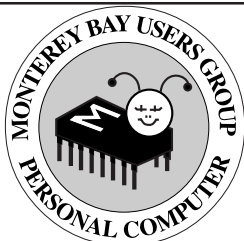


Established  
1983  
Incorporated  
1988



# MBUG - PC NEWSLETTER

Volume 21, Number 4

April 2002

Should you let your  
**COMPUTER**  
DO YOUR  
**TAXES?**



Turn to page 7 to see  
what Steve Bass has to  
say about Turbo Tax  
before you file this  
month!

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**Kristen  
Knutson**

MBUG-PC  
Program Chair  
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[www.mbug.org](http://www.mbug.org)

## LEARNING ONLINE

MBUG's General Meeting is **Friday, April 5, 2002** at 7:00pm at the Pacific Grove Adult Education Center, 1025 Lighthouse Avenue, Pacific Grove. Our presenters will be **Tim Knapp** and **Lira Café** from **New Horizons Online Learning Center**, <http://onlineanytime.newhorizons.com>. Their presentation will be on online computer learning.

### A WEALTH OF COMPUTER EXPERIENCE

Tim Knapp started Heald Business College in Salinas in 1990 and then merged DataTrain with New Horizons in 2001. Currently he is working with large corporate clients developing Integrated Computer Training Programs.

Lira Café completed MCSE NT 4.0 Microsoft Certified Systems Engineer training in 2000, and joined New Horizons Computer Learning Centers in Santa Cruz in 2000 as an Account Executive. She then moved to their Salinas office, as a Senior Training Consultant, when New Horizons opened in South Salinas. Currently Lira works with large corporate clients, career changers, vocational rehabilitation clients and anyone interested in learning about computers, from novice to expert.

### SELF STUDY COURSES AT HOME

Tim and Lira will talk about New Horizons' new online learning center which enables people to take computer classes from the comfort of their own homes! For those who learn best on their own, self-study courses are the way to go. Courses simulate the software environment using an interactive, multimedia format. Lessons and assignments allow you to test your skills and return as often as you need to brush up on specific topics.

At the MBUG General Meeting Tim and Lira will demonstrate how to use the online programs so that you can learn what you need, when you need it! ♦

**This is a program you won't want to miss.  
Come, and bring a friend!**

**Friday, April 5, 2002 at 7:00pm at the Pacific Grove Adult  
Education Center, 1025 Lighthouse Avenue**

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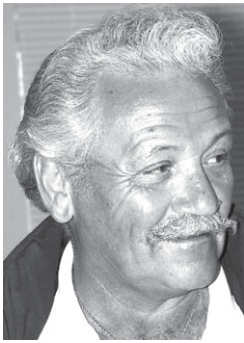
**NEWSLETTER AD RATES:** Special rate for local business card ads (approximately 1/10 page) is \$30.00 for 6 issues or \$50.00 for 12 issues. Full and partial page ad rates are available upon request. MBUG will publish at no charge classified ads for individual subscribers who have computer hardware or software for private sale. For information on advertising, contact Bob Runkel *brunkel@acm.org*.

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**15 - 20% Discount on all Computer Books at Borders Bookstores to MBUG-PC Members**

Show MBUG-PC Membership card at time of purchase. For card, see Don Slaiter at General Meetings.



## PRESIDENT'S CORNER

Jack Lewtschuk

### GULLIBILITY VIRUS

**WASHINGTON DC** The Institute for the Investigation of Irregular Internet Phenomena (IIIP) announced today that many Internet users are becoming infected by a new virus that causes them to believe without question every groundless story, legend, and dire warning (and symmetrical time announcement) that shows up in their In Box or on their browser.

The Gullibility Virus, as it is called, apparently makes people believe and forward copies of silly hoaxes relating to cookie recipes, E-Mail viruses, taxes on modems, postcards for child cancer research and the merits of melanza.

*“These are not just readers of tabloids or people who buy lottery tickets based on fortune cookie numbers,”* a spokesman said. *“Most are otherwise normal people, who would laugh at the same stories if told to them by a stranger on a street corner.”* However, once these same people become infected with the Gullibility Virus, they believe anything they read on the Internet.

*“My immunity to tall tales and bizarre claims is all gone,”* reported one weeping victim. *“I believe every warning message and sick child story my friends forward to me, even though most of the messages are anonymous.”*

Another victim, now in remission, added, *“When I first heard about the Good Times virus, I just accepted it without question. After all, there were dozens of other recipients on the mail header, so I thought the virus must be true.”* It was a long time, the victim said, before she could stand up at a “Hoaxes Anonymous” meeting and state, *“My name is Jane, and I’ve been hoaxed.”* Now, however, she is spreading the word. *“Challenge and check whatever you read,”* she says.

Internet users are urged to examine themselves for symptoms of the virus, which include the following:

- The willingness to believe improbable stories without thinking
- The urge to forward multiple copies of such stories to others
- A lack of desire to take three minutes to check to see if a story is true

**STOP! If your computer has a virus and it's connected to the phone, you'll be bugged!**

T.C. is an example of someone recently infected. He told one reporter, *“I read on the Net that the major ingredient in almost*



*all shampoos makes your hair*

*fall out, so I've stopped using shampoo.”* When told about the Gullibility Virus, T.C. said he would stop reading e-mail, so that he would not become infected.

Anyone with symptoms like these is urged to seek help immediately. Experts recommend that at the first feelings of gullibility, Internet users rush to their favorite search engine and look up the item tempting them to thoughtless credence. Most hoaxes, legends, and tall tales have been widely discussed and exposed by the Internet community.

Courses in critical thinking are also widely available, and there is online help from many sources, including:

- Department of Energy Computer Incident Advisory Capability <http://hoaxbusters.ciac.org>
- Symantec Anti Virus Research Center <http://www.symantec.com/avcenter/hoax.html>
- McAfee Associates Virus Hoax List <http://vil.mcafee.com/hoax.asp>
- The Urban Legends Web Site <http://www.urbanlegends.com>
- Urban Legends Reference Pages <http://www.snopes.com>
- Datafellows Hoax Warnings <http://www.Europe.Datafellows.com/news/hoax.htm>

**S. Jack Lewtschuck**  
President MBUG-PC  
[blk-lion@pacbell.net](mailto:blk-lion@pacbell.net)

# GENERAL MEETING REVIEW



Ann Mack

## How to Sell through Good Design

### Secrets to Success in Sales

Joelle Steele of Joelle Steele Enterprises presented “*How To Sell through Good Design*” at our March MBUG General Meeting. The “sell” can be of anything -- a product, a person, a service or a program. Joelle feels that there are some basic rules that will work in all situations, which if followed, will bring success. This applies to an advertisement, a solicitation, a corporate logo, stationary or even a business card.

### Step One: Good Copy & Headlines

To design an ad, you must have good writing, a facet that Joelle could not emphasize enough. If you aren't a good writer, she suggests you put down what needs emphasizing and get a professional write the final copy. The headline is the most important item: a good one will attract readers and draw them into the project. This is especially true if you are designing a web page because it's easy to “surf” out of the page if it isn't attractive and your sales message will be lost. A headline should ask a question, give a testimonial, offer a discount or promise financial rewards. All of these are proven eye-catchers.



### Step Two: Good Information

Joelle says a good bulleted list of statistical information is the next consideration. Designers must know whom they want to attract, what the customer wants to know and how to convey this message as quickly and accurately as possible. Types of questions that customers want answered in an ad and which will help you make a ‘sale’ are: What is the cost? Is it affordable? How long does it take? What kind of guarantee is offered? How is the product supported? Any other writing should be short, organized and in common, non-stilted language.

### Next Step: Design

Design is what the customer sees: Joelle reminded us that the eye is attracted and the brain filters the impression. Care must be taken to use a very good photograph, easy to read font, a pleasing color pallet and an attractive layout. This sounds like a big order, but Joelle suggested answers for each of the options.

Joelle explained that color reactivity studies show that, in general, warm colors sell best — they pop forward and excite the eye, which in turn stimulates the buyer! Red is the most reactive color. Blue is a touchy color to use, and should never be used with food. Some shades of blue can cause agitation, but used in the workplace, it engenders loyalty. Green, pink and pastel shades are the most relaxing colors for the United States audience. Green also sends a message of money, wealth and opulence. If you want to attract male buyer, bring orange and brown into your ad. Women react to red, purple, pink and pale colors. Yellow is the big attention getter — it stays on the retina longer but will tire the eye if used in a large area. Age groups react to different color pallets, so a good ad must be keyed to color preferences of specific groups.

Photos and illustrations are very important ad elements in the USA according to Joelle. While European ads tend to have more text, Americans respond to visuals, however you MUST have good quality and good composition in any photos you use.

Some photo “no-nos” are tilting, busy backgrounds, out-of-focus shots and ‘grim straight-on’ personal pictures. The best photos of people are where one is perfectly groomed and dressed, smiling, looking pleasant, approachable and trustworthy.



*A perfectly groomed and dressed, smiling, pleasant looking, approachable and trustworthy Joelle Steel poses without kids or pets for MBUG-PC.*

### Be Aware of the No-Nos

In conclusion, Joelle gave a quick overview of the pitfalls of commercial web site design. She says, *“Please, no pictures of darling grandchildren, dogs, cats, any pets, unless you are a veterinarian.”*

And no stock/schlock clip art, no more than two or three text fonts and only one decorative font, used sparingly. Be really careful in your choice of colors as fashion colors don't always work well.

### Recommended Reading

For those of us who are really interested in more on design presentations, Joelle recommended books that the professionals use:

- *“The Designer’s Guide to Color Combinations”* by Leslie Cabarga
- *“The Copywriter’s Handbook”* by Robert W. Bly
- *“Color Harmony”* by Hideaki Chijiwa

Thank you, Joelle, for a very interesting program for MBUG designers. She offers seminars on these topics call 641-9316 or e-mail JoelleS@juno.com for more details. ♦

**Ann Mack**  
MBUG-PC Newsletter Features Editor  
*ahmack@sbcglobal.net*

## WINDOWS 98 & OTHER TIPS

compiled by  
**Clive Sanders**



*PC Magazine always has some excellent tips, and I recommend you visit them regularly at <http://www.pcmag.com>.*

### Changing Margin Settings (in Word 2000, but I believe this will work in other versions of Microsoft Word)

There are two ways to adjust the margin settings of a document. You can either grab or drag the margin controls on the ruler, or you can select ‘File’, ‘Page Set-up’ and click the ‘Margins’ tab. If you’re working in a multi-page document, your best bet is to use the ‘File’, ‘Page Set-up’ method. As long as you have ‘Apply To Whole Document’ selected, you can count on your margin settings to be applied to your entire document. Adjusting the sliding rulers, on the other hand, applies the margin settings only to the current section by default. And if you adjust the margin settings in the middle of a multi-page document, Word 2000 will automatically create a new section for the page with the new margin settings and apply them to that section only.

*Another site I can recommend is “Emazing” which you should visit at <http://www.emazing.com>. This particular tip was written by Michael Vincent.*

### Minimizing All Windows: An Essential Beginner’s Tip

At those times when you need to get to your desktop quickly, minimizing program after program can get really cumbersome. To get around this dilemma, Windows offers a little trick that can help speed up this process.

If you right-click on the task bar at the bottom of the screen on a blank spot (a place where there is no program’s name) then you will see an option called ‘Minimize All Windows.’ Select this, and watch all the “windows” in Windows shrink down in succession. Now, you’ll be at your desktop and ready to move forward quickly. ♦



# In a Word: The Fourth R

by Margaret G.  
Bradbury  
MBUG Workshop  
Leader

Recently I had the very good luck to be a guest member of a class in Microsoft Word, a topic that is regularly presented at **The Fourth R Computer Training Solutions** on Market Street in Salinas. Teaching all parts of the Microsoft Office User Specialist Program, it is the only site in Monterey County that offers this particular program to the public.

My “host” and teacher **Phil Shortell**, known to MBUG members for the excellent workshops he presents for MBUG, gave me precise directions for getting to school. I found that The Fourth R, as he promised, is located near the Steinbeck Center in Salinas.

The school occupies a tiny old remodeled Victorian building that originally was a bakery that had been a favorite of John Steinbeck when he was a boy living in the neighborhood.

Snug accommodations at this little school are perfect for friendly exchanges among the students and with the instructor. The maximum size for a class is eight, with each participant seated at his or her own computer, which is networked with the instructor’s computer so the instructor may monitor the student’s computer when answering a student question.

The coursework is spaced into convenient-sized units, and progression through the units is methodical and well-paced. It’s a structured, business-like affair and the students in my class were very attentive and received a good deal of patient individual attention. A class lasted about half a day (4 hours) with a break here and there. Time never dragged.

## Training Tailored to Your Needs

Besides Word, The Fourth R offers Excel, Access, Power Point, and Outlook. In the case of Microsoft Word, course material is divided into three parts, and a student can sign up for one, two, or all three parts, as needed. Each part consists of two half-day classes, so a student interested in all topics in Word would take a total of six classes. Since classes are not doubled up, you can take only one per day, so to take six classes, you would have to go to school six days. My personal schedule meant I could attend only two classes, one in the beginner’s section and one in the intermediate section. I had to miss the advanced section entirely. I worried that I would miss too much to make the sessions I attended worthwhile, but it turns out that each class is so self-contained that I could follow it better than I had hoped. However, I don’t recommend skipping classes to a student who has to pass an exam.

## Learn from the Masters

Instructors are Microsoft Certified master teachers with at least 10 years teaching experience and state licensed. Phil, himself, has many years of experience, and it shows.

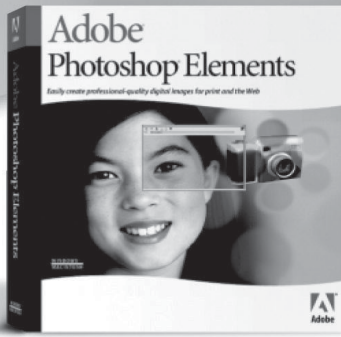
What I especially appreciated was all the practical and background information Phil supplied about the complexities of Word, always with pertinent helpful examples. My classmates, who are mostly employed in offices that want their employees well-versed in these programs, also liked the technical stuff, but we liked the stories and jokes, too! All in all, a

nice and extremely useful experience.

Although The Fourth R classes are restricted to Microsoft programs, they will tailor classes to the needs of many types of groups, from corporate groups to Seniors. For more information: [www.FourthR-Salinas.com](http://www.FourthR-Salinas.com), The Fourth R, 31 West Market St, Salinas CA, (831)753-7777 or e-mail [pjs@FourthR-Salinas.com](mailto:pjs@FourthR-Salinas.com). ♦

**Margaret Bradbury**  
MBUG-PC Microsoft Word Workshop Leader  
[mgradbury2@earthlink.net](mailto:mgradbury2@earthlink.net)





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## Toss Out That Shoebox: New software makes tax-filing chore easier

by Steve Bass  
Pasadena IBM Users Group

It's the middle of March and I'm more than a month early on my taxes, a rare occurrence by anyone's standards, especially mine. Now don't get me wrong, it's got nothing to do with me. Heaven forbid I make a deadline. The credit belongs to my tax guy (yeah, that's how I refer to him. He's a guy, does my taxes, and has been a tax guy for years).

As tax guys go, he's even-tempered and patient. But every year he loses his professional cool at the sight of me and my shoebox coming into his office. Last year he said, "Go buy a computer tax program, Bass" handing me back

my shoebox. "Anything will do," he said, "just make sure it doesn't include a shoe box."



It turns out that once I started using a tax program, I actually enjoyed getting things organized. The process is simple: I just went through and answered the program's questions. Some programs, such as **TurboTax**, allowed me to

fill in a screen that is a pretty accurate rendition of an IRS tax form (real enough to cause some anxiety).

Other programs are less realistic — you answer questions on screen and move from field to field. And if you're using an accounting program, there's a good chance you can export data to a variety of tax programs. For example, Intuit's TaxCut accepts data from Quicken. By the way, most tax programs will print out IRS approved forms on

a laser printer and some even include software for electronic filing.

### Give Me Some Help

Every program I tried offered extensive help so even inexperienced users can get some on-line reassurance. At any point you can stop the process and get advice. TurboTax's chatty, comfortable tone reminded me of my tax guy (it obviously didn't see the shoe box on my desk). All tax programs let me play "what-if" scenarios to my heart's content. I was able to see the effect of, say, buying a new car, or adding a new deduction to the family. And TurboTax compares your deductions to the national standard to make sure you're not out of line, saving you a potential audit.

Of course, there's a downside to doing my taxes on my own. Every so often I'd get a message suggesting a talk with my, uh, tax guy. I ran into one snag when I tried to figure out if I was able to deduct a unique retirement fund from my state taxes. And here's where I get a little squirrely with tax programs because the answer was not forthcoming. My solution? Find a tax preparer who's willing to answer your questions and double-check your computer generated return.

Here are some recommendations if you decide to use tax preparation software:

- If you have a simple return, don't hesitate to do it yourself. Your return will be more accurate, you might have fun, and you'll likely save some money.
  
- If you have a complicated return, and someone does your taxes, try a tax program and compare the results. Do that for a year or two and if you don't see much of a difference, consider working exclusively with the software.
  
- To get the best price on tax preparation software, compare the prices of local discount stores to mail order companies. Many mail order firms bundle the federal and state versions for a lower price. ♦

*Steve Bass is a Contributing Editor with PC World and runs the Pasadena IBM Users Group. He's also a founding member of APCUG. Check PCW's current edition at [www.pcworld.com/resource/toc/index.asp](http://www.pcworld.com/resource/toc/index.asp) and sign up for the Steve Bass online newsletter at [www.pcworld.com/bass\\_letter](http://www.pcworld.com/bass_letter).*

## MICROSOFT ACCESS



**Lee Keely**

### Microsoft Access

Wednesday, April 10

7:00 to 9:00pm

Archer Park Center (APCM)

**Lee Keely, Workshop Leader**

e-mail: [leekeely@attbi.com](mailto:leekeely@attbi.com)



Last meeting we focused on forms and some of the tricks in design. We discussed methods for making a "combo box" to be able to start typing a name and clicking to move to the selected record. We showed how to use the combo box to filter and display the resulting query. We spent the entire time without a break exploring these and other features of MS Access.

Your problems or questions lead us into actual problem solving. If any of you have a database you are developing and wish to solve a problem at the Workshop, feel free to bring the disk. If it is complex, you might give me a heads up by e-mailing me the database and posing the question.

Remember that we are using MS Access97 at the workshop. So if your database is 2000 or 2002, you will need to save it in the 97 format for us to be able to read it at the Workshop.

All Workshop members are included on an e-mail listing for questions, answers and discussion between Workshop sessions. If you wish to be placed on the e-mail list, send your address to [leekeely@attbi.com](mailto:leekeely@attbi.com).

*Lee*

## INTERNET, E-MAIL & BEYOND

Clive Sanders



### THE INTERNET, E-MAIL & BEYOND

Friday, April 19

7:00 to 9:00pm

Multi-Purpose Room

Adult Education Center

Pacific Grove (AECPG)

This will be the second session of our new workshop series. It is mainly for beginners, but all levels are welcome as we share collective questions and knowledge. We do have access to a high-speed (T1) line so as to download multi-megabyte files in seconds.

In our first session in March, I highlighted Outlook Express and explained how to configure the program for efficient use. During any future sessions I am open to questions on Outlook Express and other e-mail clients.

This month we will use a **search engine** to locate popular “freeware” & “for purchase” e-mail programs. I’ll also show you how to get around the MBUG-PC webpage and send messages to our **listserv**, investigating the various services they provide. Finally, I’ll walk you through the Microsoft **knowledge base** and Win98SE, ME and XP Update **webpages**.

I welcome all questions and encourage any in advance of the workshop via the MBUG-PC mailbox (call 373-6245) or e-mail me at [mbug@redshift.com](mailto:mbug@redshift.com).

*Clive*



photo by J. Lewtschuk, MBUG-PC

*Inaugural IE&B Workshop, March 2002*

## HOW TO BUILD A COMPUTER

Nick Mertes



### HARDWARE WORKSHOP

Wednesday, April 17

7:00 to 9:00pm

at Archer Park Center (APCM)

**Nick Mertes,**  
**Workshop Leader**

telephone: 659-2341

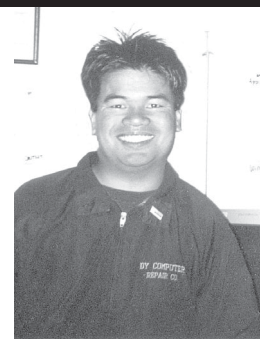
e-mail: [nick@mbay.net](mailto:nick@mbay.net)

We will continue to explore issues in building and/or upgrading your own home computer, including maintenance and anything you want to discuss.

*Nick*

## NETWORKING COMPUTERS

Daniel Yoshizato



### PEER-TO-PEER NETWORKING

Wednesday, April 24

7:00 to 9:00pm

Archer Park Center (APCM)

**Daniel Yoshizato, Workshop Leader**

Telephone: (831) 626-5928 / e-mail: [unicorn@mbay.net](mailto:unicorn@mbay.net)

This month I will cover **software issues** which can typically be expected to come up in home networking. The two most common situations are when you employ a new operating system and during the performance of basic maintenance.

Also, we will look at “**system restore**”, a very necessary operation that should be undertaken every six months to a year on any networked computer. Depending on time allowed, we will look at each topic in brief and choose any one of the three full operations in class.

*Dan*

## Drag-And-Drop The Safe Way By James Anway, Columnist/F1

You know that you can move files or folders by what is called **drag-and drop**. Just press and hold down the left mouse button while dragging the file or folder to a new location. Well, what happens when you release the left mouse button depends which version of Microsoft Windows you are using, what type of file you are dragging, and where the file's drop destination is.

For example, if you drag a file or a folder to a location on the same disk, it will be moved. To copy the item instead of moving it, press and hold down CTRL while dragging. If you drag an item to another disk, it is **copied**, not moved. To move the item, press and hold down SHIFT while dragging.

In previous versions of Windows, if you drag an EXE file the operating system creates a shortcut. Now if you are dragging an EXE file in Windows ME, Windows 2000, and Windows XP, the operating system physically moves the EXE file to its drop destination rather than creating a shortcut if the application is unregistered using the Windows Installer. But for registered applications (using the Windows Installer) it creates a shortcut.

Now here is the nice and safe way to drag-and-drop. If you drag using the right mouse button, a wonderful menu appears when you release the right-mouse button with your choice of options (the default action that would have occurred using the left mouse button, appears in bold): Copy here / **Move here** / Create shortcut here / Cancel.

So play safe and **right mouse** button drag-and-drop. ♦

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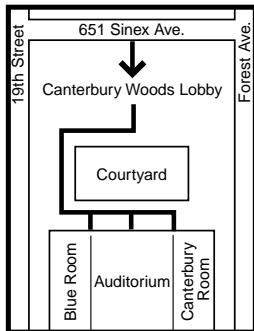
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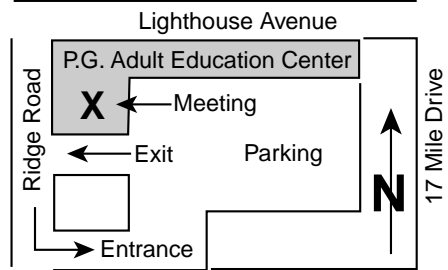
## MBUG - PC Calendar of Events - April 2002

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1 <i>April Fool's Day</i>	2 <b>DIRECTOR'S MEETING</b> CBW Begins at 7pm <i>Everyone Welcome!</i>	3	4	5 <b>GENERAL MEETING</b> AECPG "Online Learning" 7:00 - 9:00pm Tim Knapp / Lira Café	6
7	8	9	10 MICROSOFT ACCESS Workshop APCM 7:00 - 9:00 p.m. <i>Lee Keely</i>	11	12	13
14	15	16	17 HOW TO BUILD A COMPUTER Workshop APCM 7:00 - 9:00 p.m. <i>Nick Mertes</i>	18	19 THE INTERNET, E-MAIL & BEYOND Workshop AEPCG 7:00 - 9:00 p.m. <i>Clive Sanders</i>	20
21	22	23	24 NETWORKING COMPUTERS Workshop APCM 7:00 - 9:00 p.m. <i>Daniel Yoshizato</i>	25	26	27
28	29	30 <b>DIRECTOR'S MEETING</b> CBW Begins at 7pm <i>Everyone Welcome!</i>				

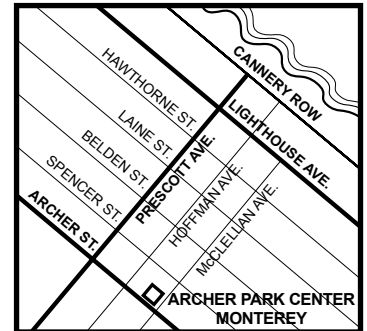
**CBW—Canterbury Woods**  
651 Sinex Avenue  
Pacific Grove



**AECPG—General Meeting Location**  
Adult Education Center, PG  
1025 Lighthouse Avenue, Pacific Grove



**APCM—Archer Park Center**  
542 Archer Street  
Monterey



*Tentative Calendar May 2002 Please Check the May Newsletter for Final Dates & Times*

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		APRIL 30 <b>DIRECTOR'S MEETING</b> CBW Begins at 7pm <i>Everyone Welcome!</i>	1	2	3 <b>GENERAL MEETING</b> AECPG 7:00 - 9:00pm	4
5	6	7	8 MICROSOFT ACCESS Workshop APCM 7:00 - 9:00pm <i>Lee Keely</i>	9	10	11
12	13	14	15	16	17 THE INTERNET, E-MAIL & BEYOND Workshop AEPCG 7:00 - 9:00pm <i>Clive Sanders</i>	18
19	20	21	22 NETWORKING COMPUTERS Workshop APCM 7:00 - 9:00pm <i>Daniel Yoshizato</i>	23	24	25
26	27	28	29 MICROSOFT WORD Workshop APCM 7:00 - 9:00pm <i>Margaret G. Bradbury</i>	30	31	

# NEED HELP? CALL MBUG F1

Just as your computer keyboard has an "F1" button to push when you want help, **MBUG-PC "F1 for Help" volunteers** will respond to your specific computing problems. Come to us with your questions during MBUG-PC meeting breaks -- look for our "F1" name tags. Or contact the **F1 for Help** team by e-mail. We offer our services free of charge with the understanding that MBUG-PC, its Board of Directors, and the F1 volunteers themselves are in no way responsible or liable for the accuracy or the outcome of any advice or suggestions. Leave a message at our **MBUG Answering Service** (373-6245) or contact:

■ **Jim Anway**

STRICTLY Wednesdays & Fridays from 2p.m to 5pm at 625-5618

■ **Lee Keely**

Prefers e-mail at [leekeely@attbi.com](mailto:leekeely@attbi.com) or call 626-8033

■ **Bob Stephan**

E-mail to [bstephan@redshift.com](mailto:bstephan@redshift.com) or call only between 9am-5pm 646-1899

■ **Clive Sanders**

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*Pretty good at solving pc problems?  
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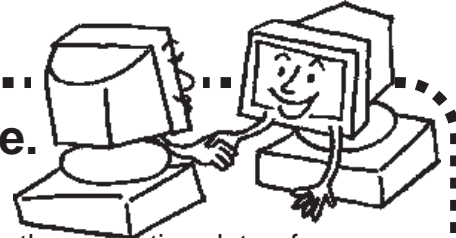
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Henry Norum . . . . .	716
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