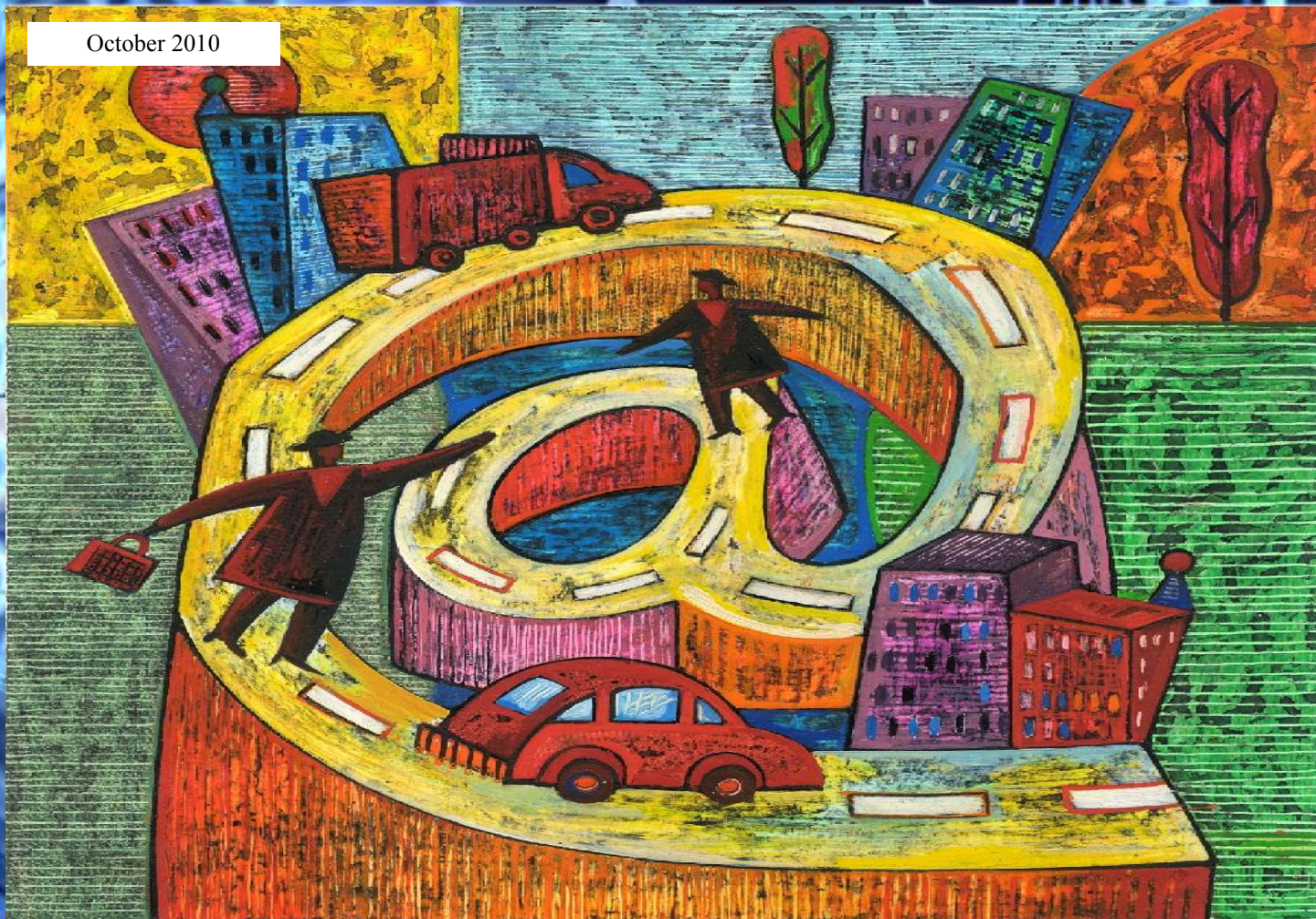


Power Up With A Tech You Can Understand

The **COMPUTER** Guy Magazine

October 2010



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Inside This Issue

I often get questions about email and how to attach files. But what you may not realize is the most important thing which is: WHERE is the files you want to attach?

This is important because you need to find the files before you can attach them to an email. So, this first section we are going to talk about how your computer organizes your folders/ files. (Read More on Page 6)

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Call Me Today!
414-852-9339

NOW OFFERING REMOTE MANAGEMENT SERVICES

Let The Computer Guy relieve you of your frustrations by monitoring your computer and **preventing** potential problems **before** they become actual **problems**.

- Monitor AntiVirus/ AntiSpyware
- Microsoft Updates & History
- Update Popular Programs
- Monitor Your Backup
- Disk Defragmentation
- Disk Cleanup
- Registry Cleanup
- Temp File Removal

In this economy we need to watch where our money but at the same time, we cannot afford to be without our computers. Some of us use it for work, homework, and to store our memories in the form of pictures and DVD movies.

So why continue to pay high prices, terrible waiting times, and so-so service?

Call The Computer Guy today and start your remote service. The Computer Guy will do a FREE one-time diagnosis to determine how often we need to login to maintain your system effectively so as to minimize or eliminate your computer down time.

The Computer Guy will login at a time when you are not using your computer and complete a detailed maintenance

check on your computer—very similar to what you would receive when you take your car in for a tune up.

When the work is done you will receive via email a detailed list of what was done and any other potential problems that were eliminated at the time of service. After all, when you sit down at your computer, you want it to work and work fast.

Remote Services Pricing:

\$15 a month with a 6 month contract of 1 time per month login.
\$30 a month with a 6 month contract of 2 times per month login.
\$10 a month for a 1 year contract of 1 time per month login.
\$20 a month for a 1 year contract of 2 times per month login.

Price Subject to Change. Call for details.



TEL: 414.852.9339

EMAIL: JKSCOEN@GMAIL.COM

WWW.THECOMPUTERGUY-JOE.COM

TIME TO POWER UP WITH A

TECH YOU CAN UNDERSTAND

A Note from:



Welcome to another season with The Computer Guy and the Franklin Public Library. I thought I would take this opportunity to introduce myself and my business to you or for some of you, reintroduce myself.

I have been teaching in Franklin for about 10 years or so. I had to take some time off, but now I am back with more experience, more stories and more classes. And thanks

to the Friends of the Franklin Public Library & The Franklin Public Library itself, I can now do it with an extremely low price of only \$5 a class.

I have also decided to quit my full-time job of being a Toshiba & HP authorized warranty tech to run my own business of teaching and helping you fix your computer problems at a VERY reasonable price.

If you need any computer help, please let me know either by email or phone. If I don't answer, please leave a message as I may be teaching a class or helping someone else.

Thank You

Joseph Schoen

Websites to Know



www.thecomputerguy-joe.com
For all your computer service needs



www.mcfls.org/franklin
Franklin Public Library



www.download.com
Great website for your software needs

Computer Class Spotlight

Securing Your Computer

It is you verses them; Malware & Viruses. Some of these can be as annoying as a pop-up to as aggravating as turning your computer off after 30 seconds of logging into your account. All of this is fixable, if you know how. More importantly, most of this can be avoided.



You may think you are protected, but sadly most of you are not. In this class we talk about how to make sure you are secure, what programs you can use and some helpful tips to keep you safe.

Check out page 9 for more details.

Website of the Month

<http://www.africam.com>



Want to watch live webcams of the African Jungles? Now is your chance. There are some advertisements before you can watch the videos, but other than that, it is live video feeds from several different areas. Best of all, it is FREE!

Self Help Series

The largest Internet Browser on the market is Internet Explorer made by Microsoft.

Like any large company, the larger you are, the larger your target is for the evil menaces' of society. In a nut shell, Internet Explorer is easily hacked and you need to know how to correct some of the basic functions of IE and how to change them back to what they should be.



SECURITY SETTINGS

One of the first things is some of the basic settings that we need to check on. These items are located within the Tools> Internet Options menu. In this menu you will find three critical areas that hackers tend to change to allow them more control into your web browser and some into your computer.

As The Computer Guy, and as one of my basic maintenance items, is to check IE for any of these changes and if they are changed, change them back quickly. The first one, once inside the Internet Options, is in

Security Tab. In this section, it is important to keep your settings at Default, which is Medium-High level. This area of IE contains how it handles program and active x controls. At the default level, most malicious software is stopped before it hits your computer. By altering this level lower, you may be opening your computer to potential threats. This area is sometimes effected without your knowledge by another virus. If you are NOT set to Default Level, please do so now. Hit Apply at the bottom of the window.

The next area to check is the Privacy Tab.

Ctrl + Z = Undo
Ctrl + Y = Redo

Ctrl + X = Cut
Ctrl + C = Copy
Ctrl + V = Paste

Ctrl + N = New
Ctrl + S = Save
Ctrl + O = Open
Ctrl + P = Print

Ctrl + D = Delete
Shift + Delete = Delete without moving it into the recycling bin
Ctrl + A = Select All

Alt + Tab = Switch between windows

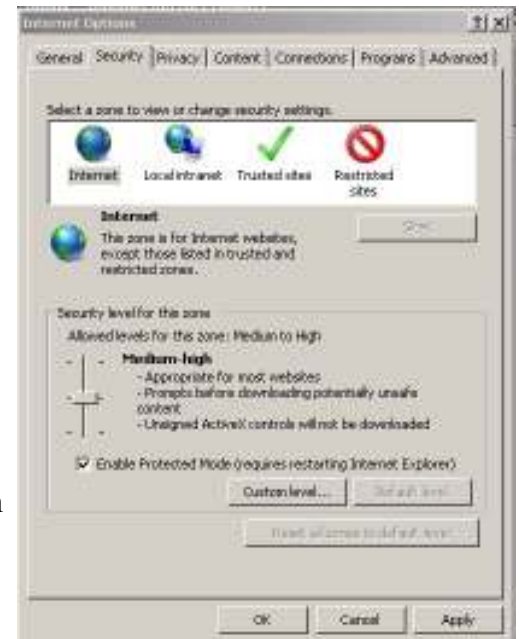
For more shortcuts please visit = <http://windows.microsoft.com/en-US/windows7/Keyboard-shortcuts>

On the Privacy Tab we are once again looking at the Default button in the center of the new window—shown below right. This is the screen that controls cookies. Most cookies are harmless however, if this setting is not correct, you once again are allowing your computer to become infected.

BASIC MAINTENANCE

In the last issue of The Computer Guy Magazine, I did talk about “How to fix your own Internet Connection “ and I am going to repeat some of that information now as it is important to not only check the security of IE, but do some basic maintenance as well.

On the first tab—”General” it is wise to delete the following items on a



regular basis. They are—Temporary Internet Files, Cookies and History (actually, I personally believe history is fine, it is more for your own privacy rather than protection). When you click on Delete... (in the Browsing History) a new window will appear asking you what you want to delete. The only ones that need to be deleted are the ones mentioned earlier (temporary internet files & cookies).

The last thing that should be done every once in a while is resetting the advanced settings. Some of this items also may have become altered. By clicking on the Advanced Tab. On this page down towards the middle, is a button marked Restore advanced settings. Please click that once, than hit Apply at the bottom of the window. This will reset IE to all the basic settings like it was when it was installed.

After you done all of the above you have cleaned and secured your IE. On a side note, if you want to be more secure, try using a different web browser like Mozilla Firefox, Google Chrome or Comodo Dragon.

E-Mails & Attachments



I often get questions about email and how to attach files. But what you may not realize is the most important thing which is: WHERE is the files you want to attach?

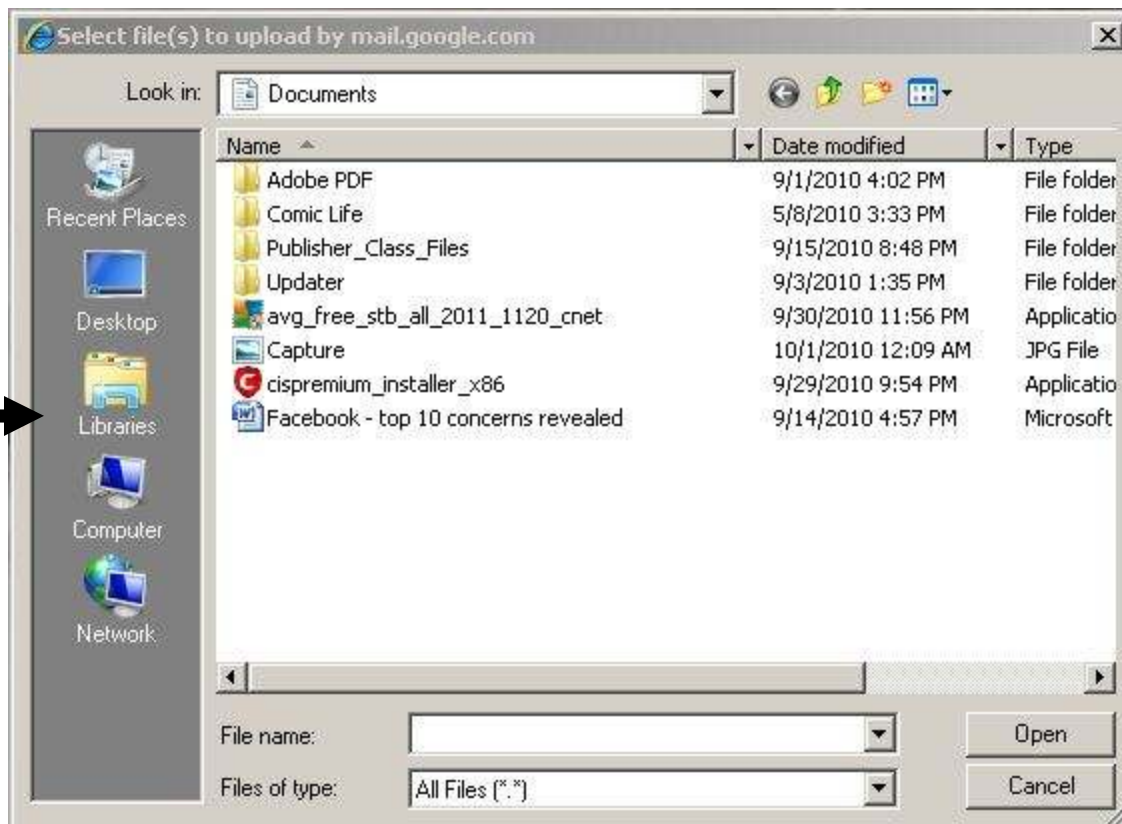
This is important because you need to find the files before you can attach them to an email. So, this first section we are going to talk about how your computer organizes your folders/ files.

With Windows XP your playground where everything is saved is going to be in one of a couple of areas. These areas are your desktop, my documents, my music, my videos and my pictures. With Windows 7 your playground should be desktop and/ or libraries. Inside libraries are the folders documents, music, video and pictures.

Here is a screen shot of what a typical “Open”, “Save”, “Browse”, “Select” window looks like.

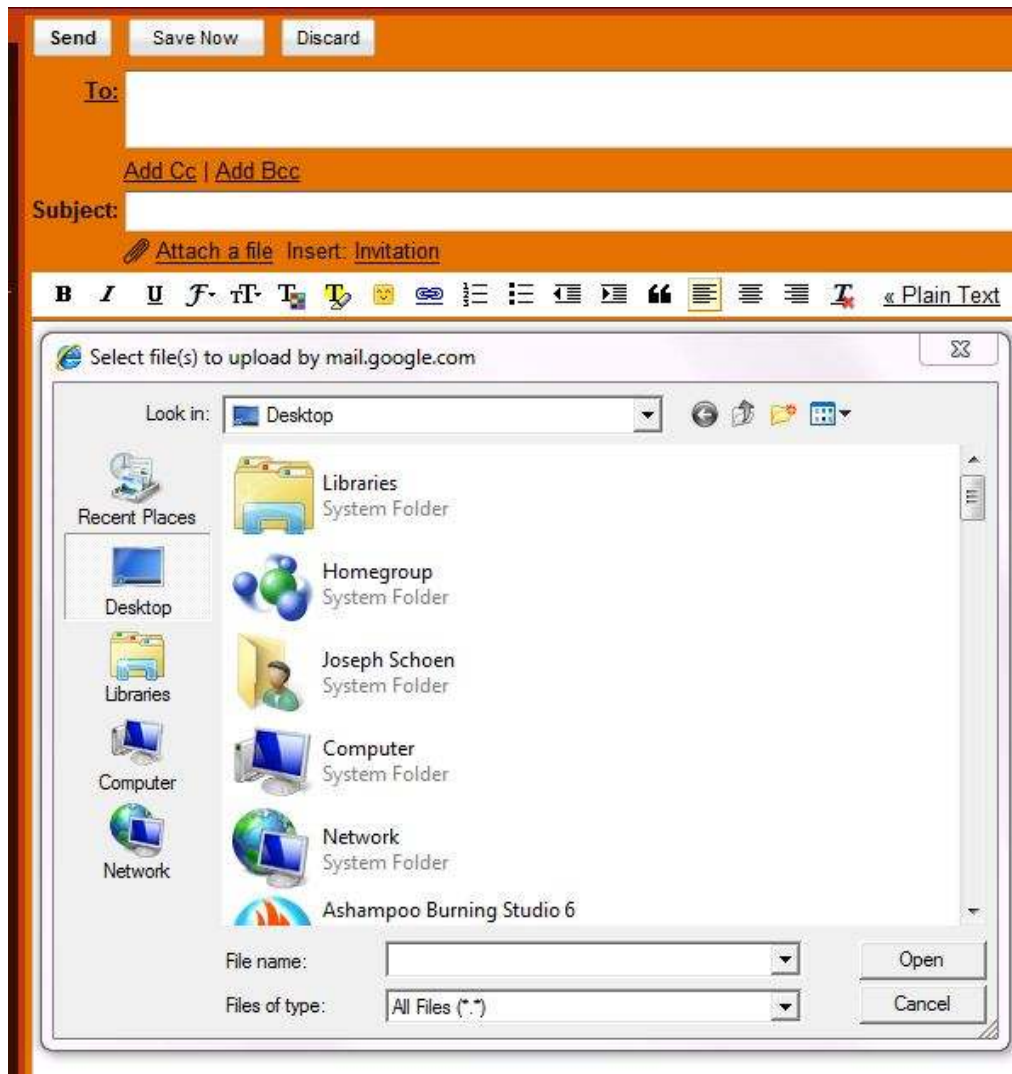
By default it will usually go to your documents or your desktop. However, if you are unsure where you are, use the quick navigation on the left side of the window to go directly to desktop or libraries. From there select your file you wish to attach by left clicking once, and then choose open in the lower right corner.

Quick Navigation



For more information about this topic or others, please visit: www.thecomputerguy-joe.com

You can also take the full class which is offered through The Computer Guy but taught at the Franklin Public Library.



Now that we know where files should be saved, let's take a look at our email and figure out how to attach. Here is the step-by-step in Gmail.

To attach a file to a message you're composing, follow these steps:

1. Click **Attach a file** under the subject field.
2. Browse through your files and click the name of the file you'd like to attach.
3. Click **Open**.

If you'd like to remove a file you've attached to a message and are using the advanced attachment features, uncheck the box next to the file. If you're using the basic attachment features, click **Remove**.

To attach another file, click **Attach another file**.

Keep in mind that you can't send executable files or messages larger than 25 MB.

MICROSOFT UPDATE

The family pack of Windows 7 is back and ready for purchase for a limited time. No one knows how long so don't wait. Three copies of Windows 7 for only \$149.99. If you are upgrading, please make sure your computer can be upgraded before purchase. Download the FREE Pc Advisory Tool to find out if you can upgrade.

To attach a file in Outlook

Start with a new message in Outlook.

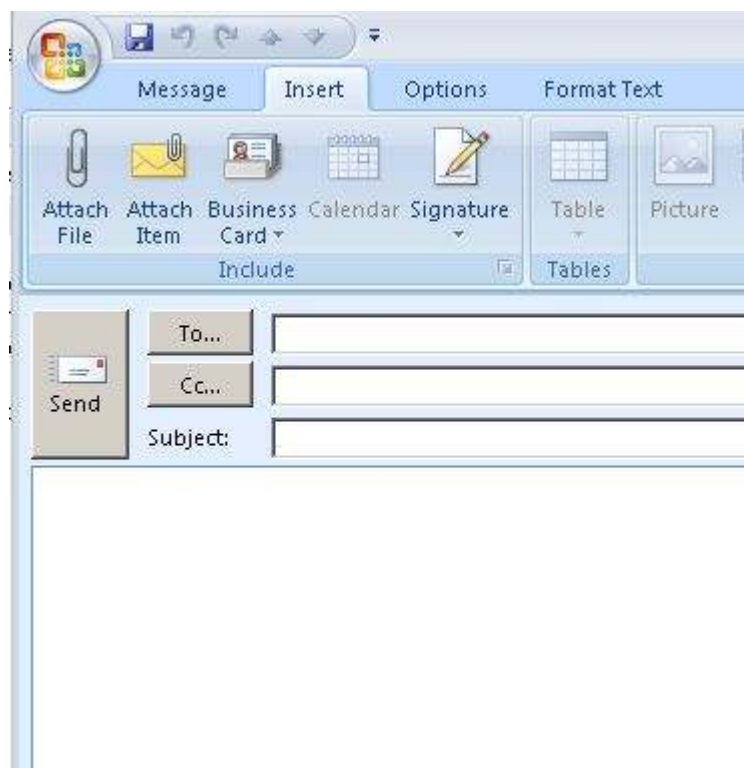
In Outlook 2007:

- Go to the *Insert* tab of the message's toolbar.
- Click *Attach File*.

In Outlook 2000-2003:

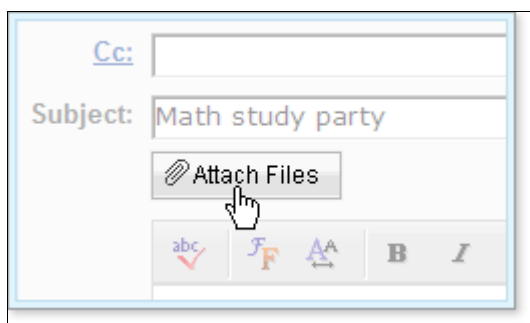
- Select *Insert | File* from the menu.
- Use the file selection dialog to locate the file you want to attach.
- Click on the down arrow on the *Insert* button.
- Select *Insert as Attachment*.

Compose the rest of the message as usual and eventually send it.

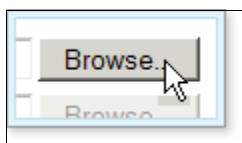


To attach a file in Yahoo, SBCGlobal or AT&T

1. On the Compose page, click the **Attach Files** button. (You can attach files at any time while composing a message.)



2. The Attach Files page opens.



3. Click the first **Browse** button.

4. The Choose File or Open File window opens (depending on your operating system).

5. Locate the file you want to attach, select it, and click the **Open** or **OK** button.

6. The selected file and its location appear in the first attachment box.

7. To attach another file, click the next **Browse** button, and repeat Step 4.

Tips: You cannot attach the same file multiple times to the same email message..If you need more attachment boxes, click the **Attach More Files** link. Yahoo! Mail adds another box.

Franklin Public Library Computer Classes For Adults

PLEASE NOTICE:

- All classes are taught at the Franklin Public Library
- Please pay in advance with check or cash
- Please make payment payable to Friends of the Franklin Public Library

Franklin Public Library
9151 W Loomis Road
Franklin, WI 53132-9601
(414)425-8214

Computers for Beginners

Using Windows 7 with referrals back to Windows XP

In this class we will start at the beginning with basic computer operations such as turning on/ off the computer, navigating through the computer, opening & closing programs, basics of the internet and more. This is a 4 day hands on class. Handouts will be provided so you spend more time practicing and less time writing.

Level— Absolute Beginner/ Beginner
Class Cost— \$20
Days— Mon. & Wed.
Dates— Nov. 1, 3, 8 & 10th @ 1pm-3pm

Windows 7 Basics

This is a 2 day beginner computer class for adults to learn how to navigate, open programs, close programs, create folders, move folders and other basic computer tips for Windows 7, the latest operating system. Handouts will be provided so you spend less time writing and more time practicing.

Level— Beginner User
Cost— \$10
Days— Mon. & Wed.
Dates— Nov. 15 & 17 @ 1pm—3pm
OR
Days— Tues. & Thurs.
Dates— Nov. 16 & 18 @ 6pm—8pm

Digital Backup

Using Fbackup

Do you have music, videos or pictures on your computer that you don't want to lose? If you said yes, than I hope you have a backup plan to safe guard those valuable memories. In this two hour, hands-on class we will talk about the different ways you can backup so you don't have to worry.

Level— Beginner User
Class Cost— \$5
Day— Tues.
Dates— Nov. 9th @ 1pm-3pm

Surfing The Internet

If you have a computer, chances are you are going to surf the internet. But do you really know how to search? Do you know some of the terms like browser, cookies, cache, search engines are? In this class we will cover all of the basics to help you find what you are looking for while doing it safely.

Level— Beginner User
Class Cost— \$5
Day— Tues.
Dates— Nov. 2th @ 1pm-3pm
OR
Day— Thur.
Date— Nov. 4th @ 6pm-8pm

Maximum Per Class is only 12. Please sign up early to ensure enrollment.

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Franklin, WI 53132-9601
(414)425-8214

Securing Your Computer

It is you verses them; Malware & Viruses. You may think you are protected, but sadly most of you are not. In this class we talk about how to make sure you are secure, what programs you can use and some helpful tips to keep you safe.

Level— Beginner/ Advanced
Cost— \$5
Day— Wed.
Dates— Dec. 1st @ 1pm—3pm
OR
Days— Thurs.
Dates— Dec. 2nd @ 6pm—8pm

Maximum Per Class is only 12. Please sign up early to ensure enrollment.

CD/DVD Burning

Learn how to make CD's/ DVD's in this one-day hands on class. You will receive detailed instructions on how to burn: data, pictures and music in this 2 hour class.

Level— Beginner
Class Cost— \$5
Date— Dec. 13th @ 1pm—3pm
OR
Date— Dec. 14th @ 6pm—8pm

Windows Movie Maker

Windows 7

Want to turn those ordinary pictures into a DVD slideshow? In this two day hands-on class I will show you how to do that. The best part is; The program is FREE and easy to use!

Level— Beginner User
Cost— \$10
Days— Mon. & Wed.
Dates— Dec. 6 & 8th @ 1pm—3pm
OR
Days— Tues. & Thurs.
Dates— Dec. 7 & 9th @ 6pm—8pm

All Classes Are Taught By:



Classes are Sponsored By:

Friends of the Franklin Public Library

Interested in joining or finding out more?
Call or stop by the Franklin Public Library today.

“Power Up With A Tech You Can Understand”
(414)852-9339 | jkschoen@gmail.com
www.thecomputerguy-joe.com

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9151 W Loomis Road
Franklin, WI 53132-9601
(414)425-8214

Microsoft Word 2007

Using Windows 7

Learn how to make letters, cut, copy & paste commands and much, much more in this 2 day, hands on class. Detailed handouts are provided.

Level— Beginner
Cost— \$10
Days— Mon. & Wed.
Dates— Jan. 17 & 19th @ 6pm—8pm
OR
Days— Tues. & Thurs.
Dates— Jan. 18 & 20th @ 1pm—3pm

Microsoft Publisher 2007

Using Windows 7

Time to learn how to make newsletters, advertisements, brochures and more in this two day hands on class. Detailed Handouts will be provided.

Level— Beginner
Cost— \$10
Days— Mon. & Wed.
Dates— Jan. 24 & 26th @ 6pm—8pm
OR
Days— Tues. & Thurs.
Dates— Jan. 25 & 27th @ 1pm—3pm

Microsoft Excel 2007

Using Windows 7

Time to learn how to make spreadsheets for your roster, address book, balance your check book and more. This is a four day hands-on class with detailed handouts to help you through the learning process.

Level— Beginner
Cost— \$20
Days— Mon. & Wed.
Dates— Jan. 3, 5, 10 & 12th @ 6pm—8pm
OR
Days— Tues. & Thurs.
Dates— Jan. 4, 6, 11 & 13th @ 1pm—3pm

Classes are Sponsored By:

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Interested in joining or finding out more?
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Maximum Per Class is only 12. Please sign up early to ensure enrollment.

Computer News

AVG Internet Security 2011—FREE

The bottom line: Although AVG has flagged a little in the past few years, AVG Anti-Virus Free 2011 breathes some new life into one of the most popular security programs around with a shorter install, better usability, and faster scans.

Review:

The never-ending mantra chanted by security suite vendors sounds a lot like "faster scans, easier to use, better performance," and AVG has released a new version that it says accomplishes all three. Certainly, the scans are faster, it does install more quickly, and some tweaks to the interface have made it easier to use.

However, changes to the engine that powers the detection and removal of threats has made it hard to come to a conclusion until independent labs return their efficacy results later this year.



Performance

AVG claims the scans in the new version of AVG Free are three times faster than last year's, and its system performance impact turned out to be about average, once the computer had finished booting. CNET Labs' benchmarks found that AVG Anti-Virus Free 2011 had the greatest impact on computer boot time of any security suite we've looked at so far this year, slowing our test computer's start-up by more than 13 seconds. However, it also had the smallest impact on computer shutdown time, adding barely one-third of a second. AVG Free has one of the fastest scan times we've seen yet for 2011 suites, completing its first scan in 548 seconds.

In our other tests, it was a bit slower than the median. MS Office performance, Cinebench, and media multi-tasking were slightly below average, whereas iTunes decoding was right at the average speed. Overall, you're looking at a much slower start-up, fast scans, a minimal impact on shutdown, and a midrange hit to general system performance with AVG Free.

It's harder to judge the efficacy of AVG Anti-Virus Free 2011 because independent tests are only available for the previous years' editions, and the security engine has substantially changed to pull it in line with the engine in the paid upgrades, according to the company. Looking at benchmarks only for the 2010 versions of AVG's paid suites, we can see that they scored higher depending on the test.

In the AV-Test.org test on Windows 7 from the second quarter of 2010, AVG Internet Security 9 (version 2010) scored 14.5 out of 18 overall. Other competitors scored higher, although AVG did earn a 5.5 rating out of 6 in Protection. (It scored a 4 in Repair and a 5 in Usability.) Norton, G-Data Internet Security 2010, and Panda Internet Security 2010 were the only suites to score that high in the Protection category.

With AVG Anti-Virus 9 (version 2010), AV-Comparatives.org found that it could have performed better. In the August 2010 On-demand Detection of Malicious Software test, AVG only earned the rank of Advanced, not Advanced+, with many false positives found, an average scanning speed, and a detection rate of 98.3 percent. The same test from February 2010 saw AVG earn the same rank, with few false positives, an average scanning speed, and a detection rate of 94.2 percent.

For what it's worth, Dennis Technology Labs, a member of the Anti-Malware Testing Standards Organisation (AMTSO), found in August 2010 that AVG Anti-Virus Free 9 (version 2010) earned an overall protection score of 45 (PDF), below average.

Computer News

It is AVG's hope that changes to the detection engine in AVG Free will improve its scores, but for right now it's hard to give it the highest rating possible. Still, the efficacy scores are similar to AVG Free's benchmarks: strong in some tests, weaker in others, but with indications that there have been big gains made this year.

Conclusion

Besides the feature limitations of AVG Anti-Virus Free when compared with AVG's paid upgrades, the suite continues to offer an excellent if not perfect level of security as it faces more intense competition from other free and paid security suite makers. Fans of AVG will definitely want to upgrade, and new users should consider it if they're looking for an effective freeware solution with solid link-evaluating features.

Reviewed by: Seth Rosenblatt on September 30, 2010 (download.com)

The Computer Guy uses AVG on all of his personal computers.

Computer Term(s) of the Month



Malware, short for *malicious software*, is software designed to secretly access a computer system without the owner's informed consent. The expression is a general term used by computer professionals to mean a variety of forms of hostile, intrusive, or annoying software or program code.^[1] The term "computer virus" is sometimes used as a catch-all phrase to include all types of malware, including true viruses.

Software is considered to be malware based on the perceived intent of the creator rather than any particular features. Malware includes computer viruses, worms, trojan horses, spyware, dishonest adware, scareware, crimeware, most rootkits, and other

malicious and unwanted software.

Spyware is a type of malware that can be installed on computers and collects little bits of information at a time about users without their knowledge. The presence of spyware is typically hidden from the user, and can be difficult to detect. Typically, spyware is secretly installed on the user's personal computer. Sometimes, however, spywares such as keyloggers are installed by the owner of a shared, corporate, or public computer on purpose in order to secretly monitor other users.

While the term *spyware* suggests that software that secretly monitors the user's computing, the functions of spyware extend well beyond simple monitoring. Spyware programs can collect various types of personal information, such as Internet surfing habits and sites that have been visited, but can also interfere with user control of the computer in other ways, such as installing additional software and redirecting Web browser activity. Spyware is known to change computer settings, resulting in slow connection speeds, different home pages, and/or loss of Internet or functionality of other programs. In an attempt to increase the understanding of spyware, a more formal classification of its included software types is captured under the term privacy-invasive software.

Need help purchasing your next computer or laptop? I can help educate you on what the basics are and help find the best machine for you at the price range you are looking for. I can also help you take down the old one, recycle it for you, transfer your data and help set up the new machine. Call today to set up your appointment.

FREE Software Spotlight

COMODO INTERNET SECURITY

4.5 Stars out of 5

Reviewed by: Seth Rosenblatt on June 22, 2009 (www.download.com)

Comodo has merged its antivirus program with Firewall Pro, creating a free security program that aims to be more to more people. Although this may frustrate some users who want only one program or the other, the installer does let you opt out of either of the components. Users are also asked to install the Comodo SafeSearch and Ask.com toolbars, so be careful if you tend to install on autopilot. CIS requires a reboot.



Resource management is better than before, with hogging all but eliminated. It provides a smorgasbord of information and options for advanced users, but it's simple enough for beginners, and runs smoothly and silently in the background. The version 3 interface utilizes a plain white color scheme and replaces old terminology with more intuitive terms such as Summary, Firewall, Defense, and Miscellaneous. In each, there are links to relevant security issues so users can drill down to learn more about how the firewall is performing. The firewall rears its head most often when Security Alerts ask about new Internet connections as the program "learns" your computer's behavior.

Shield-shaped buttons at the top facilitate switching between the antivirus and firewall modules, as well as a summary tab that provides a general overview. Users can toggle automatic scans of archives or downloads, scans on start-up, manage the quarantine, and schedule scans and definition file updates through a clean and comprehensible list of links. The definition file update crashed during its first use, but was stable thereafter. Scans completed at a reasonable speed, but were not blazingly fast.

Small Business Spotlight—Support Local

<http://www.artisticmetaljewelry.com/>

Artistic Metal by Joan Miller—Hubbard
One of a kind Jewelry

Each piece of jewelry is inspired by a natural mineral chosen carefully for its color and cut; consequently, no two pieces of jewelry are alike. I think of my jewelry as recreating forms of nature whether it be landscapes, or organic and bird forms. By using palettes of colored stones, 18K gold and sterling silver with high relief chasing and repoussé, they (the jewelry) are nature in miniature. The techniques vary according to the characteristic of the mineral, but all allow an opportunity to express jewelry in a non- tradition, poetic and physical man-



Lily Pin/ Pendant
18K Gold, Sterling,
Sunstone, Pearls
4 1/2" x 3" x 1/2"

simplifying COMPUTERS

SOLUTIONS FOR YOU AND YOUR FAMILY



SERVICES AVAILABLE

GENERAL IN-HOME SERVICE

- No more lugging around your computer equipment, waiting 2 weeks or paying high prices. I will come out to you at your convenience and fix it that day/night.

SYSTEM CHECKS

- Is your system running the way it should be? Are you protected? Are your pictures and music being backed up? If you are unsure—give me a call. I can help.

CLASSES

- The Computer Guy now offers classes day and night at the Franklin Public Library or in the comfort of your own home.



SOLUTIONS FOR YOUR FAMILY

If you are having computer problems; (software or hardware) don't wait until it is too late. Call The Computer Guy today! Now serving Milwaukee, Waukesha & Racine Counties with great in-home service at a price you cannot afford to pass up.

- General Support
- Diagnosis/ Troubleshooting
- Slow PC/ Laptop
- Problem with Printers
- Software issues
- Hardware issues
- Virus/ Spyware
- Backup
- Networking
- New Setup
- Helping Make a Purchase
- Any Computer Problem!

Name Of Company	Per Hour	Trip Charge
Best Buy—Geek Squad	\$299	NA
DK Computer Systems	\$45	\$25
The Computer Guy	\$30	FREE

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EMAIL: JKSCOEN@GMAIL.COM

WWW.THECOMPUTERGUY-JOE.COM

TIME TO POWER UP WITH A

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