



Switched on Seniors

Newsletter of ComputerPals for Seniors Newcastle
A Member of ASCCA

VOLUME 9

ISSUE 11



President's Message

The first of our Mobile Phone courses has started with our tutors. These courses will run for the next three weeks AND THEN IT'S YOUR TURN! Already almost 70 people have indicated that they'd like to start with the Beginners' courses, so the lists will be available at the Members' Morning Tea on 9th November. As well, we'll notify participants by e-mail and the lists will be displayed in the clubroom.

The more advanced courses will be conducted during the first half of 2010.

At the morning tea, we hope to have a number of incentives to coax you along.

The first one is an explanation of all the phone courses, the timetable and lists of participants.

The second one is that there will be a trip through our club website – AND we'll answer your questions about the website.

We also intend giving a BRIEF rundown on committee decisions and proposals. Then of course we want your input for what we include in our Morning Teas (and we don't just mean what cakes we serve!)

Oh, and finally – there will be the opportunity for three people to participate in ANY courses next year for FREE! There's only one condition with the free courses – you MUST be a CURRENT financial member! Having gone through the list of members, we've discovered that a few people (very few in fact) have forgotten to pay their annual memberships. They've paid for the courses but have forgotten the membership. If you think you may be one of the culprits, please pay up as soon as possible.

We're going to have two enrolment days before the end of the year so that we can avoid the crush at the beginning of the year. With the popularity of our courses, it would be a good idea to have a look at the proposed courses for early next year so that you can put your name down to ensure you can do the courses you want.

Just remember, we try to repeat the courses throughout the year, especially those that have the greatest demand.

We are currently investigating the purchase of a new multi-purpose laser printer and we'll soon be purchasing our first copy of **Windows 7** (the new operating system released on 22nd October). You can't say that we aren't a progressive club! This operating system will be put on only one computer and that machine will be TRIPLE booting

(XP – Vista – Windows 7) thanks to the expertise of our technical team. This will give prospective buyers the chance to have a look at the program before they go out and purchase it. It will take months to develop the courses but thought is already being given to that.

At the meeting, please make sure that you talk with members of the committee – they will be more than willing to answer your questions, and they may even ask you one or two in return.

As well as trying to keep you informed as to what is being done, these meetings are intended to give us all a chance to socialize and meet and make friends. Tutors tend to know the people who are in their classes, so go and talk to some you haven't met yet. This could break the ice for classes next year.

Further through the Newsletter, you'll find details of our Christmas luncheon at the 16 Footers. The venue is excellent and at the mid-year lunch we had a great attendance. We can use a larger room for our Christmas "do" so we hope for a super attendance. Please read the notice in the Newsletter and the special details displayed on the desk in the clubroom foyer.

Details of payment arrangements are available in both places.

We hope to see you there.

We only have one more Newsletter for the year, so I'll save the Christmas message till then.

Enjoy your computing – we do!

Bruce

Course Sessions: Tuesdays, Wednesdays, Thursdays of each 5 week session

8.45 - 10.15 am

12.15 - 1.45 pm

10.30 - 12 noon

2.00 - 3.30 pm

Extra courses will be scheduled on Friday mornings when demand is high.

Committee Report

We welcomed Lindsay back after his two months in Africa, Russia, Germany and France. So far, we've only seen a few photos of the animals in South Africa, but knowing him, there will be more to come.

The Telstra courses were discussed and purchases have already begun, although the cheque will not arrive till the first week in November.

That was done so that we could start training the trainers from the course notes which have been duplicated for us to use.

On behalf of the technical team, Nev Clifton is purchasing a new laser multi-function printer and has already indicated that the team wants 15 copies of Windows 7 as soon as we can get it. (Of course, they expect someone to apply for another grant!) Maybe Microsoft will come to the party once again, as they have done for previous operating systems and programs.

We've introduced a new practice at the end of committee meetings, and that is for members to tell us of their lives before coming to ComputerPals.

You'd be most interested in the ranges of life and work experiences we have been allowed to share. One thing you can all be sure of – the committee members bring a wealth of experience to the management of our club.

More next month after we hold the last committee meeting for the year.

Information regarding activities and dates appears on the *Members* page of the Website.

IMPORTANT DATES TO REMEMBER:

Enrolment Day:

Members' Morning Tea: 9th November 2009

COMMITTEE

<i>President</i>	Bruce Deitz	<i>Vice President</i>	Roger Cornish
<i>Secretary</i>	Maura Rainbow	<i>Treasurer</i>	Maree Field
<i>Assistant Treasurer</i>	Mervyn Pope	<i>Technical</i>	Neville Clifton
<i>News Editor</i>	Daphne Luker	<i>Social</i>	Dawn Howe
<i>Education</i>	Bert Haig	<i>Tutor Rosters</i>	Mitzi Gordon
<i>Rosters</i>	Carolyn Keane	<i>Assistant Rosters</i>	Denise Brandon
<i>Committee Member</i>	Michael Pitt	<i>Committee Member</i>	Jo Moonen
	<i>Immediate Past President</i>	Lindsay Threadgate	

The committee members listed above may be contacted via the links on the **ABOUT US** page on the club website under **CONTACTS**.



Our combined Digipals outdoor shoot and Computerpals Picnic at Fort Scratchley was a great social event.

With inclement weather forecast we were fortunate that the rain made only a short appearance and failed to dampen anyone’s enthusiasm.

After a very informative guided tour of the tunnels; more photo opportunities of the City and Port were captured from this magnificent vantage point. As a bonus we had a Mattara Photographic Exhibition to further encourage the enthusiasm of our members.

A selection of our members photographic masterpieces from this and previous venues, can be viewed on Digipals Gmail website.

Our next meeting will be an outdoor shoot at the Hunter Region Botanic Gardens, at Heatherbrae on Saturday 14th November – there will be a parking fee of \$4.00. Native flora in spring should present a challenge to capture the perfect close-up/macro shot. Members will receive an Email detailing the final arrangements. Read up on taking Macro shots and don’t forget to bring your tripod and a spare battery – hope to see you there...*Mervyn*

Below is a collage of photos from various Digipals... Dawn



Social Report.

The Fort Scratchley Photo Shoot and combined picnic was very successful with 48 people attending. Most stayed for the entire day and others just for the Tunnels Tour and Digipal's shoot. Mattara was in full swing as well and some very colourful photos were presented. Check them out on the Digipals site.



Christmas.

Our Christmas Lunch will be at the Belmont 16 Foot Sailing Club on 4th December.

Please be there at 11.am, to sit down at 12 noon.
Come along, see old friends and maybe make some new ones.
Even bring friends if you wish.
Don't forget your cameras for some happy snaps.



Book and Pay before 25th November so catering can be finalized,

Cost is \$24 Per Person.
Make your cheques payable to Computerpals
And send to
ComputerPals
PO Box 181
Toronto 2283

Dawn - Social Secretary

Bits and Pieces

So Far

Courses are well under way and continue to be very well patronised. To check availability of courses please phone 4961 6576 during office hours.

And the Next Course?

An outline of the courses is available on the website and on notices in the Clubroom. If you need further explanation, the Tutors will be more than happy to advise which course is the most suitable for you to take. **As demand for the courses is high it is imperative to enrol early and confirm your position by forwarding your payment.** *Please check that a vacancy exists in the course before sending payment.* Most Courses are repeated in later sessions.



*Beng Yeoh
Monica Ford
Kay Duggan
Rosemary Kadoic
Helen Mainprize
Laurie Folbigg
Barbara Folbigg*

*Annette Gallagher
Marlene Hubbard
Darrell Lewis
Robert Gibson
Ken Harridine
Kevin Smart
Fran Cashen*

We hope that you enjoy the many benefits of belonging to Newcastle ComputerPals and enrol in the courses that interest you. The Tutors and their assistants are also Seniors and conduct the courses in a relaxed atmosphere. They remember how daunting it was when they started out so are able to empathise with all of those who are new to the world of Computing.

Congratulations and Best Wishes



For our members who are celebrating birthdays and anniversaries -
Congratulations!



To those who are ill our best wishes for a speedy recovery.



Condolences

To all of our members who have lost loved ones recently, please accept our condolences.

Remember

ASCCA's Newsletter and its informative items can be accessed on the web site:

<http://www.ascca.org.au>

Courses for 2010

SESSION 1. 2010

Wednesday 27th January 2010. (5 Week Courses)

8.45—10.15 Internet Stage 1.

10.30—12.00 XP Stage 1

12.15—1.45 Digital Photography Stage 2

2.00—3.30 Vista Stage 2.

Thursday 26th January 2010 (5 Week Courses)

8.45—10.15 Digital Photography Stage 1.

10.30—12.00 XP Stage 2

12.15 — 1.45 To be decided

2.00 — 3.30 Email Stage 1

Tuesday 2nd February 2010 (4 Week Courses)

8.45 — 10.15 Vista Stage 1

10.30— 12.00 XP File Management

12.15 — 1.45 Word 2007 Stage 1

2.00 — 3.30 Vista File Management



Our constitution, as amended at the 2008 AGM, is available to be downloaded and read via the link on the Member's page on the website.

Current Course Vacancies

Session 8.

Week 1

Tuesday 24th November

PowerPoint—3 Weeks x 3 Hours.

3 Vacancies

Thursday 26th November

Speech Recognition — 1 week x 3hours

6 Vacancies

Word 2007 Stage 1— 3 weeks x 3 hours

6 Vacancies.

Week 2.

Wednesday 2nd December

Taking Better Photos — 1 week x 3 hours

2 Vacancies.

Thursday 3rd December

Open Office (Word Processing) 2 Weeks x 3 hours.

4 Vacancies

Week 3

Wednesday 9th December

Skype — 1 week x 1 1/2 hours

8 vacancies

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An amateur photographer was invited to dinner with friends and took along a few pictures to show the hostess. She looked at the photos and commented,

"These are very good! You must have a good camera."

He didn't make any comment. As he was leaving to go home, he said,

"That was a really delicious meal! You must have some very good pots"



Tips and Hints

Tech Support Tips

Sometimes the pleasure of owning a computer is overshadowed by the need to ask for assistance with a computer issue. Calling for technical support does not have to be an unpleasant experience. Preparing yourself before you make that call, and knowing what to expect while talking to support representatives, can help ease the way.

1. Before you pick up the phone, have as much information at hand as possible. Any product serial numbers should be within easy reach and be prepared to answer these questions:

- What version of Windows are you using?
- What, if any, changes did you make to your system before the problem occurred? Include both hardware and software changes, and be honest!
- What is the exact wording of any error message you receive?
- What steps have you taken to try to resolve the issue on your own?

2. Make your call to tech support when you are relatively free from distractions. Being able to focus on what is discussed will go a long way to aiding both you and the tech you are talking to. Do not yell, insult or use profanity no matter how frustrated you are. Most companies advise their techs to hang up on any caller using abusive language. No matter how frustrated you are at the hold time before your call is answered, remember that the tech you are talking to was helping someone else, not ignoring you.

3. Be prepared to verify your address, phone number and even your e-mail address before moving on to your issue. The technician is not being nosy by asking, but rather doing their job. After all, verifying your statistics ensures that your computer is still in your hands and not those of a thief. Many companies require techs to log all calls. If you have called for support before, your statistics may be used to bring up your records and help the technician deal with your issue. Also, if you are using e-mail support, make sure your e-mail address is correct and complete. Otherwise, the tech won't be able to get back of you.

4. Be frank about your level of computer expertise. Support technicians talk to customers with vast differences in their skill levels, from the beginner to the expert. If the tech is moving too fast, ask them to slow down. If you don't understand something, ask them to clarify. Don't be embarrassed to admit you are in unfamiliar territory. Likewise, try not to second guess where the tech is leading you and jump ahead. Working together is the surest way to a resolution.

5. Listen carefully to everything the tech is telling you. Most techs have a wealth of knowledge they are more than willing to share with attentive callers.

6. Stick to the subject. Unless you are involved in a long procedure with lots of down time such as a complete Windows reinstall, avoid chit chat. There are many other people waiting to have their call answered (just as you were) and while you may not be working, the tech is.

7. Make sure you get all the help you need. If you have called for assistance with installing hardware, the technician should also help you install the drivers for that hardware. If you have more than one question, jot them down ahead of time so you don't forget them and have to call back.

8. Don't ask your support person to do something that is not their job. For instance, if you have called your computer manufacturer for assistance, don't also ask them to help you with an AOL problem. If you have called for help with installing software, remember it is not the technician's job to train you on that as well.

9. If your computer issue can not be resolved with one phone call, ask the technician to take ownership of it. Many techs are willing to go the extra mile for a friendly customer and will research your problem, then get back to you when they have the solution.

10. Say thank you. Support technicians are people too! If your tech has done an especially good job or kind act, ask if you can send an e-mail to their supervisor to express your appreciation, and then follow through. Having to call for support on today's technology will probably never be a truly pleasant experience, but it doesn't have to be a painful one either. Don't be intimidated. Being prepared for the call and knowing what to expect ahead of time will make it easier for you and the technician on the phone. And you might just learn a tip or two along the way!

Not so long ago...

An application was for employment .

A program was a TV show.

A cursor used profanity.

A keyboard was a piano!

Memory was something that you lost with age.

A CD was a bank account .

Compress was something you did to garbage not something you did to a file.

And if you unzipped anything in public, you'd be in jail for awhile!

Log on was adding wood to a fire.

Hard drive was a long trip on the road.

A mouse pad was where a mouse lived.

And a backup happened to your commode!

Cut - you did with a pocket knife.

Paste was done with glue.

A web was a spider's home.

And a virus was the flu!

I guess I'll stick to my pad and paper.

And the memory in my head.

I hear nobody's been killed in a computer crash

But when it happens they wish they were dead !!

