

# Monitor

<http://www.cpcug.org/>  
<http://www.cpcug.net/>

September 2003

Volume 21

Number 2

\$3.00

The magazine of the **Capital PC User Group, Inc.**, a nonprofit organization of "Users Helping Users"

## Inside

Rich's Ramblings  
*by Rich Schinnell*

Microletter #136  
*by Paul Shapiro*

What's New With  
CPCUG's Training  
Program  
*by Heidi Lamont*

Letters to "Late Nite"  
*hosted by Marty Shinko*

CPCUG at NBC4  
Digital Edge Expo  
*by Gabe Goldberg*

Windows XP Guides  
Review  
*by John Weigle*

and much more...

## CPCUG Training

by Dennis Courtney

**T**raining. We **all** need some from time to time. And there is nothing quite like having some hands-on guidance from someone who knows what they are doing.

This is what the CPCUG Training Program tries to provide. At \$29-\$35 for members (\$39-\$45 for non-members) it is about the least expensive way to get that hands-on help that is so important in really learning how to use your computer.

The CPCUG Training Program offers all levels of training too. From beginner classes all the way up through expert topics, there is something for everyone. With our state-of-the-art equipment and software, students learn real world skills from CPCUG trainers who know what they are talking about. Skills you can use to start your career or enhance the one you already have. Skills that can make your computing experience more fun and less frustrating.

Our classes may be inexpensive, but they offer a lot of quality. CPCUG is all about "Users Helping Users" and because of that very unique training philosophy we can offer quality classes from instructors who are dedicated not just to training, but to "helping" you with your computer experi-

ence. That and our inexpensive prices are what sets CPCUG training apart from other area training programs.

CPCUG is the total package when it comes to learning about computers. You can get your start in a training class for a modest amount and also take advantage of our periodic FREE seminars, monthly FREE Special Interest Group (SIG) meetings which are workshops on various topics.

Everyone from beginners to experts attends our monthly meetings held throughout the metropolitan DC area. Check out the calendar located in the center-fold of this magazine for meeting locations and times.

Why not give CPCUG training a try? A class is less than the cost of a decent dinner and it can pay dividends for a long time to come. Once you see the quality of our classes you'll come back again and again.

### Visit CPCUG's Booth at NBC4 Digital Edge Expo

Stop by to visit the CPCUG booth at the 2003 Digital Edge Expo!

**When?** – September 13 & 14

**Where?** – the new Washington Convention Center

**Details?** – See page 16 or visit the web site: <http://nbc4.com/digitaledgeexpo>

### Interested in teaching a class for CPCUG?

Please complete the form on the inside cover and send it to Training Director Heidi Lamont.

Do you want to share your knowledge ... but can't make a regular commitment?

## YOU CAN CHANGE LIVES BY TEACHING FOR CPCUG!

**We are now recruiting teachers in many topic areas—complete and send in this form to learn more.**

I would consider teaching in *(check all that apply)*

Maryland  Virginia  DC  this site: \_\_\_\_\_

I would consider teaching *(check all that apply)*

M-F daytime  M-F evenings  Saturdays  Sundays

I have these special requirements:

My preference is teaching *(rank from 1-3, 1 being your first choice)*

Career professionals who are familiar with computers and who want to advance their knowledge of software/hardware

Senior citizens who may not be familiar with computers and who want to find good web resources and email friends

Community members who speak English as a second language, work in blue-collar environments, and would like to move into office professional work

Besides English, I speak *(check all that apply)*

Spanish  fluently  a bit

\_\_\_\_\_  fluently  a bit

Vietnamese  fluently  a bit

I can sign to the hearing-impaired  fluently  a bit

I would feel comfortable teaching *(check all that apply)*

Word  beginner  advanced

Quicken  beginner  advanced

Excel  beginner  advanced

QuickBooks  beginner  advanced

Access  beginner  advanced

Unix  beginner  advanced

PowerPoint  beginner  advanced

Linux  beginner  advanced

Publisher  beginner  advanced

Visual Basic  beginner  advanced

Outlook  beginner  advanced

C++  beginner  advanced

FrontPage  beginner  advanced

C#  beginner  advanced

Photo Editor  beginner  advanced

J#  beginner  advanced

MovieMaker  beginner  advanced

Microsoft.NET  beginner  advanced

HTML  beginner  advanced

Delphi/Kylix  beginner  advanced

XML  beginner  advanced

JBuilder/Java  beginner  advanced

Dreamweaver  beginner  advanced

JavaScript  beginner  advanced

Flash  beginner  advanced

VBScript  beginner  advanced

Fireworks  beginner  advanced

Perl  beginner  advanced

Freehand  beginner  advanced

ASP  beginner  advanced

Roxio EZ CD Creator  beginner  advanced

General Windows  beginner  advanced

Photoshop Elements  beginner  advanced

General Web Browsing  beginner  advanced

Photoshop  beginner  advanced

General Email  beginner  advanced

Acrobat  beginner  advanced

Hardware  beginner  advanced

SQL Server  beginner  advanced

\_\_\_\_\_  beginner  advanced

Norton Anti-Virus  beginner  advanced

Your Name \_\_\_\_\_

Phone (\_\_\_\_) \_\_\_\_\_ Fax (\_\_\_\_) \_\_\_\_\_ Cell (\_\_\_\_) \_\_\_\_\_

Email \_\_\_\_\_

Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Please (1) mail this form to Heidi Lamont, Training Director, Capital PC User Group, 19209 Mt. Airey Road, Brookeville, MD 20833. (2) email a brief summary (100-200 words or less, in paragraph format) of your qualifications—including any professional teaching experience (use your name as the filename!) — to [training@cpcug.org](mailto:training@cpcug.org). Be sure to include your full name in your email. We will contact you to discuss details and upcoming classes that you may be interested in teaching.

# Sign Up for CPCUG Training

Most classes cost:  
\$29-\$35 member fee  
\$39-\$45 non-member fee

Classes Listed at  
<http://www.cpcug.net/training.asp>

Click *SEARCH CLASSES* to search by location

Two Training Centers: Annandale, VA, and Ft. Washington, MD

Register for Annandale classes online  
or by calling the CPCUG Office at 301-762-9372  
Register for Harmony Hall (Ft. Washington) classes  
by calling 301-203-6040

## CPCUG Office

### Capital PC User Group, Inc.

19209 Mt. Airey Road,  
Brookeville, MD 20833

**E-mail:** [admin@cpug.org](mailto:admin@cpug.org)

**Phone:** (301) 762-9372

**Fax:** (301) 762-9375

**CPCUG Home Page**  
<http://www.cpcug.org/>

Get more  
out of your  
membership  
in the  
Capital PC  
User Group—  
Become a  
**VOLUNTEER!**

Contact a member of  
CPCUG's Board of  
Directors — all are  
listed on this page,  
most offer a choice  
of e-mail or phone  
contact information.

### Past Presidents

Scott Mohnkern, 1999-2000  
Lillian Milliner, 1997-98  
Greg Smith, 1996  
Rich Schinnell, 1993-95  
Eydie DeVincenzi, 1993  
Stan Doore, 1992  
Henry Noble, 1991  
Irv Samuels, 1989-90  
Tom Enrico, 1988  
Jerry Schneider, 1986-87  
Tom Mack, 1985  
Don Withrow, 1984  
Larry Jordan, 1983  
Mike Todd, 1982



## CPCUG Board of Directors

### Executive Committee

#### President

Dennis Courtney  
O: (202) 623-2884  
[president@cpug.org](mailto:president@cpug.org)

**Capital Area  
Vice President**  
vacant

#### Virginia Vice President

John Sherman  
H: (703) 569-4247  
[j4247@aol.com](mailto:j4247@aol.com)

#### Treasurer

Ann Dorsey  
H: (301) 320-7984  
[abdorsey@cpug.org](mailto:abdorsey@cpug.org)

**1st Vice President**  
Vacant

#### Maryland Vice President

Marilyn Weinstein  
H: (301) 530-4668  
[marilynweinstein@juno.com](mailto:marilynweinstein@juno.com)

#### Secretary

Owen Epstein  
H: (703) 734-6862  
[owepstei@bellatlantic.net](mailto:owepstei@bellatlantic.net)

#### Past President

Scott Mohnkern  
O: (301) 738-0097  
[mohnkern@cpug.org](mailto:mohnkern@cpug.org)

### Appointed Directors

#### Build or Buy Program

Chip Dodge  
H: (703) 425-7038  
[cdodgemd@aol.com](mailto:cdodgemd@aol.com)

#### Buying Group

Chip Dodge  
H: (703) 425-7038  
[cdodgemd@aol.com](mailto:cdodgemd@aol.com)

#### Community Services

René Thirion  
H: (703) 256-6764  
[rene@renedc.com](mailto:rene@renedc.com)

#### Corporate Communications

Barbara Conn  
O: (202) 508-1494  
H: (202) 452-7428  
[bconn@cpug.org](mailto:bconn@cpug.org)

#### Education and Training

Heidi Lamont  
H: (703) 938-1648  
[training@cpug.org](mailto:training@cpug.org)

#### Internet Services

Vacant

#### Library Services

Marilyn Weinstein  
[marilynweinstein@juno.com](mailto:marilynweinstein@juno.com)

#### Marketing & Public Relations

Vacant

#### Membership

Marie Pinho  
H: (703) 569-6080  
[mpinho@erols.com](mailto:mpinho@erols.com)

#### MIX

René Thirion  
H: (703) 256-6764  
[rene@renedc.com](mailto:rene@renedc.com)

#### Monitor Editor

Susan Kousek  
O/H: (703) 742-9179  
[editor@cpug.org](mailto:editor@cpug.org)

#### Outreach

Gabe Goldberg  
O: (703) 941-1657  
[gabe@gabegold.com](mailto:gabe@gabegold.com)

#### Program

Gary Vaughan  
O: (202) 712-0691  
H: (703) 521-0535  
[buffalo1\\_us@yahoo.com](mailto:buffalo1_us@yahoo.com)

#### Science Fair Coord.

Walter Houser  
[houser@cpug.org](mailto:houser@cpug.org)

#### Software Library

Vacant

#### Vendor Relations

vacant

#### Volunteers

vacant

### Special Interest Groups (SIGs)

#### Access (MS)

David Kiasi  
O: (301) 350-4752  
[David.Kiasi@appalt.com](mailto:David.Kiasi@appalt.com)

#### Baltimore

Robert Pettigrew  
O/H: (410) 358-5840  
[RLPSystems@aol.com](mailto:RLPSystems@aol.com)

#### Beginners (and Beyond)

Marty Shinko  
O/H: (301) 253-1743  
[mshinko.cpcug@juno.com](mailto:mshinko.cpcug@juno.com)

#### Clipper

Naseem Saab  
H: (703) 713-6900  
[Naseem\\_Saab@DPS-Consulting.com](mailto:Naseem_Saab@DPS-Consulting.com)

#### Delphi

Thomas Miller  
703-503-5600  
[tmiller@bss-software.com](mailto:tmiller@bss-software.com)

#### Entrepreneurs and Consultants

Barbara Conn  
O: (202) 508-1494  
H: (202) 452-7428  
[bconn@cpug.org](mailto:bconn@cpug.org)

#### Investment

Andy Thompson  
H: (301) 270-6790  
[thompson01@erols.com](mailto:thompson01@erols.com)

#### Microsoft Office

Marie Parker  
O: (301) 897-5700,  
X4220  
[Mparker@ASHA.org](mailto:Mparker@ASHA.org)

#### PalmOS

Shawn Googins  
O: (301) 496-5774  
[theoophile@yahoo.com](mailto:theoophile@yahoo.com)

#### Pocket PC

Ray Wiley  
O: (703) 682-5325  
H: (703) 878-0314  
M: (703) 819-1656  
[rwiley@hpti.com](mailto:rwiley@hpti.com)

#### Seniors

Paul Shapiro  
H: (301) 770-9512  
[pauls@cpug.org](mailto:pauls@cpug.org)

#### Statistics

Charles Hallahan  
O: (202) 694-5051  
H: (703) 532-2930  
[hallahan@ers.usda.gov](mailto:hallahan@ers.usda.gov)

#### Virginia

Luis Garcia  
O: (202) 606-9848  
H: (703) 425-6902  
[lgarcia51@yahoo.com](mailto:lgarcia51@yahoo.com)

### Future SIGs

If you're interested  
in starting a SIG,  
please contact  
CPCUG President  
Dennis Courtney at  
[president@cpug.org](mailto:president@cpug.org).

The Internet SIG is  
inactive. If you're  
interested in helping  
reactivate this  
important SIG,  
please contact Gabe  
Goldberg at  
[gabe@gabegold.com](mailto:gabe@gabegold.com).

CPCUG is looking  
for a few good men  
— and women. Can  
you donate a few  
hours each week to  
help improve our  
group? Call  
301-762-9372!

**Monitor** is your publication. If you would like to discuss an idea for an article or column, please contact the Editor at [editor@cpcug.org](mailto:editor@cpcug.org). Our style guide is at:

<http://www.cpcug.org/user/monitor/Monstyle.html>.

## Publication Submissions

**Guidelines.** Be sure to put each graphic (200-dpi TIF format preferred) and table in a separate file—do not include text, graphics, and tables together in one file. If you prefer to include everything in one file, please send each table and graphic separately in addition. Include your name, e-mail address, and day and evening telephone numbers at the top of your article so we can contact you if we have questions.

**Submittal.** Send articles as zipped file attachments to [editor@cpcug.org](mailto:editor@cpcug.org), with copy to [admin@cpcug.org](mailto:admin@cpcug.org). In the body of your message, include the names of files attached and the software formats of each. Or you may send articles in ASCII text format directly in the body of an e-mail message.

**Conditions.** Articles must be received at least 60 days before publication. All articles are subject to editing. Articles accepted for publication in the print version of the *Monitor* will also appear in the Internet Web pages of the *Monitor*.

**Address Changes.** Please send change of address notices with current phone numbers to the Capital PC User Group, Attn.: Membership Director, 19209 Mt. Airey Road, Brookeville, MD 20833, or via e-mail to [admin@cpcug.org](mailto:admin@cpcug.org). *Monitor* is not forwarded unless you have made special arrangements with your Post Office.

## Subscription Problems ?

Please call (301) 762-9372 or send an e-mail message to [admin@cpcug.org](mailto:admin@cpcug.org).

**Renewals.** One renewal notice is sent. You may renew your membership by sending your check for \$42 (\$78 for 2 years; \$110 for 3 years) along with your mailing label to the address above. Be sure to correct your mailing label if any of the information has changed, and always include your current phone numbers and membership number.

September 2003. *Monitor* (ISSN 1070-2792) is published periodically by the Capital PC User Group, Inc., 19209 Mt. Airey Road, Brookeville, MD 20833. Membership is \$42 (\$78 for 2 years; \$110 for 3 years), or \$60 per year for overseas members. Overseas members should make their checks or money orders payable to CPCUG in U.S. funds, drawn on a U.S. bank. Postage paid at Gaithersburg, MD. POSTMASTER: Send address changes to *Monitor*, Capital PC User Group, 19209 Mt. Airey Road, Brookeville, MD 20833.

## Articles

- 6 Rich's Ramblings  
*by Rich Schinnell*
- 8 Microletter #136  
*by Paul Shapiro*
- 9 Save Money & Help CPCUG Raise Funds  
*by Gabe Goldberg*
- 11 What's New With CPCUG's Training Program  
*by Heidi Lamont*
- 16 CPCUG at NBC4 Digital Edge Expo  
*by Gabe Goldberg*
- 20 Windows XP Guides Review  
*by John Weigle*

## Departments

- 5 President's Notes
- 10 Feedback/Editor's Column
- 12 Letters to "Late Nite"
- 17 Volunteers Needed!
- 26 HelpLine Listings
- 33 Books Available for Review

## Events

- 4 General Meetings
- 18 Calendar of Events
- 22 SIG Listings

## More Bytes

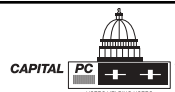
- 35 CPCUG E-Mail Lists
- 36 Membership Form

## Addresses, Directions, Maps, Phone Numbers

- 34 Bethesda Chevy Chase Services Center (BCCSC), Driving Directions
- cover 2 UHU Teacher Form
- cover 3 CPCUG Meeting Sites and Addresses

**The Fine Print.** Unless specifically stated otherwise, the opinions expressed in any article or column are those of the individual author(s) and do not represent an official position of, or endorsement by, the Capital PC User Group. CPCUG is an independent, nonprofit user group and is not affiliated in any way with any vendor or equipment manufacturer.

**Copyright** ©2003 by the Capital PC User Group, Inc. All rights reserved. Permission for reproduction in whole or in part is hereby granted to other nonprofit and computer user groups for internal, nonprofit use, provided credit is given to *Monitor* and to the author(s) of the reproduced material, and attribution of copyright is included. All other reproduction without the prior written permission of the Capital PC User Group is prohibited.



## Monitor

### Staff

**Editor**  
Susan Kousek  
[editor@cpcug.org](mailto:editor@cpcug.org)

**Product Review Coordinator**  
Ken Rothermel  
[reviews@cpcug.org](mailto:reviews@cpcug.org)

**Contributing Editors**  
Barbara Conn, Gabe Goldberg,  
Heidi Lamont, Rich Schinnell,  
Paul Shapiro, Marty Shinko

**Photographer**  
Vacant

### Helpline Coordinator

Elliott Fein,  
[elliott.fein@erols.com](mailto:elliott.fein@erols.com)

**Business Manager/  
Advertising Sales**  
[admin@cpcug.org](mailto:admin@cpcug.org)  
(301) 762-9372

**Editor Emeritus**  
Barbara Conn

# CPCUG News & Events

## Training Classes Scheduled

Check out the CPCUG  
calendar on pages 18-19!  
In September and October, we're  
offering classes on:

Word...Excel...Access...HTML...  
VBScript...PowerPoint...Photo  
Editor...Basics of PCs...Home  
Networking...Job Hunting on the  
Internet...Keyboarding & Mouse  
Skills...Creating/Posting Resumes  
Online...Windows Computer  
Maintenance & Troubleshoot-  
ing...Organizing Files & Folders  
using Windows Explorer... Word  
Flyers, Calendars and Graph-  
ics...Word Form Letters, Mail  
Merge and Labels...Word Tem-  
plates, Tables and Tabs...and  
Integrating MS Office Applica-  
tions

Register and view class  
descriptions at  
[www.cpcug.net/training.asp](http://www.cpcug.net/training.asp)  
(Click "Search Classes" to search  
by location or class title) or call  
301-762-9372.

## Upcoming General Meeting Topics

Meeting location varies; please check below

**Monday, September 8, 2003 (7:00 pm)**

### What is XML and Why Does it Matter?

*Speaker: Geoff Snowman, .NET Evangelist, Mid-Atlantic District, Microsoft Corporation*

The most significant trend in modern IT is the increasing use of XML. This is a great opportunity to learn what XML is and about the standards built around XML, as well as related applications and technologies that depend on XML (such as web services and such Microsoft-connected applications such as InfoPoint, Office, etc.)

Location: Bethesda Chevy Chase Services Center (BCCSC)  
4805 Edgemoor Lane  
(entrance at Plaza Level; Rooms A&B on the 2nd level)  
Bethesda, Maryland

Note: Parking (small fee) in building; Bethesda Metro  
Station across the street

Directions: <http://www.cpcug.org/user/comm/bccsc-dir.html> for  
detailed directions and parking information

**Monday, October 13 (Columbus Day) (7:00 pm)**

### Control Your E-mail

*Speaker: Susan Kousek, Owner, Balanced Spaces™, LLC.*

Professional organizer and computer instructor Susan Kousek will present tips and techniques to control and organize your e-mail messages. Instead of being overwhelmed by hundreds (or thousands) of messages, you'll be able to find the messages you need, get rid of the ones you don't need, clear out the clutter, and be in control of your e-mail.

Location: Bethesda, MD (BCCSC – see details above)

**Monday, November 10 (7:00 pm)**

### A Mini-Tutorial on Using Microsoft Access Data Base Application

*Speaker: Robert Clemenzi*

Databases – What are they and why should you care? They're everywhere – dictionaries, cookbooks, address books, eBay. Most users build databases in MS Word or MS Excel, but they aren't always the best choice – they are basically single user applications and the data is hard to analyze. This presentation will discuss the differences between documents, spreadsheets, and databases and include a demonstration on how to build a simple database with MS Access. The demonstration will include tables, forms and reports.

Location: Interstate Van Lines, 5801 Rolling Road, Springfield, VA  
Directions: <http://www.invan.com/contact/directions.htm>

**Monday, December 8 (7:00 pm)**

### Digital Gifts for the Holidays

Great computer gift ideas for everyone on your list! (Details next issue.)

Location: Bethesda, BCCSC (see details above)

# President's Notes

It's been a long time since I've written a President's Notes column. Now that we have finally found a new *Monitor* editor, I suppose I'll be doing one rather routinely for the foreseeable future (at least I hope so).

The *Monitor* is a key part of CPCUG communication efforts and we would like very much to keep the issues rolling out the door on a regular basis. Unfortunately, we did not have anyone step up as editor for the last six months. No editor meant no *Monitor*.

I consider the *Monitor* one of the "crown jewels" of the organization and the chief mechanism by which we communicate. Not having a *Monitor* on a regular basis hurts us both as an organization and as individual members. Let's hope Susan Kousek, our new *Monitor* editor, finds producing our publication to her liking for a long time to come.

Although we have not published a *Monitor* for many months, we have been very busy improving all of CPCUG's offerings. You'll be pleasantly surprised by some of the classes our new Training Centers have been putting on lately. To paraphrase a saying from the '70s – 'This ain't your Dad's Training Program anymore!' We've gone first class (OK, bad pun – but I haven't bored you with one of those in six months).

Classes in the last few months included CD Burning With Roxio, Managing Your Home Finances With Quicken, Using Adobe Acrobat (who knew there was more to Acrobat than just a free PDF Reader?), MS Word Templates & Forms (definitely not your Dad's Word topic), Introduction to Structured Query Language (SQL), and Creating Web Pages With MS FrontPage.

Our computers have that operating system you got on your new computer (XP Pro) and members can learn the latest tricks and tips in a hands-on environment. Many of you met our new Training Director, Heidi Lamont, at the July General Meeting. She has generated a great schedule of classes for both our Annandale, VA, and Harmony Hall (Ft Washington, MD) locations. Sign up for a class – the \$29-\$35 member price is the best deal in town.

Speaking of the General Meeting, we have gotten several calls in the office from members congratulating Program Director Gary Vaughan for "bringing the General Meeting back to Montgomery County." Many people felt that it had been Virginia's turn for far too long, and I, for one, hadn't realized how long it had been held in Virginia. I think that we Marylanders (and Montgomery County residents like me) got a taste for how hard it has been for some of our longtime faithful CPCUGers from Virginia.

The September and October General Meetings will again be held in Bethesda. Our Virginia members will be pleased to know that some of the General Meetings

(November for one) will be held at a new meeting location in Virginia – Interstate Van Lines in Springfield, VA.

Virginia resident Vice President John Sherman is one of the most faithful "cross overs" I know. He's working with several SIGs at the same time – and how he juggles his schedule to keep up with it I'll never know. As much as I enjoy Paul Shapiro's Seniors SIG (you've all read his articles – you should come see him Live!), John attends more often than I can.

Although we have been doing a lot in Virginia lately, we have not forgotten Marylanders. We have two (not one, Two!) huuuuuege surprises in store for Marylanders before the end of the year. Stay tuned! If it hits right (you know – the planets align and all that...) it might even be THREE huuuuuege surprises. Well, maybe two huuege and one really big one. Anyway, you get the picture – things are rosy at CPCUG!

Next month: Giving Barb and Gabe some special love...

*CPCUG President Dennis Courtney can be reached at [president@cpcug.org](mailto:president@cpcug.org).*



*"Cooling off." With my 9 year old daughter, Candice*



# Rich's Ramblings

by Rich Schinnell

**B**ack in November 2002, I attended the Association of PC User Group's (APCUG) annual meeting in Las Vegas which is always held during the Fall COMDEX (COMputer DEALers eXposition).

In the past, COMDEX has gotten much too big to be able to see it all, but after 9/11, as with all such events, companies have been downsizing. This year's COMDEX was no exception. There weren't as many vendors or attendees, which made it easier to get around and see what you were looking for. Some of the old-timers were not exhibiting but there was plenty to see.

There were several events during the APCUG week-long conference where different vendors splurged for a meal while giving myself and 350 other user group leaders product and technical presentations. I enjoyed a presentation by Pat Gelsinger, Vice President and Chief Technology Officer of Intel Corporation. Mr. Gelsinger demonstrated some of their new products and talked about Intel's future plans for almost two hours and no one got up to leave, as it was so interesting. As an added benefit of my user group magazine writings and lots of volunteering for CPCUG (Capital PC User Group) and APCUG, I was invited to be a member of Intel's User Group advisory team. There were 15 of us chosen to participate, from novice computer types (but dedicated User Groupies) to some of the more technology (Nerdies and Nerdettes) types.

**Big Pleasant Surprise:** After getting back to my home in Rockville, Maryland, I received an e-mail from Bryan Deaner, the Intel

representative, saying they had a surprise for the members of the advisory team. They were going to send each of us a new computer with their latest and greatest 3 GHz Pentium 4 with Hyper-Threading technology (Non-Geek translation: That really means that some of the more advanced software thinks it is two CPUs working at the same time). We all received a Gateway series huge tower with 500 Megabytes of RAM, the latest in high end Nvidia graphics board and of course Intel's Pentium 4 3.06GHz processor. And a Huge! 22" Mitsubishi flat screen monitor (No, not an LCD, but I can wish).

This was a real screaming computer, 80 GB of hard disk and a great audio system with humongous speakers. I thought that this was a really high power machine that any Gamer or Graphics person would kill for. I was right, I had to pry it out of the hands of a friend of mine who borrowed it for a week to test a few games. He showed me the game Unreal Tournament 2003 running on the machine and even I was impressed, as I am not really a gamer. I then went to [www.pcpitsop.com](http://www.pcpitsop.com) to test it out and was I amazed at the performance figure of 1530, which by the way means that there aren't many more powerful desktop computers around. Outside of what some of the Over clockers do to processor chips, this is a fast bunny out of the box. Just for reference, my PIII 1.08 laptop shows up as a 647. But your mileage may vary.

This Gateway is so easy to open and change components that I figured that I would spice it up a bit with one of the new Adaptec SCSI controllers and a faster hard disk. The controller is an Adaptec SCSI Raid 39320-R PCI/PCIX board, so

when PCIX comes out, I will be ready. (PCIX is a new Extended PCI type slot that will eventually be available on motherboards, hopefully for desktops.) I shopped all over the web for a good sized 15K RPM SCSI hard disk but no vendor had one in stock. I finally settled on a Seagate ST336607LW 40GB at 10K RPM, which is still pretty fast.

If you're into graphics or games, the Nvidia GeForce4 Ti 4600 and the Creative SB Audigy will knock your socks off. The Pentium 4 3.06GHz with Hyper-Threading technology seems to fit the bill for speed and the old feeling "Mine is bigger'n yours" syndrome that many of us old timers subscribe to. Especially back in the days of yore where 4 MB of RAM cost \$200-400. I added an additional 500MB of RAM to bring it up to a full Gigabyte and it cost me less than \$200. If you're into graphic manipulation, then this is the processor for you as attested to by friends who are graphics people.

On top of all this, in March of 2003, Intel sent out a message to all the user group leaders who attended the APCUG fall event in Las Vegas, offering each person a P4 3.06 and a motherboard for a huge discount. Being the techy that I am, I took them up on their offer so that I could build a machine for a good friend. (Just so you don't call me to get one for you, each attendee was only allowed to purchase one at the 60% off rate.) The going rate on [www.pricewatch.com](http://www.pricewatch.com) for the set was over \$550 (as of 3/29/03) and around \$410 on 7/8/2003. Intel offered them to attendees of the APCUG conference for \$250. With 2nd day air and tax, it came to \$275 which is a great deal in my book. Maybe you might want to attend the

APCUG conference this year in Las Vegas. Check out [www.apcug.org](http://www.apcug.org) for information. CPCUG is a member of APCUG.

For more information on Intel Hyper-Threading technology, you can visit their web pages at [www.intel.com](http://www.intel.com) and follow pointers to P4 and Hyper-Threading. And of course Intel now has a Newer, Faster, and Better version of the 3.0GHz P4 chip. Intel also added Hyper-Threading technology to some of its slower Pentium 4 chips and announced a 3.2GHz P4 with Hyper-Threading technology (as of July 8, 2003).

*Rich Schinnell is semi-retired from CPCUG after volunteering for over 20 years. He has assisted with the APCUG fall conferences in various capacities for over 15 years. Rich retired from the USN and Vitro Corporation and still does a bit of small business consulting on interesting projects. He also volunteers at the Centers for the Handicapped ([www.chicenters.org](http://www.chicenters.org)), helping them with their computer systems.*

*Rich can be contacted via e-mail at [schinnel@cpcug.org](mailto:schinnel@cpcug.org) or via phone at (301) 949-9292 for comments on his articles. Many of his past "Rich's Ramblings" articles are available for review at [www.schinnell.org](http://www.schinnell.org). While his four computers at home are not busy, they all run the [seti@home](mailto:seti@home) software helping out in the search for communications from space (check it out at [www.seti.org/science/setiathome.html](http://www.seti.org/science/setiathome.html).)*

[www.cpcug.net](http://www.cpcug.net)

Did you know there's a "Members Only" section at [www.cpcug.net](http://www.cpcug.net)?

How do you get there? Go to <http://www.cpcug.net> and click Member Login on the left.

Enter your membership number and password (provided on the mailing label for this issue of the *Monitor*). You can update your membership information and check out discounts offered to CPCUG members. And, you can change your password once logged on as a member.

## The Complete Elevator Speech Workshop: *How To Get the Results You Want When You Only Have 30 Seconds To Talk*

**Workshop Leader: Bob Bailey, ebiz**

Picture this:

- You are at a networking event.
- There's a roundtable of self-introductions going on.
- You are next! *What do you say?*
- Will you be remembered?
- Will you get the results, contacts, and action you want?
- Or will your introduction fade into the background, like so many others?

At this interactive workshop, led by former software developer, marketing manager, and sales manager Bob Bailey, you will give your elevator speech, get immediate feedback, learn techniques to improve your presentation skills, and have an opportunity to rework your speech and present a new and improved version.

- ***Get results rather than disappointment at networking events.***
- ***Attract the people who can help you in your business.***

Bob Bailey has the knowledge and experience to help high-tech business executives reach their goals by delivering polished, focused, powerful presentations. His knowledge of technospeak enables him to help the high-tech speaker translate technical jargon into language that is technically meaningful yet persuasively effective. Bob is outstanding at creating analogies, translating features into benefits, and making it meaningful for the audience.

***Attendee Limit: 12 – because all registrants get personal coaching!***

Saturday, October 4, 2003.

Check-in: 12:45 pm, workshop starts promptly at 1:00 pm.

Ends at 3:30 pm

Location: Inter-American Development Bank (Annex Building)  
1350 New York Avenue, NW, Room B-300  
(southeast corner of 14th Street & New York Avenue, NW)  
Washington, DC

Advance registration and payment required. Sorry, No walk-ins.

Registration: Contact Karen at the CPCUG office, 301-762-9372

[If you get voice mail, please leave a message with your name, phone number, name of the workshop, and best day/time to return your call.]

Fee: \$79 until September 29

Late registration: \$99

Late registration closes when all slots are filled or noon the day before the event, whichever is first. [Last held March 2003]

***For more info go to:***

***[www.cpcug.org/user/entrepreneur/Workshop-ElevatorSpeech.html](http://www.cpcug.org/user/entrepreneur/Workshop-ElevatorSpeech.html)***

*Organized by CPCUG's Entrepreneurs and Consultants SIG*

# Microletter #136

by Paul Shapiro

## We're back!

Not that we have been anywhere. It is a welcome sight to see the *Monitor* is back in business. It has always been my feeling that as goes the *Monitor*, so goes CPCUG..or is it the other way around?!

Thanks to new *Monitor* editor Susan Kousek, I had to dig deep to find my writing tools after having gotten out of practice. The way I prepared my *Monitor* articles in the past was to create a starter version of a Microletter, then work my way up to three starter versions for three successive months. As inspiration comes, I add and modify these versions, and Modify I do. By the time I submit my writings to the editor, I have at least thought about the content for three months. And still mistakes creep in. After three months I generally gloss over the stuff that is incomplete or improperly placed.

I shall try to work my way back up to a three-month pattern. One of my great joys as a member of CPCUG has been to write these articles. With my memory fading with age, it is also a way for me to put down on paper in some kind of organized fashion what I have learned about my own personal computer. This way when I have difficulty remembering details I can just check back into old issues (or my old files).

There have been times, I have heard, that not enough of you have been submitting articles to the *Monitor*. You all have word processors and for sure you have discovered things with your computers that might help others. After all, CPCUG is a user-helping-user organization, and there is no better way to get your message across. When you are intrigued about something you have

learned, share the excitement with the rest of us. You will enjoy doing this and it will be a win-win situation for all.

Since I last wrote here, I upgraded my operating system to Windows XP, with some reluctance. I had been thrilled when I bought a copy of Windows Millennium not too long ago, on the day it was released to the public, so it was a disappointment to find that my operating system had become dated so soon.

But with all the hullabaloo about XP being the cat's meow (which always seems to happen with the introduction of a new operating system), I bit the bullet and almost immediately downloaded its service-pack 1.

XP has been working fine for me, mostly, but not without frustrations. I can send a fax, but I still cannot receive one. My printer and scanner haven't given me a problem (Epson Stylus 640, UMAX Astra 2000U – the U stands for USB), although the tips I read before getting XP said they would cause difficulties.

For a longer time than I care to admit I couldn't get my Lexar Compact Flash Reader to work for more than a few seconds. Lexar support didn't help; they said it works with XP. Reinstalling the installation software did the trick. Using the thumbnails view is really exciting for examining and selecting photos from a large folder: I had never discovered I had this capability with Windows Me.

Shutting down with XP has its advantages.

Create an icon on your desktop with the command line

```
SHUTDOWN -s -t 03
```

and then you can shutdown immediately. Of course if you use the Hibernate option of XP's shutdown,

... dedicated to the dissemination and exchange of information mostly for users of IBM PC-compatible personal computers.



your computer will shut down fairly quickly, preserving all your computer settings at the time. When you boot your computer the next time, it not only boots quickly, but everything is just the way it had been. If for example you were using your e-mail program at shutdown, that e-mail program will be open when you start up again.

Hibernate has caused problems at times. Sometimes in the middle of a computer session, I will try to delete a file only to be informed that the file is in use elsewhere and I should stop using it first; when to my knowledge I am not using it! Sort of reminds me of Windows 98, when your system hung and after you rebooted you got scolded by a message reprimanding you for improperly shutting down your computer.

XP is kinder...it will just scan your hard drive (usually the root drive) while you twiddle your thumbs. You have the option of skipping the scan, but you are advised against that sort of behavior!

The "fix" (if that is the proper term) for me with this hibernate problem is to shut completely down using that command line above, for example. Then I can delete the folder after startup (I dare not wait too long!)

By the way, if you want to have a command line for other versions of Windows (95, 98, Me) you can use

C:\windows\rundll.exe  
user.exe,exitwindows

...to shut down. (When I wrote about this in an earlier Microletter I got a favorable response.)

## Simplicity Itself

One of the most practical computer tools to come along for a person with my poor handwriting and memory is a facility in Microsoft's Notepad text editor.

Actually Notepad hasn't just "come along": it's been with us for some time. It has served as a basic text editor for many instances where that's all that's needed; and for many of us it bridged the gap between a typewriter and personal computer.

Do you ever get a phone call while at the keyboard, no pen around? Well I do. All I have to do is click on a Start Menu entry to bring up Notepad ready to jot down (i.e., type) a message or a brief reminder of the content of the call.

The way Notepad is set up, the program opens with the current time and date instantly inserted for you, such as

3:02 PM 8/23/2003

the exact time at which Notepad was invoked.

I can then type anything I want, such as a phone message. Or I can paste something I have just cut or copied (to the Clipboard) from a file or my e-mail or from a Web page. Particularly handy is pasting URL addresses with the precise punctuation: I sometimes collect these "on the run" until I can later get to them, and it sure beats trying to decipher my handwriting.

You can think of other uses. This notepad file itself can be extracted in parts and used elsewhere, as I have suggested in the previous paragraph. Or the information can immediately be used and just as quickly deleted.

Rather than explain myself how this is done, I just copied and pasted

below from the Notepad Help file directly.

To append a log to a document:

On the first line of a Notepad document, type the following at the left margin, making sure you include the period:

.LOG

On the File menu, click Save.

Every time you open this document, Notepad adds the current time and date to the end of the existing document, preparatory to adding new material.

As can be seen, all you have to do to create the basic "template" in the Notepad file is open the file and insert the one word .LOG in the top line, and then never again erase it. Just be sure LOG is in all caps. This is a onetime operation as long as you save and reuse the beginning part starting with .LOG.

I like to use a line of equal signs (=) below the .LOG line as a separator.

Having set things up, I save this template file under the name MyNotes.txt and create a link to it on the Startup menu. The way I do it is to create a desktop icon, labeled MyNotes, then drag that icon to the Start button on the lower left of my Windows screen. I have been using this since Windows 95 and 98, and kept forgetting to write about it here. A member of CPCUG's Senior SIG requested that I describe this in the *Monitor*. So, Margaret Gurley, here it is.

Microsoft did this one right.

*Paul Shapiro has been a member of CPCUG since 1988, an Internet user since 1994, and chairman of the Senior SIG since it moved into the Lone Oak Center somewhere around 1998. Since October 2002, the SIG has been meeting at Bedford Court, home of a Senior Living Community (3701 International Drive, Silver Spring) as well. He has been writing these Microletters in one form or another since 1985, even before joining CPCUG. He can be reached via e-mail at pauls@cpcug.org.*

## Save Money on Everyday Expenses and Help CPCUG Raise Funds by Gabe Goldberg

2004 Edition Entertainment Discount Coupon Books are available now! People who have bought these and saved money with them don't need encouragement to do it again. For others, here's the story:

Each year, as a fundraiser, CPCUG sells Entertainment Books offering hundreds of discounts on dining, travel (hotel, airline, rental car, etc.), theatre/movies/concerts/sports, and even dry cleaning and car repairs.

Books for this area cost just \$35 each. Using only a few coupons a month, which is easy to do, saves several hundred dollars per year – much more than the cost of the book. I use coupons for favorite eating places and discover **new** favorite places because two-for-one dining encourages economical experimentation.

For general info on Entertainment books, visit <http://entertainment.com>. But keep reading for instructions on purchasing so CPCUG gets credit for the sale!

The 2004 books are valid from the day they're purchased – so the sooner you buy them the longer you'll be able to use discounts and save money. They make great gifts, and out-of-town book purchase prices includes shipping.

CPCUG makes \$7 or more per book sold, so it's great yearly support for our community service efforts. We can sell local books – MD/DC and VA/DC – and take orders for books for other cities nationwide. And this year it's easier to order books online and credit CPCUG for the sale!

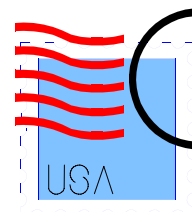
*Continued on page 15*

# Feedback



Feedback

# Letter From the (New) Editor



Since I haven't received any letters to the editor yet, I thought I'd take this opportunity to monopolize the *Feedback* column and

introduce myself as the new editor of the *Monitor*.

I'm Susan Kousek, a long-time member (and off-and-on volunteer) of the Capital PC User Group (CPCUG). In my other life, I'm a computer trainer and a professional organizer.

When I first talked to CPCUG President Dennis Courtney about taking over as *Monitor* editor (Dennis, in addition to his myriad other CPCUG duties, was acting editor for a while), I had mixed feelings. But I wanted to do it for two reasons.

First, I'm a strong believer in the Capital PC User Group. I've gotten a tremendous amount of help from many, many members over the years. Although I have a lot of patience with my clients, I have almost none when it comes to my own computer, and thus have created a few problems for myself, from which many of you rescued me – thank you all!!

Second, I enjoy editing. Up until last year, I edited a newsletter for a payroll software firm, and currently edit the newsletter of the Washington, DC, Metro Chapter of the National Association of Professional Organizers (NAPO). Those are *newsletters* averaging 6-10 pages. The *Monitor*, however, is a *magazine* – 40 pages! A little different.

But, I feel if you don't take on something new each year, your

mind stagnates. We all need challenges in our life, so I decided to take on editing the *Monitor*.

My goal is to publish at least 10 issues a year, and to produce a *Monitor* on schedule. One that members look forward to receiving. One that adds value to your CPCUG membership. One in which you're interested in having an article published. One to which you react – by signing up for a class, by attending a General Meeting, by attending a SIG meeting, by commenting on an article to the author, by sending a letter to the editor!

Write to us and let us know what you think:

[editor@cpcug.org](mailto:editor@cpcug.org)

To do this, I need help. I'm very pleased with the response I've gotten so far – it's been overwhelming! I've had offers of help from Barbara Conn, Dennis Courtney, Elliott Fein, Gabe Goldberg, Tom Gutnick, Heidi Lamont, Ken Rothermel, Rich Schinnell, Paul Shapiro, and Marty Shinko. Others who have offered – and I'll take you up soon on your offer of help! – include Marie Pinho, John Sherman, Michael Smith, Gary Vaughan, Marilyn Weinstein, Ray Wiley, and Carl Zovko. If I've left anyone out, I apologize and ask you to contact me. (And if I included you and you hadn't offered, I'm sure you meant to!)

I especially want to thank Barbara Conn, a former *Monitor* editor, for spending so much time over the past few weeks answering my questions. Always willing to help, and always with a smile – appreciated more than you know!

This first issue involved a learning curve for me. I'd been using Publisher for my newsletters. The *Monitor* is done in QuarkXpress. Slightly different. I've also learned a lot more about CPCUG during the process!

I've done my best to get the information listings of officers, meeting locations, SIGs, and the HelpLine up-to-date. If there are errors, please let me know.

If you would like to write an article, please let me know. If you would like to review any of the books or software we have available for review (see page 33 for current books), please let Ken Rothermel, the *Monitor's* Product Review Coordinator, know. Contact information is on page 2 and 3 of each issue.

So, thank you all in advance for all the help I know you are going to give!

**Susan Kousek, Editor**  
[editor@cpcug.org](mailto:editor@cpcug.org)

*Susan Kousek, owner of Balanced Spaces™, LLC, is a professional organizer who loves helping people get their "stuff" under control. She also teaches workshops and gives presentations on organizing, does computer training, and a little writing and editing. She can be reached at [skousek@cpcug.org](mailto:skousek@cpcug.org).*

*If you'd like to learn how to better organize your e-mail, attend the October 13 General Meeting where Susan will give a presentation on "Controlling Your E-mail." Or check out her web site for workspace, e-mail, and other organizing tips: [www.balancedspaces.com](http://www.balancedspaces.com).*

# What's New with CPCUG's Training Program

by Heidi Lamont



**F**or starters, CPCUG has a new Training Director! Following 10 years of teaching, network administration, and website maintenance, I have been working for CPCUG since March.

I learned of the position when I dropped off computer parts (repairing old computers is one of my hobbies) at CPCUG's Reboot program. With my background as a technology teacher, and M.S. degree in Instructional Technology and Distance Learning, I was immediately interested.

I'm excited about our goal – offering more frequent training sessions at affordable prices.

We currently have two training facilities:

–UHU (Users Helping Users), located in Room 305 of the Annandale United Methodist Church, 6935 Columbia Pike, Annandale, VA.

– Harmony Hall, 10701 Livingston Road, Ft. Washington, MD.

Since March, CPCUG has offered two classes per week at the Annandale location. These included Home Networking, Office XP (Word, Excel, PowerPoint, Access), Creating Web Pages using FrontPage, HTML, and ASP.

We also offered a series of Internet classes that focused on Job Hunting, Posting Resumes, and Shopping, Traveling, and Auctioning on the Internet. Similar offerings are planned for Harmony Hall starting in September.

We plan to continue offering a variety of hands-on computer classes as well as develop relation-

ships with other technology professionals. In this way, we hope to offer more advanced, specialized, and field-related courses. The class format may evolve as well, to include Saturday seminars and week-long training sessions.

All of our progress is supported by state-of-the-art facilities. Each training facility is equipped with a high-speed Internet connection. Further, each has been upgraded with current software, including Windows XP, Office XP, Dreamweaver MX, and many other programs.

Please check the class listings within this publication and on the website: [www.cpcug.net/training.asp](http://www.cpcug.net/training.asp). Click the Search button to search for all classes or by location.

You can also get the latest announcements on the training program by joining the TRAIN-L (see below.) So, jump right in and sign up for a class! Most classes are \$29-\$35 for members (\$39-\$45 for nonmembers).

And, if you'd like to teach and/or write the handout for a class, please complete the form on the inside cover of this issue of the *Monitor* and return it to me.

I encourage you to take part in our exciting growth!

*Heidi Lamont can be reached at [training@cpcug.org](mailto:training@cpcug.org).*

To get the latest announcements on the training program, join the TRAIN-L LISTSERV e-mail list.

- Send an e-mail message to [LISTSERV@CPCUG.ORG](mailto:LISTSERV@CPCUG.ORG).
- In the body of the message, enter SUBSCRIBE TRAIN-L <yourfirst-name> <yourlastname>
- Do not include the angle brackets. No need to have a subject line.

## Two Training Locations!

### **UHU (Users Helping Users) Annandale, VA**

The CPCUG Training Classroom in Annandale, VA, has 12 PCs on a LAN.

Room 305  
Annandale United Methodist Church  
6935 Columbia Pike  
Annandale, VA 22003

### **Harmony Hall Ft. Washington, MD**

The CPCUG Training Classroom in Ft. Washington, MD, has 10 PCs on a LAN.

Discovery Room (2nd floor)  
Harmony Hall Regional Center  
10701 Livingston Road  
Ft. Washington, MD 20744

Please call (301) 762-9372 to register for Annandale (UHU) or (301) 203-6040 to register for Harmony Hall (HHC) classes.

Directions at:  
<http://www.cpcug.net/directions.asp>



If you are having problems with your computer hardware or software, why not give the **CPCUG Helpline** a call?

See page 26.

**MEMBERS ONLY**

# Letters to "Late Nite"

## Hosted by Marty Shinko

Q031X.-2: What often used phrase from 'Star Trek' (the TV show) might be appropriate at the start of this column related to computers and technical questions?

AO: "Open a channel, Uhura" might be just the thing – it conveys the idea of a broad channel for two-way communication (Uhura was the communications officer on the bridge of the starship Enterprise).

Q031X.-1: Who volunteered to help put together this column, Letters to "Late Nite"?

AO: Keep in mind that this is not my column, it's YOUR column. With that in mind, let me introduce myself – Greetings, I'm Marty Shinko, and I've been involved with the Capital PC User Group (CPCUG) for quite a few years. For several years now, I've been hosting the "Late Nite" sessions held after the regular General Meetings of the CPCUG. I used the term "hosting" because I'm the host, not the expert on all topics! The Late Nite sessions are meant to be more like panel discussions, with at least a few experts offering opinions and lending their insight, helping diagnose computer problems from multiple directions.

These Late Nite sessions are also the official meeting time and location for the Beginners (& Beyond) SIG (Special Interest Group), a time when beginner questions, no matter how rudimentary or basic, are not only tolerated but invited. Beginners are always welcome at Late Nite! So far, there hasn't been enough of a crowd to justify setting up a separate monthly meeting for a Beginners (& Beyond) SIG, so for now, Late Nite fulfills the role of a place for beginners (or people dealing with beginner-level questions) to get one-on-one help.

I'm very interested in the kinds of problems beginners have. Many years ago, I developed a course for CPCUG – "Basics of PCs for Very Beginners" and I taught it until CPCUG lost their training space at 51 Monroe St. The purpose of that course was to establish a baseline of knowledge about computers, so people could confidently take other courses offered by CPCUG. Some of the problems facing beginners have to do with the strange behavior of computers, but other problems have to do with communications, intimidation, pomposity, arrogance, and that "so you must be stupid" attitude that spawned the whole series of "For Dummies" books. People are very smart, in general (in my opinion), they know how to use the phone and can drive cars, etc. and they can even learn about computers, if someone smart enough develops the right course.

By the way, I suppose I should mention that I do work with computers professionally – my background is in engineering analysis and in computer modeling and simulation. I have experience in complex software development, including software to simulate the autonomous self-orientation of spacecraft by their on-board attitude control systems (the "attitude" of an airplane or spacecraft is the direction it's pointing). I've worked on the real-time flight software and the hardware-software interfaces used for the embedded microprocessors used on spacecraft.

Q031X.-0: Could my computer get damaged after my reading this column?

AO: (does this look like a DISCLAIMER? It is a DISCLAIMER) - what you do to your computer is your responsibility. Presume that

this column is simply for your entertainment. I accept NO responsibility whatsoever for what you do after reading this.

Having said that, remember that the motto of CPCUG is "Users Helping Users," and my goal is to provide the best, most helpful information I find at the time.

Q031X.0: Do you make up these questions?

AO: All questions received will be subject to editing, sometimes creative editing, i.e., attempts at reading between the lines. For this first column, I haven't received any questions yet, but I've been hosting Late Nite for years and years. From that experience, and because I also taught the CPCUG course "Basics of PCs for Very Beginners," I've got a storehouse of typical computer questions that were actually asked at one time.

Q031X.1: If you had only enough time to tell beginners one thing about computers, what's the most important thing you'd tell them?

AO: I'd point out that no two computers are alike, or rather the probability that any two arbitrary computers are essentially the same is less than one in a million.

Computers are still characterized by 4 "numbers" that describe their capabilities: memory size or RAM (MB), CPU speed (MHz), Hard Disk Drive size (in MB or GB), and type of CPU (e.g. 'Pentium' which is sort of a number, like '486' was). Each of these numbers comes in five or more variations. Then there are more categories like "which Operating System" are you using, and "which Internet Browser" and "which word processing software?" and so on, so all these combinations

easily top 1,000,000. Not all combinations are realistic, but you get the idea.

In describing your computer system to someone, the brand name tells them almost nothing (e.g., “I’ve got an HP Vectra”). You need to give those four numbers (e.g., Pentium II, 500 MHz, 128 MB RAM, 10 GB HD, running Win ’98 SE, etc.) for someone to help you diagnose a problem (usually).

Despite all this diversity, though, different computer equipment is often compatible, to an extent bordering on the spectacular! By creating technical and interface standards, the computer industry has built an environment of interchangeable parts and interoperability that is unmatched in any other endeavor. When you buy a component, you can safely bet that its designers have labored very hard to make it work with as large a sector of the marketplace as they could realistically accommodate. They want to bias toward success whatever you try to do with the parts they sell you.

Q031X.2: I'm having all kinds of problems with my computer, what's the easiest way to get everything working?

AO: Buy a new computer. Get everything for it from one place. Get everything you think you'll eventually want installed when you buy it (so you don't have to worry about whether some planned upgrade will be available and whether it will be compatible). This puts the task of making sure that everything works and that everything is compatible and works together on one place, on the shoulders of your one-stop vendor. Insist that they demonstrate that everything works before you pay them (or else get liberal terms, in writing, for having them fix or replace anything that doesn't seem to work). By going through only one vendor, you avoid the problem of different vendors pointing fingers at each other as the source of the

problem, with you stuck in the middle.

Get your one-stop vendor to transfer the data from your old computer to your new one (or forget them and buy from a different one-stop vendor who will do it).

Be sure you get the computer media for any software that comes pre-installed on any computer you buy, including media for the operating system. Hard drives can crash, viruses or mistakes can delete data, and you want to be able to restore what you already own without having to buy a second copy of Microsoft Office XP for \$440, for example.

Get some sort of backup capability built in to the computer you get (and force yourself to form the habit of USING IT).

Try to get the documentation for everything installed in the computer, e.g., CD-ROM drive, modem, etc., and keep all those manuals and papers (and disks and CDs) together in one place, closely associated with your computer.

That's the easiest way to get everything working, at least initially. It's not likely to be the cheapest way, though. Enjoy your new computer!

Q031X.3: What is your goal in writing this column?

AO: My goal here is similar to why I'm involved in hosting Late Nite sessions and in the Beginners (and Beyond) SIG – toward a vision of a computer club that's more informal, like a drop-by cafe or tavern, where people can share their problems and experiences and get individual help and advice from trusted friends, face to face. Other things done by the CPCUG are wonderful, but it seemed to me that the “club” part of computer club was somewhat lacking, since the General Meetings usually feature a lecture format with a presentation by an invited speaker. There didn't seem to be an avenue for someone to sit down and go over

“let me show you what I'm doing” so you could learn what might be going wrong. Late Nite sessions are meant to fill that niche.

Not everybody can get to the General Meetings, though. When CPCUG had the MIX (Member Information Exchange) Bulletin Board System (BBS), that could be used for people to get help solving problems. Even then, not everyone was successful logging on to the MIX. A former editor of the *Monitor*, Eldon Sarte, observed that the only communication that reaches all the membership is the *Monitor*, so it is appropriate to have a “Letters to Late Nite” feature in the *Monitor* (instead of relying solely on the MIX).

Something else that's lacking with the in-person Late Nite sessions is feedback, some sort of reality check that the suggestions people offered really did work. I'm hoping that this column can provide some of that.

Don't forget, dear Reader, that this isn't the only place to get your questions answered – a HUGE benefit of membership in the CPCUG is access to the individuals who volunteer as part of the HELPLINE. By all means, contact them for individual, personalized help with your computer problems! “Users Helping Users” isn't just “Happy Talk” – these folks really can and do help.

Think of this column as your HLiP = HelpLine in Print.

Another alternative is that CPCUG has a number of SIGs that gather regularly, where you can meet people and possibly get advice and help. Most SIGs are organized around particular software (e.g., Delphi SIG, Microsoft Office SIG, etc.), but the Senior SIG is wide open – about the computer concerns of seniors (which covers nearly everything).

I'd also like to recruit a team of responders, because although I may know a bunch, I don't know everything about computers – no one

does. For instance, I don't work with all different operating systems – I've never worked with Windows Me or Office XP so I'd like to ask someone with such experience to volunteer to help with this column. If you'd like to help, please contact me the same way you'd ask a question.

Q031X.4: What advice would you give to a beginner learning about computers?

AO: A computer is different from every other device you've owned. You've got devices that alter the physical world, like a can opener, washing machine, automobile – a computer isn't like any of them. You've got devices that transform signals and convey information, like a TV set, telephone, newspapers and magazines, CD player, VCR – a computer isn't like any of them, although it can emulate some of them. How about writing a letter, using a typewriter, using a simple four-function calculator, or writing a check? This is getting closer to what a computer does for you; it manipulates information. What makes a computer different is that the instructions to process data are in exactly the same form as the data that it can manipulate. Because of this capability, a computer can be programmed to alter its program sequence, manipulating information in a very general sort of way.

Q031X.5: What's the first question to ask when getting a computer?

AO: Ask yourself, "What am I going to use it for?" That's because the answer to that question determines the features and software you need to be shopping for. Are you looking for a toy or a tool? Some things take more computing power than others – in particular, high-power computer games often require the fastest, most powerful models of computers available to consumers.

Q031X.6: What kind of computer do I need?

AO: That really depends on what you want to use it for. While the 'PC' is now over 20 years old, we crossed a threshold a while ago, in Nov. 1996 or so. That's when the Washington Post published this advice in an article in their "Fast Forward" section: "For the first time, home computers' processors (their main chips, also called CPUs) are faster than most people need them to be" and "if controlling costs is important, any chip faster than 100 MHz will provide more speed than you need." I saved that article. Unless you plan to do something that takes gargantuan amounts of computing power, practically any computer you can buy today is fast enough.

The exceptions, tasks that strain even the fastest (consumer) machines, include:

- editing digital video (sometimes called rendering),
- playing video-intensive computer games (i.e., those that draw perspective views of 3D scenes),
- supporting massive databases, at large transaction rates,
- computing huge simulations like regional weather predictions.

What about digital audio? What about the Internet? These signals are slow for even a 10 MHz CPU (yes, even DSL is slow compared to 10 MHz). Word processing, computing taxes, balancing a checkbook, spreadsheets, preparing presentation materials all don't require huge computing power. Recognizing spoken words and converting them into text can take significant amounts of computing, say the capabilities of a 200 MHz processor. Drafting, preparing architectural drawings and the like can too. Sometimes Operating System software seems designed to consume more of the computer's resources than it ought to, in my opinion.

Q031X.7: What can I do that will have the best payoff in helping me

get computer problems solved?

AO: Learn the terminology used around computers. In order for a computer "guru" to help you, you have to talk in terms they understand. Use the terms "monitor" and "system unit" and "cursor" (and "pointer") correctly, and you're likely to get problems solved more readily.

One of the problems with computers is that the part exhibiting the symptom may not be the part where the problem resides. Use the "guru's" expertise to diagnose the problem, rather than your own presumptions.

About "gurus" – keep in mind that just because someone may know a lot, that doesn't mean that they can explain things or teach somebody what they know. All too often people go about explaining things by following the process by which they learned about it themselves, rather than cutting to the chase and providing a concise summary. This can be frustrating for a novice, because you end up wasting your time listening to stuff you mostly already know. I've been told that it's a rare talent that can explain things quickly in terms the average layman can understand. That's why I try to collect analogies, to use in explanations (e.g., "hardware" is like the piano, while "software" is like the music to be played on the piano).

Q031X.8: How can I submit a question to this column?

AO: The channels for asking a question include:

- come to Late Nite after any CPCUG General Meeting and ask it in person
- by e-mail to [editor@cpcug.org](mailto:editor@cpcug.org)
- by e-mail to [mshinko.cpcug@juno.com](mailto:mshinko.cpcug@juno.com) (please use plain text, and please don't send \*.doc files or attachments)
- call Marty Shinko at (301)-253-1743 (at reasonable hours, please)

Q031X.9: How else can I participate?

A0: In lots of ways!

– you could participate in answering questions sent to this column! I'd like to set up a team to discuss the questions received at this column, so readers would have the benefit of multiple experts and different points of view (just like at Late Nite). If you'd like to be involved, contact me through the same channels as for asking a question.

– come to Late Nite after the next General Meeting and let's talk computers!

– if you encountered a good beginner question and have a good answer, you can send both the question AND the answer through the same channels as for asking a question. Please identify the section that's the answer.

– if you have some discussion or correction of an answer, let me know. Please be sure to include the question number, and specific reasons why a suggestion given might not work. Remember too, there's more than one way to do it.

– would you like to help by gathering frequently asked questions (and their answers) and condensing them so they could be kept in an archive or posted on a web site? Contact me (i.e., use the same channels).

– how about setting up an electronic forum (private newsgroup, chat, instant messaging, mailing list, web page linked to database, whatever), or monitoring messages posted on the CPCUG web site, or moderating a mailing list for Late Nite or for Beginners SIG?

– you could help with Late Nite sessions, making the benefit of your experience available to others. It doesn't take being an expert, sometimes just having done something once or being able to say that something did work when you tried it is all it takes to help

someone else move along in the right direction.

– or you could help with Beginners (and Beyond) SIG responsibilities, such as attending the CPCUG Board of Directors meetings as the Beginners SIG representative, or reporting about Beginners SIG activities for the *Monitor*, or setting out materials before the beginning of CPCUG General Meetings to gather questions of interest for discussion at Late Nite. Look in the SIG section of the *Monitor* under Beginners (and Beyond) SIG for more opportunities.

– you could help set up and organize a library of software documentation and software archive (repository of no longer available or orphan software) at the CPCUG facility at 101 Fleet St. in Rockville, but that's a whole other project.

– or you could donate old software to this archive project (note: it is NOT illegal to make backup copies of software, and store them off-site).

– or donate a laptop computer for use at Late Nite sessions (or light-weight, portable monitor, perhaps).

– or let me know if anyone has a CD with Internet Explorer 4 s/w (IE4), version 4.02 (i.e., already updated to service pack 2)?

– or offer any other creative ideas or suggestions for improvements.

Use those same channels.

Q031X.10: What are these bizarre question numbers?

A0: Every question appearing in this column will be numbered, in the form Q'YR'MO.seq#, with a 2-digit year, and Roman numeral month. The answers will have a code for the responder, e.g., A0 = Marty Shinko.

Q031X.11 Is that all for this month?

A0: yes, and TTFN,  
- Marty Shinko

*Marty Shinko has been involved with the CPCUG since the early 1990s, as a volunteer instructor and advocate for beginners. He's used computers for over three decades, from PCs to supercomputers. His interests include sub-atomic physics, astronomy, epistemology, mathematics, engineering simulation and computer modeling, brain psychology, sailboating and amateur radio. He can be reached via e-mail at [mshinko.cpcug@juno.com](mailto:mshinko.cpcug@juno.com), via phone at (301) 253-1743, or come to the CPCUG General Meetings and meet in person at the "Late Nite" sessions after the meetings.*

Subscribers to [cpcug.org](http://cpcug.org):

If you are having technical problems accessing the Internet, call the Millkern System Status Line 301-738-9753 for a recording of the current system status.

## ***Entertainment Books***

Continued from page 9

The easiest way to buy local books is to connect with someone who's selling them at a CPCUG event. If you're interested in buying books – and especially if you're interested in helping sell books (it's not difficult!) for CPCUG – let me know at [gabe@gabegold.com](mailto:gabe@gabegold.com).

Books can also be purchased online. To order books for great discounts anywhere in the US or Canada, visit <http://entertainment.com/support> and enter CPCUG's account number, 534389. Then enter the city or area in which you're interested. You'll see discounts offered and be able to buy the book online, with CPCUG receiving credit for the sale. You can also add other city discount books to a single online purchase.

So save money for yourself and help CPCUG in the process. Order your Entertainment Book today!

*Gabe Goldberg can be contacted at [gabe@gabegold.com](mailto:gabe@gabegold.com).*

# CPCUG Joins NBC4 Digital Edge Expo, Presents PDA Sessions, and Recruits Members

by Gabe Goldberg

On September 13 and 14, CPCUG will participate in TV Channel NBC4's third annual Digital Edge Expo at the new Washington Convention Center.

The Web site notes that "Technology Reporter I.J. Hudson will make learning about technology fun. At this free event, you can get your hands on the latest gadgets, play at interactive exhibits, and learn how technology can make your life easier."

For many years, CPCUG has participated in events like this by giving presentations and operating information booths. CPCUG's two sessions will be presented by Shawn Googins and Ray Wiley, chairs of CPCUG's PalmOS and Pocket PC SIGs, respectively. Their talks will be Sunday, 11 am and noon, on "Personal Digital Assistants (PDA): What Are They, Why Would I Want One?" and "Personal Digital Assistants (PDA): You have it, now be productive & have fun with it!" All of the free seminars are listed at <<http://nbc4.com/digitaledgeexpo/2389280/detail.html>>. Check the web site closer to the date – it notes the schedule is subject to change.

CPCUG's booth will be staffed during expo hours, providing an opportunity for member volunteers to greet attendees and describe their individual reasons for belonging to CPCUG and the benefits of participation in CPCUG activities. The exhibits floor is interesting to explore, CPCUG's "PDA Guys" Ray and Shawn always put on a great show, and CPCUG's booth will

recruit dozens of new members – critical to CPCUG's operation and survival. Spend an hour or a day with your CPCUG colleagues, visit the expo, and join us in the booth.

We may still need booth volunteers for specific modest time slots – contact CPCUG President Dennis Courtney to check last-minute needs.

And we're seeking a "booth wrangler" – a volunteer to manage participation in events such as this one. Booth wrangling mostly occurs before events; it involves recruiting booth volunteers and coordinating event efforts. It doesn't require spending the whole show in CPCUG's booth. Our previous excellent booth wrangler is available to provide mentoring. If you might consider taking on this important role, contact Dennis or Gabe Goldberg <[gabe@gabegold.com](mailto:gabe@gabegold.com)>.

*You can reach the new Washington Convention Center via Metro – Green or Yellow Line to the Mount Vernon Square/Convention Center Station.*

*Detailed information, including a list of exhibitors and directions, can be found at <<http://nbc4.com/digitaledgeexpo/>>.*

## Free Weekly E-mail of CPCUG's 9-Day Calendar of Activities

The best way to keep up-to-date with all of CPCUG's activities is to subscribe to the free weekly e-mailing of the 9-day Calendar of Activities ("This Week at CPCUG"). It's easy to do:

Go to <http://www.cpcug.org/list/lwgate.cgi/CPCUGCAL-L/subscribe.html>.

Or, send an e-mail message to:

LISTSERV@CPCUG.ORG

containing the line

SUBSCRIBE CPCUGCAL-L  
<yourfirstname> <yourlastname>

(Do not include the angle brackets.) No entry in the subject line is required. You will receive a request to confirm your subscription by return e-mail.

After confirmation, the calendar will arrive each Friday or Saturday and contains CPCUG meetings, classes, seminars, and special events for 9 days – from Saturday through the following Sunday. You will receive about eight e-mail messages a month.

This distribution list does not allow subscriber posting.

To unsubscribe, send e-mail (from the e-mail account from which you are subscribed) to:

LISTSERV@CPCUG.ORG

containing the line:

SIGNOFF CPCUGCAL-L

No entry in the subject line is required.

# Volunteers Needed!

## **Booth Staffers for Computer-Related Trade Shows and Other Special Events**

Enthusiastic CPCUG members are needed several times a year to staff CPCUG booths at various computer-related trade shows and other special events including NBC4 Digital Edge Expo, FOSE, FedWeb, eXtreme, and ITrecruitermag.com. It's fun! And all you have to do is hand out CPCUG literature and giveaways, and tell attendees about CPCUG and membership benefits. At trade shows you also get a free pass to visit the booths of exhibiting vendors.

**Contact:** [volunteer@cpcug.org](mailto:volunteer@cpcug.org)

## **Capital Area Vice President and 1st Vice President**

We have two VP openings. For detailed information about these VP responsibilities, please contact CPCUG President Dennis Courtney.

**Contact:** [president@cpcug.org](mailto:president@cpcug.org)

## **General Meetings and Saturday Seminars**

1. Seminar panelists
2. Greeters

**Contact:** [president@cpcug.org](mailto:president@cpcug.org)

## **Education and Training**

1. Course Developers
  2. Instructors for the following: PCs for Beginners, Using Windows (most versions), Microsoft Office XP, Internet Explorer, Netscape Communicator, JavaScript, Java, PERL, C++, and more!
  3. Teacher Assistants
  4. Technical Editors
  5. Copywriters
  6. Designers and Desktop Publishers
- Please see the form on the inside front cover of this issue.

**Contact:** [training@cpcug.org](mailto:training@cpcug.org)

## **Helpline**

The Helpline is always in need of more helpers. The Capital PC User Group motto is "Users helping Users," and one of the best places to do that is through the Helpline. You don't have

to be a real expert to be of help. Most users requesting help have very basic questions. By volunteering, you can not only help others, but you can learn from the experience and also get a good feeling doing it. Take a look at the "Helpline Directory" in the *Monitor* to see the subjects currently covered. If there is a subject that you are interested in that is not listed, we can add it. A particular need is for volunteers who can answer the phone during the day. Windows and Microsoft Office specifically are in need of more volunteers. **Contact:** **Elliott Fein** at [elliott.fein@erols.com](mailto:elliott.fein@erols.com), or by snail mail at 5 Carter Court, Rockville, MD 20852-1005.

## Reboot

### CPCUG's Active Computer Recycling Program

10 Volunteers  
Working 1 or 2 or more  
afternoons a month

Have hardware to donate?  
Have a few hours a month  
and want to help?

Contacts:

Gerry Rosenkrantz  
[g.rosenkrantz@worldnet.att.net](mailto:g.rosenkrantz@worldnet.att.net)

or Dave Barry  
[dbarry@netkonnnect.net](mailto:dbarry@netkonnnect.net)

## **Science Fair Judges**

*CPCUG's Program of Recognition of Young Student Scientists*  
In 1996 CPCUG presented awards to students in two Maryland counties. In 1997, due to excellent CPCUG member response, we expanded the program to include students participating in science fairs in 12 areas of Maryland, Washington, DC, and Virginia. Help us cover at least as many science fairs this year and beyond. **Contact:** **Walt Houser** at [houser@cpcug.org](mailto:houser@cpcug.org)

## **Writers & Reporters for the Monitor, CPCUG's periodic magazine**

The *Monitor* is always looking for good articles! If you are interested in writing an article, reporting on an event, taking photos at an event, or reviewing a book or software program, please let us know.

**Contact:** [editor@cpcug.org](mailto:editor@cpcug.org)

## **Monitor Advertising**

Do you know a corporation or entrepreneurial business that might benefit from an ad in CPCUG's magazine, the *Monitor*? Help make it happen by showing its decision makers the *Monitor*. Increased advertising revenue means a larger magazine and more money for CPCUG's member benefit programs.

**Contact:** [sales@cpcug.org](mailto:sales@cpcug.org)



## **Monitor Photographers**

CPCUG has more than a dozen events every month. If you have a digital camera and a little time on your hands where you could attend a couple of CPCUG events each month, why not volunteer to be the official photographer for the *Monitor*.

**Contact:** [editor@cpcug.org](mailto:editor@cpcug.org)

## **SIGs**

If you are interested in starting (or reactivating) a Special Interest Group (SIG), **Contact:** [president@cpcug.org](mailto:president@cpcug.org)

# September 2003

All meeting and class times are tentative. Check your e-mail and CPCUG website at <http://www.cpcug.org> before attending. Please see CPCUG Meeting Sites on the inside back cover for location codes.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday																																																																																																																
	<b>1</b> Labor Day	<b>2</b> 6:00 PM Intro to Excel (UHU) \$	<b>3</b> 6:30 PM PalmOS SIG (Teaism) 7:00 PM Delphi SIG (IADB)	<b>4</b> 6:00 PM Intermediate HTML (UHU) \$	<b>5</b>	<b>6</b> 10:00 AM Seniors SIG (Bedford)																																																																																																																
<b>7</b>	<b>8</b> 7:00 PM General Meeting (BCCSC) 9:00 PM Board of Directors (Following General Meeting)	<b>9</b> 6:00 PM Basic Computer Skills (HH) \$ 6:00 PM Intermediate Excel (UHU) \$	<b>10</b>	<b>11</b> 6:00 PM Advanced Scripting/Web Pages/VBScript (UHU) \$ 6:00 PM Creating Great Presentations w/PowerPoint - Part 1 (HH) \$	<b>12</b>	<b>13</b> NBC4 Digital Edge Expo 2003 -- 9 AM to 5 PM (WCC)																																																																																																																
<b>14</b> NBC4 Digital Edge Expo 2003 -- 9 AM to 5 PM (WCC)	<b>15</b> 7:00 PM Virginia SIG (IVL)	<b>16</b> 6:00 PM Intro to Word (UHU) \$ 6:00 PM Organize Files & Folders w/Windows Explorer (HH) \$	<b>17</b> 5:50 PM Pocket PC SIG (HPTI) 7:00 PM Access SIG (VAMC) 7:30 PM Investment SIG (BCCSC)	<b>18</b> 6:00 PM Digital Imaging Using MS Photo Editor (UHU) \$	<b>19</b>	<b>20</b> 1:00 PM E & C SIG (CPL)																																																																																																																
<b>21</b>	<b>22</b>	<b>23</b> 6:00 PM Windows Computer Maintenance (HH) \$ 6:00 PM Word -- Flyers, Calendars and Graphics (UHU) \$	<b>24</b> 7:00 PM MS Office SIG (ASHA)	<b>25</b> 6:00 PM Basics of PC for Beginners (UHU) \$ 6:00 PM Digital Imaging/Photo Editor (HH) \$ 7:00 PM Clipper SIG (email N. Saab for location)	<b>26</b>	<b>27</b> Rosh Hashanah																																																																																																																
<b>28</b>	<b>29</b>	<b>30</b> 6:00 PM Word -- Templates, Tables and Tabs (UHU) \$	<table border="1"> <thead> <tr> <th colspan="7">Aug 2003</th> <th colspan="7">Oct 2003</th> </tr> <tr> <th>S</th><th>M</th><th>T</th><th>W</th><th>T</th><th>F</th><th>S</th> <th>S</th><th>M</th><th>T</th><th>W</th><th>T</th><th>F</th><th>S</th> </tr> </thead> <tbody> <tr> <td></td><td></td><td></td><td></td><td></td><td>1</td><td>2</td> <td></td><td></td><td></td><td></td><td>1</td><td>2</td><td>3</td><td>4</td> </tr> <tr> <td>3</td><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td><td>9</td> <td>5</td><td>6</td><td>7</td><td>8</td><td>9</td><td>10</td><td>11</td> </tr> <tr> <td>10</td><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td> <td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td> </tr> <tr> <td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td><td>23</td> <td>19</td><td>20</td><td>21</td><td>22</td><td>23</td><td>24</td><td>25</td> </tr> <tr> <td>24</td><td>25</td><td>26</td><td>27</td><td>28</td><td>29</td><td>30</td> <td>26</td><td>27</td><td>28</td><td>29</td><td>30</td><td>31</td> </tr> <tr> <td></td><td></td><td></td><td></td><td></td><td></td><td>31</td> <td></td><td></td><td></td><td></td><td></td><td></td><td></td> </tr> </tbody> </table>				Aug 2003							Oct 2003							S	M	T	W	T	F	S	S	M	T	W	T	F	S						1	2					1	2	3	4	3	4	5	6	7	8	9	5	6	7	8	9	10	11	10	11	12	13	14	15	16	12	13	14	15	16	17	18	17	18	19	20	21	22	23	19	20	21	22	23	24	25	24	25	26	27	28	29	30	26	27	28	29	30	31							31							
Aug 2003							Oct 2003																																																																																																															
S	M	T	W	T	F	S	S	M	T	W	T	F	S																																																																																																									
					1	2					1	2	3	4																																																																																																								
3	4	5	6	7	8	9	5	6	7	8	9	10	11																																																																																																									
10	11	12	13	14	15	16	12	13	14	15	16	17	18																																																																																																									
17	18	19	20	21	22	23	19	20	21	22	23	24	25																																																																																																									
24	25	26	27	28	29	30	26	27	28	29	30	31																																																																																																										
						31																																																																																																																

Verify date and time of event at <http://www.cpcug.org/user/comm/cal-6mon.html>

# October 2003

All meeting and class times are tentative. Check your e-mail and CPCUG website at <http://www.cpcug.org> before attending. Please see CPCUG Meeting Sites on the inside back cover for location codes.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday																																																																																												
<p><b>Sep 2003</b></p> <table border="1"> <tr><td>S</td><td>M</td><td>T</td><td>W</td><td>T</td><td>F</td><td>S</td></tr> <tr><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td><td></td></tr> <tr><td>7</td><td>8</td><td>9</td><td>10</td><td>11</td><td>12</td><td>13</td></tr> <tr><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td></tr> <tr><td>21</td><td>22</td><td>23</td><td>24</td><td>25</td><td>26</td><td>27</td></tr> <tr><td>28</td><td>29</td><td>30</td><td></td><td></td><td></td><td></td></tr> </table>		S	M	T	W	T	F	S	1	2	3	4	5	6		7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30					<p><b>Nov 2003</b></p> <table border="1"> <tr><td>S</td><td>M</td><td>T</td><td>W</td><td>T</td><td>F</td><td>S</td></tr> <tr><td></td><td></td><td></td><td></td><td></td><td></td><td>1</td></tr> <tr><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td></tr> <tr><td>9</td><td>10</td><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td></tr> <tr><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td></tr> <tr><td>23</td><td>24</td><td>25</td><td>26</td><td>27</td><td>28</td><td>29</td></tr> <tr><td>30</td><td></td><td></td><td></td><td></td><td></td><td></td></tr> </table>		S	M	T	W	T	F	S							1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30							<p><b>1</b></p> <p>7:00 PM Delphi SIG (IADB)</p>	<p><b>2</b></p> <p>6:00 PM Creating &amp; Posting a Resume Online (UHU) \$</p> <p>6:00 PM Creating Great Presentations w/PowerPoint - Part 2 (HH) \$</p>	<p><b>3</b></p>	<p><b>4</b></p> <p>10:00 AM Seniors SIG (Bedford)</p> <p>1:00 PM E &amp; C SIG "How to Get the Results You Want" (IADB) \$ Advance registration required</p>
S	M	T	W	T	F	S																																																																																												
1	2	3	4	5	6																																																																																													
7	8	9	10	11	12	13																																																																																												
14	15	16	17	18	19	20																																																																																												
21	22	23	24	25	26	27																																																																																												
28	29	30																																																																																																
S	M	T	W	T	F	S																																																																																												
						1																																																																																												
2	3	4	5	6	7	8																																																																																												
9	10	11	12	13	14	15																																																																																												
16	17	18	19	20	21	22																																																																																												
23	24	25	26	27	28	29																																																																																												
30																																																																																																		
<p><b>5</b></p>	<p><b>6</b></p> <p>7:30 PM Board of Directors (UHU Annandale)</p> <p><b>Yom Kippur</b></p>	<p><b>7</b></p> <p>6:00 PM Intro to Word (HH) \$</p> <p>6:00 PM Word -- Mail Merge letters and labels (UHU) \$</p>	<p><b>8</b></p>	<p><b>9</b></p> <p>6:00 PM Intro to Excel (HH) \$</p> <p>6:00 PM Intro to PowerPoint (UHU) \$</p>	<p><b>10</b></p>	<p><b>11</b></p>																																																																																												
<p><b>12</b></p>	<p><b>13</b></p> <p>7:00 PM General Meeting (BCCSC)</p> <p><b>Columbus Day (Observed)</b></p>	<p><b>14</b></p> <p>6:00 PM Integrating MS Office Applications (UHU) \$</p> <p>6:00 PM Word -- Flyers, Calendars and Graphics (HH) \$</p>	<p><b>15</b></p> <p>12:30 PM Statistics SIG (1800 M) (note date change)</p> <p>5:50 PM Pocket PC SIG (HPTI)</p> <p>7:00 PM Access SIG (VAMC)</p> <p>7:30 PM Investment SIG (BCCSC)</p>	<p><b>16</b></p> <p>6:00 PM Intermediate Excel (HH) \$</p> <p>6:00 PM Job Hunting on the Internet (UHU) \$</p>	<p><b>17</b></p>	<p><b>18</b></p>																																																																																												
<p><b>19</b></p>	<p><b>20</b></p> <p>7:00 PM Virginia SIG (IVL)</p>	<p><b>21</b></p> <p>6:00 PM Intro to Access - Part 1 (HH) \$</p> <p>6:00 PM Introduction to Home Networking (UHU) \$</p>	<p><b>22</b></p> <p>7:00 PM MS Office SIG (ASHA)</p>	<p><b>23</b></p> <p>6:00 PM Intermediate PowerPoint (UHU) \$</p> <p>6:00 PM Word -- Templates, Tables &amp; Tabs (HH) \$</p> <p>6:30 PM PalmOS SIG (APA)</p>	<p><b>24</b></p>	<p><b>25</b></p> <p>1:00 PM E &amp; C SIG (CPL) (note date change)</p>																																																																																												
<p><b>26</b></p> <p><b>Daylight Savings Time Ends</b></p>	<p><b>27</b></p>	<p><b>28</b></p> <p>6:00 PM Intro to Access - Part 2 (HH) \$</p> <p>6:00 PM Windows Computer Maintenance &amp; Troubleshooting (UHU) \$</p>	<p><b>29</b></p>	<p><b>30</b></p> <p>6:00 PM Creating Great Presentations w/PowerPoint - Part 3 (HH) \$</p> <p>7:00 PM Clipper SIG (email Naseem Saab for location)</p>	<p><b>31</b></p> <p><b>Halloween</b></p>																																																																																													

Verify date and time of event at <http://www.cpcug.org/user/comm/cal-6mon.html>

# Windows XP Guides Review

by John Weigle, Editor, The Outer Edge, Channel Islands PC Users Group, Oxnard CA

**O**K, a lot of people switched to Windows XP before I did, but none of you reviewed any of the books available on the latest Microsoft operating system. I assume I'm not the last person in the club to make the change, however, so here's a look at the four books I read to learn about the XP operating system.

If you've used any version of Windows beyond 3.1 you don't have to read four books to master it. You might not even have to read any, but I didn't want to tackle a new system without anything to fall back on except the onscreen Help system, so I asked Toby Scott what he'd recommend. His first choice was "Windows XP Home Edition, The Missing Manual," and his second, if I remember right, was "Windows XP Annoyances" by David A. Karp. I got them both. Because Paul McFedries wrote the best book I read on Windows 98, my previous operating system, I bought his "The Complete Idiot's Guide to Windows XP," and because I enjoyed Woody Leonhard's book on Office 97, I bought his "Windows XP All-in-One Desk Reference for Dummies."

Like several other people I've talked to in the club, I prefer a written manual to the online help provided by most programs. I don't like to read long passages on a computer screen, and I can make notes inside a book, or on a sheet of paper I keep inside it, to guide me back to especially interesting or helpful points. And if I can't figure out how the author listed what I'm looking for in the index, I have the added clues of a table of contents and the variety of illustrations and subheads as I thumb through the book.

As you might expect, each of the books takes a different approach to

the subject and emphasizes different points, although all the books cover the basics of XP.

Pogue's "The Missing Manual," one in a series of such books on different programs, is the best overall book. It steps you through all the XP features and even includes an appendix on "Windows XP, Menu by Menu."

Pogue calls XP a great improvement over previous versions of Windows, but adds, "Despite the many improvements in Windows over the years, one feature hasn't improved a bit: Microsoft's documentation. In fact, with Windows XP, you get no printed user guide at all. To learn about the thousands of pieces of software that make up this operating system, you're expected to read the online help screen."

"Unfortunately," he continues, "as you'll quickly discover, these help screens are tersely written, offer very little technical depth, and lack examples and illustrations. You can't even mark your place, underline, or read them in the bathroom. In Windows XP, many of the help screens are actually on Microsoft's Web site; you can't see them without an Internet connection. Too bad if you're on a plane somewhere with your laptop."

The book is written for all levels of users. The main part of the book is written for what Pogue calls "advanced-beginner or intermediate PC users." But sidebars called Up To Speed help brand new users, and other sidebars called Power Users' Clinic help more advanced users with special tips, tricks and shortcuts.

Karp explains why he wrote "Windows XP Annoyances" this way:

"...By labeling something a bug, we are placing the burden of

resolving the problem on Microsoft, and waiting for Microsoft developers to fix a bug that they consider to be a feature can definitely be considered a lost cause.

"However if we lump together the crash-a-day tendency of Windows, the irritating little animations, the clutter on the desktop, the lack of decent documentation and the fact that performance rarely meets expectations, and call them annoyances, we assume the burden of solving our own problems. This is a valuable attitude to adopt; it motivates us to learn more about the operating system so that we can work more efficiently. And, more importantly, it gives us the power to resolve the problems we encounter, so that we can get through the day with some degree of sanity."

Earlier books in the Annoyances series have included software to help make the changes the author suggests, but this one does not. Instead, it directs readers to the author's Web site for the latest versions of software he recommends and leaves the opportunity to add new software issued after the book was printed.

Readers of the Annoyances series should know going in that the books often recommend editing the Windows Registry. If this is something you're afraid to even think about, you might want to pass on the series. On the other hand, a number of programs, including Microsoft's own Power Toys collection, which includes Tweak UI, let you change registry settings without opening the registry, so the faint of heart can tackle some of the suggestions. Common sense, and Karp, suggest that you should back up the registry before playing with it, and Karp explains ways to handle that, even though the files that make up

the registry can't be accessed while Windows is running.

For those of you who truly enjoy learning all you can learn about your computer, he discusses VBScript, which lets you write the equivalent of the old DOS batch files for Windows.

Karp offers lots of helpful hints, such as this one on home networks: "Use a different color cable for each computer to make troubleshooting easier."

He also has a section on "Closing Back Doors in Windows XP" because, as he puts it, "Unfortunately, Windows is not configured for optimal security by default." The section discusses file sharing, Universal Plug-and-Play, Remote Desktop, passwords, firewalls and scanning for open ports.

And if you like the classic start menu better than the XP versions, Karp tells you how to change it back.

Karp also includes instructions on installing XP on a machine you already have and using the Windows Recovery Console, along with an alphabetical list of all XP settings (from "Accessibility, additional settings for Web pages" to "Windows XP Style for screen elements"). It fills almost 34 pages, which gives you an idea of how many things you can do in XP. Another appendix helps translate error messages.

This is a book for the technically inclined reader who wants more details about the innards of Windows and how to tweak it than it is for the average user .

Anyone who has read any of Woody Leonhard's books or articles knows he has no hesitancy about making his points strongly and clearly, and he does this in "Windows XP All-In-One Desk Reference for Dummies," which covers Windows XP Basics, Customization, The Internet, Internet Explorer, America Online, Microsoft Network, Hardware, Multimedia and Home Networking.

One of Leonhard's biggest complaints about all versions of Windows is that by default they don't show file extensions in Windows Explorer. In fact, this is one of the items listed on a pullout page under the topic "Three Fatal Flaws." He explains the problem this way: "Windows XP hides a key piece of information from you that can help you identify and avoid viruses. The next time you use Windows XP, take a few seconds and make it show you 'file name extensions' - the little piece at the end of each file's name, usually three characters long (for example, doc or exe or bat), that dictates how Windows treats the file.'

The other fatal flaws are Windows' insistence that you give it all kinds of personal information to register, use Windows Messenger or .NET Passport and MSN (don't do it or lie, he advises), and the lack of a built-in antivirus protection (get an antivirus program, he says, then keep it up to date and use it regularly). Each of the nine books has its own index, and an overall index covers all nine books.

"The Complete Idiot's Guide to Windows XP" covers both the Home and Professional editions (with a few exceptions, the differences aren't that great), and has lots of illustrations, sidebars and an appendix of Windows jargon. The jargon is also defined as it comes up in the book. Other helpful breakout items are Windows Wisdom, which add helpful hints to the regular text, and Look Out!, which emphasize dangers or problems you might have dealing with the subject being discussed.

The book includes a reference card of keyboard shortcuts and another on navigating the new XP Control Panel.

McFedries also includes a chapter on Refurbishing the Desktop, which covers how to change desktop wallpaper and patterns, changing colors and fonts, adding icons and Web items and changing screen resolution and colors.

As is usually the case, both the Idiot's Guide and Dummies books are excellent general introductions to their subjects.

Details of the books:

Windows XP All-in-One Desk Reference for Dummies, by Woody Leonhard, Hungry Minds, New York, N.Y., 2002. Related Web site: <http://www.woodyswatch.com/>

Windows XP Annoyances, by David A. Karp, O'Reilly & Associates Inc., Sebastopol, Calif., 2003. Associated Web site: [www.annoyances.org](http://www.annoyances.org)

The Complete Idiot's Guide Windows XP, by Paul McFedries, Pearson Education Inc., Indianapolis, Ind., 2002. Related Web site: <http://www.mcfedries.com/>

Windows XP Home Edition, The Missing Manual, by David Pogue, Pogue Press and O'Reilly & Associates Inc., Sebastopol, Calif., 2002.

*This article is brought to you by the Editorial Committee of the Association of Computer User Groups (APCUG), an international organization.*

*Reprinted with permission. Originally published in The Outer Edge, Channel Islands PC Users Group, Oxnard, CA.*

*John Weigel is the Editor of The Outer Edge and can be reached at [jweigle@vcnet.com](mailto:jweigle@vcnet.com).*

## Quiznos Coupons

If you're taking a class at the UHU Annandale location, make sure you pick up a Quiznos coupon while you're there! Quiznos is just across the street at 7042 Columbia Pike.



# Special Interest Groups (SIGs)

## Access (Microsoft)

- Monthly, third Wednesday, 7:00
- Veterans Affairs Medical Center (adjacent to the Washington Hospital Center), 50 Irving Street, NW, Washington, DC (use Emergency Room Entrance), 4th floor, IRM Room, 4C106a
- URL—<http://www.cpcug.org/user/access/>
- E-mail announcement list: accesssig-l hosted at [cpcug.org](http://www.cpcug.org)
- E-mail discussion list: accesssigd-l hosted at [cpcug.org](http://www.cpcug.org)
- Contact—David Kiasi, d: (301) 350-4752, [David.Kiasi@appalt.com](mailto:David.Kiasi@appalt.com)

Sign up for our meeting announcement and vibrant discussion lists where you can get insight and suggestions for solving your Access problems.

## Baltimore

- Monthly (except June through September) from 6pm - 8pm check to confirm by visiting the website.
- Meeting site currently Enoch-Pratt Free Library 6310 Reisterstown Road Baltimore, MD
- URL—<http://www.rlpssystems.com/baltsig>
- E-mail meeting announcements, monthly: To subscribe, send an e-mail request to [RLPSystems@aol.com](mailto:RLPSystems@aol.com)
- Contact—Robert Pettigrew, d/e/w: (410) 358-5840, [RLPSystems@aol.com](mailto:RLPSystems@aol.com)

We are seeking a new, more regular meeting space. If you know of a suitable meeting place in the Baltimore area, please contact SIG Leader Bob Pettigrew.

## Beginners (and Beyond)

- Usually monthly, at “Late Nite” following General Meetings, usually second Monday, 9:00
- Same location or meeting room as the General Meeting
- URL—<http://www.cpcug.org/user/beginner/>
- E-mail announcement list: beginsig-l hosted at [cpcug.org](http://www.cpcug.org)
- E-mail discussion list: beginsigd-l hosted at [cpcug.org](http://www.cpcug.org)
- Contact—Marty Shinko, d/e/w: (301) 253-1743 or [mshinko.cpcug@juno.com](mailto:mshinko.cpcug@juno.com)

Marty Shinko is coordinating the Beginners (and Beyond) SIG for computer beginners and intermediates. He'd also be interested in hearing from those who work with beginners.

Not exactly a beginner, but also not an expert? This SIG may be just what you've been looking for, a place for those no longer beginners to continue to learn how to get more out of their computers. And as computers evolve, the issues facing beginning computer users change.

Join us for fun, lively discussion, and computer talk. Experts are welcome to share their insights as well, of course.

## How You Can Help

- Primary contact person
- Alternate contact persons
- Representative to attend CPCUG Board of Directors meetings
- Contact person at General Meetings
- Reporter to write SIG update reports for *Monitor*
- Moderator for e-mail discussion lists

To help in any of these or other capacities, contact Marty by calling (301) 253-1743, sending him a message via e-mail at [mshinko.cpcug@juno.com](mailto:mshinko.cpcug@juno.com), or meeting him during Late Nite following most General Meetings.

## Clipper

- Monthly, last Thursday, 7:00
- Meets at different local restaurants—subscribe to the Clipper e-mail announcement list to learn current month's location
- E-mail meeting announcements, monthly: To subscribe, send an e-mail request to SIG Chair Naseem Saab at [Naseem\\_Saab@DPS-Consulting.com](mailto:Naseem_Saab@DPS-Consulting.com)
- Contacts—Naseem Saab, (703) 713-6900, [Naseem\\_Saab@DPS-Consulting.com](mailto:Naseem_Saab@DPS-Consulting.com); Jim Fauntleroy, [JimF@us.net](mailto:JimF@us.net)

The Washington Area Clipper Users Group (WACUG) became the Clipper SIG of the Capital PC User Group. The mission of the Clipper SIG is (1) to form a presence for Clipper programmers/consultants in the Washington, DC, area, (2) to help newcomers to the Clipper world appreciate and learn about the power of the language. If you need a Clipper programmer/consultant, we maintain a list of Clipper SIG members specializing in Clipper and Clipper-to-Windows conversions. Send an e-mail with the job description and requirements to Naseem Saab at [Naseem\\_Saab@DPS-Consulting.com](mailto:Naseem_Saab@DPS-Consulting.com) for distribution to the mailing list.

## Delphi

- Monthly, first Wednesday, 7:00 (except no meeting in January and July)
- Inter-American Development Bank, 1350 New York Avenue, Washington, DC
- Luncheon meeting—usually third Thursday, 11:30AM (Pentagon City Mall near movie theatres)
- URL—<http://www.cpcug.org/user/delphi/>
- E-mail announcement list: delphisig-l hosted at [cpcug.org](http://www.cpcug.org)
- E-mail discussion list: delphisigd-l

- hosted at [cpcug.org](http://cpcug.org)
- Contact—Thomas Miller (703) 503-5600, [tmiller@bss-software.com](mailto:tmiller@bss-software.com)

## Meeting Notes

If you know of other Delphi developers, please let them know about our meetings. We have presentations, technical discussions, contests, door prizes, leads, and fun.

---

## Entrepreneurs and Consultants

- Monthly free meetings, *usually* third Saturday, 1:00PM
- Occasional workshop "extras" (varying fees)
- usually *Cleveland Park Library*, 3310 Connecticut Ave, NW, Washington, DC
- URL—<http://www.cpcug.org/user/entrepreneur/>
- E-mail discussion list: conent-1 hosted at [cpcug.org](http://cpcug.org)
- Contacts—Barbara Conn, d: (202) 508-1494, e/w: (202) 452-7428, [bconn@cpcug.org](mailto:bconn@cpcug.org); Marie Pinho, d/e/w: (703) 569-6080, [mpinho@erols.com](mailto:mpinho@erols.com)

### Typical Agenda

- |      |  |
|------|--|
| 1:00 | Welcome  |
| 1:05 | Accounting Tips/Tax Updates, Jina Etienne, CPA |
| 1:15 | <b>Main Presentation</b>                       |
| 2:40 | Q&A  |
| 2:55 | Closing announcements                          |
| 3:00 | Door Prize Drawing (when available)            |
| 3:00 | Informal queries, conversation, networking     |

## Upcoming Events

**Saturday, September 20, 2003, 1:00-3:15 PM**

What's New in the Open Source Software (OSS) Movement and Business Applications for OSS and LINUX

Frank Hum, Manager, Networks and x Series Servers, Computer Applications Specialists.

Some open source software (OSS) has a reputation for being low cost, secure, reliable, high performance, and flexible. Uses include firewalls, e-mail, Web servers, Web application servicing, database serving, network management, directory services, and business applications. After opening with a brief history of the OSS movement, the speaker will discuss what is happening today in OSS and what the future may hold.

Speaker: Frank Hum has 20 years of experience in the computer industry

doing system engineering, development, and project management. Currently he is the Manager of Networks and x Series Servers at Computer Applications Specialists, one of the largest IBM Premier business partners in the Mid-Atlantic region. Before taking this position, Frank was Technical Account Manager, East Coast, for Linuxcare, providing professional services for major corporate and federal government clients. Prior to that he was Vice President, Engineering, for Glebe Electronics, Inc. Frank Hum has worked with numerous Government agencies, Fortune 500 firms, and small firms on information technology (IT) systems. He was a contributing author for *Linux Unleashed*, Fourth Edition, and *SuSE Linux Unleashed*, published by SAMS publishers. Frank received his undergraduate degree in Computer Science from Duke University and his Masters in Information Management from George Washington University.

*4th Saturday!*

**Saturday, October 25, 2003, 1:00-3:15PM**

When Venture Capitalists Say 'No':

Creative Financing Strategies and Resources

Ron Peterson, President, Three Arrows Capital Corp.

*Special 3-hour seminar*

**Saturday, Nov. 15, 2003, 1:00-4:15 PM**

Cost Effective Content Management

Steve Drucker, CEO, Fig Leaf Software

*2nd Saturday!*

Panel Discussion: Topic to be announced

**Saturday, Dec. 13, 2003, 1:00-3:15 PM**

**Saturday, January 17, 2004, 1:00-3:15 PM**

Solving Project Communications Problems

Michael Smith, President, TeraTech, Inc.

**Saturday, February 21, 2004, 1:00-3:15 PM**

Taxes: What Every Entrepreneur and Consultant Needs To Know

Jina Etienne, CPA

## Meeting Notes

The Entrepreneurs and Consultants SIG is for computer consultants and entrepreneurs using computers. Our monthly meeting presentation topics are varied, and we welcome everyone. Attendees include business owners, independent computer consultants, managers of entrepreneurial entities within larger companies, new graduates, career changers, and those transitioning

from a one-person consultancy to a business with full-time employees.

For the most up-to-date information about the activities of our SIG, including any meeting date, time, location, and topic changes, please subscribe to our conent-1 LISTSERV list at

<http://www.cpcug.org/list/lwgate.cgi/CONENT-L/subscribe.html>

At many meetings there are handouts. To ensure we have handouts for all attendees, please register for each meeting via our Web form:

<http://www.cpcug.org/user/entrepreneur/meet-reg.html>

## Future Meetings

If you have an idea for a topic or speaker, please send an e-mail message about it to [bconn@cpcug.org](mailto:bconn@cpcug.org).

## Next Workshop "Extra" (\$ fee)

Getting Results With an Action-Inspiring 30-second Introduction: The Complete Elevator Speech Workshop

Workshop Leader: Bob Bailey, ebiz Workshop Maximum: 12 (Attendees get personal coaching)

Saturday, October 4, 1:00-3:30 pm

<http://www.cpcug.org/user/entrepreneur/Workshop-ElevatorSpeech.html>

Cost: \$79 (after September 29, 2003, \$99)

To register: CPCUG office, 301-762-9372

---

## Investment

- Monthly (except August), third Wednesday, 7:30
- Bethesda Chevy Chase Services Center, 4805 Edgemoor Lane, 2nd Floor, Rooms A&B, Bethesda, MD (directions at <http://www.cpcug.org/user/comm/bccsc-dir.html>)
- URL—<http://www.cpcug.org/user/invest/>
- E-mail meeting notices, monthly: To receive, send your e-mail request to [skatz@highstream.net](mailto:skatz@highstream.net) with your name and email address.
- Contacts—Andy Thompson, [Thompson01@erols.com](mailto:Thompson01@erols.com) or e/w at (301) 270-6790. For information on Investor's FastTrack mutual fund and stock data base and software sessions, contact Ferd Hassler (301) 718-6253 or Carl Berninger at [cberninger@mindspring.com](mailto:cberninger@mindspring.com).

General meeting program schedule:

7:30 pm FastTrack session

8:15 pm Q & A session; Investment SIG business

8:30 pm Main presenter

9:30 pm 'Market Watch' (if no outside speaker)

Our meetings have two components. Each meeting begins with a 45 minute discussion related to FastTrack software which is widely used for analyzing and tracking mutual funds and individual stocks. At 8:15 pm the Investment SIG formally begins and our typical agenda consists of an initial 10 or 15 minutes of questions, answers, SIG business, and CPCUG concerns. We then have a main presentation(s) which lasts 60 to 90 minutes and can address issues related to fundamental or technical analysis of stocks, mutual funds, bonds, or trading methods such as options and market timing. The topic of technical analysis indicators is frequently visited.

After the main presentation, if the speaker is from outside the group, there is a 'Market Watch' discussion by our members. The meetings are free and open to the public.

We also have a library for our members. If you have any suggestions for future Investment SIG meeting topics, or if you have something ('non-commercial') you would like to present at a meeting, please e-mail Andy Thompson (above).

---

## Microsoft Office

- Usually monthly, fourth Wednesday (except November), 7:00
- American Speech-Language-Hearing Association (ASHA) at 10801 Rockville Pike, Rockville, MD
- URL—<http://www.cpcug.org/user/comm/sig-suppl.html#office>
- Contact—Marie Parker, d: (301) 897-5700 X4220, [Mparker@ASHA.org](mailto:Mparker@ASHA.org)

If you are interested in joining a group where you can exchange ideas, get answers to your questions and concerns, and increase your knowledge of Word, PowerPoint, and Excel, and the integration of these three applications, then this SIG is for you.

---

## PalmOS

- Monthly, day varies, 6:30PM
- Usually at American Psychological Association, 750 First Street, NE, 6th floor, Executive Office Suite, Washington, DC
- URL—<http://www.interpug.com/dcpug/>
- Contacts—Shawn Googins, d: (301) 496-5774, [theoophile@yahoo.com](mailto:theoophile@yahoo.com); Craig Simpson, d/e/w: (301) 942-3921, [macshimidh@earthlink.net](mailto:macshimidh@earthlink.net), icq#58070639; Frank Sokolove, [frank.sokolove@verizon.net](mailto:frank.sokolove@verizon.net).

---

## PocketPC

- Monthly, third Wednesday, 5:50pm.
- High Performance Technologies, Inc  
Stafford Place II  
4121 Wilson Blvd, Suite 200  
Arlington, VA
- URL—<http://www.cpcug.org/user/pocketpc>
- E-mail announcement list: [pocketpc-l](mailto:pocketpc-l@cpug.org) hosted at [cpug.org](mailto:cpug.org)
- E-mail discussion list: [pocketpcd-l](mailto:pocketpcd-l@cpug.org) hosted at [cpug.org](mailto:cpug.org)
- Contact—Ray Wiley, d: (703) 682-5325 or [rwiley@hpti.com](mailto:rwiley@hpti.com)

The Washington Area Pocket PC Users Group, a Special Interest Group of the Capital PC User Group, meets monthly to discuss topics relating to the Pocket PC platform. If you're interested in learning how a Pocket PC can help you at work and play, please join us at our next meeting. Current Palm users are highly encouraged to attend!

**Got a question, have a problem, need some help with your computer?**

**Why not try CPCUG Late Nite?**

**After most General Meetings at 9:00pm - Late Nite**

“Late Nite” consists of smaller and more informal gatherings after each General Meeting. In addition to a place for beginners and intermediate computer users to continue to learn how to get more out of their computers, it provides an opportunity to learn more about CPCUG, its benefits, its special interest groups (SIGs) and its training opportunities.

Join us for fun, lively discussion, and computer talk. Experts are welcome to share their insights as well, of course.

---

## Seniors

- Monthly, first Saturday, 10:00AM-NOON
- Bedford Court - 3701 International Drive Silver Spring, MD [Directions: Take Georgia Avenue north from Beltway to third traffic light past intersection with Connecticut Ave, and turn right on International Dr to the tall building two blocks east. We meet in the Activities Room on the ground floor.]
- E-mail discussion list: [seniorsigd-l](mailto:seniorsigd-l@cpug.org) hosted at [cpug.org](mailto:cpug.org)
- Contact—Paul Shapiro, [pauls@cpcug.org](mailto:pauls@cpcug.org). When not online, he can be reached at (301) 770-9512.

The Seniors Special Interest Group meetings are open to all. They help attendees get more from their personal computers. We'd like member participation in arranging SIG programs, and need you to help get the word out about the Seniors SIG. The Seniors SIG is for everyone, from beginner to expert. CPCUG members and visitors are welcome and encouraged to attend our meetings whenever possible.

---

## Statistics

- Monthly (except June through August), usually second Wednesday, 12:30
- 1800 M Street, NW, South Tower, Third Floor, Room S3031, Washington, DC—first-time attendees should contact Charlie Hallahan at [hallahan@ers.usda.gov](mailto:hallahan@ers.usda.gov) or (202) 694-5051 to have their names put on the admittance list
- URL — <http://www.cpcug.org/user/sigstat/>
- E-mail meeting announcements, monthly: To subscribe, send e-mail to Charles Hallahan, [hallahan@ers.usda.gov](mailto:hallahan@ers.usda.gov)
- Contact—Charles Hallahan, e/w: (703) 532-2930, [hallahan@ers.usda.gov](mailto:hallahan@ers.usda.gov)

## Topics for Fall 2003

**October 15, 2003: PROC MIXED -Part 1: Introduction to Longitudinal Data Analysis** <<http://www.sas.com>>

This session will be the first of several sessions showing how PROC MIXED in SAS/STAT can be used to estimate longitudinal data models. Longitudinal data consists of observations measured not only over individual subjects, but there are repeated observations per subject, usually over time, but also allowing for repeated observations over

space. The material covered will be extracted from a 3-day course on the topic taught by SAS Institute. This first session on this topic features exploratory data analysis applied to a data set with unequally-spaced observations per subject. This example will be used throughout the other sessions on the topic.

**November 12, 2003: Code Portability: SAS Data step in DBMS/Copy - using it as a SAS Work-Alike**

Many SAS users own Conceptual Software's DBMS/COPY, a widely used utility for transferring data between software packages. Conceptual's software product lines have been acquired by DataFlux [a subsidiary of SAS Institute].in October of 2002.

DBMS/Copy includes database manipulation and programming system, loosely referred to as DBMS/Analyst or Program. The module Program provides functionality resembling that of base SAS software DATA step. Equivalents of summarization and other procedures MEANS / SUMMARY, TABULATE and SORT are also explained. This talk is a 'Primer' on running SAS DATA step code with minimal change in the DBMS environment. A win-win solution for SAS users & SAS Institute. Users do not have to translate their SAS code to some database {e.g., Access}, or, to a 3G language like Fortran or C, when/where SAS is not available, just port it to DBMS/Copy.

Yesvy Gustasp gives the presentation.

**December 10: PROC MIXED - Part 2: The General Linear Mixed Model & Evaluating Covariance Structures**  
(<http://www.sas.com>)

Continuing the topic from October, we'll discuss the general linear mixed model and how it is specified in PROC MIXED. In particular, the options specifying the covariance structures appropriate for longitudinal models will be covered. The sample variogram is defined and used as a diagnostic tool for selecting a covariance structure. Finally, goodness-of-fit statistics for the selected covariance structure will be calculated and plotted.

SIGSTAT is the Special Interest Group in Statistics for the CPCUG, the Capital PC User Group, and WINFORMS, the Washington Institute for Operations Research Service and Management Science.

*All meetings are in Room S3031, 1800 M St, NW from 12:30 to 1:30. Enter the South Tower & take the elevator to the 3rd floor to check in at the guard's desk.*

*First-time attendees should contact Charlie Hallahan, 202-694-5051, [hallahan@ers.usda.gov](mailto:hallahan@ers.usda.gov), and leave their name. Directions to the building & many links of statistical interest can be found at the SIGSTAT website, <http://www.cpcug.org/user/sigstat/>.*

**Our Web Pages**

The SIGSTAT pages, at <http://www.cpcug.org/user/sigstat/>, contain an extensive set of links to Web pages of interest to statisticians. Each month we'll look at some sites relevant to that month's demo.

---

**Virginia SIG**

- Monthly, third Monday, 7:00
- Interstate Van Lines, 5801 Rolling Road, Springfield, VA
- Jurisdiction for inclement weather cancellation: Fairfax County
- URL — <http://www.cpcug.org/user/vasig/>
- E-mail announcement list: [virginiasisig-l](mailto:virginiasisig-l@cpcug.org) hosted at [cpcug.org](mailto:cpcug.org)
- Contacts—Luis Garcia, d: (202) 606-9848, e/w: (703) 425-6902, [lgarcia51@yahoo.com](mailto:lgarcia51@yahoo.com)

7:00	Open Forum and General Information
7:45	Presentation
8:45	Q&A

**Meeting Notes**

The main presentation can be on any general computer utilization issue: hardware, software, Internet, training, and so forth.

---

The following SIGs are not active at this time. If you are interested in helping with starting up of any of these SIGs, please contact [president@cpcug.org](mailto:president@cpcug.org):

- ACT!
- Internet
- OS/2
- Project Management
- Visual Basic
- Windows
- WordPerfect

**Of Interest to WordPerfect users:**

Although the WordPerfect SIG is currently inactive, there are many users of WordPerfect who still love the product.

**Web sites of interest:**

Corel WordPerfect:  
<http://www.corel.com>

For WordPerfect macros, visit the WordPerfect Wiz:  
<http://www.wpwiz.com>

**CPCUG LISTSERV e-mail lists:**

- CPCUG E-mail announcement list: [wpsig-l@cpcug.org](mailto:wpsig-l@cpcug.org)
- CPCUG E-mail discussion list: [wpsigd-l@cpcug.org](mailto:wpsigd-l@cpcug.org)

Please see the inside back cover of the *Monitor* for CPCUG SIG meeting site location codes and addresses.

# HELPLINE

compiled by Elliott Fein  
elliott.fein@erols.com

**T**his helpline listing is for  
**CPCUG MEMBERS ONLY!**  
The volunteers will provide  
assistance on their listed subjects  
during the times and days outlined.  
Please be prepared to give the

Helpline Volunteer your member-  
ship number; membership has its  
privileges! Please do not ask for  
assistance outside the stated times.  
If you reach a telephone answering  
machine, leave a message as many  
people screen calls or otherwise  
prioritize their time. Some volun-  
teers have provided e-mail addresses

so that you can contact them if you  
have trouble getting in touch by  
telephone. If you would like to  
volunteer your services in any area,  
please contact Elliott Fein on the  
Internet at elliott.fein@erols.com  
providing your membership number,  
subject(s), phone number and/or e-  
mail address, days and times.

Member	Phone	Days	Time	E-Mail
<b>ACCESS</b>				
ACCESS SIG Discussion List			<a href="http://www.cpcug.org/list/lwgate.cgi/ACCESSSIGD-L/subscribe.html">www.cpcug.org/list/lwgate.cgi/ACCESSSIGD-L/subscribe.html</a>	
Scott Mohnkern	301-738-0097	M - F	9:00a-4:00p	mohnkern@cpcug.org
<b>ACT!</b>				
Rick Shaddock	202-829-4444	All	9:00a-9:00p	Rick@CICorp.com
<b>ADOBE PAGEMAKER</b>				
Lisa Conners	301-527-0650	Tue - Thur.	7:00p-9:00p	lamc8@comcast.net
<b>ADOBE PHOTOSHOP</b>				
Sam Odio	703-725-6442	All	All	sam@odio.com
<b>ALPHA FOUR</b>				
Guy Durant	202 529-6744	All	8:00a-11:00a	
	202 529-6744		9:00p-11:59p	
<b>APL LANGUAGE</b>				
Frank Ditto	304-725-3283	All	12:01p-11:59p	frank.ditto@mix.cpcug.org
<b>APPLE Macintosh (Hardware, Networks, OS, Software)</b>				
Phil Marchetti	301-404-2210	Mon-Sat	11:00a-9:00p	philm@erols.com
<b>APL LANGUAGE</b>				
Frank Ditto	304-725-3283	Mon - Sat	11:00a-9:00p	fditto@shentel.net
<b>ASSEMBLY LANGUAGE</b>				
Walter Nissen	440-243-4980 Near Cleveland	All	Reasonable	wnissen@tfn.net
<b>ASTRONOMY</b>				
Walter Nissen	440-243-4980 Near Cleveland	All	Reasonable	wnissen@tfn.net
<b>BASIC LANGUAGE</b>				
Walter Nissen	440-243-4980 Near Cleveland	All	Reasonable	wnissen@tfn.net
<b>BROTHER'S KEEPER</b>				
Alta Oben	703-938-5831	Mon-Fri	6:00p-10:00p	alta@cpcug.org
	703-938-5831	Sat-Sun	9:00a-10:00p	

Member	Phone	Days	Time	E-Mail
<b>BUILD YOUR OWN</b>				
Chip Dodge	703-425-7038	All	Reasonable	
Sam Odio	703-725-6442	All	All	sam@odio.com
<b>BUYING DECISIONS</b>				
Sam Odio	703-725-6442	All	All	sam@odio.com
Randy Steer	202-548-3288	Mon-Fri	8:00p- 11:59p	
	202-548-3288	Sat-Sun	11:00a- 10:00p	
<b>C LANGUAGE</b>				
Wayne Dernoncourt				wayned@cpcug.org
Scott Graham	301-437-2745	Mon-Fri	9:00a- 6:00p	sgraham@scobar.com
	301-593-2744	Mon-Fri	6:00p-9:00p	
	301-593-2744	Sat-Sun	Reasonable	
Walter Nissen	440-243-4980	All	Reasonable	wnissen@tfn.net
	Near Cleveland			
<b>C++ LANGUAGE</b>				
Keith Bennett	301-840-1161	All	8:00a -9:00p	kbennett@cpcug.org
Scott Graham	301-437-2745	Mon-Fri	9:00a- 6:00p	sgraham@scobar.com
	301-593-2744	Mon-Fri	6:00p-9:00p	
	301-593-2744	Sat-Sun	Reasonable	
Walter Nissen	440-243-4980	All	Reasonable	wnissen@tfn.net
	Near Cleveland			
<b>COMMUNICATIONS - DATA</b>				
Walter Nissen	440-243-4980	All	Reasonable	wnissen@tfn.net
	Near Cleveland			
<b>COMMUNICATIONS - MODEMS</b>				
Walter Nissen	440-243-4980	All	Reasonable	wnissen@tfn.net
	Near Cleveland			
<b>COMPUTING - GENERAL</b>				
Walter Nissen	440-243-4980	All	Reasonable	wnissen@tfn.net
	Near Cleveland			
Sam Odio	703-725-6442	All	All	sam@odio.com
<b>DBASE</b>				
Guy Durant	202-529-6744	All	8:00a-11:00a	
	202-529-6744	All	9:00p-11:59p	
<b>DELPHI/PASCAL</b>				
Richard Maley	301-840-1554	Mon-Fri	9:00a- 5:00p	75127.17@compuserve.com
Dennis Courtney	202-623-2884	Mon-Fri	9:00a- 5:00p	dennisc@iadb.org
<b>DOS</b>				
Arnie Kuzmack	301-949-3268	Mon-Fri	7:30p-10:30p	Arnie@kuzmack.com
	301-949-3268	Sat-Sun	12:01p-10:30p	
Walter Nissen	440-243-4980r	All	Reasonable	wnissen@tfn.net
	Near Cleveland			
Henry Winokur	301-320-2104	All	Reasonable	henwin@atlantech.net

Member	Phone	Days	Time	E-Mail
<b>DOS Communications Packages</b>				
David Chessler	301-229-3984	All	7:00p-10:00p	
<b>Eudora (3 and 4)</b>				
David Chessler	301-229-3984	All	7:00p-10:00p	
<b>EXCEL</b>				
Scott Mohnkern	301-738-0097	M - F	9:00a-4:00p	mohnkern@cpcug.org
Arquilla Ridgell	301-946-3041	Mon-Wed-Fri	7:00p-9:00p	clockone@aol.com
		Sat-Sun	6:00p -9:00p	clockone@aol.com
<b>FoxBase, any version</b>				
Rick Shaddock	202-829-4444	All	9:00a-9:00p	Rick@CICorp.com
<b>FOXPRO</b>				
Guy Durant	202-529-6744	All	8:00a-11:00a	
	202-529-6744	All	9:00p-11:59p	
<b>FOXPRO Visual</b>				
Rick Shaddock	202-829-4444	All	9:00a-9:00p	Rick@CICorp.com
<b>GGEOWORKS</b>				
Herb Fredricksen	301-840-2056	All	2:00p-11:00p	
<b>HARDWARE - GENERAL</b>				
Wayne Dernoncourt				wayned@cpcug.org
Arnie Kuzmack	301 949-3268	Mon-Fri	7:30p-10:30p	Arnie@kuzmack.com
	301 949-3268	Sat-Sun	12:01p-10:30p	
Sam Odio	703-725-6442	All	All	sam@odio.com
<b>HD TV/Home Theatre</b>				
Rodolfo La Maestra	703-690-6336	Mon-Sat	Reasonable	rodolfo.lamaestra@verizon.net
<b>HTML (Hypertext Markup Language)</b>				
HTML SIG Discussion List				<a href="http://www.cpcug.org/list/lwgate.cgi/HTMLSIGD-L/subscribe.htm">www.cpcug.org/list/lwgate.cgi/HTMLSIGD-L/subscribe.htm</a>
Harold Goldstein	202-966-9091	All	Reasonable	dcbiker@goldray.com
Walt Houser	301-299-0593	All	7:00p-10:00p	houser@cpcug.org
Scott Mohnkern	301-738-0097	M-F	9:00a-4:00p	mohnkern@cpcug.org
Sam Odio	703-725-6442	All	All	sam@odio.com
<b>InterACT</b>				
Rick Shaddock	202- 829-4444	All	9:00a-9:00p	Rick@CICorp.com
<b>INTERNET - NOT CPCUG.ORG</b>				
Walter Nissen	440-243-4980 Near Cleveland	All	Reasonable	wnissen@tfn.net
<b>Internet Basics</b>				
Arnie Kuzmack	301-949-3268	Mon-Fri	7:30p-10:30p	Arnie@kuzmack.com
	301-949-3268	Sat-Sun	12:01p-10:30p	
Paul Shapiro	301-770-9512	All	9:00a-9:00p	pauls@cpcug.org

Member	Phone	Days	Time	E-Mail
<b>INTERNET - CPCUG.ORG subscribers only</b>				
Scott Mohnkern	301-738-0097	M-F	9:00a-4:00p	mohnkern@cpcug.org
<b>INTERNET E-MAIL</b>				
David Chessler	301-229-3984	All	7:00p-10:00p	
<b>INTERNET EXPLORER</b>				
Walter Nissen	440-243-4980 NearCleveland	All	Reasonable	wnissen@tfn.net
<b>ISO-9000</b>				
Edward H. Jentsch	301-279-0134	All	Reasonable	ejentsch@cpcug.org
<b>JAVA (SUN)</b>				
Keith Bennett	301- 840-1161	All	8:00a -9:00p	kbennett@cpcug.org
<b>LAN (See also Networking)</b>				
Wayne Démoncourt				wayned@cpcug.org
<b>LOTUS APPROACH</b>				
David Littlefield	202-723-9527	Mon-Fri	8:00a-10:00p	
<b>MATHCAD</b>				
Roland deWit	301-299-4697	Mo,Tu,We,Fr	7:00p-9:00p	
<b>MATHEMATICA</b>				
Roland deWit	301-299-4697	Mo,Tu,We,Fr	7:00p-9:00p	
<b>MEMORY MANAGEMENT</b>				
Henry Winokur	301-320-2104	All	Reasonable	henwin@cpcug.org
<b>MICROSOFT OFFICE</b>				
Scott Mohnkern	301-738-0097	M-F	9:00a-4:00p	mohnkern@cpcug.org
<b>NETSCAPE (3 and 4)</b>				
David Chessler	301-229-3984	All	7:00p-10:00p	
<b>NETSCAPE COMPOSER, Ver 4.01</b>				
David Littlefield	202-723-9527	Mon-Fri	6:00p-10:00p	
<b>NETWORKING/LAN</b>				
Sam Odio	703-725-6442	All	All	sam@odio.com
<b>NORTON UTILITIES</b>				
Randy Steer	202-548-3288	Mon-Fri	8:00p- 11:59p	
	202-548-3288	Sat-Sun	11:00a- 11:59p	
<b>NOVICE (Beginner)</b>				
Arnie Kuzmack	301-949-3268	Mon-Fri	7:30p-10:30p	Arnie@kuzmack.com
	301-949-3268	Sat-Sun	12:01p-10:30p	
Walter Nissen	440-243-4980 Near Cleveland	All	Reasonable	wnissen@tfn.net
Sam Odio	703-725-6442	All	All	sam@odio.com
Henry Winokur	301-320-2104	All	Reasonable	henwin@cpcug.org

Member	Phone	Days	Time	E-Mail
<b>NUMBER THEORY</b>				
Walter Nissen	440-243-4980 Near Cleveland	All	Reasonable	wnissen@tfn.net
<b>OLX and other Off-line Readers</b>				
David Chessler	301-229-3984	All	7:00p-10:00p	
<b>ORACLE</b>				
Michael Shunfenthal	703-866-9729	Mon-Fri	7:30p- 9:30p	
<b>OS/2</b>				
Keith Bennett	301-840-1161	All	8:00a -9:00p	kbennett@cpcug.org
C. Patrick Zilliacus	301-384-0972	Sat-Sun	12:01p-9:00p	
<b>OUTLOOK</b>				
Scott Mohnkern				mohnkern@cpcug.org
<b>PARADOX AND PAL FOR DOS</b>				
Ron Hicks	703-528-1009	All	Reasonable	ronhicks@cpcug.org
<b>PERSONAL EDITOR II</b>				
Walter Nissen	440-243-4980 Near Cleveland	All	Reasonable	wnissen@tfn.net
C. Patrick Zilliacus	301-384-0972	Sat-Sun	12:01p-9:00p	
<b>PKZIP</b>				
David Chessler	301-229-3984	All	7:00p-10:00p	
<b>PRINTERS - GENERAL</b>				
Henry Winokur	301-320-2104	All	Reasonable	henwin@cpcug.org
<b>PVCS VERSION MANAGER 5.2</b>				
Edward H. Jentsch	301-279-0134	All	Reasonable	ejentsch@cpcug.org
<b>QBASIC (IN MS-DOS)</b>				
Paul Shapiro	301-770-9512	All	9:00a- 9:00p	pauls@cpcug.org
<b>QUICK BASIC 4.5</b>				
Paul Shapiro	301-770-9512	All	9:00a- 9:00p	pauls@cpcug.org
<b>QUICKBOOKS</b>				
Dennis Courtney	301-570-9334 202-623-2884	Mon-Fri Mon-Fri	6:30p-9:00p 9:30a-5:30p	dennisc@cpcug.net
<b>SATELLITES, EARTH</b>				
Walter Nissen	440-243-4980 Near Cleveland	All	Reasonable	wnissen@tfn.net
<b>SQL</b>				
Dennis Courtney	301-570-9334 202-623-2884	Mon-Fri Mon-Fri	7:00p-10:00p 9:30a-5:30p	
<b>STUFFIT</b>				
David Chessler	301-229-3984	All	7:00p-10:00p	

Member	Phone	Days	Time	E-Mail
<b>Timeslips (DOS and Windows)</b>				
David Chessler	301-229-3984	All	7:00p-10:00p	
<b>TROUBLESHOOTING - GENERAL</b>				
Wayne Démoncourt				wayned@cpcug.org
Walter Nissen	440-243-4980 Near Cleveland	All	Reasonable	wnissen@tfn.net
Henry Winokur	301-320-2104	All	Reasonable	henwin@cpcug.org
<b>UBASIC LANGUAGE</b>				
Walter Nissen	440-243-4980 Near Cleveland	All	Reasonable	wnissen@tfn.net
<b>UNIX</b>				
Scott Graham	301-437-2745	Mon-Fri	9:00a- 6:00p	sgraham@scobar.com
	301-593-2744	Mon-Fri	6:00p-9:00p	
	301-593-2744	Sat-Sun	Reasonable	
Scott Mohnkern	301-738-0097	M-F	9:00a-4:00p	mohnkern@cpcug.org
<b>UTILITIES</b>				
Walter Nissen	440-243-4980 Near Cleveland	All	Reasonable	wnissen@tfn.net
<b>VIDEO CONFERENCING</b>				
Paul Shapiro	301-770-9512	All	9:00a- 9:00p	pauls@cpcug.org
<b>WINDOWS 2000 PROFESSIONAL</b>				
Sam Odio	703-725-6442	All	All	sam@odio.com
<b>WINDOWS 3.1</b>				
Guy Durant	202-529-6744	All	8:00a-11:00a	
	202-529-6744	All	9:00p-11:59p	
Henry Winokur	301-320-2104	All	Reasonable	henwin@atlantech.net
<b>WINDOWS 95</b>				
David Chessler	301-229-3984	All	7:00p-10:00p	
Arnie Kuzmack	301 949-3268	Mon-Fri	7:30p-10:30p	Arnie@kuzmack.com
	301 949-3268	Sat-Sun	12:01p-10:30p	
Henry Winokur	301 320-2104	All	Reasonable	henwin@cpcug.org
<b>WINDOWS 98</b>				
Arnie Kuzmack	301 949-3268	Mon-Fri	7:30p-10:30p	Arnie@kuzmack.com
	301 949-3268	Sat-Sun	12:01p-10:30p	
Walter Nissen	440 243-4980 Near Cleveland	All	Reasonable	wnissen@tfn.net
Sam Odio	703-725-6442	All	All	sam@odio.com
Henry Winokur	301 320-2104	All	Reasonable	henwin@cpcug.org
<b>WINDOWS ME</b>				
Arnie Kuzmack	301 949-3268	Mon-Fri	7:30p-10:30p	Arnie@kuzmack.com
	301 949-3268	Sat-Sun	12:01p-10:30p	
Henry Winokur	301 320-2104	All	Reasonable	henwin@cpcug.org

Member	Phone	Days	Time	E-Mail
<b>WINDOWS NT - SYSTEM POLICY EDITOR</b>				
Ron Hicks	(703) 528-1009	All	Reasonable	ronhicks@cpcug.org
<b>WINDOWS XP</b>				
Sam Odio	703-725-6442	All	All	sam@odio.com
<b>WINFAX PRO</b>				
Howard Weeks	301 924-0400	Mon-Fri	2:00p- 6:00p	
<b>WORD 6.0/7.0 FOR WINDOWS</b>				
Edward H. Jentsch	301 279-0134	All	Reasonable	ejentsch@cpcug.org
Henry Winokur	301 320-2104	All	Reasonable	henwin@cpcug.org
<b>WORD FOR WINDOWS</b>				
Arquilla Ridgell	301-946-3041	Mo,We,Fr	7:00p-9:00p	Clockone@aol.com
	301-946-3041	Sat-Sun	6:00p-9:00p	Clockone@aol.com
<b>WORD FOR WINDOWS 97</b>				
Henry Winokur	301 320-2104	All	Reasonable	henwin@cpcug.org
<b>WORDPERFECT</b>				
WordPerfect SIG Discussion List				<a href="http://www.cpcug.org/list/lwgate.cgi/WPSIGD-L/subscribe.html">www.cpcug.org/list/lwgate.cgi/WPSIGD-L/subscribe.html</a>
Arnie Kuzmack	301 949-3268	Mon-Fri	7:30p-10:30p	Arnie@kuzmack.com
	301 949-3268	Sat-Sun	12:01p-10:30p	
Arquilla Ridgell	301 946-3041	Mo, We, Fr	7:00p-9:00p	clockone@aol.com
	301 946-3041	Sat-Sun	6:00p -9:00p	clockone@aol.com
<b>WORDPERFECT (5.1 &amp; 6.0 DOS)</b>				
Wayne Démoncourt				wayned@cpcug.org
<b>WORDPERFECT (DOS &amp; WINDOWS)</b>				
Howard Weeks	301 924-0400	Mon-Fri	2:00p- 6:00p	
<b>WORDPERFECT (DOS-ALL)</b>				
David Chessler	301-229-3984	All	7:00p-10:00p	
<b>WORDPERFECT (WINDOWS 7-9)</b>				
David Chessler	301-229-3984	All	7:00p-10:00p	
<b>WORLD WIDE WEB</b>				
Harold Goldstein	202 966-9091	All	Reasonable	dcbiker@goldray.com
Walt Houser	301 299-0593	All	7:00p - 10:00p	houser@cpcug.org
Scott Mohnkern	301-738-0097	M-F	9:00a-4:00p	mohnkern@cpcug.org
<b>WORLD WIDE WEB CONTENT DEVELOPMENT</b>				
Harold Goldstein	202 966-9091	All	Reasonable	dcbiker@goldray.com

# Books Available for Review

by Ken Rothermel

O'Reilly & Associates, "the premier information source for leading-edge computer technologies," has provided CPCUG with books for review. The following books are currently available for review.

## *Digital Video Pocket Guide*

By Derrick Story

June 2003, 126 pages

A description of the book from O'Reilly's web site:

"The *Digital Video Pocket Guide* is organized into three chapters: "What Is It?", "How Does It Work?", and "How Do I...Tips, Tricks, and Techniques." Its compact size, organization, and detailed illustrations make it easy to find the information you need. This is the ultimate shooting companion that will help you create the videos you want to show to friends, family, or even the world at large."

## *Windows XP Annoyances*

By David A. Karp

586 pages

A description of the book from O'Reilly's web site:

"O'Reilly's popular series for troubleshooting Windows comes to the rescue with *Windows XP Annoyances*. This book is not designed to complain or criticize, but to acknowledge the problems and shortcomings of the operating system in order to overcome them. Complete with a collection of tools and techniques, this book allows users to improve their experience with Windows XP and establish control of the machine – rather than the other way around."

If you would like to receive one of these books for review, send an email to [reviews@cpcug.org](mailto:reviews@cpcug.org).

If there is another O'Reilly book which you would like to review, let us know. Reviewers should read the book and provide reviews within four weeks of receiving the book. Review writer guidelines are available.

*Ken Rothermel is CPCUG's Product Review Coordinator. He can be reached at [reviews@cpcug.org](mailto:reviews@cpcug.org).*

**Quality Internet Service at Discounted Rates**

**CPCUG.ORG**

***National Internet service, at competitive rates for  
CPCUG members.***

***Rates as low as \$10.50 a month on a 1 year contract.  
Call or e-mail us today, and get connected.***

***<http://www.millkern.com>  
[sales@millkern.com](mailto:sales@millkern.com)***

***TEL: 301-738-0097***



## Tired of your ISP increasing your rates?

Why not get [cpcug.org](http://cpcug.org) national Internet access at half the price some of our competitors charge?

### Quality Internet Service, Discounted Rates

See our web site at <http://www.millkern.com/>  
Or e-mail us at [sales@millkern.com](mailto:sales@millkern.com)

Tel: 301-738-0097

### Directions to BCCSC, Bethesda, MD (Sept & Oct General Meetings)

#### **September and October CPCUG General Meetings will be held on the 2nd floor, Rooms A and B of the Bethesda Chevy Chase Services Center (BCCSC) 4805 Edgemoor Lane, Bethesda, MD**

Located on the southwest corner of Old Georgetown Road and Edgemoor Lane) in downtown Bethesda, BCCSC is in the two-story Montgomery County office building of the Metropolitan complex, above a county parking garage. (Note: not to be confused with the Bethesda Senior Source (BSS) in the same building)

By car

Parking is available in the building garage: 75 cents per hour for first 3 hours and 50 cents per hour thereafter.

The garage entrance is marked with a large blue Bethesda Services Center parking sign.

Coming south on Old Georgetown Rd (from the Beltway use exit 36), turn right on Woodmont Ave and the parking entrance is almost immediately on your left (second driveway).

Coming south on Wisconsin Ave/Rockville Pike, turn right onto Woodmont Ave, go south for approximately 1 mile, cross over Old Georgetown Rd, and the garage entrance is the second driveway on your left.

Coming north on Wisconsin Ave or west on Rt. 410 (East-West Hy), take Old Georgetown Rd north, turn left at the second traffic light (Woodmont Ave), and the garage entrance is the second driveway on your left).

Take an elevator from the parking garage to the plaza level. (Remember which elevator you use and which level your car is on so you can find your car easily afterward.) The building is located at the center of the plaza. Montgomery County and Maryland flags and a sign bearing the Montgomery County seal mark the entrance to the building.

Enter the building and take elevator to meeting rooms A and B on level 2, one flight above plaza level.

By Metro, By Bus, or on foot

The building is conveniently located across the street from the Bethesda Metrorail station.

From the Metrorail Station, take the escalator from the bus bay to the plaza level, turn left, walk past the clock tower and across to the Metropolitan plaza using the pedestrian bridge.

If you are walking from any other location, the street entrance to the Bethesda Chevy Chase Services Center, 4805 Edgemoor Lane, is on the southwest corner of Old Georgetown Road and Edgemoor Lane).

Take elevator to meeting rooms A and B on level 2, one flight above plaza level.

#### The November General Meeting will be held in Virginia at:

Interstate Van Lines  
5801 Rolling Road  
Springfield, VA

<http://www.invan.com/contact/directions.htm>

# CPCUG Mailing Lists



The Capital PC User Group maintains many mailing lists for distributing and sharing information. A mailing list is a list of people's names and e-mail addresses used to send certain messages or announcements to a group of people simultaneously who have a common interest in the message contents.

You can join and leave the list as your needs dictate. Electronic mailing lists are a logical extension of bulletin board systems like the late CPCUG Membership Information eXchange (MIX). They provide very much the same functionality as the MIX did without requiring dialing into a separate message server. If you have access to the Internet and e-mail you can get started exploring mailing lists right away!

To make using LISERV (the trade name for the most popular mailing list management software in the world) easy for even the newest user we have installed a web-based gateway to these lists. From this gateway, users can get information about the various lists that are available. They can subscribe to, unsubscribe from, and set personal preferences (subscription options) for any of the lists that are open to the public. To reach this gateway go to our website at [www.cpcug.org](http://www.cpcug.org) and select the "Mailing List" option from the main menu. Some of the lists are for information distribution only (no individual posting allowed), and others are open for posting (discussion lists). Most of the list owners maintain archives of messages, and those archives that are available can be read via the gateway at CPCUG's website.

You can retrieve a manual and other information about the workings of LISERV from:

<http://www.lsoft.com/info/default.asp?item=manuals>

Below is a compilation of some of the most popular of CPCUG's current e-mail lists.

- ACCESSSIG-L** (CPCUG Access SIG Announcement List)
- ACCESSSIGD-L** (CPCUG Access SIG Discussion List)
- BEGINSIG-L** (CPCUG Beginners SIG Announcement List)
- BEGINSIGD-L** (CPCUG Beginners SIG Discussion List)
- CONENT-L** (CPCUG Entrepreneurs and Consultants SIG Discussion List)
- CPCUGCAL-L** (CPCUG Event Calendar Distribution List)
- CPCUGGEN-L** (CPCUG General Discussion List)
- DCPUG-L** (CPCUG PalmOS SIG Discussion List)
- DELPHISIG-L** (CPCUG Delphi SIG Announcement List)


- HTMLSIG-L** (CPCUG HTML SIG Announcement List)
- HTMLSIGD-L** (CPCUG HTML SIG Discussion List)
- JAVASIG-L** (CPCUG Java SIG Announcement List)
- JAVASIGD-L** (CPCUG JAVA SIG Discussion List)
- MIX-L** (CPCUG Member Info. eXchange Discussion List)\*
- MMSIG-L** (CPCUG Multimedia SIG Announcement List)
- MMSIGD-L** (CPCUG Multimedia SIG Discussion List)
- MONITOR-L** (CPCUG *Monitor* Announcement List)
- NETSIG-L** (CPCUG Internet SIG News List)\*\*
- OFCSIG-L** (CPCUG MS-Office SIG Announcement List)
- PMSIG-L** (CPCUG Project Mgm't SIG Announcement List)
- POCKETPC-L** (CPCUG Pocket PC SIG Announcement List)
- POCKETPCD-L** (CPCUG Pocket PC SIG Discussion List)
- SCIFAIRD-L** (CPCUG Science Fair Announcement List)
- SENIORSIG-L** (CPCUG Seniors SIG Announcement List)
- SENIORSIGD-L** (CPCUG Seniors SIG Discussion List)
- TRAIN-L** (CPCUG Training Program Announcement List)
- TRAIND-L** (CPCUG Training Program Discussion List)
- VBSIG-L** (CPCUG Visual Basic SIG Announcement List)
- VBSIGD-L** (CPCUG Visual Basic SIG Discussion List)
- VIRGINIASIG-L** (CPCUG VA SIG Announcement List)
- WPSIG-L** (CPCUG WordPerfect SIG Announcement List)
- WPSIGD-L** (CPCUG WordPerfect SIG Discussion List)

\* MIX-L – CPCUG members only. Send e-mail to David Chessler <[chessler@cpcug.org](mailto:chessler@cpcug.org)> to subscribe.

\*\* NETSIG-L cannot be subscribed to or signed off from [cpcug.org](http://cpcug.org) as it is hosted on AOL. To subscribe to NETSIG-L mailings, send e-mail to: [LISTSERV@LISTSERV.AOL.COM](mailto:LISTSERV@LISTSERV.AOL.COM) containing the line:

SUBSCRIBE NETSIG-L <firstname> <lastname>

To subscribe to any list, send an e-mail message to [LISTSERV@CPCUG.ORG](mailto:LISTSERV@CPCUG.ORG). Include in the message the line **SUBSCRIBE** <listname> <yourfirstname> <yourlastname>. Do not include the angle brackets. No entry in the subject line is necessary.

 The software for maintaining the mailing lists, LISERV®, has been made available through a generous donation from L-Soft International, Inc. The web-based gateway, LWGate, is a perl script written by © 1995 David W. Baker, [dwb@net-space.org](mailto:dwb@net-space.org). This program is free software under the terms of the GNU General Public License as published by the Free Software Foundation. LISERV® is maintained and administered for the CPCUG by CPCUG's LISERV Administrator Karl Signell <[signell@cpcug.org](mailto:signell@cpcug.org)>.

## 10 Reasons To Join CPCUG

Capital PC User Group (CPCUG) membership entitles each member of your family living in your household to all CPCUG membership benefits—

1. Helpline—a great way to get help from experts for your hardware, software, and Internet questions and problems at no additional cost. The Helpline Directory is updated and published in the *Monitor*, the magazine of the Capital PC User Group.

2. Mail delivery of a print copy of our award-winning magazine, the *Monitor*, with its practical tips for computer users; technical articles; regular columns; CPCUG-member-authored reviews of software, hardware, and computer-related books; CPCUG event calendar; and special interest group (SIG) and Training Program information.

3. Computer education and training classes, seminars, workshops, discussions, and labs at low member rates—some are even free to members while others are for members only.

4. Assistance from CPCUG Build Team mentors in specifying and building your own computer. CPCUG's popular "Build" Workshop gives participants the knowledge and confidence to select appropriate components to build and later upgrade their own computers without additional paid assistance. This workshop is only \$75 and is only available to CPCUG members.

5. Discounts on software, hardware, and training are periodically made available to members of our user group. [If you take advantage of several discounts available only to CPCUG members, your membership pays for itself.]

6. Internet service options available only to CPCUG members at competitive rates through our Internet domain [cpcug.org](http://cpcug.org).

7. Access to new member-only e-mail distribution lists being created to supplement our more than 30 public discussion and announcement lists. List subscribers can ask and get answers to computer hardware and software questions, and stay informed about CPCUG activities and Training.

8. New software and/or computer reference books—available without charge to members who review them for our magazine, the *Monitor*. You'll also get a byline in the *Monitor* and become a member of our product review coordinator's team.

9. Member-only door prizes—available at some General Meetings, some special interest group (SIG) meetings, and at occasional seminars. [This benefit has more than paid for the annual membership fee of many active CPCUG members. Software prizes have included Lotus Domino Go Webserver, MS Office Professional, and Adobe Photoshop. Hardware prizes have included Hewlett Packard Pocket PCs and Palm handhelds.]

10. Opportunities to develop and/or enhance leadership and management skills, while building your professional network, by volunteering with CPCUG.

The biggest benefit of all may be that by becoming active in the Capital PC User Group you become part of a very helpful community of computer users and IT professionals who are truly "Users Helping Users."

Before you know it you will also become a "User Helping Users."

The Capital PC User Group, Inc. (CPCUG), a nonprofit 501(c)(3) educational organization established in 1982, provides a forum for sharing information, experience, and resources among computer users, from novice to advanced. Although the group serves primarily the Washington, DC, metropolitan area, members are found around the world.

## Membership Form

**Mail to:** Capital PC User Group, Inc.  
19209 Mt. Airey Road  
Brookeville, MD 20833

**Call to** (if paying by credit card): (301) 762-9372

**Fax to** (if paying by credit card): (301) 762-9375

Name \_\_\_\_\_

Address \_\_\_\_\_

City/State/ZIP \_\_\_\_\_

Telephone (Evening/Weekend) \_\_\_\_\_

Telephone (Day) \_\_\_\_\_

E-Mail Address \_\_\_\_\_

Member Number \_\_\_\_\_

New Membership     1 year—\$42     Outside the  
 Renewal             2 years—\$78            United States,  
 Change of Address    3 years—\$110       \$60 per year

Payment method:     Check     VISA     MasterCard

Card Number \_\_\_\_\_

Expiration Date \_\_\_\_\_

Signature (required for credit cards):  
\_\_\_\_\_

List my name in the next Membership Directory?     Yes     No  
Name and address information from this Membership Directory may be very occasionally made available to computer-related businesses, most often on a one-time basis to vendors desiring to announce their General Meeting presentations. If you do not wish to be included in the directory, mark the "No" box above.

Please check this box if you would *not* wish to receive a monthly e-mail message with current CPCUG training and meeting topics. We are considering using this means of keeping the membership informed of scheduled events and changes more rapidly than is possible via the *Monitor* magazine.

*Your membership starts with the first Monitor magazine mailed to you. It may take 4–6 weeks before you are included on the mailing list or receive your membership card. Please be patient.*

Five dollars of the membership fee is for a subscription to the *Monitor*.

902w

Capital PC User Group, Inc.  
*A Resource for Technology Users and  
IT Professionals*

**Phone:** (301) 762-9372

**Fax:** (301) 762-9375

**E-Mail:** [admin@cpcug.org](mailto:admin@cpcug.org)

**Snail Mail:** 19209 Mt. Airey Road  
Brookeville, MD 20833

**URL:** <http://www.cpcug.org/>

**President:** Dennis Courtney  
[president@cpcug.org](mailto:president@cpcug.org)

**Events Calendar:**

<http://www.cpcug.org/user/comm/cal-6mon.html>

# Business Card Advertising

Become a User Helping Users

Join the CPCUG Helpline Team

Contact Helpline Director Elliott Fein

[elliott.fein@erols.com](mailto:elliott.fein@erols.com)



Not getting full use of your Palm? Still trying to decide which handheld computer is right for you?

Put our in-depth knowledge and experience to work for you. We offer classes, training, and consultation – for individuals and organizations – customized to your needs, at competitive prices.

**Sunny Banana Information Technology Consulting**  
[info@sunny-banana.com](mailto:info@sunny-banana.com) 703.786.5541

## Overwhelmed by papers...stuff...life?

Get help from a professional organizer to get out from under all that clutter:

- One-on-one organizing sessions to:
  - maximize your workspace
  - set up your filing system
  - organize e-mail and computer files
- Time management consultations

**Balanced Spaces™, LLC**

Susan Kousek 703-742-9179

To advertise in the *Monitor*,  
please contact the editor at  
[editor@cpcug.org](mailto:editor@cpcug.org)

# CPCUG MEETING SITES

**1800 M** = 1800 M St., NW, South Tower, 3rd Floor, Room S3031, Wash., DC

**APA** = American Psychological Assn, 750 1st St., NE, 6th Floor, Executive Office Suite, Wash., DC

**ASHA** = American Speech-Language-Hearing Assn, 10801 Rockville Pike, Rockville, MD

**AUMC** = Annandale United Methodist Church (see UHU Annandale, VA)

**BCCSC** = Bethesda Chevy Chase Services Center, 4805 Edgemoor Lane, 2nd Floor, Rooms A & B, Bethesda, MD

**Bedford** = Bedford Court, Activity Center, Senior Living Community, 3701 International Dr, Silver Spring, MD

**CESC** = Carver Educational Services Center, Auditorium, 850 Hungerford Dr., Rockville, MD

**CPL** = Cleveland Park Library, 3310 Connecticut Ave. NW, Large Mtg Rm, Washington, DC

**EPFL-RR** = Enoch Pratt Free Library, 6310 Reisterstown Road, Baltimore, MD

**HH** = Harmony Hall Regional Center, 10701 Livingston Rd., Ft. Wash., MD

**HPTI** = High Performance Technologies, Inc., 4121 Wilson Blvd., Suite 200, Arlington, VA

**IADB** = Room B-300, Inter-American Development Bank, 1350 New York Ave., NW, Wash, DC

**IVL** = Interstate Van Lines, 5801 Rolling Road, Springfield, VA

**KL** = Martin Luther King Jr. Library, 901 G St., NW, basement auditorium, Room A-5, Washington, DC

**MS** = Microsoft Corporation, 5335 Wisconsin Ave, NW, 5th floor, Washington, DC

**PC** = Pentagon City Mall Eatery

**Reboot** (computer recycling) = 101 Fleet Street, Rockville, MD

**Teaism** = Teaism Restaurant, 400 8th St., NW, Washington, DC

**UHU** = Annandale United Methodist Church, Room 305, 6935 Columbia Pike, Annandale, VA

**VAMC** = Veterans Affairs Medical Center, 50 Irving St., NW, 4th Floor, IRM Room, 4C106a, Wash., DC

**WCC** = Washington, DC Convention Center, 801 Mt. Vernon Place, NW, Washington, DC

**WELib** = West End Library, 2nd Floor, Large Meeting Room, 1101 24th Str, NW, Washington, DC

## Keep Updated!

Capital PC User Group meeting plans may change after the *Monitor* has gone to press.

To get the latest information about General Meetings, SIG meetings, and special events (including meeting topics, when available, and any date, time, and location changes), bookmark and check our Corporate Communication Web pages via links at—<http://www.cpcug.org/user/comm/>.

# CPCUG Training

UHU Annandale  
Annandale United Methodist Church (AUMC),  
Room 305  
6935 Columbia Pike, Annandale, VA 22203

**\$29 CPCUG & AUMC members; \$39 non-members**  
**Register online at <http://www.cpcug.net/training.asp>**  
**or by calling the CPCUG office 301-762-9372**

September

- 2 – Introduction to MS Excel
- 4 – Intermediate HTML
- 9 – Intermediate MS Excel
- 11 – Advanced Scripting for Web Pages using VBScript
- 16 – Introduction to MS Word
- 18 – Digital Imaging using MS Photo Editor
- 23 – MS Word – Flyers, Calendars and Graphics
- 25 – Basics of PCs for Very Beginners
- 30 – MS Word – Templates, Tables and Tabs

October

- 2 – Creating and Posting a Resume Online
- 7 – MS Word – Form Letters, Mail Merge & Labels
- 9 – Introduction to PowerPoint
- 14 – Integrating MS Office Applications
- 16 – Job Hunting on the Internet
- 21 – Introduction to Home Networking
- 23 – Intermediate PowerPoint
- 28 – Windows Computer Maintenance and Troubleshooting

Hamony Hall Regional Center  
The Discovery Room, 2nd Floor  
10701 Livingston Road  
Fort Washington, MD 20744

**\$35 Residents & CPCUG members; \$45 non-residents**  
**Register by calling Harmony Hall 301-203-6040**

September

- 9 – Basic Computer Keyboarding and Mouse Skills
- 11 – Creating GREAT Presentations (Part 1), PowerPoint
- 16 – Organizing Your Files and Folders Using Windows Explorer
- 23 – Windows Computer Maintenance and Troubleshooting
- 25 – Digital Imaging using Microsoft Photo Editor

October

- 2 – Creating GREAT Presentations (Part 2), PowerPoint
- 7 – Introduction to MS Word
- 9 – Introduction to MS Excel
- 14 – MS Word – Flyers, Calendars and Graphics
- 16 – Intermediate MS Excel
- 21 – Introduction to MS Access, Part 1
- 23 – MS Word – Templates, Tables and Tabs
- 28 – Introduction to MS Access, Part 2
- 30 – Creating GREAT Presentations (Part 3), PowerPoint

**Capital PC User Group, Inc.**  
19209 Mt. Airey Road,  
Brookeville, MD 20833

Non-Profit  
**US Postage Paid**  
Suburban, MD  
Permit No. 1910

## Membership Benefits

1. Helpline for PC and Internet questions
2. Award-winning *Monitor* magazine
3. Economical classes at member rates
4. Mentors for computer specification/building
5. Discounts on software, hardware and training
6. Internet service options through CPCUG.ORG
7. Access to members-only e-mail lists
8. Free software and books for review writers
9. Valuable door prizes at some events
10. Opportunities to enhance leadership skills