jack
- Side Input/Output - 6 in 1 memory card reader, 4 USB 2.0 ports(one with super charger), 1 DC jack
- Power - 65W AC Adapter
- Wired Keyboard/Mouse - Keyboard and Mouse included
- Supports HP printers only (for now)
- Dimensions - 22" W x 16 3/8" H x 10 1/8" D (including space needed for stand)
- One year hardware warranty

Conclusion:

This is truly a great computer for those of you who are tired of the Windows or Mac rat race or who just want to simplify your computing life. My brother, for the first time in many years, truly is enjoying using his computer. A couple of things to keep in mind. The computer uses a closed ended software system. Meaning you cannot install any software on it yourself. So if this is something that you like to do, then this system is definitely not for you. Also the cost of the computer is $1079 with the printer or $1029 without. This may be a little steep for most people but keep in mind that you are getting lifetime tech support that is U.S. based. In closing I would say that this is a system that is pretty much maintenance and worry free.

You may contact me at cpusergroup@hotmail.com if you need further info on this system or visit the FirstStreet website at:

MEMBER OF THE MONTH

Stephanie is a retired teacher from the Itasca Public School System. Her home town is Morris, IL and she has two children and two grandkids who she love taking neat vacations with. When at home her passion is gardening and getting together with friends and family.

She enjoys attending classical music programs (Lake Forest Symphony C.S.O). Stephanie's favorite's food is fish (salmon) and lots of veggies, especially if someone else is cooking it.

Her prize passion is a family heirloom from her mother and of courses her grandchildren. If asked who she admires, the list would be too long. Like many of us, procrastinating is one of the things she wishes she could stop and she wishes to be remembered as a positive and inquisitive person. Her favorite expression is: **"What you go do?"** which her Ukrainian mother would say and she finds herself saying so often when so much is out of her control.
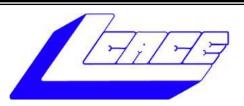
Stephanie Risinger

And the Winners are...

Door Prize Winner

Fred Barnett

50/50 Winner

Julie Bell

Happy Birthday!

William Fosdick
Henry Henriksen
David Carlson
Fred Barnett
Ellen Smatlak
Eric Rehberger
Julie Bell
Fritz Krause

LCACE

Lake County Area Computer Enthusiasts

Do you have computer questions
or need help with your computer?

Visit Lake County Area Computer Enthusiasts'
help desk for one on one help

Open to all

11:15 a.m.-12:15 p.m.
Grayslake Area Public Library
Rooms A-C