

Lake County Area Computer Enthusiast

# News Journal

**Join L.C.A.C.E. For a discussion on**

## **CLOUD COMPUTING**

**at the Grayslake Public Library**

**Saturday September 10th at 12:30pm**



<u>Phil's Rambling's . . . . . 3</u>	<u>Bluetooth on Your Smartphone and Tablet . . 8</u>
<u>September Winners . . . . . 4</u>	<u>Voice Control: . . . . . 8</u>
<u>Historian/Membership Report/Birthdays . . . . 5</u>	<u>Your Tech Support Match . . . . . 10</u>
<u>WD My Cloud Personal Network . . . . . 6</u>	<u>Special Raffle . . . . . 11</u>
<u>The Windows 10 Anniversary Edition . . . . . 6</u>	



**"Members Helping Members"**  
(since 1983)

## **Board of Directors 2015-2016**

**Phil Bock . . . . . President**  
[president@lcace.org](mailto:president@lcace.org)

**Linda Busch . . . . . Vice President**  
[vicepresident@lcace.org](mailto:vicepresident@lcace.org)

**Bobby Jacobs . . . . . Secretary**  
[secretary@lcace.org](mailto:secretary@lcace.org)

**Judy Dunham . . . . . Treasurer**  
[treasurer@lcace.org](mailto:treasurer@lcace.org)

**Linda Rohlfing . . . . . Programs**  
[programs@lcace.org](mailto:programs@lcace.org)

**J.J. Johnson . . . . . Membership**  
[membership@lcace.org](mailto:membership@lcace.org)

**Linda Koudelka . . . . . Public Relations**  
[pr@lcace.org](mailto:pr@lcace.org)

## **Volunteers**

**Webmaster . . . . . J. J. Johnson**  
[webmaster@lcace.org](mailto:webmaster@lcace.org)

**Newsletter Editor . . . . . Mike McEnery**  
[editor@lcace.org](mailto:editor@lcace.org)

**Historian . . . . . Lester Larkin**

## **News Journal**

**The LCACE News Journal** is published eleven times annually. Members are encouraged to submit contributions which will be acknowledged in this newsletter.

Send articles to [editor@lcace.org](mailto:editor@lcace.org)  
Permission is granted to reproduce any or all parts of this newsletter in other User Group publications, provided that credit is given to LCACE and the individual author(s).

Logo designed on an Atari Stacy Laptop in 1989 by Dwight Johnson Jr.

## **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.

### **Newsletter Advertising**

Ad rates per issue: Full page - \$25, Half page - \$15, Quarter page - \$10, Business Card - \$5. Discounts are available on advance purchase of multiple issues. Please send camera-ready copy and payment to the club address by the 15th of the month preceding publication. For more information on ad pricing, please call our Hotline. Ads are **FREE** to all paid members.

### **Notice**

**LCACE WILL NOT CONDONE** or knowingly participate in copyright infringement of any kind. The *LCACE News Journal* is published by and for LCACE members. Opinions expressed herein are those of the individual authors and do not necessarily reflect the opinion of LCACE, the membership, the board of directors, and/or our advertisers.

# Phil's Ramblings

Summer certainly passes quickly in our area, doesn't it? Football season is upon us, and the stores are stocked with fall and winter clothing – and Halloween costumes! Meanwhile, oblivious to the seasons, things continue to change in the world of computers.



Microsoft released their long-awaited Windows 10 Anniversary Update in August. I've installed that update on all four of our Windows 10 computers and tablets, and they are still running well. I can't say that I notice much difference, but then I haven't yet truly explored the changes incorporated in this major update. I did have one hiccup, which I partially described in the August newsletter. I have an inexpensive HP Stream netbook and a Dell Venue 8 tablet, both of which contain 2 GB of RAM and 32 GB of solid-state ROM. Although both devices allow for the use of SD cards for additional storage, the operating system and application software must be installed on the built-in ROM. Everything worked fine when I upgraded them from Windows 8.1 to Windows 10 in 2015 under the free upgrade offer.

Things did not go so smoothly when I tried to install the Anniversary Update. One of the prerequisites for installation is 20 GB of free ROM. But Windows 10 and associated operational software were already taking up about 14 GB of the existing 32 GB solid-state memory on each device. Even when I deleted everything else stored on the C: drive, there was less than 20 GB of free ROM. In our August newsletter, I wondered if Microsoft understood that their new update could not be installed (by normal means) on less-sophisticated Windows 10 devices. To date, I am still wondering – since I have not seen anything “official” from Microsoft addressing this problem.

However, since my August column several enterprising Windows 10 users have posted “workarounds” on Microsoft's Windows 10 Community Forum. The first one (and the one I used) involves downloading Microsoft's Media Creation Tool and using it to install the latest version of Windows 10 on these devices. It took a while, but it worked. However, to follow this process you must have at least 8 GB of free ROM on your device. This created a problem for some users, so another creative soul cobbled together a process using two computers, a USB drive and the Media Creation Tool to achieve the same results.

If any of you are facing this problem as you install the Anniversary Update, here is a link to this particular thread on Microsoft's Community [Forum](http://answers.microsoft.com/en-us/windows/forum/windows_10-update/windows-10-anniversary-update-for-32gb-emmc-budget/9158168e-54a2-4e9e-b6e7-784e7ace2469). [This thread can be found at: http://answers.microsoft.com/en-us/windows/forum/windows\\_10-update/windows-10-anniversary-update-for-32gb-emmc-budget/9158168e-54a2-4e9e-b6e7-784e7ace2469.](http://answers.microsoft.com/en-us/windows/forum/windows_10-update/windows-10-anniversary-update-for-32gb-emmc-budget/9158168e-54a2-4e9e-b6e7-784e7ace2469)

Amazon is continuing to expand their offerings. The Amazon Echo is a free-standing device that provides many of the features offered by Apple's “Siri” and Microsoft's “Cortana”. I bought one in 2014 to use for music playback. Since then, Amazon has offered many new capabilities; I receive an email from the company every couple of weeks describing some new feature or use for the device. (Here is a link to a recent review, that describes the evolving nature of this device: <http://www.techradar.com/reviews/audio-visual/hi-fi-and-audio/audio-systems/amazon-echo-1272454/review>. Meanwhile, as reported in USA Today, Amazon will be offering selected Great Courses through Amazon Prime at a discounted price. Here is a link to that article: <http://www.usatoday.com/story/tech/columnist/2016/08/30/cutting-cord-great-courses-amazon-prime-streaming/89001148/?csp=tech>.

As a follow-on to our smartphone discussions, here's a personal example of the bargains that are available out there. On at least one occasion during past meetings I have mentioned a very capable, moderately-priced ZTE Android smartphone that I purchased at Best Buy and then activated as part of the TracFone BYOP (Bring Your Own Phone) program. I just repeated the process to buy a new smartphone for my wife. TracFone has deals with at least three of the four major wireless network operators, to provide service over their networks. (I'm not sure about Verizon.) You can use a compatible phone you already own to sign up for their service, or purchase a new one. Since AT&T offers some very nice smartphones under their GoPhone prepaid brand, I checked out their current models and settled on a 5" LG Phoenix 2. This phone has a Snapdragon 210 1.3 GHz quad-core processor, 1.5 GB of RAM, 16 GB of internal storage, accepts up to a 32 GB micro SD card and comes with an 8 MP rear camera with flash. Of the 100+ user reviews on the Best Buy website, 97% of purchasers would recommend this phone to others. More good news: while the regular price is \$99, it was on sale at Walmart for \$70. To acti-



vate the phone through TracFone, you must first purchase a TracFone SIM activation kit (which Walmart conveniently sells for \$9.98). Last night I visited my local Walmart and bought their last LG phone and a TracFone SIM kit (over the objections of the salesperson who kept trying to explain to me that there was already an AT&T SIM card installed in the phone and that I did not need a second such SIM card from TracFone). She was right, of course, had I been willing to activate the phone through AT&T. But AT&T's cheapest prepaid plan is \$30 per month and does not include data. (You can purchase data packages separately, at \$5 per 100 MB.)

At 7:08 pm I opened the phone package, took the back off the phone, removed the AT&T SIM card, installed the appropriate TracFone SIM card, inserted the battery and reinstalled the back of the phone. I then took the phone to my desktop computer, plugged in a USB cord to charge the battery and turned on the phone. After going through the usual screens to choose language and connect to my Wi-Fi network, I went to the TracFone website on my computer to begin the activation process. This is very straight-forward; just follow the steps that the website takes you through. I purchased a 90-day service package that provides 180 minutes of calling, 180 text messages and 180 MB of data for \$19.98, and completed the activation process. At the same time, I signed up for auto-renewal, which will save 10% off their already low price on future renewals. After a test phone call and taking a photo with the camera and sending it as an email attachment to my home computer to make sure everything was working properly, I was finished. The time was then 7:52 pm.

Had I activated this phone through AT&T, it would have cost me at least \$360 per year for talk & text, plus however many data packages I purchased at \$5 each. Rollover is not an issue for the unlimited talk and text, but any unused data only rolls over for one month. With TracFone our new phone operates over the same AT&T network, but will only cost \$80 a year while providing all the talk, text and data we need. Moreover, unused talk minutes, texts and data roll over indefinitely. Should we find that this basic plan does not provide enough talk, text and data, we can bump up to higher level plans for a modest increase in price. (It is worth noting that since our new phone operates just as well over Wi-Fi as it does when it is using a cellular connection, this helps minimize our cellular service needs.)

In summary, as competition has spurred more BYOP options among the low-cost providers those looking for a back-up smartphone or who anticipate low usage can find good moderately-priced phones and very reasonable plans.



**Phil Bock won 50/50 Raffle**

## September Winners



Please remember to use the Amazon.com link on our website for your purchases:

Please click here ► [amazon.com](https://www.amazon.com) ◀ to help support our club with your on-line purchases

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

<http://www.lcace.org>

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

History Report, 8/13/16 Meeting  
By Les Larkin  
LesLarkin@AIM.com

Our August meeting was conducted by Phil Bock.



The door prize was won by Fred Barnett. He told me what it was, but I forgot. I must get better at this.

Phil Bock won the 50/50 raffle, the club and Phil each receiving \$12.00. Congratulations to all winners!

Thanks to Linda Busch for helping me with the coffee, and to those who brought munchies for us. Linda Busch brought coffee cake, and Fred and Liz Barnett brought cookies.

This month's program was "Smart Phones, Part 2". Phil conducted this presentation as a group discussion. We were all encouraged to participate, which is my favorite mode.

Another great meeting, and I hope to see you at our September 10 meeting.

LIFE IS 10% WHAT  
HAPPENS TO US  
AND 90% HOW WE  
REACT TO IT.

DENNIS P. KIMBRO

# Membership

## Membership Report

August 13, 2016

Members: 52

Meeting Attendee: 24 = 44%

### THANKS FOR JOINING

### THANKS FOR RENEWING

Bobby & Howard Jacobs

Barton Berndtson

Alden & Lois Wells

### THANKS FOR VISITING

Ronald Salsburg



**Wanda Pokela**

**William Ditman**

# Device Review

## WD My Cloud Personal Network

By Jasmine D’Katz

During our annual picnic, I overheard a couple of member talking about the cloud and why they don’t use it. Many reasons being that they don’t trust their information somewhere they are not sure is completely secure. While clouds like OneDrive and DropBox are very convenient for sharing files between computer and tables, especially if you don’t have a home network that allows you to do this. So why not set up your own home base cloud.



Western Digital offers several home base NAS servers you can set up in your home and access from anywhere. The WD My Cloud is fast, affordable and easy to setup and for

you to have your own personal cloud. The WD My Cloud comes in 2TB, 3TB and 4TB costing from \$150 to \$250 making it very reasonable for you own home cloud.

There’s a blue LED light on the front of the drive to indicate the drive is powered up and it will flash when you are access the data. There is also a USB 3.0 port for connecting additional storage of initiating direct download from a camera.

I was able to unbox the My Cloud drive and set it up in less than thirty-minutes. The My Could come with a small power adapter and network cable. The Quick Setup guide was pretty straight forward, Once the software is installed, the My Cloud Dashboard was well organized and I had no problem figuring it out. Next connect My Could to a network port on your router and that’s it.

Once connected the My Could drive will appear in your file explore with three Public share folders. Two other folder are labeled SmartWare and Time Machine Backup, and these folders will be available to all connected devices on your home network. The SmartWare will automatically back up all your files



on you home network. Photo and video from your smartphone and tables can also be backed up so you can free up space on your devices.

I did say all devices connected to your network and that means your phones and tables. By downloading the mobile app for you IOS and Android mobile, you can easily have access to all file you have stored on My Cloud via a Wi-Fi network or using your cellular connection.

Although I haven’t set My Cloud up for sharing, this will allow you to share files with a group of friends or family.

# Program Review

## The Windows 10 Anniversary Edition has a Lot to Love

By Sandy Berger, Compu-KISS

[www.compukiss.com](http://www.compukiss.com)

sandy (at) compukiss.com

The Windows 10 Anniversary Edition is filled with new features that you will want to



check out. Here are just a few of them. If you haven't yet downloaded this new upgrade, check out my article on How to Get the Windows 10 Anniversary Edition.

## The Edge Browser

The Edge Browser has come of age. This Anniversary Update has a lot of positive changes for the Edge browser. It is finally getting browser extensions, a feature that has been available in other browsers for years. Extensions are small add-on utility programs that allow you to customize your browser giving it additional capabilities. You can find the Edge extensions in the Microsoft Store and can easily add them to the browser. If you use services like LastPass, Pocket, Amazon and others, this will be something you will want to look into.

## Biometric Identification

If you hate passwords, we are getting one step closer to getting rid of them with this version of Windows 10. Windows Hello which is built into Windows 10, will now allow you use facial, iris and fingerprint recognition to login to the computer and/or purchase apps and games in the Windows Store. You can also use your biometric identity to log into services like Dropbox and iHeartRadio. Windows Hello will also work in the Microsoft Edge browser, so websites and online shopping stores will soon be able to use face, fingerprint and iris recognition, too. USAA banking is one of the first to support this, but many more apps and services are sure to use this as time goes on.

You will need a fingerprint reader and/or special camera on your computer or a computer with the proper hardware support to use Windows Hello, but if you hate passwords, this may be a good investment. There are not too many of these in the marketplace yet, but they are coming.

## Ink with a Touch Screen

With this Anniversary Edition, Microsoft has also released a new feature called "Ink". This will make using a digital pen on a touch-screen much easier and will also make it more fun.

## Link to Your Android Phone

If you have an Android phone you will now be able to install an app for Microsoft's Cortana on your phone. This will give you the ability to get your phone's notifications and text message alerts on your Windows 10 PC. You will even be able to respond to text messages that were sent to your phone right from your PC. With this addition and other changes, the little-used Windows 10 Action Center (Notifications) will become much more useful. It is even more accessible since it has been moved to the bottom of the screen. Just click the badge to the right of the clock to see it. Hopefully this is coming soon to the iPhone too.

## Cortana

Cortana, Microsoft's digital voice assistant has gained a lot of power. You can now ask Cortana questions, have her play music and set reminders right from the Lock Screen before you even log into the computer. Once you log in you can have her launch programs and apps, dictate email, and much more.

This and a whole lot more!! Be sure to check it out and let me know what you think!



# FYI

## Using Bluetooth on Your Smartphone and Tablet

By Julie Mahaffey, ICON (Interactive Computer Owners Network) Member  
March 2016 issue, The ICON-Newsletter of the Interactive Computer Owners Network  
[www.iconusersgroup.org](http://www.iconusersgroup.org)  
Cejmahaffey (at) gmail.com

The international symbol for Bluetooth.



Bluetooth is wireless and a way for devices to communicate with each other over a small distance. Created in 1994 Bluetooth® technology is a wireless alternative to data cables. Data is shared through radio waves rather than hooking a cable to a device.

Bluetooth connects the Internet of Things (IoT), machine to machine, Ex. smartphones, tablets, headphones, speakers, etc. A Bluetooth product, like a headset or watch, contains a tiny computer chip with a Bluetooth radio and software that makes it easy to connect.

See more at: <https://www.bluetooth.com/what-is-bluetooth-technology/bluetooth#sthash.BvuWBzJz.dpuf>

Bluetooth Facts:

- Bluetooth is everywhere – Smartphones, tablets, headphones, speakers, TVs, computers, cars, medical devices, etc.
- Bluetooth is low power – Runs off of small button batteries.
- Bluetooth is easy to use – When two Bluetooth devices want to talk to each other, they need to pair.
- Go to settings, turn on Bluetooth on both devices, hit the pairing button and wait for Bluetooth to connect.

- Bluetooth is low cost – Today Bluetooth is included in most devices but it can be added for a small cost.

Bluetooth Devices:

- Headsets – fits over your ear to make phone calls or listen to music
- Speakers – connect to tablet or smartphone for music listening
- Home Deadbolt Door Lock – lock or unlock a deadbolt lock with a smartphone
- Smart Pen for iPad – write and draw
- Weight Scales – connects to smartphone
- Armband Sensor – sends pulse rate to smartphone
- Keyboard – connect to computer or tablet
- Bluetooth Car Kit – hands-free phone call

Works Cited:

“Bluetooth Technology Basics,” *Bluetooth*. Bluetooth SIG, February 19, 2016.  
<https://www.bluetooth.com/what-is-bluetooth-technology/bluetooth-technology-basics>

## Speech Recognition

### Voice Control: HEY CORTANA, OK GOOGLE, SIRI & ALEXA

By Phil Sorrentino, Contributing Writer, The Computer Club, Florida  
<http://scccomputerclub.org> / [Philsorr.wordpress.com](http://Philsorr.wordpress.com)  
philsorr (at) yahoo.com

Remember Dragon Naturally Speaking? It was, and still is, Voice Recognition software mostly used to control the operation of a word



processor like Word. Certain words were used for very specific manipulation of the cursor and the text. Naturally Speaking came on the scene and became useful sometime around 1999 to 2003, depending on how much you needed to transcribe documents into the computer. Early versions had to be “trained” by the user to recognize their individual voice, and the speed and accuracy were sometimes acceptable, and sometimes not so much. Things have really improved since then; now the manufacturer, Nuance, claims in its advertising that “Dragon is 3x faster than typing and it’s 99% accurate”. So, Voice Recognition software has really come a long way.

(For those of you, who are not familiar with Naturally Speaking, it has three primary areas of functionality: dictation, text-to-speech, and command input. The user is able to dictate and have their speech transcribed as written text, or they can have a document synthesized as an audio stream, or they can issue commands that are recognized by the program.)

Naturally Speaking is an example of a local computer application or App. All the computing needed for it to operate is on the computer that runs it. Naturally Speaking doesn’t take advantage of Client-Server technology. If you attended one of our classes, you will recall that when an application is implemented with Client-Server technology, the heavy lifting (computer processing) is not done locally, but rather at a Server that is very powerful and very fast, but remote from the Client. The remote Server is connected to the Client by the internet, which allows rapid movement of data between the Client and the Server. So the Client App runs on the local computer and is connected to the Server Software, running in the cloud, via the internet. This combination provides the total Voice Recognition & Control System. The client collects input from the user and sends it to the Server where all the really complex computing is accomplished. The Server analyses the input and develops the responses and sends them to the Client where the results are presented to the user in audio and/or display formats.

Naturally Speaking is certainly a useful product, but the voice recognition and control that has really gotten the attention of the public lately, are the intelligent personal assistants that are provided by some of the leading computer companies, Apple, Microsoft, Google,

and Amazon. Apple was first on the scene with “Siri”, followed by Google’s “Ok Google”, then, with Windows 10, came Microsoft’s “Hey Cortana”, and finally Amazon’s “Alexa”.

All of these are Client-Server implementations. The Servers are somewhere in the cloud and the Client resides on your smartphone, in the case of Siri and “OK Google”, or on your laptop (or desktop, or tablet) in the case of “Hey Cortana”, or on a special device that is placed centrally located in your home, in the case of “Alexa”.

All of these assistants use a Natural Language User Interface to answer questions. You’ll need a microphone on your device to take advantage of this capability. The Client app, on the device, uses the microphone to listen for a “Wake Phrase”. After this phrase is recognized, the following intercepted speech is then sent to the Server where it is analyzed via speech recognition software, and converted to commands. The Server then uses these commands to gather answers to the original spoken inquiry. All of these assistants can make recommendations and perform various actions via their Server capabilities. (For example, a verbal request for the “weather” might yield various audible statements about the weather in your location. Or, a request for “traffic” might yield audible indications of the traffic in your location, or possibly maps indicating traffic problems. Or, a request for the best restaurant might yield a list of restaurants near your location. Or, if you have things set up, the statement “Add eggs to my shopping list” will yield an updated shopping list including eggs.)

Here are some descriptions (and advertisements) found for each of these Voice Recognition & Control Apps.

- Siri (Speech Interpretation and Recognition Interface) is a computer program that works as an “intelligent personal assistant” and “knowledge navigator”, according to Wikipedia. “The software adapts to the user’s individual language usage and individual searches with continuing use, and returns results that are individualized”, also from Wikipedia. “Hey Siri” is the wake phrase, which can be turned on or off.

# Technical Support

## Find Your Tech Support Match

By Nancy DeMarte, 1st Vice President, Sarasota Technology User Group, FL  
May 2016 issue, Sarasota Technology Monitor  
[www.thestug.org](http://www.thestug.org)  
ndemarte (at) verizon.net

We all run into occasional problems with our computers and digital devices. Finding the solution can be a nightmare, especially if the problem is unique or you are not fluent in tech terms. There is a wealth of support available, but it's a matter of finding the right kind of help to fit your kind of problem and your learning style. Let's take a look at some of the popular support options and the kind of people who might benefit most from them.

### ***Good options for people who learn best by reading:***

**Website support:** A visit to the website most closely related to your problem can often give you the answers you need, even if your device is past warranty. If your computer isn't working properly, for example, or you need to update drivers, you can go to the website of the computer's manufacturer and search its Support pages. If you need help understanding how to use a certain feature of your device, you can go to the manufacturer's site and download a User Manual for your model. Or you can try the Frequently Asked Questions list (FAQ). These are questions most commonly asked about the product with answers by support professionals. Most large sites also have Discussion forums where you can post a question or search through questions on your topic and find answers.

**Google it:** Some people say that whenever they have a tech problem, they type it into the Google search box and often find the answer. This approach is fine if you can sum up your issue accurately and choose the right website. Be aware that not all independent blogs or tech help sites have correct information. And

- OK Google lets you do things like search, get directions, and create reminders. For example "OK Google do I need an umbrella" to see if there is rain in the weather forecast. To use "OK Google", make sure you have the latest Google Search App and turn on "OK Google detection" in settings.
- Cortana is an App with which you can use your voice to make a call, send a text message, search the web, or open another App. Cortana can help you: schedule a meeting, set a reminder, get up-to-date weather or traffic. (Note: you need a Microsoft account to use Cortana.) "Hey Cortana" seems to be tied to the "Notebook", and thus is set-up in the Notebook-Settings, which may not be obvious. (You get to the Notebook-Settings by clicking in the search bar on the Taskbar, then selecting Notebook [the square icon under the home icon], and finally Settings.)
- Alexa is the name of Amazon's assistant that comes with the Amazon Echo. Echo is a wireless speaker and voice command device. The device consists of a 9.25-inch tall cylinder speaker with a seven-piece microphone array. "Alexa", the "wake word" is always on and can be changed by the user to either "Amazon" or "Echo". The device is capable of voice interaction, music playback, making to-do lists, setting alarms, streaming podcasts, playing audio books, and providing weather, traffic and other real time information. It can also control several smart devices. Echo requires a Wi-Fi internet connection in order to work. The Echo must be plugged in to operate since it has no internal battery.

If these personal digital assistants are successful, many more may show up. I just read that the company that brought us the SoundHound App also has a personal assistant called Hound that they hope to embed in other applications so that those Apps can be voice controlled. Imagine setting up an Uber ride by voice. (If you will recall, SoundHound is like the Shazam App, just hum a tune and it will tell you the tune's name.) With all these personal assistants around, we certainly will never have to feel lonely.

in these dangerous times, not all are legitimate. Choose sites familiar to you, like pcmag.com or cnet.com; they are more likely to be reputable.

***Good options for people who prefer to interact with a real person:***

**Tech phone support:** This was the standard method in the early days of personal computers. It is still a viable option if you are experienced enough to be able to explain your problem and possibly make changes to your device while on the phone. The advantage is you get to speak with a real person. Disadvantages may include a long wait time before reaching the right person and being unable to understand unfamiliar accents.

**Live Chat:** If you don't like phone support, you can still get personal support by trying Live Chat, which is found on many website support pages. Live Chat doesn't involve talking; it's done by typing, much like a text message, but in real time. You request a chat session by clicking a link and choosing or typing your problem category. A chat window opens and a support person types you a "Hello, my name is \_\_. What can I help you with today?" message. You type back what you know about your problem, and he or she attempts to resolve it. The big advantage is you are interacting with a real person without having to think quickly, as you might on the phone. Plus, your person will help you narrow down your issue and, if not solve it, transfer you to someone who can.

***Good options for those who learn best by seeing it done:***

**Video Tutorials:** If you like hands-on demonstrations, a good choice is the video tutorials on tech websites (Microsoft has excellent ones) or on YouTube, where you can search for videos on practically any topic and watch it being done and explained. A lesser known, but excellent website with many instructional videos on computer topics is a North Carolina site sponsored by Goodwill. Go to [www.gcflearnfree.org/technology](http://www.gcflearnfree.org/technology).

**Remote assistance:** These days it's not uncommon for a phone support or live chat person to offer to access your computer remotely and make changes to it to resolve your prob-

lem. If you have initiated the request for help, and the support person is employed by a reputable company, you can be quite confident that your computer will not be compromised during this process. You will be asked for permission before the person begins remote assistance. You sit in front of your computer and watch what's going on. You may be asked to participate, such as logging into your device yourself to protect your password. Be sure you have a good backup of your data prior to using this option.

***If you've tried everything:***

**Take it to the shop:** If you have what appears to be a serious hacking or malware breach or mechanical problem with a device, taking it to a reputable repair shop or having a tech person come to your home may be your best solution. Yes, it will cost you something, but if you've tried other options and still have an unworkable device, this may be the answer.

Good help is out there. Know your style and choose a support method that matches it.



Fred Barnett raffled tickets for the Chicago Cubs baseball game on Tuesday, August 16. Ticket were won by Barton Bernadtson.

"All of a sudden, we've lost a lot of control," he said. "We can't turn off our internet; we can't turn off our smartphones; we can't turn off our computers. You used to ask a smart person a question. Now, who do you ask? It starts with g-o, and it's not God..."  
— [Steve Wozniak](#)



**Which three cities in the United States have hosted the Summer Olympics?**

- **Los Angeles, St. Louis, Atlanta**
- **Boston, Atlanta, San Francisco**
- **Los Angeles, New York, St. Louis**
- **Los Angeles, Chicago, Houston**



## **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





# L.C.A.C.E.

Phone: 847.623.3815  
Web Site: <http://www.lcace.org>

## Members



Have your Web Site Advertised here,  
e-mail me at [editor@lcace.org](mailto:editor@lcace.org)

[www.pegasusphotos.zenfolio.com](http://www.pegasusphotos.zenfolio.com)

[www.RobinSeidenberg.com](http://www.RobinSeidenberg.com)



**Take a good  
look, you just  
might see  
yourself.**

[http://lcace.org/  
PhotoAlbums.htm](http://lcace.org/PhotoAlbums.htm)



Member of  
The Association of  
Personal Computer User Groups

**Pegasus**

## Event Photography



**5 Minute  
PHOTOS**

Dwight "J.J." Johnson  
Photographer

847.623.3815  
[info@pegasusphotos.net](mailto:info@pegasusphotos.net)  
View & Order: [pegasusphotos.zenfolio.com](http://pegasusphotos.zenfolio.com)

## LAKE COUNTY CAMERA CLUB



[www.lakecountycameraclub.org](http://www.lakecountycameraclub.org)  
[info@lakecountycameraclub.org](mailto:info@lakecountycameraclub.org)

Proud members of the  
Photographic Society of America and the  
Chicago Area Camera Club Association



## JIM JACOBS TRIO Jazz Standards

THURSDAYS 6:00-9:00 PM



*Deerfield  
Italian Kitchen*

CONTACT JIM AT 847.372.0656 OR [JIMJACOBSMUSIC@GMAIL.COM](mailto:JIMJACOBSMUSIC@GMAIL.COM)



Liz Barnett  
Chief Cookie Baker

Phone: 847-494-4222  
E-mail: [Liz@LoveMyCookies.com](mailto:Liz@LoveMyCookies.com)

[www.LoveMyCookies.com](http://www.LoveMyCookies.com)  
[www.facebook.com/LoveMyCookiesLizB](http://www.facebook.com/LoveMyCookiesLizB)

*Custom Cookie Treats for any Occasion!*

## WINDYS COMPUTER REPAIRS

COMPUTER WON'T BOOT..WHO U GOING TO CALL..



PC TECH  
PHIL NOCERINO

1475 ROBINCREST LANE OFFICE: 847-356-5527  
LINDENHURST IL 60046 CELL: 847-704-0355  
[WINDPIPER2@YAHOO.COM](mailto:WINDPIPER2@YAHOO.COM)  
[WWW.WINDYSPCREPAIR.COM](http://WWW.WINDYSPCREPAIR.COM)



Authorized Dealer  
Phil Nocerino

email: [windpiper2@yahoo.com](mailto:windpiper2@yahoo.com) phone: 847-704-0355

real tools for a better life™ [TUNINGELEMENT.COM](http://TUNINGELEMENT.COM)