Comments

- By Bob Ward

Another month has passed and Summer is almost gone. By the looks of some of our weather with possibility of rain, perhaps I missed a couple months and Winter is already here.

I trust all have had good experiences with your computers this past month. Bring all your ills, problems, and frustrations to the next meeting and let us be a part of it. I'm looking forward to a trip north tomorrow on a Silicon junket with Bill to all those haunts mentioned in his past newsletter articles. The club needs disks, and I need some parts for friends who need upgrades. In the past, an excuse of running out of "write protect tabs" was enough to get Bill heading north.

Matt, Mr. Demo Man from Parson's Technology gave us a wonderful presentation. I had never met Matt before but he has many of the same qualities as Mr. Intuit, Richard Katz. Apparently they have entertained some user groups together. They sound like brothers. Come to find out during the presentation that Parson's Family Lawyer is sometimes used by Laywers, you know those individuals who get $300 an hour! The program is thorough and is specific for individual states as the laws may be different between them. I think Parson's did their homework on this one. I learned a little about Geneal-
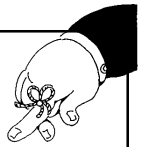
Door to Door

- By Bob Ward

I like maping programs. I had one that included a half dozen CD's and was very cumbersome to use. The one I've been using lately is Yahoo's Mapping and Trip creator found on the Internet. So when TravRoute Software gave me an opportunity to reveiw their software, I took it with the expectations of just another Yahoo type mapping program.

Yes Door to Door does the basics but there is some sophistifcation found within that is not found in other similar software. It comes on two disks and requires anywhere from 60 to 90 megabytes of hard disk space. Disk #2, the data disk, must be present in the CD ROM for the program to work correctly. It's reasonable, considering the data that must be gathered to function.

Club Calendar

September 7th

Come and see **Daniel Gardner**, CEO of Experts Exchange, Inc. If you need help on any aspect of computers, this is the place to get it. Experts from around the world are there to answer all your hardware and software questions.

October 5th

Omnis Software, the cross-component software company (tentative)

In this issue...
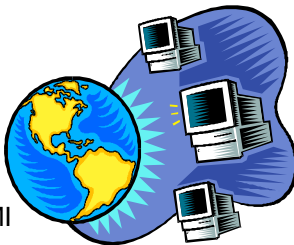
WEB Crawlin'

- **With Larry Piper**

From the "Blue Chip News" a publication of the Saginaw Valley Computer Association Saginaw, MI

MERCURY NEWS http://www.merc.com This site is for the news junkie. Visit the site and sign up for a personalized daily e-mail on topics like news, stock, sports, weather, entertainment, reminders, or even a snow report. This service is free, and it is a handy way to get information. Many organizations are starting to provide this service.

LOU MIKKELSEN HOME PAGE http://www.worldaxes/com/loumikk/index.htm This is a personal home page that I enjoyed because Lou has a similar background to my own. He has lots of content plus good technical design that translates to an easy to read site. His font is a little small for easy reading, and his graphics are minimal.

TOUR BUS http://www.worldvillage.com/tourbus.htm This site is for new users to the Internet. It supplies a twice weekly newsletter to over 50,000 members of new and interesting web sites. I have received many interesting leads from this site.

USA TODAY http://www.usatoday.com This site is very similar to the daily newspaper, only you read it on-line (presumably while the meter is running). Despite the prevalence of many graphics the site loaded in 45 seconds on by 14.4 modem. An Index and Search facility are at hand if you have a particular topic in mind. The site has 6 major areas: News, Sports, Money, Life, Weather and WebTalker. Interestingly, this site is offering you the opportunity to download (for free) FREELOADER. This is one of a growing number of services (POINTCAST is another) that runs in the background and can provide you with continuous news. More about this type of software in a future column.

BIOGRAPHY http://www.biography.com This site has over 15,000 biographies of people. It is tied in with the popular TV show Biography that runs on the A & E channel. There is sound and video capabilities at this site, but it required more browser than my Netscape 2.0. Videos can also be ordered.

MAP QUEST http://www.mapquest.com This is a quite popular site that I have seen reviewed frequently. One can literally find anyplace in the world. A separate page called TripQuest will provide city-to-city directions for anywhere in North America. There is a free registration that seems redundant because it does not remember if you have been there before. This site has lots of bells and whistles (translation: uses JAVA and ACTIVEX), but it was not intuitively easy to use. Also, the graphical nature of this site makes it very slow to use.
PS: e-mail stands for electronic mail. Editors sometimes call it email, Email or E-mail.

Library News

- **By Bob Williams & Bob Ward**

The library is back in business after a month off for vacation. Hope you enjoy our selections.

#733 SJDEMO15 - Subliminal Japanese Screen Savers v1.5. The Subliminal Japanese series of three Windows screen savers teach students how to read the Basic Kanji and the Hiragana and Katakana syllabaries. **BCDP50B** - Create business cards quickly and easily. Business Card Designer Plus allows you to create stunning business cards on any Windows compatible printer.

#734 ICAM20B - Create labels and more quickly and easily. **CCLEAN13** - Cleans up cookies, cache, history files.Complete Cleanup is privacy software which will work for Netscape and Internet Explorer users (AOL's browser included also).

#735 CLIPBAG1 - ClipBag is a Windows Clipboard extension utility that allows you to copy as many text items to the Clipboard as you want. **COPYE11** - Copy Exercises v1.1: Style tutor. Copy Exercises is a writing style tutor. Use it to learn four traditional sentence styles: Cumulative, Periodic, Parallel, and Antithetical.

#736 HYSNP305 - HyperSnap-DX v3.05 captures Windows 95, NT, and now DirectX screens for WEB, WINHELP, and documentation. **SGNOUT11** - SignOut is a network-based electronic office sign-out board that lets others know where you are going.

Safeguarding

Yourself from Pranksters!

   • By Irene Kraus

Unfortunately there's a growing trend being reported widely in the media about misbehavior in connection with the Internet. Some of this would fall in the "prank" category with someone spreading rumors or misinformation. Others are more destructive as they've actually sent out destructive programs to strangers as file attachments in messages. Such things are giving the Internet a "black eye"! However, there are some very simple things any user can to do safeguard themselves from such people. Use common sense in evaluating messages! Remember that old adage of, "If it sounds too good to be true, it probably isn't!" See if reputable sources are listed. Many reputable news source such as The New York Times, or PC Week maintain web sites containing the text to their feature articles. Are there links to such sites? Did the writer of the message support the seriousness of whatever information is presented by included personal information such as their real name, e-mail address, and even postal address & phone number? Never use or download unsolicited files that have been attached to messages arriving from strangers. You just can't be sure what they will do! If you do want to send a friend or college a file attachment, talk to the person and agree to use some method of authenticating that the message(s) have really come from each other. You can make use of such programs as PGP to create authenticating signatures, or just agree on a key phrase or sentence that will appear within the body of the message.

About the author... Ms. Kraus has some 17 years of computer experience, including 13 years as a computer user group officer. This article is copyright by c Irene M. Kraus, and was first printed in The CEBUG Swatter, April 1997.

Comments

Continued from page 1

ogy as well. Ray Miklas was sitting behind me at the meeting. As genealogy buff from way back I saw his eyes light up as Matt was going through Family Origins. Also demonstrated was Address Book for Windows. Sort of puts my little address book in pc-file to shame. It's about the only DOS thing I have left. It might be difficult to part with and upgrade to a Windows database. A person just has to draw the line somewhere!

Getting speakers for meetings usually proves difficult. We are fortunate to have another "local" appear before our meeting this coming month. Dan Gardener, CEO of Experts Exchange will give us an insight into his unique business... providing expert advice from a database of international experts via the internet. If you have questions about ANY computer subject, he has amassed a group of proven experts to answer those questions. You can try his service free of charge by logging on to www.experts-exchange.com/. I believe you get one or two questions a month answered free. To fully benefit from his service there is a charge. This is an excellent source of information especially if you are a computer consultant. You are not expected to know everything, but here is a place where you can alway find the correct answer.

This coming month we will have our fundraiser drawing at the end of the meeting. First prize a flatbed scanner, 2nd prize an 800 MB tape backup, and Windows '95 keyboards for 3rd and 4th. Some of you will be going away with smiling faces. You need not be present to win. It is imperitave that you bring both money and ticket stubs to the next meeting. Without them it will be pretty difficult to win anything. For those who are not the chosen few, your ticket stubs will remain in the bucket for additional prizes throughout the end of the year. We will have a full accounting on

what we have made toward the purchase of a projection system in the next newsletter. Unfortunately I couldn't convince Matt to leave his at the end of the last meeting. Guess we'll have to do it the hard way.

There was some discussion about an article that appeared in the local college newspaper about weekend parking permits. I called to get an official word on the subject (who can believe newspapers anyway). At present, if there is a charge it will be for event parking only. This means individuals going to Performing Arts performances who use the adjoining parking lot will probably be paying for parking. For those of us who do more important things such as going to SLO Bytes meetings, it's business as usual. Continue to park in the visitors parking lot or H-4 at no charge.

Have you noticed the prices of computers lately. Prices haven't gone down too much but what you get for you dollar is increasing. It's almost impossible to find a hard disk less than 2 Gigs, a motherboard less than 166 Mhz, or a CD-ROM slower than 12X. On sale, RAM is still excellent investment. If you are populating a Pentium motherboard consult your motherboard manual first. They can be very finicky, requiring either single sided, or double sided RAM. Don't try and mix RAM... the results might be very frustrating. 486's and below are not a particular. I've mixed chips with little difficulty.

SIG's will continue as usual. Look for Bob Hunt doing intermediate and advanced Windows demo in 287. I will be in 289 with the "neophyte" SIG in Windows. I pretty much cover the same thing every month for the very new computer users. I will have an outline this month. Look for George Campbell in 286 covering any other subject of your choice. Some have asked where to go to get questions

Comments

answered about the Internet. I would go to 286 for that information.

Lastly, show up to the meeting and stay to the end. If you leave early, I can almost guarantee that your name will be called for the special software packages given away at the end of each meeting. It always seems to happen. Most of all show up because we like seeing you, we hope we can be a benefit to your computer needs, and it's just a good time to interact with other computer users. Don't be afraid to ask any question, no matter how rediculous it may sound. The person next to you probably wants to ask the same question.

Happy computing... see you on the 7th!

WebPads...

We're not talking duck feet here!
• **By Bob Ward**

A neat thing came across my desk a couple months ago, about 1 week too late for a friend of mine though. WebPad is a mouse pad with a purpose. It does more than just display a pretty picture... Yes, it actually has a more important function.

How many of you have favorite internet or email addresses that are only one key stroke, one hiccup, or one computer glitch from total annialation? If you don't make tape backups, if you don't make floppy backups, if you just rely on the hope that all will be well till it isn't, then you probably need a WebPad. Yes it has the dimensions of a regular (what ever that means) mouse pad, but over the rubber pad it has a separate semitransparent cover. Sandwitched between you will find a simple form you can fill out with pen or pencil showing your favorite internet address, favorite email address, or anything else that you deem important. Personally I think a place for birthdays and anniversaries is important for my use.

Back to my friend. Poor Bob G. allowed me to upgrade his internet email with a newer version of Eudora. For a reason unknown to me he lost his email addresses. Had I given him the WebPad first so he could record that important information he would have saved time and effort reconstrcting his nickname directory. Yes I know, I should have made a backup first but what's the harm of a newer version of a program overwriting an older version? PLENTY!

WebPad - $9.95 + $1.00 shipping
Box 8649
Rancho Santa Fe, CA. 92067
888-216-1090 or www.webpads.com

Door to Door

Continued from page 1

The opening screen gives you an atlas of the United states showing the major highways crossing the USA. All commands are found across the top of the screen represented by action buttons. Holding the mouse cursor over the icon causes a flyout caption detailing what that button does. The right mouse button gives the same results but in text form on the screen next to the mouse pointer. This is very handy and requires less effort than cursing to the top of the page each time to click on an button. You have a zoom level from 1 to 12. The highest magnification details street names. Not only are the streets named but by placing the crosshairs on a street, it also gives the block number as well! By clicking on the magnifying glass you can get as close as you wish. Another button increases or decreases the level of detail. You can selectively include or exclude detail such as parks, oceans, railroads, county and state boundaries and more. Under Places you can see monuments, geology, buildings, landforms, postoffices, etc. Choose the level of sophistication, it's all up to your tastes. Another button on top lets you add your own comments or monuments to the map and save them. If you have specific map view you wish to come back to at a later time, just save them in a file. Longitude and Latitude are always shown in the lower left corner as well.

My first place of residence as a child was Burbank, California. Being familiar with the Burbank and Studio City area, I plotted a trip between Los Osos and 1234 N. Maple Street... yes, the house built in 1942 is still standing. Door to Door quickly finds the starting point and end point of my trip. By clicking on the icon next to these points a map appears bringing up those locations showing details of street names, schools, etc. The options menu allows for stops at points of interest while taking your trip and customization of your driving habits as well. To get a more accurate travel time you can put in your driving speeds under various highway conditions. Of course once you hit the Los Angeles freeways, anything can happen. A feature missing in this version would allow you to customize the divided highways (freeways) in metropolitin areas to more accurately depict driving conditions depending on time of day or time of week. Well here's my trip, one which I have

Fig. 1

taken on occassion. (Fig. 1) By clicking on the RUN button after all information has been entered a split screen appears with your point to point trip on the left and a map on the right.

Door to Door gives a trip odometer reading and cumulative time on the trip as well. Changes in driving directions are accurate to one-tenth of a mile. Both the map and driving directions may be printed out. Online help is broken down into 122 categories and appears thorough. The program does not come with a manual, but contains a small booklet within the jewel case. Running the program for about 10 minutes should get you close to th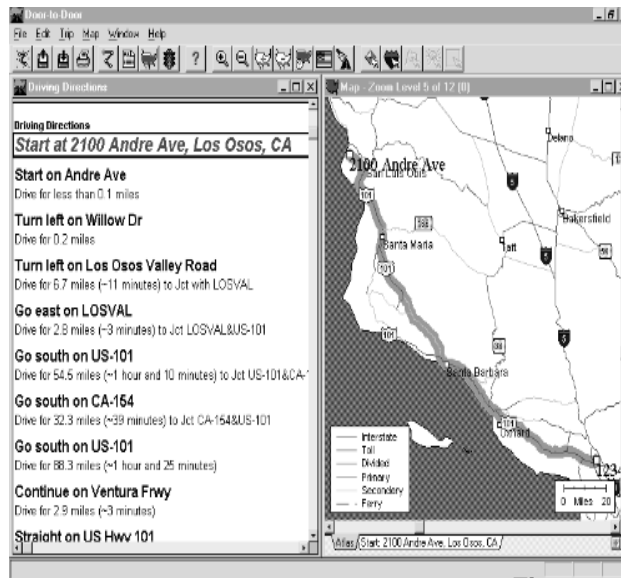e expert level. The layout is user friendly and the learing curve low. Door to Door covers all the bases in mapping. I'd recommend it as an addition to one's software library especially if you take many trips. Buy a laptop with CD-ROM and take it on trips.

Door to Door - $49
Travelroute Software
(888)TRAVROUTE
www.travroute.com

People Helping People

NAME	PROGRAM(S)	PHONE NO.	HOURS TO CALL
Jeffrey Mintz	Computer Networks, Win95, Netscape 3.0,Internet	547-9668	Sat 12-6, Sun 12-6
Jerry Mintz	Word 6	547-0774	Sat 12-6, Sun 12-6
Ross Kongable	MS Publisher	489-4046	M-F 2-6, Sat 2-8
Bill Roch	Ami Pro	466-8440	anytime
Don Morgan	Word 6.0, Equation 3.1	543-6241	anytime
Richard Weilacker	Win '95, DOS	967-2963	anytime
Dan Logan	Internet, MS Publisher	927-0515	M-Sat 8-6, Sun 12-6
Gary Peterson	All Internet apps	438-5837	anytime
Bob Ward	Netscape, Win '95, 3.11	528-0121	evenings

Buying or Upgrading

- **By Stu Bocktell (Stu is a teen member of FROG/PC3 Computer Society)**
  Lilypad/INSIGHT November, 1996

This month I'm going to talk about what I think would be good to have in a computer if you plan to buy one or upgrade in the next few months.

It will be in two sections: what you would want to get for a work computer, and what you would want to have for a home computer. The work computer will mostly do programs like software suites and use multimedia software. The home computer will mostly do games and be able to play full motion video, play complex games and 3D video processors. Finally, what you want to get in a computer.

First the work machine: I recommend a 120-166 MHz Pentium processor. I would get a 133MHZ Pentium, but I am not ruling out a 166 because the prices might go down on them. I strongly recommend against getting a sub-120 Pentium processor, unless you can't afford a 120+ processor. The prices are going down a lot on sub-120MHz processors- so much that a 60 MHz chip that appeared to be lined with gold was only $40 at MarketPro; but they are a lot slower than a 120.

If you buy a Cyrix, first make sure that it is a 6x86 chip not a 5x86 chip, because a 5x86 chip is a 486, not a Pentium. Second, buy the fan made by Cyrix because they heat up and might get burnt up, which means that they won't work any more.

Unless you have a network, there really isn't a point in getting a Pentium Pro; it runs everything in 64-bit sections. It does everything a lot faster, but if you play even one DOS game, it will be a lot slower than a Pentium.

Memory: First, how much memory you need depends on what you want to do. If you just do word processing and run Windows 95, then 16 meg will be fine; but if you are making graphics then you should get 32 meg. If you have a Pentium, check to see what RAM chips your motherboard will hold. Most motherboards run 72-pin chips and you will want to get EDO chips. To see if you really have EDO chips, see if you can read EDO on the chip.

If you go to a MarketPro Show and see a table that has a RAM tester, then you might want to think about that table more than the table across the room that has the door open and all their memory getting showered with dirt. What the RAM tester does is basically see if the chip responds when it talks to it. My dad just bought another 16 meg and we haven't put it in yet, but I will tell you how much faster it is when we put it in.

Hard Drive: Here you pretty much just want the biggest drive that you can get. I like Western Digital, but I haven't really tried anything else. Right now I would suggest 1.6 gig hard drive, or a minimum of a 1 gig hard drive.

CD-ROM: Now you can't use most of your programs without a CD-ROM. I personally think that right now getting a 6x would be a smart buy. If you really want to have the leading edge get a 10x, but do not get a "12x" because there are no CD-ROM's that transfer information that fast; it is just the drives that make it as fast as a 12x would be.

Video Card: This is the most important card on your system aside from the motherboard. This device lets you see everything on the screen. I would get a PCI board with 2 to 4 meg VRAM. I don't like anything made by Diamond. Many people have come to my Dad saying that they have had problems with the Diamond cards; also some have said that it works for them. I say stay away from them, but if you go and buy one, make sure that it will work with your computer. I will get into more detail next month on what the problems are specifically. Monitor: With the monitor that you get, see what the dot pitch is, i.e. 28mm. A good size to get is 28mm or less on a 15-ito-17 inch monitor and 29mm or less on a 19 inch or bigger monitor. Also see what the maximum viewable size on the monitor is. If the monitor is a 15 inch, then anything lower than a 13 inch viewable screen is not a good buy unless it is very cheap, on a 17 inch anything under 15 inch viewable screen is not that good. I do not know what is a good screen viewable screen on a 19-21 inch monitor is, but it should be between 16 to 19 inches. If you find anything that is a bigger viewable screen then I said, it is probably a really good buy, but make sure what the dot pitch on the monitor is. Right now I would say buy a 17 inch monitor.

Sound Card: With sound cards pretty much what you get is a 100% compatible Sound Blaster card. It should be a 16-bit card, not 32-bit. Then if you want to have a really good sound card, a wavetable Daughterboard on it wouldn't hurt. If you don't know if the card is a 100% Sound Blaster compatible card buy a Sound Blaster card.

Modem: Now this is a problem. The first question to ask yourself is what are you going to use it for. Are you going to go on the Internet and go on VRML pages or are you going to go on the Pond (or whatever we will call

More Computer Problems

• Author Unknown, Source: Internet

Last year a friend of mine upgraded from Girlfriend 1.0 to Wife 1.0 and found that it's a memory hog leaving few system resources for other applications. He is also now noticing that Wife 1.0 is also spawning Child-Processes which are further consuming valuable resources. No mention of this particular phenomenon was included in the product documentation, though other users have informed me that this is to be expected due to the nature of the application.

Not only that, Wife 1.0 installs itself so that it is always launched at system initialization where it can monitor all other system activity. Some applications such as PokerNite 10.3, BeerBash 2.5, and Pubnite 7.0 are no longer able to run in the system at all, crashing the system when launched (even though these apps worked fine before).

Wife 1.0 provides no installation options. Thus, the installation of undesired plug-ins such as Mother-in-law 55.8 and Brother-in-law Beta is unavoidable. Also, system performance seems to diminish with each passing day.

Some features my friend would like to see in the upcoming Wife 2.0:

A "Don't Remind me Again" button. Minimize button. An install shield feature that allows Wife 2.0 to be installed with the option of uninstalling at any time without loss of Cache and other system resources. An option to run the network driver in "promiscuous mode" which would allow the system's Hardware Probe feature to be much more useful.

I myself decided to avoid all of the headaches associated with Wife 1.0 by sticking with Girlfriend 2.0. Even here, however, I have found many problems.
Apparently you cannot install girlfriend 2.0 on top of Girlfriend 1.0. You must uninstall Girlfriend 1.0 first, otherwise the two versions of Girlfriend will have conflicts over shared use of the I/O port. Other users have told me that this is a long-standing bug that I should have been aware of.

To make matters worse, the uninstall program for Girlfriend 1.0 doesn't work very well, leaving undesirable traces of the application in the system.

Another thing that sucks is that all versions of Girlfriend continually popup annoying little messages about the advantages of upgrading to Wife 1.0.

****** BUG WARNING ******

Wife 1.0 has an undocumented bug. If you try to install Mistress 1.1 before uninstalling Wife 1.0, Wife 1.0 will delete MSMoney files before doing the uninstall itself. Then for some reason Mistress 1.1 won't install, claiming insufficient resources.

Buying
Continued from page 6

it when we merge with PC3) BBS? You probably will want to get a 28.8 modem if you want to go on the Internet or a BBS. I have a Cardinal brand modem. The nice thing with these modems is that if you have the right init codes you can go on the Internet at 115200 Bytes per second. That might not sound very fast but is fast when you connect at a 28800.

Although a bit dated, the basic context of what to look for and how to upgrade still apply today... BW

HOW INKJETS OPERATE
(Help captured from the net)

• By Phil Cutrara

All inkjet systems have a means for holding the ink supply in reserve, a means for moving the ink from the reserve to the printhead and a method for very precisely positioning carefully measured amounts of ink onto the paper.

All of the systems are essentially open systems that have a way for air to enter the ink reservoir in direct proportion to the amount of ink that has moved out through the printhead. Because the systems are open the ink must be held (i.e. not allowed to flow) until there is a need to put some of it onto the paper.

Various methods are used to hold back the flow of ink until electrical pulses cause the ink to leave the printhead. One of the most common ways that manufacturers use is to have a sponge-like material in the ink reservoir and a venting system that includes an opening small enough to provide a resistance to the ink's flow. This is necessary to prevent the ink from spontaneously moving through the printhead. Some HP cartridges use a system that consists of an automatic venting system at the bottom of the cartridge. It is normally closed by a snorkel-like ball. As ink leaves the cartridge the air pressure inside becomes less than the ambient air pressure outside. The ball then changes position, briefly opening the vent until the pressure has equalized again.

The printhead has a number of very small openings that allow the ink to pass through to form characters or graphics. The very small openings in the printhead hold ink until an electronic signal causes the ink to move onto the paper. There are two differ-

Ink Jets

ent methods that precisely move ink through the printhead and onto the paper.

The bubble jet method selectively heats the ink in the small openings which causes very small drops of ink to be fired down onto the paper. The other method currently being used is the piezoelectric method. It utilizes the principle that certain crystals can be made to expand or contract when subjected to an electric field. This movement of the crystal is utilized in a way that allows a precise amount of ink in a selected printhead opening to be put down on the paper. Epson and others use this method.

Another variation in inkjet systems is the ink cartridge versus the print cartridge. The ink cartridge only acts as the ink reservoir. When the cartridge is put into place its exit hole docks with a receptor that carries the ink through a channel or tubing to the printhead.

The print cartridge on the other hand is the complete delivery system. Its upper portion is the ink reservoir and the lower portion contains the printhead. The print cartridge has a distinct advantage in that a blocked or damaged printhead that can't be fixed can be corrected by replacing the cartridge. On the other hand, a system that uses ink cartridges and has the same problem, must have the printer serviced.

Problem: No printing with re-inked cartridge but new cartridge prints normally.

Possible solutions: (Does not apply to the HP-51626A, 51633M or 51629A pressurized print cartridges). In the case of a print cartridge (i.e. ink reservoir and printhead in one assembly), there might be an air bubble or a series of air bubbles immediately above the printhead. This condition can usually be corrected by using centrifugal force to break the bubbles. You can accomplish this by holding the cartridge between your thumb and fingers, being careful not to touch the printhead or exposed electrical contacts. Then with your arm raised up high and with the printhead pointing down, rapidly swing your arm down and stop suddenly.

You must do this above a receptacle that can accept any ink that might come out of the printhead. Do this same process several times. If ink comes out of the printhead each time, it probably means you have corrected the problem. If no ink comes out after the first or second try, it might indicate that the venting path or the printhead is blocked. If something is covering the vent hole, remove it. In doing so you must not create a larger vent hole than the original design. If the vent hole is not causing the problem, then all of the printhead orifices might be blocked. Often this condition will be difficult or even impossible to correct with the means at your disposal.

You can also try cleaning the printhead by vigorously scrubbing it with a cotton swab that has been wetted with distilled water. If that doesnt work, try scrubbing the printhead with a toothbrush that has been wetted with distilled water. Again, if that doesnt work try exposing the printhead to live steam for about 1 minute. If the above problem involves an ink cartridge instead of a print cartridge the fault could be caused by a blocked vent as explained above or by an inadequate seal at the point where the ink cartridge docks with the receptor that carries the ink down to the printhead. Such an inadequate seal could be caused by an improperly installed ink cartridge or foreign material on any of the parts that dock together. Blockage in the printhead is likely to involve only some of the orifices. In this case use the printer's printhead cleaning function (refer to the manual for your printer). If that doesn't work the printer must be serviced.

Problem: HP 51626A, 51633M or 51629A print cartridges leak.

Solution: The above cartridges will leak if they are not properly pressurized. This condition can occur if there is a faulty upper vent hole valve or if our instructions have not been followed correctly. In some cases the top vent hole is larger than usual, causing the air being pumped in to leak out before the fill hole is sealed. In that case, we recommend that you cover the vent hole with 3 layers of Scotch tape, pierce a hole in the tape and then insert the short needle that we supply through that hole. When you have finished doing the re-inking remove the tape.

Scotts Page O' Computer Illiteracy
Found on the Internet

A man called in to customer service and said his computer was not working. After going through the usual list, the customer service rep asked if the computer was plugged in. The customer said, "Hold on, I'll go get a flashlight." The rep said, "Why do you need a flashlight?" The customer replied, "Because it's dark in here. The power is out."
     When told the computer would not work without power, the customer was outraged and said he was told that he had purchased a computer with "backup" (a tape backup archiving system)."

Tech: Okay, sir, to finish opening your account, I will need you to provide a credit card number.
Cust: All right, hold on. (some rustling around) Okay, do you have it yet?
Tech: Well, no. You haven't given it to me yet.
Cust: Sure I did, I just stuck it (the card) in this (3.5 inch) slot in the front of this computer.

Club Information

HARDCOPY is a monthly publication of SLO BYTES PC User's Group located in San Luis Obispo, California. Information in this Newsletter is derived from both our own membership and other PC User Group Newsletters. The purpose of this publication is to inform our members of meetings and provide information related to the use of IBM PC's and compatible computers.

Membership: Dues are $25 per year. Newsletter only is $16 per year. Full membership entitles you to our monthly newsletter, full use of the public domain software library and discounts at local computer stores.

Article Submission: Deadline for submission of articles is the 15th of each month. Articles should be provided in ASCII format without any type of formatting from your wordprocessor including tabs, indents, extra spaces, or highlighting. We prefer articles on disk but will accept hardcopies if necessary.

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Direct all correspondence and newsletter submissions to:

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Meeting Times

GENERAL MEETINGS are held the 1st Sunday of every month, unless noted otherwise in the newsletter calendar, at **2:45 pm in the Cal Poly University Biology Department, Fisher Hall 286**.

Special Interest Groups (SIGS)
meet at 1:00 to 2:30 pm.
General Info SIG / Internet SIG:
Fisher Hall 286
Win95 SIG / Intermediate SIG:
Fisher Hall 287
Neophyte SIG
Fisher Hall 289

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Treasurer's Report

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August, 1997

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