

**10th Anniversary Issue!**



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Volume 11 Issue 1

April 2009

**Technical Tutoring brings you this newsletter and training information  
in appreciation of your business and support**

## **Company News**

TEN YEARS! WOW! I'm sure that I planned for this to last so long, but I'm very thankful that it has! Thanks are a big theme for this issue. Due to your patronage and support, I have a great deal to be thankful for and I'm taking this opportunity to let you know.

There is a special section inside listing thanks to several undisclosed clients. So, here I start with **many thanks to my family** – Tim, Sean, Ryan, and Tyler, my parents, my father-in-law, my sister, Tim's siblings and their spouses. Without their support and encouragement, Technical Tutoring would not exist! You've been great and I'm thankful for each of you.

Next goes to Holly – I can't believe it's been 4 years since we started this partnership! You've added some great ideas and a new perspective to things. You give me a morale boost many more times than you know about.

Last for this page – Thanks to Christine, Ron, Missy, and Jackie for the classes you've taught and the support you've given. Thanks everyone for being part of this!

**Seema**



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Have you seen our web site?  
[www.TechnicalTutoring.com](http://www.TechnicalTutoring.com)

## ***“Thanks”***

## ***A Personal Message***

**Every time I do a newsletter, the address labels bring back memories. This is a good time to say “Thank you” to my students for some of the things I remember best...**

- **Becoming friends.**
- **Helping me accept compliments.**
- **Helping me improve my manners.**
- **Helping me remain a ‘user’ and not a ‘techie’.**
- **Keeping me patient.**
- **Proving that networking (the human kind) really does work.**
- **Referring your customers, friends and family to us.**
- **Reminding me how differently each individual uses their computer.**
- **Reminding me of the importance of hand washing.**
- **Sharing laughs!**
- **Giving me a reason to continue writing and training!**

Most of you are not aware, but I am currently recovering from surgery. Nothing serious, but it’s kept me at home for two months and I’m constantly reminded that feeling 100% myself comes with summer!

This time at home has given me lots of time to read and to reflect as I approached this wonderful 10<sup>th</sup> anniversary of Technical Tutoring. Hence, a slightly bigger edition of the newsletter as I have more to share. And, some plans for additional things on my horizon.

Sometime in April, hopefully, I will start a store at eBay, offering my current and future textbooks to those too far away for personalized service.

The idea of a store for textbooks has also led me to work on some new topics as well as updates to older books. I have all the notes gathered and will soon compile them into an ‘email marketing’ book.

I have done some email marketing for a friend’s company and he has had some success expanding his business territory this way. So, I may soon also add contact list creation and email marketing to my list of services.

For those who patiently waited for me to regain strength and stamina, and to those who helped my family and me over the past few weeks, **THANK YOU!**

## Free Sites – No Registering!

Free Sites may not really be free if you register and then get barraged with junk emails. Here's a way to view content on those free sites without having to set up an account.

Using Internet Explorer –

Go to the website for Bug Me Not ([www.BugMeNot.com](http://www.BugMeNot.com)), and type in the URL (address) of the site you'd like to visit. BugMeNot will return a list of user names and passwords you can use to log in without providing your own identity.

Using Mozilla's Firefox –

There is a BugMeNot Firefox Extension you'll need to use this site, but it will automate some of the task for you.

Visit [www.Firefox.com](http://www.Firefox.com)

Click on Add-ons and search for BugMeNot.

Click Add to Firefox.

Click Accept and Install. (You may get a security question about authentication at this point.)

Click Install Now. Restart Firefox.

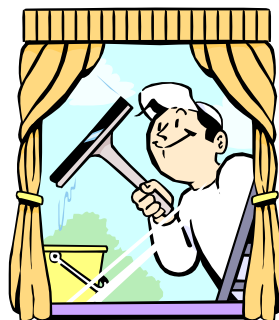
Once the extension is installed, when you encounter a log in prompt for a free site, right-click the username or email address box and select Login with BugMeNot. (You may need to repeat the process.)

## Windows Service Packs

People often ask about service packs – especially when they make the news and magazines. Often a machine is set up to automatically install these and other service packs and your only hint is a slowed response during the installation. If you take more control and install these yourself, here are some precautions recommended in a PC World article:

- 1) Wait a few months after it's initial release and then install anything related to the service pack.
- 2) Scan for malware with multiple programs after the installation.
- 3) Make a fresh backup before the installation, just in case.
- 4) Close all of your apps before starting the installation and don't try to work until it's done and Windows has rebooted .

If you have problems after installation, search the Web for solutions specific to your hardware and installed programs.



## *“Twitter”*

Just as I was organizing my articles for this issue, my husband asked what I knew about “Twitter”. Well – here’s what I’ve learned so far – the first part is a direct copy from the Help section of their website: ([www.Twitter.com](http://www.Twitter.com))

Twitter is a service for friends, family, and co-workers to communicate and stay connected through the exchange of quick, frequent messages. People write short updates, often called "tweets" of 140 characters or fewer. These messages are posted to your profile or your blog, sent to your followers and are searchable on Twitter search. All you need to use Twitter is an internet connection or a mobile phone. Once you're in, type your first update into the web box. When you create an account, you can search for people by name or user name, import friends from other networks, or invite friends via email. Once you've found your friends, follow them to start getting their updates. When you follow someone, every time they post a new message, it will appear in your Twitter home page. New messages are added to your home page as people post them, so you always get the updates in real time. When you log in, you can see what the latest updates are. Twitter offers other ways to follow people too: you can get updates from certain people on your phone! The followers' link on your profile page or home page's sidebar will tell you how many followers you have.

So – it’s another type of social network with an instant messaging type component – maybe. Success stories are told of using Twitter for (1) weather updates – it’s quicker than waiting for the networks; (2) Find a job or employee – look for a particular skill set, field, or target market; (3) Search – some find better results on emerging technologies here than at Google; (4) Arrange a real-life get together; (5) Comment publicly – TV shows are starting to show ‘tweets’ as part of their coverage; (6) Express yourself – find a company on Twitter and give them your feedback; (7) Get Breaking News – many large and small news organizations are using Twitter to exchange information.

I may see texting in my future, but I’m not sure I’m quite ready to replace the telephone or pen and paper as my primary communication tool. No matter how many ‘wonder’ web sites allow me such instant access!

## *Browsing History*

Leaving on-line tracks seems inevitable, but there are some keystrokes that will let you adjust those tracks. There are two items to consider – browsing history and the address bar drop down. This deals only with the History List.

### **Using Internet Explorer –**

Click Tools / History

Right click an entry you don't want  
Choose delete.

### **Using Mozilla's Firefox –**

Use Ctrl+H to open your History

Right click an entry you don't want  
Choose delete

Updating to the next version of your browser (may not be released yet), will provide privacy-mode features that will let you surf without leaving tracks.

Internet Explorer 8 – select Safety in the upper-right corner and then InPrivate Browsing – a new browser window will open with an “InPrivate” logo by the address bar.

Firefox 3.1 – choose Tools / Private Browsing. It will save and close your current tabs and open a blank one.

When you uncheck Private Browsing it will close your current tabs and reopen the ones saved earlier.

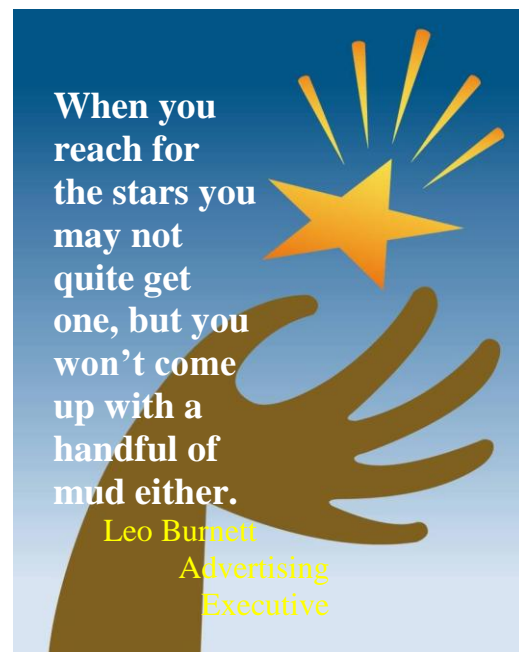
Google Chrome – click the Tools icon and select New Incognito window

## *Text Alerts*

Getting in touch with a group of any size has certainly gotten easier with all of our technology. Group emails, recorded phone calls, and now group text messages.

Public safety organizations, campuses, and government entities are starting to use text messaging for safety alert systems. Typically, these are based on a user voluntarily signing up to receive these alerts.

Watch for more about a system being implemented by the FCC called Commercial Mobile Alert System (CMAS) that has a mandated roll-out date in 2010. Like the GPS now included in most phones, this is supposed to become a standard feature on new phones for emergency communications.



# Software Tips

Being able to see what you are working on is one key to being comfortable with your computer. Whether it's a permanent or temporary sight condition, here are some ways to increase font and icon sizes to make things easier on your eyes.

## Internet Explorer –

Older versions – use the View menu to select Text Size

Newer versions – click the drop down arrow on the Page menu to select Text Size

Select a font option – smallest to largest.

## From Your Mouse –

Hold the CTRL key and use the scroll wheel on your mouse to enlarge or shrink the text on your display.

## Windows Vista – Font Sizes

Start / Control Panel / Appearance and Personalization / Personalization. Click Adjust Font Size (DPI) – by changing the dots per inch (dpi), you increase or decrease the size of the text.

## Windows Vista -Icon Sizes

This will affect the icons on your desktop and taskbar. Minimize all programs. Right click the desktop, choose View and select from large, medium, or small icons.

To change the icons on your Quick Launch Toolbar (just to the right of the START button) – be sure the taskbar is unlocked (see Taskbar tip on next page), right click the Quick Launch toolbar, choose View, and choose Large or Small icons.

## In an open Window

If the icons in an open window are too small, or you'd prefer them to a textual list, use the View menu or View icon drop down to switch your display from textual to icon and back. If there is no option for sizes of icons, use the CTRL and mouse wheel to increase or decrease the display size.

Remember to ask if you'd prefer a large print version of our textbooks!

## Select a Long List

Holding down the CTRL key while using your mouse to select items works well for selecting multiple items, however, if you want to select a long list, fewer clicks are better! Select the first item in your list, then hold down the SHIFT key while selecting the last item in your list. All the items between your two bookends will be selected and subject to your next command!

## On Screen Keyboard

Both Windows XP and Vista include on-screen keyboards should you find yourself unable to type or with a non-working keyboard.

WinXP – use Start / All Programs, Accessories, Accessibility

Vista – Start / All Programs / Accessories / Ease of Use / On-Screen Keyboard.

Once launched, you can customize it by changing the layout, eliminating the keypad, turning on key clicks, etc. Now, use the mouse to type!

## Website Shortcuts

If you have a website you visit often, there are several ways to make accessing it easier.

A Desktop Shortcut - If it's already in your favorites, drag and drop the icon from the favorites drop down menu to your desktop. If you want to keep it in both places, open the Favorites menu, right click the site name, and select Create Shortcut, then drag and drop the new shortcut to your desktop.

Taskbar – you can also put an Address Bar in your taskbar to access a site and launch your browser at the same time. Right click the taskbar, select Toolbars, then click Address.

See our web site for additional software tips:  
[www.TechnicalTutoring.com](http://www.TechnicalTutoring.com)

# *Software Tips*

## **Back Up User Manuals**

If you have manuals you've downloaded or large documents that are important, back them up to another computer, or at least to a CD for safe storage in case of a crash.

## **Windows Taskbar**

Most of us use the taskbar as a single row across the bottom of the screen. It is way more flexible than that! As long as your taskbar is not locked (right click the task bar and be sure Lock the Taskbar is unchecked), it can be moved to any edge of your monitor.

Simply click and drag!

If the height of the taskbar needs adjusting, move your mouse to the edge of the taskbar until it switches from a pointer arrow to a two-headed arrow. Now a click and drag will expand or contract the height/width of your taskbar.

## **Digital Photography**

A tripod is a great way to reduce camera shake and get a clear, crisp photo. If a tripod isn't readily available, try a lamp with a removable shade – the thread is often the same as a tripod's!

To help even more, use the self-timer option. Setting the timer and removing your hands eliminates one additional risk of shaky hands affecting the photo!

## Web Sites to Watch in 2009

Well, my browsing history will tell you that I probably have about a dozen sites that I visit regularly and despite being very good at using my computer, I don't tend to spend all my free time in front of the monitor – desktop or laptop, so I don't necessarily explore the web a great deal. Here's a list of up and coming web site predictions from a writer at PC World –



**TV.com** – full-length prime-time shows and movies

**Quik.com** – stream and share live video from your cell phone's camera

**Boxee.tv** – gathers video from all over the Web and puts it in a neat and simple-to-use interface (a programming guide for Internet video)

**BlackBerry Application Storefront** – (address not provided as site was not yet opened) – a store for BlackBerry applications similar to the one available for iPhone applications.

**Loopt.com** – displays a map showing your position and the position of your friends who are in the vicinity, suggesting meeting places based on your interests or queries.

**Blip.fm** – “like Twitter for music” – see a scrolling list of people's song choices with their short comments (blips)

**Power.com** – a social inter-networking site letting you log on once and then view any of a log list of social networking sites that you sync with so you don't need to post the same information more than once

**Tweetag.com** – a search engine for tweets on Twitter

**Hi5.com** – social network very popular outside the United States

**Tripit.com** – your personal, full-service travel assistant – aggregates travel details for transportation, meals, and hotels and creates a master itinerary.

So, this list tells me the author is more technically connected than I (and many of you). I did join one ‘social network’, but don't really use it except to let others from my past find me. I don't carry a video camera, blackberry, pda, laptop or other Internet enabled device with me and I don't really travel much. However, I'll keep reading the articles and may investigate a few of the above sites from time to time.

## *Most Recently Used (MRU) Files*

Several people have asked me about the files listed in their Most Recently Used list (typically at the bottom of the File Menu). Well, I'm happy to say I finally have some answers!

The files in this list are those recently used in that application on that machine. There are certain things you can easily control about this list and some others that I'm happy to now have directions for! Please also be aware that these lists sometimes also show up in the 'not harmful' category of results when using a malware search program.

<b>Task</b>	<b>Version 2003 or earlier</b>	<b>Version 2007</b>
<b>Set the number</b>	Tools / Options/ General – set the Recently used file list number and click OK (max of 9)	Options / Advanced / Display / Show this number of Recent Documents – no longer limited to 9.
<b>Disable the MRU</b>	Tools / Options / General and uncheck the Recently Used Files option	Advanced / Display / Show this number of Recent Documents – change the number to zero then click OK
<b>Remove One Item</b>	Click on File, then use the keyboard shortcut Alt+Ctrl+- (hyphen on the top of the keyboard). This changes the mouse pointer to a thick horizontal bar; move to the MRU item you want to delete and click on it. Press escape to return to your normal mouse pointer.	Still Researching!

## TXT from Outlook

If you use text messaging and Outlook – here's a way to combine the two and gain the luxury of larger keys for your typing fingers!

First, you must configure Outlook for SMS. Choose Tools / Account Settings. Click the E-mail tab, and select NEW. Click Other and choose Outlook Mobile Service. Click Next.

Now you'll need to link Outlook to a third party service responsible for sending the messages. Three options are SMSOfficer, Red Oxygen, and Joopz. Joopz was recommended in the article I read as it has both a low monthly fee and a free, but limited to sending 50 messages per month account.

Enter the service's URL, your user ID (a user name or your mobile phone number with its country code), and your password. Click OK.

To finalize your settings, restart Outlook and choose File / New / Text Message to send a text.

Since text messages are limited to 160 characters, watch the preview pane to see if your message is going to be split into multiple messages.

Fill out the TO field with cell phone numbers or contacts from your address book. Outlook will route the message as you direct and replies will come to your inbox as if they were email replies!

(I believe this needs Outlook 2007.)

## Company PR on the WEB

As if your to-do list wasn't long enough trying to run a business in these economic times, here's a suggestion of another task to help protect your reputation.

Potential customers may be researching your company on the Internet before doing business – you need to know what they are finding! Here are six ways to be alert about what's being posted:

- 1) Create a Google Alert to track mentions of your company's product or service on the web.
- 2) Nip blog and review errors in the bud. Quickly contact editors or bloggers involved, politely explain the inaccuracy and request a prompt correction or clarification.
- 3) Don't hide your identity by posing as a customer or reader when making comments to correct bad press.
- 4) Own up to a problem and announce the correction to turn bad PR into good PR. Remember good will does have a value!
- 5) Refocus the discussion – if the reviews or comments are justified, use blog comments to make sure the positive aspects of your product or service get equal time.
- 6) Don't bash the competition – this only helps intensify the spotlight on them and removes any focus from your company.

## *Looking Forward*

Windows Vista not being such a big hit for Microsoft, they are hard at work on the next version – Windows 7. The beta version is available now and it will probably hit the stores by the end of 2009. (Watch for hardware deals at the same time.)

Differences this time around – 6 versions of windows, but only 1 CD. So, you get all 6 editions on your installation disc and if you need to upgrade, you simply pay for an unlock code.

So far, they say anyone with XP or Vista will be able to upgrade to the new version, but since you need a clean installation, you'll need to reinstall programs and back up and restore data along the way.

Here's a little description on the different versions:

**Starter Edition** – aimed at netbook users; can only run 3 applications simultaneously; able to join a Home Group to share media files over a local network.

**Home Basic** – allows unlimited applications simultaneously; further interface enhancements; enables Internet connection sharing.

**Home Premium** – Aero Glass environment; advanced window navigation; improved media-format support; enhancements to Media Center and media streaming functions.

**Professional** – more extensive security and networking features; advanced

network back up; support for location-aware printing.

**Enterprise & Ultimate** – BitLocker data protection; DirectAccess for corporate networking; prevention of unauthorized software running

Not to be left behind – there is also some talk already of the next Office Version to hit the shelves – sometime in 2010. Office 14 will support Windows XP. Microsoft will make the new Office 14 compatible with not only Windows 7 and Vista but also Windows XP. Windows XP will almost certainly require some Service Packs to be installed.

Office 14 will include Office Web Applications, browser based versions of Word, Excel, PowerPoint and OneNote. You'll be able to make, edit and share documents from your browser.



Keep moving forward and you, too, may hit an unexpected anniversary in the near future!

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