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SeniorNet Wellington web site

Visit our web site at seniornetwgtn.blogspot.com regularly if you want to keep up to date with new and forthcoming courses, workshops and Special Interest Groups. Workshop notes are also added from time to time. Sign up for *FeedBlitz* on the top left of the web page to receive automatic notification of new events. A new *Tutors* page has been added for the benefit of tutors. We also have a protected *Deals* page. Ask your tutor or the office how to get access.

Email address please!

If we don't have your email address we can't advise you of all the exciting and interesting activities that SeniorNet Wellington is providing. Please, please – if you have an email address that we are not aware of advise us at seniornet.wgtn@gmail.com. Would tutors please check that your students are signed up for this service; if not, tell them how. We now have about 50% of members signed up.

Trouble shooting

We try to have all Centre computers looking the same, to save confusion, but inevitably changes take place – deliberately or inadvertently. As the Chairman notes in his message, we ask **you not to change the settings on the Centre's computers, as it causes confusion to the following students.** A new page has been placed on our website, noting the issues the Technical Committee have found in their routine maintenance of the **Centre's computers. The page can be found by clicking *Tutors Page* in the *PUBLICATIONS* section on the left column of the site. On the page you are taken to click *Issues for Tutors to note with Class Computers*. We hope the points noted and their solutions may be of help to you with your home computer.**

YOUR COMMITTEE

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Diary 27 May – 3 July 2009

MAY	27 - 01			29		Tutor Clinic	
	04 - 08	Term 2 starts		06	Q&A		
	11 - 15			13	COG W&P		
	18 - 22			20	Digicam		
	25 - 29			27	Exec.Cmttee, Q&A*	AGM Post-out **	
JUNE	01 - 05	Queen's B'day		03	Q&A,		
	08 - 12			10	COG W&P		
	15 - 19			17	AGM		
	22 - 26			24	Exec.Cmttee, Q&A*	N/L Copy	
JULY	29 - 03	Term 2 ends		01	Q&A.		

Q & A	Question and Answers Group	9.45 -11.45 am or 12.- 2 pm*
COG	Computer Owners Group	10.00 -11.45 am
DIGICAM	Digital Camera Group	10.00 -11.45 am or tba
W&P	Writing & Publishing Group	12.30 – 2.30 pm

** Include membership card or subs reminder with AGM papers

Workshops & Digicam: If there is a clash of bookings it will be necessary to book the Senior's Room from WCC

Message from the Chairman, April 2009.

Most would be aware that we held a survey in November/December and that, once we had had a chance to consider all the suggestions and comments we would report **back on "where to from here"**. The Executive Committee held a special meeting to consider the results (and we should all be pleased with the high level of response to the survey). At a subsequent meeting, the Executive established two subcommittees to look at the results in detail and to report back to the Executive, on what actions should be taken to provide learning programmes that are to be used by our members, in the future. The committees established are, one to look at the structured courses (the 8 week, 4 week, 2 and 1 week courses) and the other to look at special interest groups and workshops.

There are many issues surrounding the provision of these learning options. Some of these issues are:

- The length of the 8 week courses – should they be shortened? There is a feeling that 8 weeks is quite a commitment. If we shorten them what do we cut out of each course?
- Should the sessions be longer? If we shorten the courses, as far as the number of weeks is concerned, do we have longer sessions to get through the information to be presented?
- How do we present the material? Do we retain the current manual based method or do we change to some other way of providing the material?
- Should we consider reducing the number of courses that we currently offer?
- How do we accommodate members who have quite a good **knowledge of computers and who don't need our** basic courses?

There was almost universal agreement that our workshop programme meets the needs of our members, in way that the basic courses cannot. They focus on specific subjects and allow information to be imparted quickly and in a less formal manner. The common theme of respondents to the survey was that there should be more workshops and this is being addressed to the workshop team.

One of the changes that will be made in the not too distant future, is that our courses will be set to take place at specific times/days and members will be able to pick a time and a day that suits them. Certainly the most popular of the longer courses will be offered more than once each term and it is likely that some of the shorter courses will be as well, again depending on their popularity. This new approach should mean more

certainly for members and tutors and should also reduce the administration effort relating of the courses.

One other subcommittee that has existed for some years is the Technical Committee, of which I have the honour of leading at the moment. During my time on the Committee, I have found that running a network of two computers at home does not necessarily equip me with the knowledge to be involved in the maintenance of a network of 17 computers, as we have at the learning centre. I can however fix most of the basic problems that we are faced with on an ongoing basis. The members of the Committee take turns to maintain the equipment, for a month at a time, and we do meet as needed to review the **state of the Centre's equipment**. It can be a most rewarding job and a most frustrating one, as many of the calls for us to be involved are not problems caused by the equipment, but are the result of actions taken by our members. There is a feeling that some of us think that just because the **Centre computer doesn't look** like our computer at home then we should change it. I would encourage you to resist the temptation to do so.

Keith Kenderdine
Chairman

It may be that your sole purpose in life is simply to serve as a warning to others.

Course Management

Marion Ibbotson - Phone 388 8855 - places members in the 8 week courses, the top block of the list in the application form.

Wyn Couper - Phone 478 7097 - Handles Introduction to Computers, a free 4 week course.

Keith Kenderdine - 234 8551 - places members and organises Tutors in the 1 2 and 4 week courses, the bottom two blocks of the list in the application form.

Gerald Jones - Phone 976 8158 - organises relieving tutors as required.

Marjorie Finn - Phone 384 8349 - arranges the Timetable and places tutors in the 8 week courses, also Introduction to Computers, a free 4 week course. It would help in allocating members to classes if you could note on your application:

- **If you plan to be away at any time** prior to your required course starting date, together with an alternative phone contact number or email address.
- **If there are any times or days during the week when you are not available.**

We seek applications from members wanting to take courses next term. Start dates are on the last page of this newsletter. We are also keen to hear your ideas on new courses that you think we should run.

Gift Vouchers

\$20 Gift Vouchers for a one year membership of SeniorNet Wellington are now available from the office. Treat your friends to membership!

Tutors Please Note

If, for any reason, you are unable to attend a class please ring Gerald Jones – phone 976 8158, to arrange a replacement. Also, advise him if you arrange your own replacement.

Practice Session

Teresa Popov very kindly tutors the Practice session on a Monday during term time, between 12 noon and 2pm. When you are tutoring, please advise students that there is a charge of \$2 per hour for this practice **session, and that only CD's supplied by SeniorNet** can be used.

Thank you.
Marjorie Finn

Which Course Next?

An increasing number of new members have had some previous experience with computers, either at work, or **by "exposure" to** family members with computers. But this is not necessarily relevant to a broader knowledge of computing!

Most of our courses are planned on the assumption that course members have already learnt some common computer procedures in previous SeniorNet courses.

So, by doing courses in a recommended sequence, you will find the lessons easier, and enjoy them more. You will also avoid:

- Personal loss of confidence and frustration
- Causing extra effort and stress for the tutors
- Possible disruption to other members of the class.

For these reasons SeniorNet, Wellington considers it essential that early courses be taken in the following sequence:

- **Introduction to Computing** before First Step in Email
- **Introduction to Computing** before Basic Word Processing
- **Basic Word Processing** before all other courses
- **Managing Files and Folders** prior to most remaining courses
- **Intermediate Word Processing before Greeting Cards and Gift tags**
- **Email and Internet** before Email Enhancement.

Before enrolling for a course discuss your computer experience with a member of the Course Management Team. Relax and enjoy learning. SeniorNet is not a place for stress! Do not try to run before you can walk!

We Need More Tutors!

Have you ever considered becoming an Assistant Tutor? It is a lot of fun, and some hard work at times, but very rewarding. You do not need to be an expert in an area, just have a reasonable knowledge of the subject. You would start as an Assistant, working with an experienced Tutor, and in a subject that you feel comfortable with. We could even put you in as a third tutor, **that is an "Assistant to the Assistant Tutor"**, just to give you more of a feel as to what is involved. Think about it, as we urgently need more people to become actively involved, to ease the load on those already tutoring. If you are interested contact Marjorie Finn, at marjorie.finn@paradise.net.nz, or phone on 384 8349 and we can talk about it.

Please refer to Which Course Next? before selecting one of the courses that follow.

Four Week Courses

Power Point - Introduction

In this course you will learn how to make your first presentation, adding backgrounds, borders and text, transition effects, creating an album and writing it to a CD, special layouts, layering of objects, the slide master, action buttons and writing on slides.

Power Point - Special Effects

When you have completed the Introduction course, the Special Effects Course deals with custom animations, incorporating sound and music, links, hyperlinks and triggers, creating a menu controlled presentation, screen tips, speaker notes and notes pages, printing hand -outs and how to incorporate a presentation into a stand- alone executable file. Courses are now available with the 2003 and 2007 version of PowerPoint.

Managing Files & Folders

In this four week course learn how to store information, make new folders, find lost folders and generally keep all your work in order. This course is available for XP and Vista.

Genealogy

Learn how to use the Internet to trace your family tree, and bring your old photos of family to make up your own family album, to pass on to relatives.

One and Two Week Courses

First Step in E-mail

A no-frills, one session course, to get you started in sending and receiving e-mail.

E-mail Enhancement

If you have completed the 8 week E-mail and Internet course, you may like to follow it with one other session, where you could learn how to insert static and animated images and music files, change e-mail background and save Internet stationery files.

Photo & Image Editing (2 weeks)

The aim of this course is to show you how to enhance and alter photos, either those taken on a Digital Camera, or which have been scanned. The course uses the free, easy to understand Fast Stone Viewer programme (provided on CD to all participants). It is recommended that you have completed Managing Files and Folders, before taking this course. You will learn how to manipulate the size of images (useful for emailing), be able to select and operate on all or just a part of an image, know how to use layers and masks to produce composite

(made up) photos and images (hands-on exercises are included), be able to remove those unwanted spots and scratches, add text to a picture, know how to insert cut-outs from one photo into another and much more.

Revision of Basic Word Processing

This is a two session course, based on XP, to help those who have not used the Word Processor for some time. It covers opening and saving files, file management, using the clipboard, page settings, replacing text and formats and using the format painter.

Other 1 and 2 week courses are Photo & Image Editing (not necessary if you are doing the Digital Camera course) and Java Script.

Gus's Tips

Word 2007

Vertical selection

Sometimes it is desirable to make a vertical selection, e.g. if you want to change the page numbers in a table of contents to a different colour. You do that by holding down Alt and then drag.

Extracting images from a Word document

When you save a document in Word 2007's default file format (extension docx) you are in effect saving a zip file that contains all the elements of the document. You can easily extract the files from that zipped file by changing its file extension from docx to zip, using Rename. Recent Word versions can then open the file directly by a double-click, or click + Enter. The image files themselves are stored in a sub folder of word called Media and can be extracted and renamed for re-use. If the pictures are in a document with extension doc, then open it in Word 2007 and save it as a docx document.

Note: If you want to preserve the original, first create a working copy by saving the original to a convenient folder using a different name and use the copy to extract the image(s). Erase again when finished with it.

Finding number of occurrences of word or phrase

Use replace (CTRL+H) to find the phrase and replace it with ^& (the found text). Replace all will give you the total number of replacements. Or, in the Find dialog, check the box for "Highlight all items found." The result will be a number.

Selecting text box from inside its text

If you have difficulties selecting the text box by clicking on one of its borders, another way is to tap Esc when the insertion point is inside the box. (A second tap on Esc deselects the box).

Vista

Lost your Recycle Bin?

- Right-click on the desktop and choose Personalize.
- In the Tasks panel on the left click Change desktop icons.
- Click the checkbox of Recycle Bin to mark it .
- In the large box select the Recycle Bin (empty) icon.
- Click Apply and OK.

Musings from 'The Serviceman Who Tells'

-Trevor King

tc.koenig@xtra.co.nz

Episode Thirty-eight

Problem Solving Procedures

Over the years my practice has been to fix as many problems as possible **'over the phone'**. This is a superior method to Email requests, these often omit necessary clues.

The Telephone Technique

No charge is made. A money-back guaranteed service that appeals! This is good for both parties; in return it improves my translation abilities for what is usually non-computerese English, into meaningful symptoms. However, this requires listening on the part of the recipient, not always something the person is very skilled at. Occasionally one waits, as patiently as possible, to a torrent of well intentioned but frequently irrelevant comment. A problem solution can sometimes be diagnosed

after a couple of sentences. The whakapapa of vendors and previous technicians is definitely superfluous.

Distilled responses can then be classified into either software problems or, alternatively, hardware problems. Hardware is stuff that has material properties and can be fixed with spanners and screw drivers, software is not. Usually it is possible to talk a person through a problem if they can follow simple instructions, in which case this procedure can frequently effect a pleasing return to normality.

The Money Cure

If **'open heart surgery instructions over the telephone'** proves impracticable, a wallet-ectomy may be the next step. Mind you, this suggestion often focuses attention sufficiently for a person to listen more attentively and follow instructions more constructively.

Call-Out

There are two choices here. The first is an on-site call out. The big firms, and most of the small technician services, charge \$80 upwards, and that is just for starters. The problem for any technician is that the part needed may be back at the workshop. This is not necessarily negligence, owners **sometimes omit to mention someone else has already 'had a go'** and problems have been compounded.

Nevertheless, sometimes call-out is the best course of action; for example dealing with broadband set-up connection problems and to accommodate persons that do not find it easy to disconnect a computer and lug it across town to a workshop.

Drop-In

My preferred, and most cost effective repair regimen is for the client to bring the computer to me; I then pop the errant machine on the bench, hook up some peripherals, switch on and observe. Sometimes nothing appears to happen, but appearances can be deceptive. This is not the place to reveal trade secrets.

The most time consuming procedures are software problems. These are frequently interspersed with hardware operations, and require good diagnostic tools and the application of experience. I try and itemize these issues for a client as understanding of what has been needed can easily be misinterpreted.

After repairs are undertaken there is a further period of observation to best ensure reliable operation has been achieved.

Occasionally it can be advisable to deliver, re-install the repaired unit and demonstrate effective operation. It has been known for a mouse plug to be shoved into the broadband RS45 socket, and a complaint made that the computer is still not working.

That is all for now folks!

Accept that some days you're the pigeon, and some days you're the statue.

Surfin' the Web

On the homepage of our valued sponsor, ACTRIX, you will find their **monthly newsletter, "Online Informer", which is always worth reading.** A selection of interesting sites is frequently included in each issue and I am going to re-print some of these from time to time for your enjoyment. **Here is the first one I have picked out**

"Ever wished you could find a nice, tactful way to tell a co-worker the smell of their lunch is overpowering or that they need to get better acquainted with a bar of soap? Nice Critic allows you to send anonymous, untraceable emails to other people to do just that sort of thing. You must select from a range of optional short messages, that are deliberately worded to be as inoffensive as possible, and there is also an option to send anonymous praise. Please make your selection **by accessing nicecritic.com"**.

And here's another site to test your skill. It might drive you up the wall but it can be fun trying to lower your error rate. Have a go at this site woodgears.ca/eyeball (Refresh your screen to enable repeat attempts!).

If you have broadband (a dial-up connection will use up too much of your band-width) and have ever been to London, I am sure you will be intrigued to see the pictures that can be seen at this URL www.boston.com/bigpicture/2008/08/london_from_above_at_night.html.

When you encounter a long URL, similar to the one in the paragraph above, and would like to send it on to a friend, it will make it easier for the recipient to use the link if you convert it to an abbreviated form. You can do this very simply by copying it onto your clipboard, opening the website found at www.tinyurl.com, and pasting the URL you copied into the conversion box that appears. When you click Make Tiny URL you will receive an abbreviated version which you can use instead of the

extended version. (If you do this for the large URL above you will get www.tinyurl.com/6zoz39. Try it for yourself!)

Flash drive, Memory stick, Thumb drive, are all names for those popular little items that everyone plugs into their computer these days to store files on and transport them to wherever they are needed. You can read a good little article about them at this URL www.bama.ua.edu/~gurle001/tutorial.htm.

You should now have enough work to do on what I have written above, **so let's leave it at that until next time!**
jcook@paradise.net.nz

Drive carefully. It's not only cars that can be recalled by their maker.

Free Office Programmes

There are a number of free alternatives to the rather expensive Microsoft Office. The most popular alternative is Open Office, which has now advanced to version 3.0.1. Its features can be viewed, and it can be downloaded from openoffice.org – but note that it is a large (142 MB) file. For dialup users this size download can be an impossible task. Many of the discs with computer magazines have the programme included, but make sure it is the latest version. A disc can also be obtained for \$8 from the New Zealand distributor at openoffice.org.nz/shop.php, which is an official distributor of the programme.

OpenOffice.org is a collection of five tools that make up a complete office package. The package contains Writer - a word processor you can use for anything from writing a quick letter to producing an entire book; Calc - a powerful spreadsheet with all the tools you need to calculate, analyse, and present your data in numerical reports or graphics; Impress - away to create effective multimedia presentations; Draw - to produce simple diagrams or 3D illustrations; Base - which lets you manipulate databases and create and modify tables, forms, queries, and reports and Math – to create mathematical equations with a graphic user interface or by directly typing your formulas into the equation editor.

All the component packages have a similar 'look and feel' making them very easy to use and information can be transferred easily between all the packages. All the components are saved in OpenDocument format, the new international standard for office documents. This (XML for the experts!) format offers substantial disk savings compared to common

competitors' formats. It also means you can access your data from any Open Document compliant software (including Microsoft Office). The complete package is installed in one single operation, using the installation process you are used to on your computer.

If the above packages are not enough to keep you busy there are many extensions that can be added to the suite. For example you can download extensions (extensions.services.openoffice.org) for templates such as template compilation to create professional documents, tables, forms and presentation from prepared templates (presentations, presentation backgrounds, resumes, CV, letters, faxes, business cards, budget calculators, notes, todo lists, labels, CD labels, press releases, invoice, special documents and forms). The extensions also include a variety of clip art, spell checkers and dictionaries, including an English package based on the Oxford English Dictionary. Another extension allows the management and editing of Portable Document Format (PDF) files, which are a popular distribution format.

There are now online office packages that allow the online sharing and manipulation of data. One of these is Google Docs. Files produced in the Open Office package are compatible with, and can be exchanged with Google Docs. This type of exchange is becoming more popular. Chapters of the Open Office user guides can be viewed on screen or downloaded from tinyurl.com/c78ktq. These guides are rather large files, but are comprehensive. There is only a need to download guides of chapters that you specifically need. Alternately, you can download free, or purchase, a range of books relating to all aspects of the components of Open Office at tinyurl.com/c2cxeu.

If all else fails there is the powerful OpenOffice.org Support area. Listed there are links to free community support, commercial support and training, OpenOffice.org books, and general community resources including an extensive support network of forums, tutorials (pictorial and written and diagrammatic) at tinyurl.com/6h7af.

Question & Answers Special Interest Groups

These groups meet either morning or afternoon on a Wednesday (see Diary). As well as (hopefully!) answering your questions, we nominate a subject for discussion. Would members please advise the convener, Peter Olsen (l.p.olsen@xtra.co.nz) with subjects you want discussed.

Senior Special Please.....

They went to breakfast at a restaurant where the "seniors' special" was two eggs, bacon, hash browns and toast for \$1.99.

"Sounds good," the wife said. "But I don't want the eggs."

"Then I'll have to charge you two dollars and forty-nine cents because you're ordering a la carte," the waitress warned her.

"You mean I'd have to pay for not taking the eggs?" the wife asked incredulously.

"YES"

"I'll take the special."

"How do you want your eggs?"

"Raw and in the shell," the wife replied.

She took the two eggs home.

DON'T MESS WITH SENIORS. THEY'VE BEEN AROUND A LONG TIME!!

An Easier Way to Create Word Tables

If you are like most Word users, when you need to insert a table, you **create the table first, then tab through and insert the data.** There's a much more efficient way to create tables. First, enter your table data in your document, separated by commas (comma-delimited format). For **example, let's say you want a table that shows the number of new employees hired in three departments during the first quarter.**

Your data would look like this:

,Jan, Feb, March

Sales, 2, 11, 9

Marketing, 3, 9, 14

Accounting, 2, 9, 4

Now, highlight the text and choose "Table then Insert Table" A 4x4 table is automatically created for you. If you want to change the formatting, go

to Table, then Table Autoformat to apply a table template; or you can go through the Table menu and manually edit the table's display properties.

Welcome to new members

Allen	Betty	Forbes	Murray	Neale	Elizabeth
Aslin	Ian	Fraser	Ian	Nielsen	Margaret
Barnes	Annette	Heenan	Margaret	O'Meara	Patrick
Boniface	Pamela	Herd	Michael	Quaddel	Sally
Bowie	Alison	Hudson	Sheena	Randall	Jeanie
Boyd	Bob	Irving	Christine	Shearer	Jenny
Bramley	Geoffrey	Irving	Richard	Smith	Rosemary
Bruce	Jim	Jamieson	Margaret	Smith	Lesley
Campbell	Nancy	Jamieson	Andrew	Smythe	Rosalind
Chadderton	Sybil	Klaphake	Joan	Stipkovits	Paul
Chand	Sushila	Lancaster	Jenny	Stokell	Rosemary
Cooney	Zlata	Limpus	Gay	Thurston	Rosalie
Cordue	Beverly	Loeber	David	Tuuta	Eddie
Crabtree	Marjorie	Maddocks	Patricia	Tuuta	Marama
Crabtree	Ron	McGlinchy	Geraldine	Webber	Sachiko
Dallow	Graeme	McLean	Joy	Wellbourn	Neville
Dawson	Rae	McLeod	Alison	Whitehead	Jenny
Edwards	Bill	Meredith	Carole	Young	Margaret
Flanagan	Bill	Murtagh	Pauline		

Supporters

SeniorNet Wellington Inc. acknowledges the generous support of:

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- *Tertiary Education Commission*
- *Quay Computers*
- *Capital Books*
- *Computer Consumables*
- *Dick Smith Electronics*
- *Magnetix*

Grandma's Visit

"Oh, I sure am glad to see you," the little boy said to his grandmother (on his mother's side). "Now Daddy will do the trick he's been promising us." The grandmother was curious. "What trick is that?" she asked.

"He told Mommy that he'd climb the walls if you came to visit," answered the boy.

If undelivered please return to the address below:

<p>Learning Centre & Office:</p> <p>Level 1, Anvil House, 138-140 Wakefield St, Wellington.</p>	<p>Postal Address:</p> <p>PO Box 10-364, Wellington</p> <p>Telephone: 04-473 1510 Web site: seniornetwgtn.blogspot.com E-mail: seniornet.wgtn@gmail.com</p>
<p>WAIVER</p> <p>From time to time some of our members voluntarily give help and advice to other members on matters relating to computers and associated equipment. This help or advice is taken solely at the recipient's risk and imposes no responsibility or liability of any kind, either on those providing such help or advice, or on SeniorNet Wellington.</p>	