

Glendora's Computer Club Gigabyte Gazette



July 2017, Volume 22, Issue 3
Editor: Judy T aylour

Meetings
2nd & 4th Wednesday
1:00 – 3:00 pm
La Fetra Community Center
333 East Foothill Blvd.
Glendora CA 91741
626 914 8235
www.gscclub.org/

Wednesday, July 12, 2017

Photoshop the Easy Way

Lucy Brejcha, one of our members and a photography expert, will show us how to use a simpler version of Photoshop, so all of us less talented folks can also edit our photos and make them look better. Lucy took lots of photos at the party and will use these in her presentation.

Wednesday, July 27, 2017

How to Empty Your Smartphone

By special request, Connie will also show us how to empty our smart phones.

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Planning Meeting after the 2 nd Wednesday membership meeting All are welcome to attend
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**Se Habla Windows.
Sprechen sie Android? Parlez vous Apple?
By Greg Skalka, President, Under the Hood
Computer UG, CA
May 2017 issue, Drive Light
www.uchug.org / [president \(at\) uchug.org](mailto:president@uchug.org)**



How many languages do you think are actively spoken today? You might be as surprised as I am that it is estimated to be around 7000 currently. Some of these are natively spoken by many (Chinese is spoken by the most people, over 1 billion). About 23 languages cover half the world's population, while around 25% of current languages are endangered (spoken by fewer than 1000). Linguists believe half of the languages spoken today will disappear by the end of the century. With increased globalization, this does not seem surprising. Since language is the primary means of human communication, why do there need to be so many of them? In a world that seems to be shrinking due to instant communication around the world, multilingualism is becoming more prevalent and may be necessary to just get by.

Technology also has its own language, or rather, languages. Not only do we use technical terms in our spoken and written communications with each other when dealing with technology, our interaction with our devices is very much like a language of its own. Even beyond the computer programming languages used to create the apps we use, the user interfaces of our computers, phones and other smart devices require us to interact in particular, defined ways and use specific terms and grammar. Through key presses, swipes, scrolls, pull-downs, pinches, clicks and control key combinations, we must interact with each of our devices in their own "native" languages. Multilingualism is necessary here as well, as our different devices tend to communicate with us in different ways.

Just as people from different geographic regions may use different languages, the same kind of tech devices from different companies can have different ways of interacting. My native human language is English, and my native computer language is Microsoft Windows. Though I took some German in school, know a few words in Czech due to my heritage, and have picked up some Spanish from living most of my life in Southern California, I don't feel I'm multilingual. I can probably put together a few sentences in German, but could not really converse with someone. I really only think in English.

It is similar with computers, as I've used the Windows OS for so long that, for better or worse, I tend to think in terms of its user interface when dealing with other devices. I have a PDA (yes, one of those old personal digital assistants) that runs Windows Mobile, and through my experience I can use it almost effortlessly. A few years ago, I won an iPad Mini, and found it to be a very confusing device. I had never used Apple devices much before that, and it seemed to me that they took a different approach to most everything, almost like using a different language (or at least a different dialect). The Mini seemed like a fine piece of hardware, but its user interface seemed almost alien. To this day, I have yet to be able to copy photos or files to a memory device, so

that I can use them on other devices. I can't even find where they hide the photos taken on the tablet, let alone copy them off.

Part of the strangeness was no doubt due to a different physical interface; getting used to a touch-screen tablet with taps and pinches, when I was accustomed to mouse clicks and key presses. Still, I am much better at using my Android tablet than the iPad. While the Android OS did not copy the Windows way of doing things, it did not go out of its way to be different from Windows, as it seems Apple tried to do.

One of my favorite tech devices today is my Chromebook, which seems to be mostly like a Windows laptop. It can even edit many Office documents, but I've found I don't yet speak its language fluently when it comes to copying and moving files in its equivalent to Windows File Manager. I have some books on using the Chromebook that I probably should read to better understand how to communicate my needs to the device; it is the same kind of things I'd need to do were it necessary for me to speak with someone in German.

Just as human language changes over time, so too can tech language change. Though they each purport to speak English, a conversation with Chaucer (from the 1400's), Shakespeare (from the 1600's) or even Thomas Jefferson (from the 1800's) might be difficult at times for a person alive today. Having a senior citizen make sense of a conversation between two teenagers today can be daunting enough. That senior can remember when computers were controlled through the DOS command line interface. The GUI, or graphical user interface, was a big change, but also a big improvement. Now changes like Windows 10 tiles and ribbons may not be so much an improvement as a change for change's sake.

It is obvious that older people would have a harder time with new technology as they are effectively learning a new language. I have no illusions that I could easily become fluent in a second language, as I've spent far too many decades thinking in English. Young people can learn a new tech "language" much easier, just as they could learn a second linguistic language much easier at that point in their lives. Give a young child, perhaps barely speaking, a tablet or smart phone, and they likely can take to it more easily than their grandparents could initially. Their malleable young minds are not as burdened with previous experiences and preconceived ideas about the technology.

Fortunately, future tech will probably operate in a more transparent way. Devices like Amazon's Echo, Google's Home Assistant and in-phone assistants like Siri are probably indicative of many human-tech interfaces in the future. Being able to speak to your device in your native language eliminates much, but not all of the added complexity. I have a couple of the Amazon Dot devices, and you do have to be aware of the correct way to request information if you want to avoid one of Alexa's "I don't know" responses.

Alexa is pretty understanding when it comes to grammar in the English language. I have some programmable light control devices that Alexa can also control through voice commands. I've found Alexa understands "Turn bedroom light on" as well as "Turn on bedroom light". Word order in this case is not so significant; Yoda could tell Alexa to "On, the bedroom light turn," and she would do so.

I think Yoda would be in trouble with Alexa if he spoke something other than English, however. I don't think Amazon presently supports any language for Alexa other than English. Though Google generates its home web page in many languages, its Home Assistant only speaks and understands English. This will need to change in the future, as only 1.5 billion of the 7 billion people on Earth can speak English (and only 375 million are native speakers). Just as Microsoft Windows has extensive foreign language and alternate alphabet support to reach a global market, these virtual assistants will need to be able to speak other languages. Of course, since all of their intelligence is in the cloud, all it should take is more computing power and programming. It should be possible to have Alexa listen in one language, but respond in another. Imagine being able to converse with Alexa in a made-up language, like Pig Latin or Klingonese. Why not?

Eventually, however, the man-machine interface may evolve such that normal human language is bypassed completely. Technology that receives inputs from the electrical signals in our muscles, or that can read our brain waves directly, may not be far off. We may simply think it to get what we want, and our responses will come within our virtual reality headset. Of course, this begins to sound a bit like the Matrix - not so good for us humans. Or for you Star Trek fans - the Borg!

If we avoid building a huge border wall around our country and allow continued globalization and minimally restricted world travel, I suspect the number of living human languages will eventually be reduced to just a handful. This would I think be a big benefit to humanity in general (so long as I'm not forced to learn Chinese), as 7000 languages seems like way too many for Google to make home pages for, and California to print ballots for. Hopefully our tech user interfaces will also evolve into something more universal and intuitive, so we can avoid the strange new controls in Windows 2050.

Customer Support by Erica
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April 2017 issue, PC Journal
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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 2nd 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.

Customize Your Quick Access Toolbars in Office
By Nancy DeMarte, 2nd Vice President,
Sarasota Technology Users Group
May 2017, Sarasota Monitor
www.thestug.org / ndemarte (at) verizon.net



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.

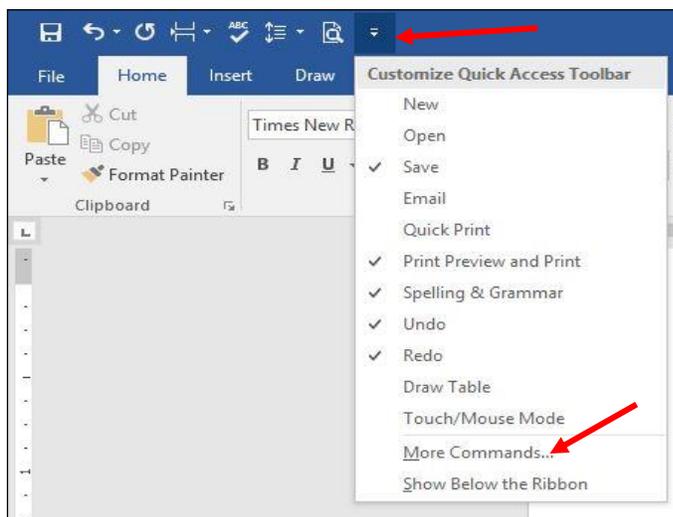


Figure 1 Quick Access dialog box

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. 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.

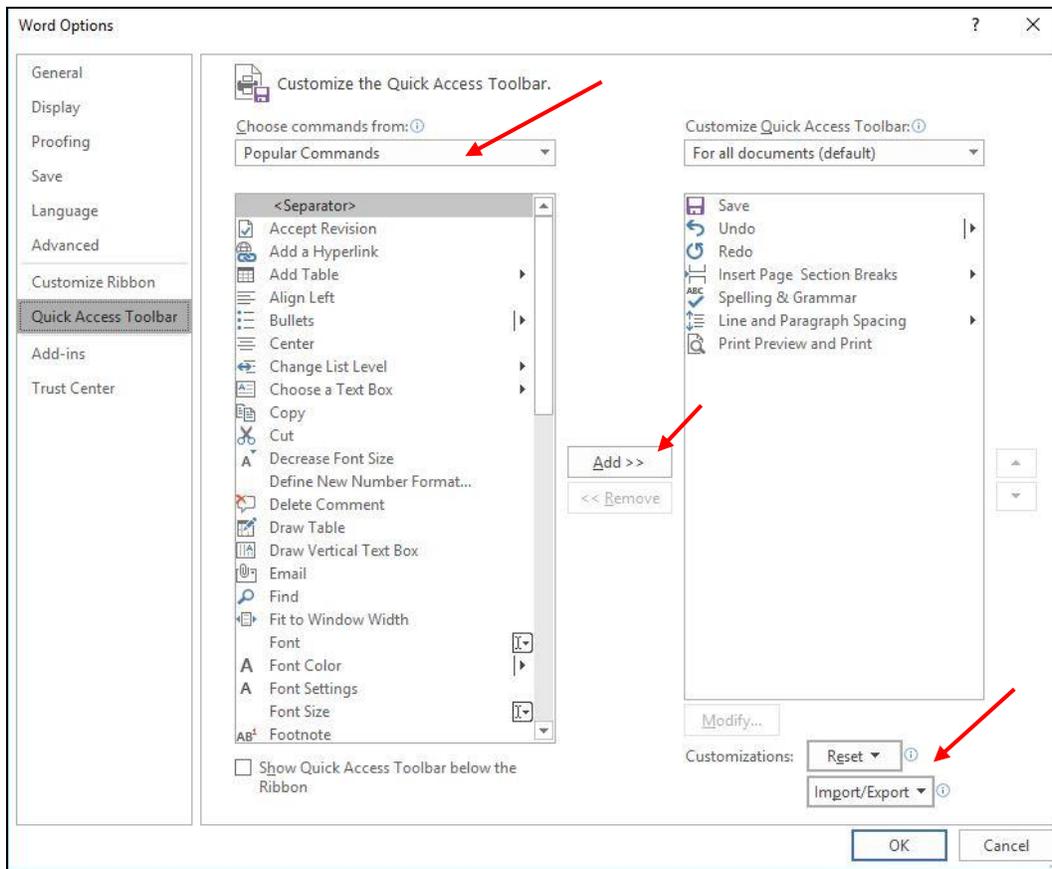


Figure 2 Full Quick Access customization dialogue box

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.

#1 Tech Tip: Don't Be Afraid

By Cynthia

April 30, 2017

<http://www.worldstart.com/1-tech-tip-dont-be-afraid/>



I've always said that the key to using and beginning to understand technology is not to be afraid of it. And a reader named Doug agrees. He wrote this in response to an article breaking down the basics of wireless. "One thing I might add is that being afraid never gets us anywhere. I let wireless technology sneak up on me and I was left ignorant. What I've done is talk to people, get confused, and then go back with questions. I am not an expert, but I can navigate around my home network. As I built I talk to salesmen at BestBuy, PC Connection, and others. I finally jumped in and did not drown. I am still green, but I did it. By the way, the 16-year-old smart-arse down the street was a big help once I overcame my fear of his ease with the lingo."

Doug – that is actually the best advice ever. I'm no teenager. I grew up with a rotary phone and black and white TV. I learned about tech because it was a requirement in my job. I learned more about tech because I learned not to fear it. I've seen a lot of highly-educated professionals simply refuse to learn things. They ended up being sorry about that later because tech is going to move on without you whether you choose to master it or not.

My number one rule for learning about new tech is not to fear it. And, believe me, I break this rule all the time myself and it's always a bad idea.

I think the first thing to know is that, it's not some form of mysterious magic. There's zero need to be intimidated. In your lifetime, especially if you're a bit older, you've learned to do things way more complicated than using a smartphone.

You don't actually have to understand how it all works to use it. You don't need to know how to take an engine apart to drive a car. You don't need a deep understanding of the ins and outs of heating and air conditioning to use your furnace. You don't have to understand how your power is generated to switch on a light. All you need to do is get a basic understanding of what the parts are called and which ones you're supposed to touch. For a care, you need to know terms like ignition, steering, brakes, speedometer, wipers, and gas gauge. For a PC, it's terms like wireless, browser, updates, mouse, and settings. To drive, you need to remember basic rules like what the traffic lights mean and what side of the road to drive on. For your PC, you'll need to understand some basic rules of web safety.

It helps to find a friend who understands the lingo. Never be afraid to ask to have an explanation simplified. (Note from Judy – a computer club is the perfect place to ask those questions and learn about new technology.)

I have a couple of questions for our readers. How comfortable are you with new technology? Do you make an effort to understand the lingo or do you just consider it over your head? If you're comfortable with tech, tell us the steps you take to learn new things. Let us know in the comments.

~ Cynthia

A comment from Cyn.... Such good advice!! I just turned 70 (in my head though I am still somewhere around 50!!) and love technology. Do I understand it all, of course not, but I am pretty good at using it and embrace everything as it comes along. I get so frustrated with friends my age and much younger who are so not tech savvy, who do not embrace it nor in some cases, even use it. They sound like a bunch of curmudgeons sometimes. I try to explain the best way to understand any of it is to give it a try as, for the most part, it makes their life more interesting and easier. And if they have grands, what better way to join their world cause for sure it is the only way to stay in touch with them anymore. Oh well, I do try and I have taught my husband a lot since he retired and if he can learn, most anyone can!!

And one from Trish... I am always fearful of 'new' things. But thought if 'they' can learn it, so can I. There's still so much I want to know and learn a lot from Tech Tips. But I've learned & taught myself so much about handling photos, photography, & multiple editing programs just by clicking on something 'just to see what it does'. I'm a senior senior, so come on seniors, we can outshine those youngsters yet!!

Back to Basics

The HDMI Cable and Connectors

Jim Cerny, Forum Leader, Sarasota Technology User's Group, FL

April 2017 issue, Sarasota Monitor

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As technology changes, hopefully for the better, more and more devices are available to us. For most of us who use technology for personal and home use, we would like to connect some devices to our TVs to enjoy the big screen video and great sound experience. The latest connection cable type that does this for us is HDMI which stands for "High Definition Media Interface". The cable connectors (the standard size and a mini size) are shown in the photo. They have a shape to them that allows them to be inserted only one way, so do not force it into the port, try turning it over (180 degrees) and try again.

The purpose of HDMI is to replace different kinds of connectors and cables with one type that, hopefully, can handle all your device connections. Do you remember the old days when there were separate audio/stereo and video cables? Today almost all of the newer devices (laptops, TV's, DVD players, etc.) will come with at least one HDMI

connector port. The older style connectors may also be present, but if possible, HDMI should be your first choice to make those connections.



Your TV remote control will have a button labeled “input”, and when you press this button different input options (that is, what is coming INTO your TV) will be displayed and allow you to select which one you want. One option will be “cable” which means your TV will show your cable programs – the cable you pay for each month. But other choices will include one or more HDMI inputs, usually labeled HDMI-1, HDMI-2, etc. If you have more than one device connected to your TV it is best for each device

to connect to its own HDMI port on the back of the TV. You select which of the inputs you want to view on your TV by using the “input” button on your remote. Of course, there must be something (video and sound) coming into that port to the TV for you to see anything. For example, you may have a DVD player connected to HDMI-1, but if your DVD player is not on and playing something, you will not see anything on your TV when you select that input option. If you have some older devices which may not have an HDMI connector, you can purchase a converter device to allow it to connect.

Lastly, I am always amazed by the cost of cables – after all, they are just wires with plugs on the ends, right? If you checkout the prices of cables at stores and the prices on the internet, you will be shocked at the high prices they can charge for these things. Yes, some cables are higher quality than others and may come with better “shielding” to protect the signal, but most prices are much too high for what you get. My advice would be to shop on-line and get the cheapest cable that meets your needs, but make sure you can return it if you are not happy with it. If it doesn’t work for you, then return it and move up to the next higher-priced (and hopefully better quality) cable.

You can find out more about HDMI cables and connectors by asking Google, of course. But connecting them is easy, even for us amateurs.

Upgrade Your Router, Part 2
By John Weigle, Editor, Channel
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January 2017 issue, The TOE
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CIPCUG

The Friendliest Computer Club in Ventura County Since 1987

Last month we covered the basic things you need to do to your home router from a security point of view.

This month we explore what you CAN do to enhance your router beyond what it could do when it was brand new out of the box. How is that possible? Simple – as we covered last month, companies don’t make a lot of money selling these devices and so are not

motivated to do much to them once they've left the factory. The open source community have a whole different operating system for it based on Linux.

To see if your router can be upgraded, just put in to Google the model and the words "alternative firmware" and you should see many results. One website, DSLreports.com, give me many choices each with different features.

<http://www.dslreports.com/faq/10537>

Wifibox » www.linksysinfo.org

- easy to use, home user oriented, good www interface

Sveasoft

» www.sveasoft.com/modules/phpBB2

- oriented to the power user/WISP, focus on routing, repeaters

DD-WRT: » www.dd-wrt.com

- some advanced features VoIP, Kaid, etc.

OpenWRT » www.openwrt.org

- hacker's version, rw file system, for do-it-yourselfers

BatBox » www.batbox.org/wrt54g-linux.html

- easy to install distro that runs completely from



RAM

HyperWRT: » www.hyperwrt.org

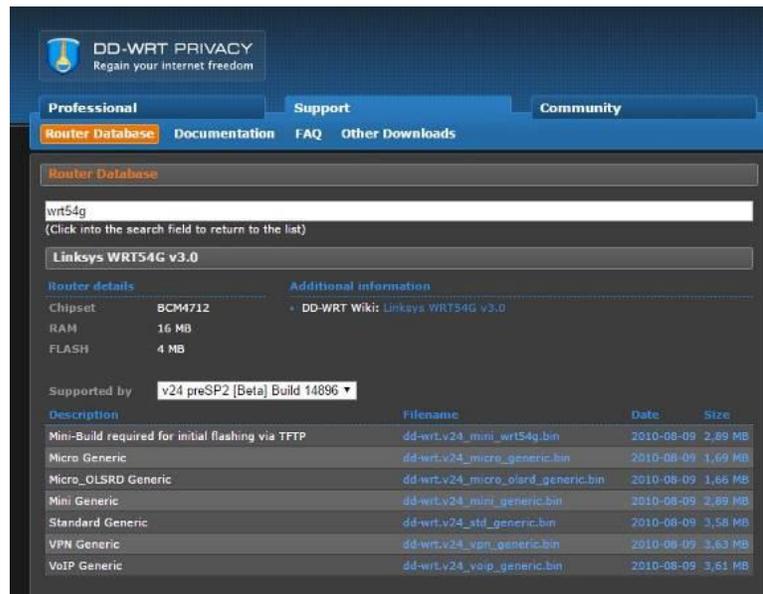
Tomato: » www.polarcloud.com/tomato

Since I had a problem in December with Tomato firmware, I will use DD-WRT for this process. Your choices will depend on what is available for you. Going to each of the websites and checking their database for your exact model and version will narrow down your choices. On this website, I clicked on the Router Database link.

Putting in the model number WRT54G brings up many possibilities so that I had to narrow it down to mine. I found that info by logging into my router in a new tab in my browser as shown last month and on the top right of the screen – there it was: Firmware Version v3.0.



Scrolling down and selecting Revision 3 brought me two different builds with MANY choices and I selected the most recent one Build 14896 and just went with the standard generic. If I really wanted better performance with Voice Over Internet Protocol (VOIP) or setting up a Virtual Private Network (VPN) I would have selected one of those.



When I clicked on the .bin file I was sure to remember where it downloaded (for me it was my Downloads folder)

Now the critical step takes me back to my tab with the route where I click on Administration and the Firmware Upgrade option.



Here is where I click on Choose File and go to my downloaded .bin file. Critical now is do not have anything running on your computer and pray the power does not go out for the next few minutes as you press the Upgrade button.

Firmware Upgrade

Please select a file to upgrade: dd-wrt.v24_...generic.bin

Warning: Upgrading firmware may take a few minutes, please don't turn off the power or press the reset button.



Upgrade must NOT be interrupted !

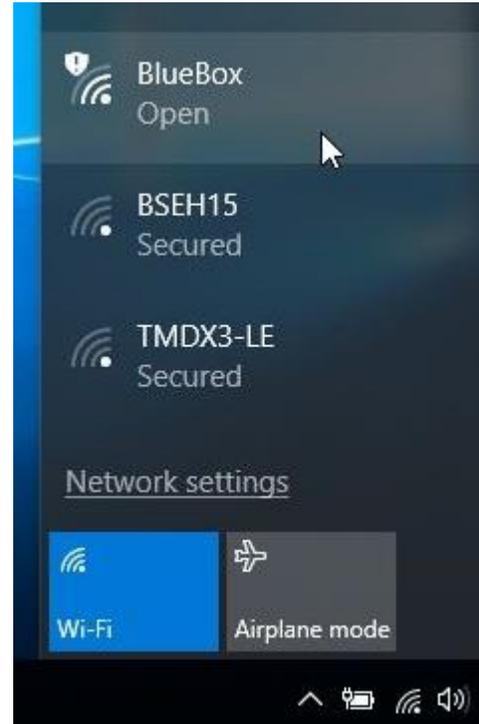


What you are doing is erasing the “operating system” of your router and replacing it with a new one. You can see where any interruption could have serious consequences.

Everything went fine for me and I knew that because I lost my connection to the Internet and my router.

I was doing this wirelessly, so I had to reconnect to my router. First thing I notice is that my wireless router no longer has a password.

I connect to it anyway and open my browser to start the setup of my “new” router.



First thing I need to know is the default username and password to talk to my router. Reading the documentation on the DDWRT website I find a username of root and admin is the password.

System Information	
Router Name	WRT54G
Router Model	Linksys WRT54G/GL/GS
LAN MAC	00:13:10:72:F0:5F
WAN MAC	00:13:10:72:F0:5F
Wireless MAC	00:13:10:72:F0:60
WAN IP	192.168.1.199
LAN IP	192.168.7.1

Services	
DHCP Server	Enabled
WRT-radauth	Disabled
WRT-iffow	Disabled
MAC-upd	Disabled
CIFS Automount	Disabled
Sputnik Agent	Disabled

Memory	
Total Available	12.7 MB / 16.0 MB
Free	3.3 MB / 12.7 MB
Used	9.4 MB / 12.7 MB
Buffers	1.3 MB / 9.4 MB
Cached	3.8 MB / 9.4 MB
Δtime	1.4 MR / 9.4 MR

Wireless	
Radio	Radio is On
Mode	AP
Network	Mixed
SSID	BlueBox
Channel	10

Access Open browser – same ip address will bring you to your new interface for your router. In order to change settings, you need to log in.

With this new firmware, your username has changed. The new username is now **root** and password is now **admin**.

You will FIRST want to change that – YOUR username and password and also create a WIRELESS password. Here's how we do it. Click on the Administration tab and then Management. Change the router Username and Password to what you like (I used my first name as the username and my last name as the password).



Next, turn on your wireless security and set the password by clicking on Wireless tab and then Wireless Security and you want security on.



I prefer WPA2 and I used the same password I had before.

Click on Apply Settings

These basic steps apply to any router whose firmware can be replaced.



"I want a computer that does what I want it to do, not what I tell it to do!"



"Tech support says the problem is located somewhere between the keyboard and my chair."

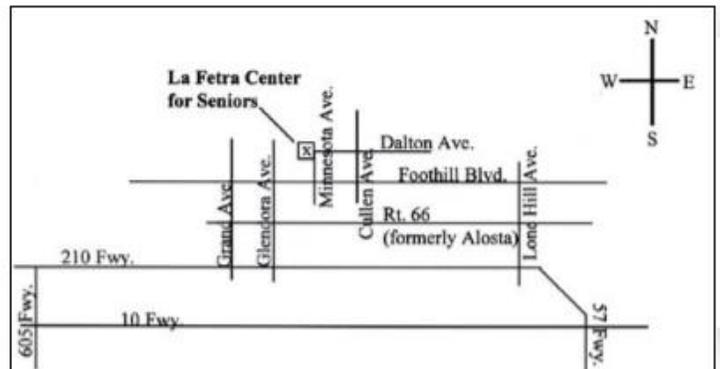
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