



The Interface
May, 2009

President's Message
May, 2009

Well Spring has truly sprung and I've never been more happy to see layers on layers of various shades of green in place of bare and broken tree limbs and I'm amazed at how many terminally damaged trees are still producing leaves and blossoms as if nothing happened. There's a message in a Dogwood that's been broken in half with the majority of it on the ground still producing beautiful white blossoms but I don't speak tree so I can't tell you what it is.

The April meeting wasn't too bad even though Centurytel dumped us. I did a demo of the ION VCR2PC the club bought and if the questions meant anything I think what I said was understood. This month's meeting program will be given by somebody from Advanced Detection Systems and should be very interesting. We've tried to do a program on home security before and it didn't work out so maybe the second time will be the charm instead of the third. If you want to get a feel for who they are check out www.adssecurity.com to see what they offer and to see if they may be talking about anything you want to hear. The meeting is on the third Wednesday (05/20 this month) at 2 in the meeting room at the Comfort Inn. Don't forget to wear your badge for the drawing and make use of the help desk which will open around 1.

May is the last month for Saturday library classes before the summer break and we'll have 3 classes. We will finally get to the often postponed Vista class, run through some slideshow creation software and end with a Q&A session that will cover any topic. Check out the schedule on our website. We will start up again on the first Saturday in September so let me know if there are any topics you would like me to include. Also let me know if there is a specific program or computer related function that you'd feel comfortable teaching because we need more teacher variety in our classes.

Until next month, good computing.

Jerry Marr

Review

Windows Remote Assistance

By Jerry Marr
May 2009

This is one of the best programs ever if you want to give or receive remote help and it works just fine on either Vista or XP. What it does is to allow someone to view someone else's desktop while they do whatever it is they're doing that they want assistance with and if you've ever tried to explain to somebody on the phone what you were doing as you did it then you'll know how handy this would be.

Everything you need to perform this function is already on your computer but there are a couple of things you need to do to allow it to work. First you need to make sure Remote Assistance is allowed by checking the System Properties window. On Vista or XP you get to it from Start/Control Panel/System. On XP the Properties window will open directly but on Vista you need to click Remote settings under Tasks on the left. Simply click on the Remote tab and make sure there is a check in the Allow box. Don't let these directions confuse you because if you take it one step at a time the next step will be perfectly clear (honest).

Second step is to make sure your firewall will allow this function and it's simple too. Go to Start/Control Panel/Security and if you're XP click on Firewall under Manage security settings at the bottom of the screen. If you're Vista and your Control Panel is not Classic View there will be something under Security that says 'Allow a program through Windows Firewall', is so click on it. If you have classic view then click on Security and then 'Allow a program through Windows Firewall'. In XP or Vista you should now be looking at the Exceptions tab so just scroll down until you find Remote Assistance and make sure there's a check in the box and you're all ready to go.

The next step is to actually request assistance and it starts different in XP vs. Vista but the end product looks the same. In XP go to Start/Help and click on the Support icon at the top of the Help window and then click on Ask a friend in the left box and Remote Assistance will open in the right box and you click on Invite someone to help. Select the email box and then fill in the 'from' and add whatever message you like and then decide if you want to require a password. It's optional but if you put one in be sure you let the person you're sending it to know what it is. You might get a warning that a program is trying to send an email so be sure to allow that.

In Vista go to Start and type Remote into the search box and Windows Remote Assistance will show up under Programs and you simply click on it and you'll get a window asking you if you want to invite someone or offer to help someone. Select Invite and you'll be asked if you want to use email or create a file, select email and you will be asked to create a password. This is not optional so stick one in and a new email message will open where you'll put in the

address and add whatever text you want (just don't mess with the attachment) and then send it.

All the person receiving the request has to do is to double click on the attachment and Remote Assistance will open on their system requesting the password. After it is entered you will get a prompt asking if you want to allow them to connect and from there on it will pretty well run itself and you can break the connection anytime you want. One other thing that is pretty slick is that the remote assister has the option of requesting control and if you say yes then they can actually share control of your mouse which can save a lot of time if there are things that need to be done that would require a lot of directions.

Bottom line here is that this can be a huge benefit to all parties concerned in that it allows far more extensive remote assistance and lowers the frustration level on both sides of the help desk so give it a try, you'll like it.

Computer Tips

How to Print Your Outlook Express Address Book

To print a copy of your Outlook Express address book:

Select /Tools | Address Book.../ from the menu in Outlook Express.

Make sure the addresses are sorted in the desired way.

* To change the sort order, select /View | Sort By/ from the menu and select the order that fits you best.

Highlight the contacts you want to print.

* To highlight multiple (individual) contacts, hold down the /Ctrl/ key while clicking on them.

* To highlight a block of contacts:
o Click on the first contact in the block.
o Hold down the /Shift/ key while
o clicking on the last contact in the block.

* The two selection methods can be combined.

* If you want to print all address book entries, no selection is necessary.

Click the /Print/ button in the toolbar.

Click /Options/ to select the paper size and orientation appropriate for your (physical) address book.

Under /Print Style/, select the desired layout.

- * /Memo/ outputs all the information about the contacts.
- * /Business Card/ prints names, company names, email addresses and phone numbers.
- * /Phone List/ creates a list of phone numbers (home, business, mobile, fax and others) for the contacts.

Click /Print/.

Marie

[Likable Links](#)
[Baxter County Library Databases](#)
[Special Interest Group \(SIG\) Questionnaire](#)

Monthly meeting program schedule

May: A speaker from Advanced Detection Systems will give a presentation.

June: To be announced.

**Twin Lakes Computer User Group
General Meeting Minutes
April 15, 2009**

Webmaster Note: Due to technical difficulties (I made a boo-boo) the minutes will be added to the newsletter when it is moved to the newsletter archive page.

Special Interest Groups

The Office SIG

NOTE: The May meeting of the Office SIG has been canceled. Jerry realized he couldn't be two places at the same time.

The Digital Camera SIG

Weather permitting we'll try again! The TLCUG Digital SIG will plan for a spring field trip at Cooper Park at 10:30 on May 26th. Bring a camera if you'd like, or just follow the other shutterbugs to see how they take their pictures. Meet in the area of the Rapp's Barren cabins (parking is close by) and see what the spring flowers and wildlife are up to. If the weather is bad, we will meet at the library at 11:00 as usual. If you have any questions as to the meeting place, call Jerry Wilcoxon (cell phone) @321-5074.

Leigh Coulter
SIG Coordinator

Members Photo Gallery

Click on the camera



Sunshine Lady

So, you ask, what is a Sunshine Lady, anyway, and what does she do? She sends cards of congratulation, sympathy, and get well as required for members of the Twin Lakes Computer Users Group. But --- she can't do that unless she knows who needs a card for what, and that's where you members come in. Please let me know if you know of anyone of our members or their families who could use a card for any special occasion, and a card from the group will be immediately dispatched. Right now, she doesn't do birthday cards or anniversaries unless it's something memorable like a 50th or better. Maybe birthdays at 90 or above. We are not an uncaring group and want to be sure all our members know it - so please let me know if there is a need for a card of remembrance for any occasion.

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Webmaster Note:

The views and/or recommendations of the program presenters and reviewers are just that. TLCUG does not endorse or sell software. From time to time publishers and software vendors have supplied (solicited) a copy of their product for a review or demonstration. They may include a special promo or discount to the club members. It is up to you to determine whether it is what you need or not. Unsolicited reviews by club members may be accepted for publication here if they are considered to be appropriate. And again, the authors comments

are just that. Understand that unsolicited reviews are not to be used by the author for personal gains. Additional reviews of a product or book can always be found on the web by using a search engine such as Google (this is also just a recommendation).

Virus protection for your computer

You are strongly encouraged to have an antivirus program on your machine, and to download the periodic updates from the internet. (If you do not update regularly you won't be protected from the most recent viruses.) Need help? Your mentor or other club member will assist you.

PLEASE---It's your computer---keep it SAFE

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See you next month