

East SIG Report – December 2017

The final meeting for 2017 commenced with the now traditional Christmas BBQ followed by a shortened meeting. Normal meetings will resume on the second Thursday in February 2018.

Following the BBQ the December meeting commenced as usual with Q&A conducted by **George Skarbek**.

Q: On my notebook PC, Edge is on the desktop. However on my Windows 10 desktop PC at home I can't find MS Edge. When searching for Edge using the Windows search function I keep getting directed to websites rather than to Edge. I also have a problem with the Settings button, which doesn't seem to do anything. Can you help?

A: The settings button near the start button should work and is the replacement for Control Panel. Control Panel is still available in Windows 10 but for some inexplicable reason Microsoft are trying to move people away from something most of us have got used to over many years. You will find Control Panel in the Start menu under W in the Windows System section.

Microsoft Edge should be there but if the icon is missing from the desktop you will find Edge in the Start Menu under M.

If you are having any problems with the operating system it's a free phone call to Microsoft and there should be no charge for the call. They will talk you through the problem or fix it via a remote session.

Q: What's the number for the free call to MicroSoft?

A: Open a browser and go to the White Pages and look for MicroSoft. Under Tech Support you should find a 6 digits 13 phone number. Installation problems and problems with the operating system are free.

Q: What in your opinion is the best browser at the moment?

A: I use both Firefox and Chrome, but it really comes down to one's personal choice.

Firefox claim they have made massive improvements to their latest browser (version 57) and say it's now the fastest browser.

With Chrome however, the cache is huge and can grow to 100's of megabytes in a few days. What I've done is to place the Chrome cache in a RAM drive which is cleared when the PC is shut down. You can't set this up from within Chrome as it requires a DOS command to make a symbolic link.

Edge is moderately fast and is a fairly lean browser. However it doesn't have a home button out of the box and takes a bit of effort if you want Google as your search engine. Edge wants to use Bing as its search engine and Microsoft has made it difficult to change. I recommend everyone should use Google Advanced search as you'll find things much faster that way.

Q: I use Optus as my Retail Service Provider (RSP) and have an Optus email account. Yesterday I sent 6 emails in one hit and 3 of them came back as suspected spam. I then sent 6 again and 5 got through and 1 came back again as suspected spam. I have a Hotmail account and sent them through Hotmail and they all went through without a problem. Why is this?

A: I have a number of accounts using SMTPs (Simple Mail Transfer Protocol) and I moved away from Optus for the reason you've found with false positives. If you have a MelbPC account, send emails through Office 365 and you'll find its much better.

Q: Is it possible to set up Optus.net email with imap or are you restricted to using POP?

A: Yes you can set up an email account with imap and I've used imap on a number of occasions instead of POP. Imap is just a different protocol. POP which stands for Post Office Protocol is relatively simple. Imap is a little more complicated but has advantages in that by default you

leave your emails on the server. This is an advantage if you have a hard drive crash as nothing is lost.

Q: When I start typing a name in the address bar in Thunderbird the senders name appears. However I discovered that the Thunderbird address book was empty. How can these names appear when the address book is empty? Also, how can I get back the addresses that I've previously entered in my now empty address book?

A: In Thunderbird, Outlook or Eudora, autocomplete works without having anything in your address book. With autocomplete you can start typing people's names and they will appear, even with nothing in the address book. They are two separate things, but most people think it's the one. Most email readers will keep a list of all the people you send or receive email from and they don't have to be in your contacts. That's why the names pop up when you start typing their name into the address bar.

If you have been entering names into the address book and you now find its empty, then you will need to restore it from your last backup. If you don't have a backup there's a saying, "hard drives die today, backups are done tomorrow". A Google search will show where the folder for the Thunderbird address book is in your backup.

After Q&A **Trevor Hudson** showed two instructional videos he'd prepared and posted online. The first "How to copy CD and DVD labels using an Epson 620 multifunction printer" This video applies to all Epson XP 600 series printers. These printers incorporate a special tray for printing labels on printable CDs or DVDs.

The second video was "How to Setup a Wi-Fi Mobile Hotspot". The procedure demonstrated uses a mobile phone using 4G mobile data as the hotspot to provide the Wi-Fi link to a laptop PC. Both videos can be found on YouTube and the new MelbPC website.

Next **Paul Woolard** followed with a demonstrated on how to use the new Membership Management System. Members are encouraged to use the MMS as it will save office administrative costs and keep MelbPC viable for years to come.

Access the MMS is from the MelbPC website when you log into your "School or Work" account. After logging in, click on the Members Area tab. The dashboard will then open on the SIG notification page. This page is where you enter which SIGs you wish to receive meeting reminders from. (In future SIGs will simply be called Groups according to Paul). Other options available from the dashboard include links to update your Profile and more importantly pay your yearly membership. It was stressed that all members should use the online payment options as this will minimise the need for paid office staff and significantly reduce costs. Paul noted that all payment details such as credit card or PayPal details are kept off site at Amazon in Sydney.

Neil Muller