Email report – meeting 08/08/2011 at Stowupland School

Agony Corner:

1) 'I can't find 'Stowmarket U3A' on http://www.software4students.co.uk/ `.......

- The U3A or Third Age Trust is an eligible organisation and, so then, are Stowmarket U3A members.
- Several of our Group members have already purchased programmes from Microsoft and Adobe at heavily discounted rates.
- Just go through the ordering process and when asked for educational establishment, just search for U3A or Third Age Trust.
- Reminder. You do not necessarily have to *buy* a Microsoft Office programme, a fully compatible *free* office suite is 'Open Office' from http://www.openoffice.org/

2) 'My laptop is very slow at doing anything, what can I do about it?'

- Consider clearing out the 'Prefetch' folder (usually at c:\windows\prefetch). Some people find this very useful but Microsoft claim that it is self regulating (http://windows.microsoft.com/en-US/windows-vista/What-is-the-prefetch-folder) and need not be cleared whilst others say it can help (http://www.windowsnetworking.com/articles_tutorials/Gaining-Speed-Empty-Prefetch-XP.html). Whatever you do, do not remove or delete the 'layout.ini' file which resides in Win XP's Prefetch folder or you will slow down your PC at start up and when you open Windows programmes.
- Deactivate Windows 'Indexing' function. Indexing speeds up 'Search' but if you don't use this often, you don't need it. *To turn off indexing*...............
- Open up "My Computer."
  Right-click on your hard drive (usually "C:") and choose "Properties."
  Uncheck the box at the bottom that reads "Allow Indexing Service to..."
  Click OK, and files will be removed from memory. This removal may take a few minutes to complete.
- *To disable the indexing service.........*
- In the "Start" menu, choose "Run."

Type "services.msc" and press Enter.   Scroll-down to "Indexing Service" and double-click it.
If the service status is "Running", then stop it by pressing the "Stop" button (if it's not running, just escape out).
To make sure this service doesn't run again, under "Startup Type:", choose "Disabled."
Windows search will still work if you perform these steps, but it will work more slowly than if indexing was enabled.

- Defragment the hard drive weekly
- You may have installed many programmes over the years; uninstalling those which you don't use anymore could speed things up.

3) 'What is the best way of transferring files and programmes from XP to Windows 7? Also, some of my XP programmes won't run under Win 7'

- Firstly, it is not possible to transfer *programmes* from one machine to another. These have to be reinstalled from the original discs, exe files or the internet. Some older programmes may not run under Win7 although updates are usually available. Answers to all these questions can be found at http://tinyurl.com/programme-compatibility .
- There was a link to FAQ for Windows 7 in the last email, http://tinyurl.com/u3awin7
- And information specifically about transferring files and settings (other than programmes) is found at http://tinyurl.com/transfer-win7 with a useful video on
   http://tinyurl.com/transfer-win7-video

5) 'How can I set up Google Mail/ Yahoo Mail to request a receipt?'

- Not everyone approves of the 'receipt request system' but in many cases it can be very useful, e.g. when sending a lot of emails out in 'bcc' (blind carbon copy) it's useful to know

if email addresses are still live or perhaps incorrect or when one needs to know that a particularly important email has got through.

- Unfortunately, Gmail/Google Mail/Yahoo Mail do not have a receipt request facility, this despite many requests on Google forums.
- There are several ways around this, the simplest - just politely asking in the email for an acknowledgement. For a more comprehensive solution you could consider setting up another email client to send and receive your Gmail/Yahoo messages. I found this information using 'Thunderbird' for this purpose.....
- First download www.thunderbird.com
- Here is how: http://mail.google.com/support/bin/answer.py?answer=13285
- Here is how to set up the read receipt in Thunderbird. http://www.freeemailtutorials.com/mozillaThunderbird/compositionOptions.cwd
- Another way is to use 'Incredimail' as your Gmail client where selecting 'Read receipt' is easy (see below for video introducing Incredimail).
- Searching the internet you can find several 3rd party software solutions but, I suggest as they involve tracking, are best avoided.

6) 'After an 'Incredimail' update I've lost the ability to sort my mail by sender, subject, date etc'.

- It should easily be possible by clicking on the column header, see http://tinyurl.com/u3a-incredimail-header .
- For more versatile/sophisticated methods, watch this video http://tinyurl.com/u3a-incredimail (2min 30secs in, fast searches and filter tab).
- For the portal to all Incredimail FAQ, go to http://tinyurl.com/incredimail-support .

7) 'How can I include a signature, logo or personal picture into my Gmail emails?'

- This is quite straight forward, just check out these links to find how...
- http://tinyurl.com/gmail-logo-1
- http://tinyurl.com/gmail-logo-2
- http://tinyurl.com/gmail-logo-3

8) 'I have lost the ability to auto fill forms etc in Internet Explorer'

- AutoComplete is a feature in Internet Explorer that remembers the information you have typed into the address bar, web forms, or password fields and automatically fills in that information if you start to type the same thing again later. This saves you from having to type the same information over and over.
- If you had it and it's now disappeared this is probably due to a Microsoft update. To restore, follow this procedure....

In Internet Explorer click 'Tools' then 'Internet Options'.
Click the tab 'Content' then, third box down against 'AutoComplete' click 'Settings'

In the AutoComplete Settings box tick all boxes except 'Feeds' and 'Use Windows...' Click OK, then 'Apply' then 'OK'

Hints and Tips Windows and Word (2007)

Thanks to Philip for today's topic.

- Philip started by demonstrating the versatility of his new hand held scanner. Whilst this is essentially fairly old technology, the latest versions are much improved giving excellent results for both pictures, jpg, and OCR (optical character recognition) into text for editing.
- We digressed into problems getting Page Plus files to open in Serif Page Plus X5. Double clicking the file or, right click 'open with', as normal opens the programme but not the file which has to be inserted separately (*searching the web did not reveal a solution to this inconvenience. P*).
- Philip went on to illustrate various ways to reduce the size of a document (margins, fonts etc) and how to justify text in Word.

- There was a discussion on fonts noting the differences between Serif (curly) types like Times New Roman and Sans Serif (not curly) types like Arial and Verdana. **Franklin Gothic Demi** was also recommended. There are very many fonts on most computers and removing unused ones can speed things up, however care is needed not to remove those which are used by Windows itself.
- To include comments to a document go to 'Review', put the cursor against the part to be commented on then click 'New Comment'. The document is reduced in size and comments can be written in boxes on the RHS. These will be saved with the document and can be printed as such.
- Documents can be saved not only as docx (2007/10) which many people can't read but as doc (1997/2003) which everyone with any version can read. There are also many other file formats that can be used such as csv, rtf and txt (all simple text types) and many others. A big advantage of Word 2007 is the ability to publish as pdf files which earlier versions can't.
- A question arose as to how to run a scanner directly from Word 2007/2010. A little research (everybody joined in!) revealed the following.......

Switch on the scanner. Click 'Insert' tab, then 'Clip Art'. The Clip Art box opens on RHS.
Just below the panel, click 'Organize Clips'. This brings up the Clip Organizer box.

Click 'File' then 'Add clips to organizer then 'From scanner or camera' and proceed as instructed.

- Philip distributed copies of various mailshots offering help and instruction on many of the sorts of items we discuss at our meetings.

Programme for 2011/2012

The September meeting will complete the planned programme of topics for this year. *Suggestions are sought* so that a new programme can be agreed at the next meeting. A full session on Windows 7 is still needed, Pam volunteered to lead a session on Poster Making and Harry suggested a Photography related theme.

Next Meeting:

 The next topic is the much anticipated **'Introduction to Internet Banking'** when Laura Harris and David Schilder of NatWest Bank, Stowmarket will give an interactive demonstration.

The meeting will be back at **Stowupland School** on our new day, 2nd Wednesday afternoon -
  Wednesday 14th September, 1.30pm for Coffee and **2.00pm** in the ICT suite. Wendy Kemp tells us that there should not be a problem parking as usual in the bus lanes but if in doubt we can use the Sports Hall parking area at the back of the building. We will still need to check in at reception.

 I will double check these arrangements at the start of term and if there are any changes I'll let you know.