

MR. D'S NOTES ON COMPUTERS (VISTA)



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BASIC COMPUTING

Windows Vista Version

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The University of Wisconsin has a great tutorial site for all the basic Microsoft systems and programs.

<http://www.uwec.edu/help/index.htm>

If you find grammatical, spelling, technical errors or if you do not understand a portion of the book please let me know so that I can make changes. I want this book to be a good assist for future students.

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OUTLINE OF THE COURSE

CURRICULUM FOR BASIC COMPUTING

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Class Session 1

Do's and Don'ts of computing

- Don't be afraid of it.
- Don't be afraid to ask.
- Don't beat it.
- Don't get mad.
- Do take care of it.
- Do ask questions.
- Do take your patience with you.
- Do ENJOY.

I. Introduction to the computer

- A. Monitor
 1. Turning on/off
 2. Adjusting
 3. Size
- B. Computer - Booting, Shutting down
 1. CPU and Motherboard
 2. Memory
 3. Drives
 - a. Floppy
 - b. CD
 - c. CDR
 - d. CDRW
 - e. DVD
 - f. Zip
 - g. Hard Drive
 - h. External hard drive

BACKUP

C. Printers

1. Inkjet printers
2. Laser printers
3. Combo printers

D. Modems

1. Internal modems
2. External modems

E. Router

F. The Mouse

1. What it can do
 - Types
2. What you have to do
 - a. left click
 - b. right click
 - c. middle click or roll
 - d. Adjusting how it operates

G. The Keyboard

1. What it can do
2. What you have to do

H. Software

1. Operating System - Windows
2. Applications
3. Restore software
4. Restore CD

BACKUP

II. Introduction to Windows

- A. Start Button
- B. Accessories
- C. Programs
- D. Control Panel
- E. Help
- F. Search
- G. Run
- H. Different users (administrator/user)
- I. Menus (go through a typical program menu and explain)
- J. Windows Explorer - Directory structure
- K. Window exercise
 1. Minimize
 2. Maximize
 3. Resize

BACKUP Oh, did I remind you to back up your work?

Class Session 2

III. Introduction to Software

- A. How it arrives -- passwords/authentication
- B. How to install
- C. How to uninstall
 1. The programs uninstall system
 2. Windows uninstall system
- D. Types of Software
 1. Word processing software
 2. Spreadsheet software
 3. Database software
 4. Graphic software
 5. Paint software
 6. Educational software
 7. Bible/religious software
 8. Audio software
 9. Video software
 10. Games
 11. Utilities
- E. Sources for Software
 1. Commercial software
 - Student versions

Upgrade versions

2. Shareware software
3. Demo software
4. Freeware software

BACKUP

III. Introduction to buying a computer

- A. Don't believe the salesman (He is there to sell.)
- B. Don't believe your neighbor (He is there to get you to buy one like his.)
- C. Don't believe your teacher (He is there to confuse you :-)
- D. Do a lot of shopping
- E. Do take time
- F. Do decide what you want to do with it
- G. Do enjoy the process
- H. Do wait if you don't find what you want

BACKUP

V. Introduction to the Internet

- A. Web Browser
- B. Mail Program
- C. Anti-Virus Software
- D. Ad-Ware software
- E. Pop-Up Blocker software
- F. Parental Control
- G. Computereze
- H. Connection
 1. Phone line/Dial Up
 2. Phone DSL
 3. Cable
 4. Satellite
- I. Spam blocker

BACKUP

VI. Introduction to maintenance

- A. Defrag
 - B. Fan
 1. Case fan
 2. CPU fan
 - C. Cleaning
 - D. Upgrading
- BACKUP Oh, did I remind you to back up your work?

Class Session 3

VII. Introduction to Computer Types

- A. Desktop: P.C. - Media, Servers, small form factor, desktop, tower (mid and full) and mini Mac Laptop, desktop, and Mini

B. Laptop

- C. Handheld Computers
- D. Personal Pocket Computers
- E. Monitors (CRT, CRT Flat screen and Flat Panel)

VIII. Introduction to Climbing Inside Windows

Introduction video

- A. Start Menu - moving icons around in programs -
- B. Desktop
- C. Task bar
- D. Control Panel
- E. User Accounts

Class Session 4

IX. Introduction to Browsers

- A. Microsoft Explorer
- B. Netscape
- C. Fire fox
- D. Security
 1. Internet Security
 2. Computer Security
 - a. Data
 - b. Passwords
- E. Surfing The Web

Class Session 5

X. Introduction to Email Programs

- A. Microsoft Outlook Express
- B. Microsoft Outlook
 1. Accounts
 2. Address Book
 3. Setting up folders
 4. View Source
 5. Backing up
 6. Options
 7. Setting up an Email account
 8. Spam
 9. Calendar

Class Session 6

XI. Introduction to Word processing

- A. Notepad/Wordpad
- B. Word
- C. Word Perfect
- D. Open Office Writer

Class Session 7

XII. Inside Windows Even deeper

- A. Windows Explorer
- B. Task Manager
- C. Open menu and what it can do for you
- D. Backup

Class Session 8

XIII. Introduction to Graphics Programs

- A. Paint
- B. Photo program
- C. Print Master
- D. Big Box of Art
- E. Morph software
- F. Panorama software
- G. Charts
- H. Publisher software
- I. CAD programs
- J. Floor Plan/Gardening layout software
- K. Windows Movie Maker

Class Session 9

XIII. Introduction to

Spreadsheets/Databases/Presentations

- A. MS Works
- B. Open Office presenter

Class Session 10

XV. Introduction to Web Page Design and Construction

- A. Front Page
- B. Microsoft Explorer creator
- C. Netscape creator
- E. Serif program
- F. Designing a page

Class Session 11

XVI. Introduction to a Mess of Other Programs

- A. Bible programs
 - 1. E-Sword
 - 2. Logos
 - 3. Step Reader
- B. Games
 - Solitaire
- C. Utilities
 - 1. Norton Utilities
 - 2. FTP
 - 3. Defrag
 - 4. System Tools
- D. Windows Media Player

- E. Misc. programs
 - 1. Medical
 - 2. Dictionary/ Thesaurus
 - 3. CD creator
 - 4. Microsoft Streets
 - 5. Encyclopedia
 - 6. Cooking
 - 7. Gardening

Class Session 12

XVII. Introduction to Free/Inexpensive Programs

- A. Free Programs
 - 1. Open Office
 - 2. Adobe Reader
 - 3. E-Sword
 - 4. Fire fox
 - 5. AVG: anti virus software
 - 6. Celestia: Astronomy software
 - 7. Audacity: Sound software
 - 8. Cdbxp: Burning software
 - 9. Moin: Collaboration software
 - 10. Advisor: System advice
 - 11. Wordweb: Dictionary/ Thesaurus
 - 12. Thunderbird: Email program
 - 13. ZoneAlarm: Firewall program
 - 14. Sokoban: Game
 - 15. Blender/FSS3D: 3-D programs
 - 16. FSS Draw
 - 17. Pix33: Paint program
 - 18. FSS Photo
 - 19. Page Plus: Publisher
 - 20. NVU and FSS Web: Web publisher
 - 21. Gaim and Trillian: Messaging
 - 22. Freeshield: Parental Control
 - 23. PC: Password Manager
 - 24. Primo and PDFCreator
 - 25. Adobe Reader
 - 26. Gimp and Iview: Photo programs
 - 27. Spybot and Adware
 - 28. Windows Media Player
 - 29. Open Office, Abiword and Notepad
 - 30. 7zip and SG602: Zip programs
- B. Inexpensive programs

XVIII. Introduction To Total Confusion

Question/answer

BASIC COMPUTING

By Stanley L. Derickson
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CLASS SESSION 1

INTRODUCTION: Hi, my name is Stan and I am a computerholic. ☺

DO'S AND DON'TS OF COMPUTING:

DO NOT BE AFRAID OF IT: You can't hurt the machine from the mouse or keyboard. You can mess up software, but if you take your time and read warnings – no problem. Even if you happen to upset some of the software, you can reinstall it without problems.

DO NOT BE AFRAID TO ASK: The only silly question is the one you don't ask. If you find you have questions find someone that can give you some help. People that have been working with computers for years are always learning, and so will you.

Be sure to read anything that comes along that will help you to run the computer. Read about new things in the computer world. You may be able to use some of the new developments.

Be sure to read your instruction books, they have a lot of great information about your computer and the programs that come with it.

DO NOT BEAT IT: If you get frustrated, don't hit it, that won't help even if it makes you feel better. ☺ The computer can take a lot of things, but abuse isn't one of them. There is little you can do to them that will hurt them, but sudden shocks or banging can cause damage.

DO NOT GET MAD: If you get upset, just get up and walk away for a little bit, then go back to your work. Computers can become frustrating, but don't let them get you down. Remember, you are smarter than it is. ☺

DO TAKE CARE OF IT: Some simple care will make it last a long time for you. Some of our first computers are still in use by our grandchildren. One is over seven years old, so give it some care and it will serve you well.

DO ASK QUESTIONS: That is how we learn. If you ask a question and the person doesn't know the answer, keep asking till you find your answer.

The public library has a selection of computing books if you can't find your answer on the internet.

DO TAKE YOUR PATIENCE WITH YOU: This is something new and probably a little strange, and it will take time to get comfortable with it.

This is like a new car. It will take time to find out what all the buttons and switches can do. You will find that it doesn't take long to start catching on.

DO ENJOY: Computers can bring a lot of enjoyment to your life. Computers can save you a lot of time as you learn to work with them. Computers can benefit your life in many ways. We will get into this a little later in the SOFTWARE section.

INTRODUCTION TO NOTEPAD

Notepad is a small program that allows you to write letters and small papers. It is very simple but very effective for small writing purposes.

The Desktop is the entire area you see on the monitor. The little arrow that moves when you move the mouse is called a cursor. It is the way you start programs, and many other things. At the bottom of the screen is the TASK BAR.

On the screen there are some little pictures called ICONS. One of the ICONS is the TRASH or RECYCLE BIN. If you accidentally delete something, you will find it in the TRASH BIN. Double click on the TRASH BIN and a window will open up listing everything that is inside. You can highlight (point at it with the cursor and left click on it) then click on RESTORE and it will be placed back where you deleted it from.

It is also good now and then to empty the recycle bin. Emptying the recycle bin is done by right clicking on the icon and click EMPTY RECYCLE BIN.

At the far left of the TASK BAR is the "START" button. Left click on the START button then click on ALL PROGRAMS, then click on ACCESSORIES and then click on NOTEPAD. You can also click the START button and in the little white box labeled "start search" just type in notepad and a window will open up and you can hit return/enter when notepad appears or move up to where it says notepad and click on notepad to start the program.

A window has opened. In the upper right corner is a dash; a square; and a red X.

LEFT CLICK on the dash. The window goes away and if you notice there is a block in the task bar at the bottom of the screen named NOTEPAD. This is called minimize.

Click on the NOTEPAD in the task bar and the window will reopen.

Now LEFT CLICK on the square. The window becomes bigger (called maximize) and the square changes to two squares. To return to the smaller window, click the double squares.

Now if you have done your work and saved your work and want to close the notepad either click on the red X in the upper right corner or click on "FILE" at the upper left corner and then click on "EXIT."

On the top left are a series of words (File, Edit, etc.) called MENUS. If you click on one of them there will be a list of options that drops down – these lists are called menu items.

Almost every program will have menus like this. The first one is usually FILE and will have menus listing different things you can do with the file or work you are doing in the program.

If you are in a program and you do not see these menus press the ALT or alternate key and see if they appear. This is one of the new items in Vista. (Windows Internet Browser does this.)

The next menu is normally EDIT and relates to working with the text in your program. You can Cut part of it out and move it to another place in your letter/paper. You can also delete portions you do not want.

VIEW is the next item that will have items relating to how you see the letter/paper. In larger programs you may be able to turn toolbars on and off in this area.

The next is the HELP section. You can find help relating to your program. If you want to do something but don't know how, go to the help file and see if you can find your answer. If someone wants to know what version of a program you are using click on Help and there will most likely be an option "About" and then the name of the program. Click on it and the version number should appear.

A lot of getting to know your computer is to read. There is help available in almost all programs. You can search by word or topic to find the answers to your questions. This is one of the great features of Windows Vista. They have improved the help files tremendously.

There is one more item before we move on. To RESIZE the notepad (or any program) move your cursor to the top or bottom edge. You will notice that the cursor becomes a double ended arrow. Left click and HOLD and move the double arrow to change the size up or down – when it is the size you want release the button. Now, move the cursor to one of the corners. Note that the cursor has changed into a diagonal arrow. This will resize both directions at once.

I. INTRODUCTION TO THE COMPUTER

THE MONITOR is similar to a television set. There is a power button and some other controls.

If the indicator light (small light to tell you if the unit is powered up) is orange/yellow, the monitor is on, but there is no information coming from the computer. The computer may be off or may be in sleep mode. (Check to see if the computer is on.) When the light is green the computer is ready to go.

The controls work like your television set. If there are controls you don't understand look in your monitor's instruction book. There are usually brightness, contrast, width and height controls. Some have other controls to make the edges and top/bottom straight – many newer monitors don't need these controls.

Some of the new monitors also have an automatic button which will set it automatically for you. You may like the way it works or you may not – if you don't just adjust it yourself.

There are two types of monitors. The CRT type that is big and thick like older televisions and the FLAT PANEL type that are very thin like the newer televisions.

They both work quite well, but the flat panel monitor is very nice since it saves so much room.

When someone mentions a 17 inch or 14 inch monitor they speak of the size of screen, however it does not mean width or height. The measurement of the screen is done diagonally from a lower corner to an upper corner. This is true of television sets as well.

In the past there have been a few computers that were in one piece combining the monitor and the computer. There are some new ones on the market now and this may be a popular thing to do in the future rather than using a laptop on your desk.

THE COMPUTER: There are some simple things to remember about running the computer.

Turning the computer on is called **BOOTING THE COMPUTER** or call it **TURNING IT ON** if you don't want to call it booting ☺ it really doesn't matter much. Just press the power button.

To turn the computer off, there is a special method to use. If you don't you could cause some problems. To shut down a computer LEFT CLICK on the START button. At the bottom right there are three pictures.

The first is a circle with a line out the top. This, if clicked will put your computer into a low power state. You can touch the power button and the computer will come back with all of its programs as you left them.

The second picture is a closed padlock. Click this one and the computer will be locked and will require a password you have selected earlier to start working with the computer again.

The third picture is a small arrowhead. Click this and you will be given some options.

SWITCH USER: This allows you to switch to another user that has set up a user account.

If you have several people using the computer this allows each person to have their own set up. They can have their own desktop pictures, they can have their own programs installed and most important, if mom and dad have papers, or important items they don't want the kids messing in, the kids will not be able to get to them. 😊

To set this up you will need to go to **START BUTTON/CONTROL PANEL/USER ACCOUNTS**. Be careful in this area because if you set a password and forget it you will be in big trouble.

Anytime you set up a password be sure you can remember it or write it down somewhere. Remember also if you write it down, keep it in a safe place or someone can find it and get into your important information.

LOG OFF: This allows you to log off and the computer will be ready for other users to log on and use the computer.

LOCK: This will do the same as the padlock icon.

RESTART: Restart will shut your computer down and then start it right back up. This is useful if you are having some sort of problems and you want to get a fresh start. Also, when installing new programs you may be told to restart the computer before the program will work. Quite often today the install process will automatically do this for you but it will ask you first to be sure it is okay.

SLEEP: This will put your computer to sleep – it will be ready to go in a few seconds when you wake it up. This is a lowered power state.

HIBERNATE: This is a deeper sleep. The computer stores your programs and work on the hard drive then goes into a deep sleep saving power but keeping the programs and data on the hard drive in such a way that it will be quickly loaded upon wakeup.

SHUT DOWN: Shut down will turn the computer off completely.

REMEMBER HOWEVER to save any work you have been doing so you don't lose it. Even when using sleep or hibernate you should save your work because accidents can happen when a computer is restarted or a power failure could occur and you could lose your work.

To save your work in most programs you LEFT CLICK ON FILE then choose SAVE AS. Save as will open a window that allows you to choose the name of the file and where to put it.

Most programs will suggest a place to put it and maybe suggest a name for it. For now, just go ahead and save it where they suggest. If you want to change the name just point to the name and click. You can go ahead and change it and click on SAVE.

Now that you have used SAVED AS the next time you work on the file you can just use SAVE. The program already knows where to save it and its name and will save it in the same place. (In most programs pressing the Control key and s will save what you are working on.)

DO NOT UNPLUG THE COMPUTER TO TURN IT OFF. Always go through the shut down process. If you are in a situation where you cannot go through the normal shutdown, and the power button does not work, there is usually a reset button on the front of the computer. Press this and the computer will automatically restart. If not, then unplug the computer from the power.

If you shut the computer down completely, ALWAYS wait ten to fifteen seconds before turning it back on. This gives everything time to get powered down.

CPU AND MOTHER BOARD: The CPU is the processor chip that is really the brains of the computer. Some people also call the whole computer the CPU.

The CPU comes in different speeds. The bigger the number is the faster it is able to calculate and work on the programs. There are also different types of processors so if you are going to buy a computer be sure you do some looking before buying. There is a section on buying a computer later on.

There are now dual and quad core processors that are actually one processor with two or four cores inside that split up the work to be done. This makes the computers much more powerful than the older single core processor.

In most cases the type of processor isn't real important in your first home computer, but if you are buying it for business or if you are going to do a lot of graphics or games, you might want to consider a better type. It will run faster and be able to handle the graphics.

When you use the mouse or keyboard you are sending information to the CPU and it is doing what you are telling it to do. The CPU then goes to look in the memory or on the drives to get information to do the job. This all takes only parts of a second to do things. The CPU also sends commands and information to other parts of the computer to make the picture and sound or connect you to the internet.

Inside the computer is a MOTHER BOARD which is a circuit board that the CPU, memory, modem, and other items plug into so that they are all hooked together to make fun for you.

MEMORY: Just like you remembering what kind of car you'd like to have the memory stores information to be used by the CPU.

There are two types of memory. ROM memory is READ ONLY MEMORY and RAM is RANDOM ACCESS MEMORY. Rom isn't important to you unless you are buying a pocket computer. The desktop computers do not have much ROM and you don't have to do anything with it unless you are getting very technical with it.

The memory that most salesmen talk about is the RAM memory and it comes in several sizes. Older computers used a lot less than most new units because the programs are getting much bigger today.

If you plan to work with graphics or play a lot of modern games you will want to have lots of RAM in your computer. Vista can function on 1 gig of memory, but 2 would be much better if you can afford it. More would be very helpful with large graphics programs.

DRIVES

a. The Floppy Drive The 3.5 inch disk that isn't too floppy is a flimsy disk that is in a plastic case. It stores up to 1.4 meg-a-bytes of information. These drives are almost obsolete.

A meg is a million bites of information, or a million letters of text. This is about 500 pages of text.

If your computer does not come with a floppy drive and you find you need one you can buy a USB external floppy at the computer stores.

As we move into the next section about drives I will mention many types of disk drives but most new computers combine all of these types into one drive.

Off the subject a little – some online stores that I have had good dealings with are:

<http://www.geeks.com>

<http://www.tigerdirect.com>

<http://www.amazon.com>

<http://www.ecost.com>

<http://www.jr.com>

b. The CD Drive Computer CDs are very similar to music CDs. In fact most computers will play your music CDs if you have speakers or earphones.

Most programs come on CDs or DVDs now days. Be sure to take care of your CDs. Do not touch the surface of the CD, and be sure to hold onto the sides or hole only.

Computer CDs can hold about 700 meg-a-bytes of information. This is about 700 million letters or numbers which means a LOT of books of information.

c. The CDR Drive This drive is like a CD drive but it can write your information to a CD for storage. It is very nice to backup (have copies) of your letters and papers that you create. They can also have pictures and small videos on them.

d. The CDRW Drive This is like the CDR but you can erase and put new information on them.

e. The DVD RW Drive This is for storing video, music or data on. It holds a lot more memory – about 4.7 gig-a-bytes. A gig is one thousand meg. They now have a double DVD that holds over 8 gig.

You can also play your movie videos in these drives.

The newer DVD drives will do all of the above cd/dvd operation with one drive.

f. The Zip Drive The zip disk is similar to the floppy, but will hold 100 meg or in some cases 250 meg. These disks are fairly expensive but might be good for backup. They can be bought built in with some computers, or as external drives. They plug into the computer with a wire.

g. The Hard Drive The hard drive comes in many sizes. My first hard drive was 10 meg and now they are making them in 5-750 gig sizes. They are making them in what is called Terra-gig which means a thousand, thousand, thousand meg. BIGGGGG!

h. The External Hard Drive The external hard drive is just like the hard drive, except that it is outside the computer in a small case and is connected to the computer through a wire. You can move these drives from one computer to another.

External hard drives are fairly inexpensive now and are great for backup, or for transferring information from one computer to another.

There is an item that has been mentioned, but it is very important. Suppose you have had your computer for awhile and you have some very important letters on the hard drive. Suppose that hard drive fails – your letters are gone and you cannot get them back. SOOOOO, you need to **BACKUP** your letters to another location so you don't lose them.

This is why you will want a Floppy, CDR, CDRW, DVDR, or external hard drive. You can copy your important information to one of these drives and store them in a garage or a relative's house and always have your information.

It is also very important to **BACKUP** your data while you are working on your computer! Save every ten minutes if you can. If you have a power failure, you will lose all your work that has not been saved.

Talk to any computer user and they will have a horror story about when they did not backup and lost a lot of important information. Trust me! Save your work often and backup your files now and then.

Drives are just mechanical devices like a car. How often does your car give you trouble at home? It usually goes out when it is totally a bad time. Computers do the same thing.

Any backup you do will be to an electronic device that can fail thus, it is good to have three backups of all your important data.

PRINTERS

1. Inkjet printers: These are the cheaper printers. They use little cartridges of ink that are very expensive. The printer can be bought for \$30 if you watch the sales, and cartridges run \$30-35. Inkjet printers are normally black and white and color, using two or three cartridges

2. Laser printers: Laser printers are more expensive to buy however they are cheaper to run. The trouble is that their toner cartridge costs in the \$70-90 area. The toner cartridge lasts a long time so the printer is not as expensive to use over the long time period. They are usually black and white, though you can get color units but they are very expensive.

3. Combo printers: Combo printers are laser printers with a scanner and copier built in. With them you can Scan in information and pictures or send a fax. I just bought one for \$69.00 (the cost of the two cartridges I needed for my old printer).

MODEMS

Modems are little devices that connect your computer to the internet.

1. Internal modems: Most computers come with a modem. It is a little card that plugs into the mother board.

2. External modems: These units plug into the computer with a wire. They are usually more expensive than the internal and aren't used much for home use anymore.

ROUTERS

A router is used if you have DSL or Cable high speed internet connection. It routes information to different computers on your home network.

You can have a computer in the living room, one in an office or several scattered around the house. You can also connect laptops to the network if you have wireless equipment.

THE MOUSE

1. What it can do: The mouse is the basic means of controlling the computer. You point with it then click or double click to get the computer to do something.

There are several types that you should know about. The older style has a ball in the bottom that moves and causes action on the screen. These types tend to get dusty and hair can collect inside causing problems. You can clean these, but it is a lot of trouble.

The better mouse uses an LED light to sense movement and there is a lot less maintenance. The OPTICAL MOUSE seems to work better for most people.

2. What you have to do:

a. left click: The left click is the most common function of the mouse. You open programs, you highlight and all sorts of things with the left mouse button.

There is also what is called a DOUBLE CLICK. It is clicking twice very close together. This is needed to open or select items that you want to work with.

b. right click: the right click is used to open a menu of options. If you point the cursor to an icon and right click it will open a menu of options relating to the icon.

c. middle click or roll: The wheel or middle click usually relates to moving, which is called scrolling, up and down or left and right inside a window.

d. Adjusting how it operates: You can adjust the mouse by going to START/CONTROL PANEL and going to Mouse.

You can adjust how fast it moves.

You can make it left handed.

You can make the cursor look different.

You can change how fast it moves.
 You can change how fast you have to double click.

THE KEYBOARD

1. What it can do: The keyboard is the main way of getting words, numbers and commands into the computer.

There are also special keys which we won't get into, called HOT KEYS. They are shortcuts so you don't have to use the mouse. I find the mouse easier most of the time.

Hot keys are shortcuts to functions in Windows. You can use them instead of going to your mouse and clicking on menus to get to the functions.

Some examples will be given for your convenience, but it is not an exhaustive list.

When you are in a program, if you want to start a new file, just CONTROL-N and it will happen.

Some of the more important hotkeys.

CONTROL-O will open a file on the hard drive.
 CONTROL-S will save the file you are working on.
 CONTROL-p will print the file you are working on.
 CONTROL-f will open a "find" window so you can search your file.
 CONTROL-x will cut anything you have highlighted.
 CONTROL-v will paste your cut into a new place.
 CONTROL-c will copy anything you have highlighted.
 CONTROL-z will cause the program to go back one step.
 CONTROL-y will reverse a CONTROL-Z operation.
 CONTROL-b will change the text that is highlighted to bold.
 CONTROL-i will change the text that is highlighted to italic.
 CONTROL-u will change the text that is highlighted to underline.
 CONTROL-l will left align your selection.
 CONTROL-e will center align your selection.
 CONTROL-j will justify your selection.
 WINDOWS-l will log you off of the computer
 WINDOWS -e will open windows explorer
 WINDOWS -r will open a run window

Some further hotkeys.

HOTKEYS FOR WINDOWS VISTA

Shortcut	Function
Windows key	Opens or closes the Start menu
Windows + D	Displays your desktop
Windows + E	Opens the Computer window
Windows + F	Opens the Search window
Ctrl + Windows + F	Searches for computers (if you're on a network)
Windows + L	Locks your computer or switches users

Windows + M	Minimizes all windows
Shift + Windows + M	Restores minimized windows
Windows + R	Opens the Run dialog box
Windows + T	Cycles through programs on the Taskbar
Windows + U	Opens the Ease of Access Center
Ctrl + A	Selects everything in a window
Ctrl + C	Copies selected items
Ctrl + X	Cuts selected items
Ctrl + V	Pastes cut or copied items
Ctrl + Y	Redoes an action
Ctrl + Z	Undoes an action
F1	Displays Help
F2	Highlights the label of a selected item for editing
F3	Opens the Search window
Ctrl + F4	Closes the current document
Alt + F4	Closes the current item or program
F5	Refreshes a window
F6	Cycles through elements in a window or on the desktop
F10	Activates a program's menu bar
Shift + Windows + F10	Displays the shortcut menu for a selected item
Delete	Deletes selected items to the Recycle Bin
Shift + Delete	Deletes selected items permanently
Alt + Enter	Displays the properties of a selected item
Ctrl + Esc	Opens the Start menu
Alt + Esc	Cycles through items in the order you opened them
Ctrl + Shift + Esc	Opens the Windows Task Manager
Left Alt + Left Shift + Num Lock	Turns the Mouse Keys feature on or off
Hold for five seconds + Num Lock	Turns the Toggle Keys feature on or off
Windows + Pause	Displays the System Properties dialog box
Left Alt + Left Shift + Print Screen	Turns the High Contrast feature on or off
Right Shift for 8 seconds	Turns the Filter Keys feature on and off
Press Shift five times	Turns the Sticky Keys feature on or off
Alt + Spacebar	Opens the shortcut menu for the current window
Alt + Tab	Switches between open items
Windows + Tab	Cycles through open items with Flip 3-D
Ctrl + Alt + Tab	Displays open items (use the arrow keys to switch between them)
Ctrl + Windows + Tab	Displays open items with Flip 3-D (use the arrow keys to cycle through them)
Alt + D	Moves to the Address bar
F4	Displays the Address bar drop-down list
Ctrl + N	Opens a new window
F11	Maximizes/minimizes the current window
Left arrow	Collapses a selection or selects its parent folder
Alt + Left arrow	Shows the previous folder
Right arrow	Displays the current selection or selects its first subfolder
Alt + Right arrow	Shows the next folder
Asterisk (keypad)	Displays subfolders within a selected folder
End	Displays the bottom of the current window
Home	Displays the top of the current window
Minus Sign (keypad)	Collapses the selected folder

Plus Sign (keypad) Displays the contents of the selected folder

In the Vista Sidebar

Shortcut	Function
Windows + G	Cycles through gadgets
Windows + Spacebar	Brings all gadgets to the front; selects Sidebar
Tab	Cycles through Sidebar controls
In a dialog box	Shortcut
Function	
F1	Displays Help
F4	Displays items in a drop-down list
Backspace	In Save As or Open dialog, opens a folder one level up
from a selected folder	
Enter	Works like a mouse click for some selected options
Spacebar	Selects or deselects an active check box
Tab	Moves forward through dialog box options
Ctrl + Tab	Hops from tab to tab
Shift + Tab	Moves backward through dialog box options
Ctrl + Shift + Tab	Hops backward from tab to tab

In Vista Help

Shortcut	Function
Alt + A	Displays the customer support page
Alt + C	Displays the Help And Support Contents
Ctrl + F	Opens Find dialog box for the current topic
Alt + N	Displays the connection settings menu
Ctrl + P	Prints a help topic
F3	Moves to the Search box
F10	Displays Options menu
Alt + Home	Displays the Help And Support home page

I will mention a few keys that are unique. The Windows key (it has the windows flag on it) if pressed will do the same as clicking on the START button. The ESCape key allows you to back up one step in most programs and may be the way out of some games.

The ALT and CTRL key (Alternate key and Control key) are part of what is called the three finger salute. If you press the ALT and CTRL keys and hold them down, then press the delete key it will open TASK MANAGER.

HOWEVER in some older computers the three finger salute will restart the computer. If your system does not have Windows XP or Vista on it, do not do a three finger salute. ☺

To open Task Manager in Vista you do the three finger salute – CTRL-ALT-DELETE which will open up a menu page listing the following options: Lock this computer, Change User, Log Off, Change password, and Start Task Manager.

Click on Start Task Manager which opens a new window.

In TASK MANAGER there are several tabs. The APPLICATIONS tab is a list of all programs that are open on the computer. If you are having trouble with a program go here and if it says that it is not responding, you can shut it down and get out of the problem.

Do not mess with the PROCESSES tab unless you know what you are doing. Stopping these items can lock up your computer and you would lose any work you are doing. (We will go through the Task Manager in fuller detail later.)

2. What you have to do: I highly recommend getting a typing program if you really want to save time with a computer. There are programs available fairly cheap, but they will take some time and practice. Some public schools may have Adult or Continuing education programs that would teach you typing or possibly a community college.

I might mention a variation of the mouse and keyboard. It is a wireless version of the units. You plug a unit into the computer and then run your mouse and keyboard with batteries that communicate with the computer without wires.

They work very nicely though they are more expensive. If you watch sales you can find them for twenty dollars or so.

SOFTWARE

1. Operating System – Windows: The computer is dumb as dirt. It can't do anything without man. (Some women might suggest that a computer is like a man without a woman ☺ but we men know better! The operating system is man's method of telling the computer what to do. Windows makes it much easier to use a computer.

There are many versions of Windows. It is published by Microsoft. The newest version is called Vista. The previous versions going backward were XP, Windows 98, Windows 95, Windows 3.1 for workgroups, Windows 3.1 and Windows 3. There were some others mixed in as well – Millennium, 2000, and NT come to mind and then there were different versions of some of these different systems. (There may have been others.)

You will find older computers still running on some of these older systems. They are not the same as the current versions, but similar enough that you can probably use a computer with an older system.

2. Applications: These are small programs that work inside of windows. There are a gazillion programs. Graphics, text, Bible, Encyclopedia, video, games, utilities books, movies, almost anything you could want. More on this later.

3. Restore software: There is some confusion here. There is restore software that sometimes is stored on your computer that will RESTORE your computer to OUT OF BOX condition. You will lose anything you have installed or saved to the hard drive. There is also in Vista and XP the restore software that will only go back to a previous time and will not restore to out of box.

It is great however when you start having problems. Another feature of the restore is that it can also go back a little while before you started having problems, or a few days, depending on what you want to do.

Some computers come with cd's that are for restoring to out of box condition and will be mentioned later.

To go back to a point where you were not having problems click on the START BUTTON then ALL PROGRAMS and choose ACCESSORIES, then SYSTEM TOOLS and SYSTEM RESTORE should be in the list of options.

This will give you the option to restore to the point Vista suggests or to a point of your choice.

4. Restore CD: This is a CD that may come with your computer. It works just like the restore software, except that it works from the CD rather than from the hard drive. These Restore CDs will not allow you to go back. Their purpose is to restore the hard drive to out of box condition.

BACKUP did I mention backup? ☺

II. INTRODUCTION TO WINDOWS

The computer cannot do anything without a human. The problem is that for a human to get the computer to do anything is quite complicated. So someone developed a program called and OPERATING SYSTEM that makes it easier for humans to tell the computer what to do.

The computer, operating system and the human are somewhat like a car and driver. The car can do wonderful things but not until the driver sits down in the drivers seat and takes control.

The steering wheel, keys, dashboard and controls might be similar to the computers operating system. The driver tells the car what to do by operating the controls of the car.

There are several operating systems on the market. Windows is the most popular and comes installed on most computers. The Apple computers use an Apple operating system, and there are some other free systems as well.

Windows is the most widely used and in my mind the easier system to use. This book will deal with the Windows Operating System. If you want an Apple, the two systems are similar so if you go through this book it will probably help you with any of the other systems.

THE START BUTTON: This is the little red, green, blue and yellow flag in the lower left corner of the screen. The start button is where you start, and also where you stop. It gets you going in your work. The Start button also gives you access to all of your programs and all of the tools of the Windows Operating System.

ACCESSORIES: In accessories (START – ALL PROGRAMS – ACCESSORIES) there is a calculator, a paint program, some games and a lot of other tools for working with a computer.

ALL PROGRAMS: Clicking START and then ALL PROGRAMS opens up a listing of all the programs on your computer.

CONTROL PANEL: (START – CONTROL PANEL) There are a lot of tools here to set up your computer. Most of the time they will be set up properly by Windows, but some times you want to adjust things a little yourself.

Be careful and read what the screen tells you. You can adjust your mouse, your sound, the date and time, adjust your monitor display, add/remove programs and lots of other items.

In Vista there are two ways to view the items control panel contains. The normal view has items divided up into similar groups. The CLASSIC view is like the older Windows control panels that list all of the items in alphabetical order. I find the later handier but it is up to your personal taste.

HELP AND SUPPORT: START-HELP AND SUPPORT will bring up a window where you can find help on how to do things in windows. In most programs at the top, the last menu is a Help button that has help information for that program. If you have internet service, the Windows help system will go online and find other help items for you.

The help system in Vista is much more powerful and effective than in past versions. There is a lot of information and troubleshooters that can help you with your computer. If you do not find your answer it will go online and find more information for you.

Microsoft seems to want to make the system better. At the bottom of many of the help files there is a question about whether this file helped you with your question. There is opportunity for you to give them your opinion and submit it to their company website.

SEARCH: Search has changed drastically in Vista. When you click on the start button there is a little white box opens just above the start button that says “Start Search” where you type in what you are searching for. If you want a quick way to a program just type the program name into the box. It will most likely pop up at the top of the white window that opens. To run the program just highlight it and press enter/return. If you are looking for something in your data, type in a word or two and it will go looking for you.

There used to be a “RUN” window in the older systems, but it has been built into the search box as well. If someone tells you to run a certain file, just type it into the white box and press enter/return. Usually you will only use this if a technical support person asks you to do so. You can also get to the run window by pressing the WINDOWS key and the r key.

USER ACCOUNTS: This is for when several people use the same computer. You can set it up so that each person has a special screen look, and their own programs. If dad or mom have a lot of documents that are important he/she can have access to them, but no one else can get to them. If Jr. has a kids program that nobody else wants to use he can install it on his space and no one else will see it.

This is set up in the START-CONTROL PANEL – USER ACCOUNTS area. (We will cover this in more detail later.)

MENUS: The menus are your key to doing what you want with a program. Anything you want to do will be found in the menus. You will deal with your files there, you will find help there, you will be able to change the view of the program, and you can do many other things in the menus.

WINDOWS EXPLORER: This is one hot key I like. WINDOWS KEY + e, or you can point to START and RIGHT CLICK and explore is one of the options.

Windows explorer has two windows. The left window lists the drives on your computer. Each drive has a letter. The floppy, if you have one, is always drive a: and the hard drive is always drive c: and if you have a CD drive it usually is drive d: - if you have other drives hooked up they each will have another letter. Each drive will have its own letter.

If you click on the little right pointing arrow it will change downward some. When you do so it will show the folders that are contained on that drive. These folders are where your programs and information are stored.

You can think of Explorer as a file cabinet. The first drawer is Drive c: and all the folders are the different folders inside the drawer. Then in the right window there are other folders and files. These are like having other folders and files inside the main folder.

You probably won't have to deal with these unless you want to move some of your files around. If you are a perfectionist you might find that it is fun to move your files and organize them so they are just the way you want them.

WINDOWS EXERCISE: You might want to take some time to just play around on the screen and see what you can do. Open Notepad and play around with it. Type in some information, cut and paste some text and just see what you can do with the program.

BACKUP Oh, did I remind you to back up your work?

UAC: There is one more item we need to cover. It is called UAC or User Account Control.

In Vista as in other Windows systems there is a User Account that is set up when the computer is new. It is called the ADMINISTRATOR account. This account is password protected to keep all users away from the system settings and programs. Only the Administrator can change the main computer and system settings and only the Administrator can install and uninstall programs.

He may give different user accounts administrator power over the computer to individual account users.

The Windows Vista system is designed with a lot of security so that a person can be protected. This added security is good for security however it is somewhat troublesome for the average user that might want to do some things on the computer.

The system will require administrator authority (password) to do a lot of things while using a Vista computer.

The administrator can modify the system to allow more flexibility. The drawback is that you get a warning every now and then that your system might be in danger even though it is not – it is only set up for less security.

You turn this added layer of protection on and off by going to CONTROL PANEL/SECURITY CENTER and going to Other security settings and clicking on the small down arrow at the right of the box. This opens more information at the bottom. It lists Internet security settings and User Account Control. At the right there is an On button. If this is an Off button then the User Account Control is shut off. If it is off you can turn it back on at this point by clicking the right button.

To turn UAC off you need to go to CONTROL PANEL/USER ACCOUNTS and when it opens at the bottom of the list is “Turn User Account Control on or off. There is a box with a check in it labeled “Use Uuser Account Control (UAC) to help protect your computer” – just uncheck it to turn UAC off or check it to turn it on and click OK. (When finished it will restart your computer.)

Do you want to shut this layer of security off on your computer? This is a decision that you will need to make. There are some considerations.

1. Do you have your unit connected to a home/office network? If so you might want full security if you do not want others on your network bothering your computer.
2. Do you have other people that use your computer? If so, again, you might want full security if you do not want them bothering your computer.
3. Do you live in a high crime rate area? If so, you might want to run the highest level of security possible in case someone breaks into your home and steals your computer. This is also the case if you own a laptop computer that you take with you.
4. Do you own a computer, especially a laptop that you take with you, that has wireless capabilities? Again high security would be the better choice. A wireless connection is not safe unless it is properly secured with encrypted password protection.

If you are in a public place using Wi-Fi you are open to others watching your computer activities and catching user names/passwords when you send them on the internet. They might also be able to hack into your computer without you knowing it.

I do not run this high level of security at home because our wireless system is secured with a good password and I do not have any important information on my laptop so do not worry about that when I am out using Wi-Fi. My wife on the other hand worries extensively about these sorts of things and uses all levels of security on her unit.

If you are unsure of whether to use UAC or not, just leave it turned on and you will be safe. It will require a few more mouse clicks to do things like installing programs etc.

CLASS SESSION 2

III. INTRODUCTION TO SOFTWARE

HOW SOFTWARE ARRIVES: Software either comes on a CDROM or you download it from the internet.

When opening boxed software be sure to look for any serial numbers, registration numbers or codes. Be sure to keep these numbers with the CDROM. When you install the software to your computer this number will be required to finish the installation.

In the case of downloaded software, the seller may also require a number or code. It will normally be emailed to you. Again, be sure to keep the number so you can reinstall the software sometime in the future.

It is also good to keep your software in a safe place. Take care of the disks and protect them from scratches, finger prints and dust. If you download a program it would be good to burn a CD or save it to an external drive of some sort so that you do not lose it.

HOW TO INSTALL SOFTWARE: Most programs come on CDROM. Put it in the drive and wait. It will probably open a window and you just follow the instructions. If a window doesn't open check the paperwork that came with your program. If it does not tell you what to do then START-LEFT CLICK-EXPLORE and go to your CD drive. In the right window look for a file named SETUP.EXE OR INSTALL.EXE and double click it. This will usually open the install process.

There are a series of warnings and questions for you to answer when installing, just read what the box says and react to it.

To install software you may be required by the Vista system to be the administrator of the computer. When you buy a computer and begin to use it the computer will ask you for an administrator. It is best for the person that will have access to all user's information to be the administrator, usually mom or dad.

The computer then sets up the person selected as administrator and that person can do certain things that other users cannot. This allows you to set up security and restrictions for minor users and they will not be able to change those settings.

HOW TO UNINSTALL SOFTWARE:

1. The program uninstall system

Some programs install an uninstall program and put an icon with the program icon. Just click on the icon and follow any instructions. There may be a repair option if you are having problems with the program you might try repair.

2. Windows uninstall system

START-CONTROL PANEL- PROGRAMS – UNINSTAL PROGRAMS after the window opens select the program you want to uninstall, right click on it or go to the bar at the top and click on uninstall.

TYPES OF SOFTWARE

1. Word processing software: Word processing software covers a lot of different types of programs. Notepad is a word processor but very limited. There are other programs as well. Word pad is a more sophisticated program and has more features. It comes with many computers. The more popular programs are Microsoft Word, Word Perfect, and there is a free program called Open Office which is a quite good program for free.

2. Spreadsheet software: A spreadsheet is a program that lets you do book keeping type jobs. You can type in formulas and it will automatically do calculations for you. It is good for doing a budget or simple books for your household. The most popular is probably Microsoft Excel. Microsoft sells an Office suite that contains Word, Excel, and other programs. Open Office also has programs that are similar to those found in Microsoft and other office programs.

3. Database software: Database software allows you to store information and then be able to sort it in a number of different ways. If you set up an address book for your friends and relatives you can then sort by name, or city or state. You can do anything that would be a list and need to be sorted. You can keep membership lists for clubs and churches, or an inventory of your record collection or possibly your home's contents with serial numbers in case of theft. Be sure to print it out and keep it safe in case someone steals your computer. ☺ Again, the database program normally comes in the office suites.

4. Graphic software: Graphic software varies in its use. You can resize, fix and enhance photographs from your digital camera or photos that you have scanned in with your scanner, you can add text to the pictures or possibly cut and paste part of your picture into a greeting card program.

There are other programs that allow you to make posters, greeting cards business cards and banners. These do not come in the office suites, but are available fairly cheap. There are a couple of free programs online as well.

Another program is called presentation. The Microsoft version is PowerPoint, the Word Perfect is Presentations and Open Office has Impress. You can set up slide shows and use the pictures as video helps as you teach a class.

5. Paint software: There is a basic paint program that comes on most computers as part of Windows, and then there are more detailed programs that can be purchased or found free online. With these programs you can draw and or paint with different brushes, pencils, chalk etc. There are colors that you can use and do just about all you can imagine with the program.

6. Educational software: There is a great choice of educational software programs available. You can buy it for all age groups and it will teach you to do almost anything you want to learn.

You can learn English, or other languages, you can learn typing, which is very handy when using a computer. You can learn to use the different programs that you buy, you can learn to use the internet, though many of these things you can learn on your own if you do some reading and experimenting with programs.

7. Bible/religious software: The Bible programs have different translations of the Bible. You can search for a word you are interested in and it will list all the places in the Bible that it occurs.

Most of these programs come with commentaries, dictionaries and other helps for your Bible study. Again, these can be purchased but there are a couple of very nice ones free online.

There are other Bible related software programs such as how to memorize, or programs that are able to keep information on your church members.

There is also learning software for children that teach Bible stories.

You can buy a large number of religious books from different publishers on CDROM. Many of the Bible programs will allow you to read books from within the program.

8. Audio software: Audio software allows you to record sound that is going through your computer. If you have a CD player or TV hooked up to your computer these can be recorded. You can also edit sound. You can buy software that will allow you to add, subtract and enhance the sound that you have recorded. Some software allows you to take the music from your music CDs and put it into another format to use on your MP3 player.

9. Video software: Video software does all that the audio software does, only it works with the video or pictures. You can record video from your TV that hooks to your computer or you can work with video from your video tapes.

10. Games: You can find about any type of game that you would want. The reality games make you the player within the game. Some have puzzles you must solve to get to places you want to go, others you have to avoid traps etc.

There are board games like Monopoly, scrabble, chess and checkers and many more. There are flight programs that allow you to fly on your computer. Some are very much like real airplanes, while others

are for fighting other planes in the sky. As well as flight, you will find driving programs as well as train programs that allow you to be the engineer.

11. Utilities: Utility programs are to assist you to do things with and to your computer. There are programs that will help you speed up the computer, programs that will help your memory do a better job, and programs to do just about anything you want to do with your computer.

SOURCES OF SOFTWARE:

1. Commercial software: This covers all software that you can buy in stores or online. There are a couple of tricks that many people don't know about. There are versions of some of the more popular software programs that are much cheaper than the originals

The Student Versions are versions that are made available to students at a reduced cost. The reduction in cost is usually about half. If you are a student and need a program, it would be good to go to the software publisher's website or call them and ask if they have a student version available. Be sure to check the requirements listed to be sure you really qualify to purchase this version. College bookstores would probably have these versions as well.

The Upgrade Versions are newer versions of software that you may already own. Again they are usually a little cheaper than buying the whole new version. As with the student versions, call or go online to the publisher and ask if they have upgrade versions.

2. Shareware software: Shareware is software that people produce and put on the internet for free – well free for a period of time. If you try the software and like it and want to continue to use it, you just send in the amount they desire. Sometimes there is a code required to use the software beyond the trial period. When you send in the payment they will send you the code.

You can purchase some very nice software this way and the great part is that you can try it and make sure that it will do what you want to do before you buy it.

3. Demo software: It is usually good for 15-30 days then stops working. Some allow it to continue to work, but on a very limited basis. This software is usually put out by software publishers just to allow you to try it. Their hope is that you will like it and buy it.

4. Freeware software: This is like the shareware software, except that it is totally free. There isn't a lot of this available, but there is some. You can find a lot of software of all kinds online.

For example there are two very good Bible programs that are free. They have many translations and books available for free. Free does not mean that they are cheap or ineffective programs. Free means that someone wants to share their work with others.

5. Open Source: This software is free, and if you are a programmer you can actually take the code and rewrite it to do a better job than before.

Open source is a movement of people that want to develop great software at a price of free. The Open Office program I mentioned is open source and very well developed.

BACKUP ☺

III. INTRODUCTION TO BUYING A COMPUTER

DO NOT BELIEVE THE SALESPERSON (they are there to sell): I say this in a joking manner, yet I have had more than one computer salesperson lie to me when I have asked a question.

Don't believe their advertising either; it can be false and misleading.

Be very careful and think about what the store advertising is saying and what the salesperson is saying. They may be honest as can be but they can also be very dishonest – just be careful.

DO NOT BELIEVE YOUR NEIGHBOR (he is there to get you to buy one like his or one like he wants): Listen to all that people tell you but be sure you use your own judgment as well. Neighbors as well as friends tend to be very opinionated and think that their view is the correct view, when it may be only one view among many.

What they say may be correct, but again, just listen and be careful to think through what they are saying.

DO NOT BELIEVE YOUR TEACHER (he is there to confuse you :-): Teachers and books on computers are a little more trustworthy, but even then think about what you are told or what you read. You are the final authority, be sure you like the results that you bring.

DO A LOT OF SHOPPING: As you shop you will find more questions. Be sure to ask your questions, then at the next store ask the same question and see if you get the same answer.

The discount stores seem to sell fairly good products, at a lot less money than computer stores. On the other hand computer stores often have more knowledgeable people to answer your questions.

We have bought at discount stores and have been quite pleased with the results.

Most computers will do a good job for you. Just find one that will do what you want to do with it after you get it home.

DO TAKE YOUR TIME: Don't buy the first one you find, look around at other computers and other stores to be sure that you have just what you want. As fast as computers change, you might find a feature that you have not heard of that you would really like to have on your unit.

DO DECIDE WHAT YOU WANT: Make a list of all the features you want.

CPU speed?

CPU type?

Memory size?

Drives: DVD? Floppy?

Kind of monitor you want?

Kind of printer you want?

Do you need networking?

Do you need television?

Do you need some other features?

What software do you need for your machine?

Do you need a desktop or a laptop?

How much do you have to spend?

DO ENJOY THE PROCESS: Take the family with you, it will be a learning time for everyone. Look at several units at several stores if you like. Ask all sorts of questions to be sure you know what you need. If you have children in school listen to what they have to say, they may know things that you do not know.

DO WAIT IF YOU DO NOT FIND WHAT YOU WANT: In general, find the features you want and buy the cheapest item you can. Best Buy, Circuit City, and Office Depot run specials quite often. They offer a printer, monitor and computer for \$399.00 or there abouts after rebates. We have bought several this way and have always had good results.

More money does not make it better. You can spend more money thinking you are getting a better machine, but it might give you as much trouble as a cheaper unit would. Expensive computers fail, just like cheaper ones.

A word about Service contracts or Extended warranties. This is personal opinion, I'm sure there are many salesmen that will disagree with me ☺ Service contracts, or as they are often called extended warranties, are very nice IF you have trouble, but very few people have trouble with hardware failures. These contracts are designed to make the company LOTS of money. The chances of needing one are small, but if you would feel more comfortable having one, then go ahead and get it.

BACKUP ☺

V. INTRODUCTION TO THE INTERNET

A. WEB BROWSER: The web browser is the program that allows you to go places on the internet. The more popular ones are Microsoft's Internet Explorer, Netscape and Fire Fox. All are free for download on the internet. Most computers will come with Explorer and Netscape offers their program on CD if you cannot download it. They only charge handling and postage normally. There are some other browsers that are becoming more popular. Opera, Firefox and Chrome are the more popular ones.

B. MAIL PROGRAM: The mail program allows you to send and receive emails from friends and relatives – well from advertisers and cheats and thieves and all sorts of other types of people. Be very careful when you get email. There are scammers that use email to get your personal information.

Do not give your personal information to anyone online unless you know who they are or know the company is honest. BE CAREFUL.

The more popular program is Microsoft Outlook Express which comes with most Windows systems, however Netscape has a program available and there are free and shareware programs online. Thunderbird is a free program and Windows Vista has Windows Mail.

C. ANTI-VIRUS SOFTWARE: When you are online you are in danger of getting a computer virus. It is a little program that can do damage to your information. They call it a virus because it is kind of like a human virus. The computer virus can destroy your files on your hard drive, or they can make the computer inoperative. Not only are they a pain to the owner, but often they will get into your address book and email themselves to everyone you know giving them the same problems.

There are many ANTI virus programs. These programs scan all of the files coming into your computer from the internet and if it finds a virus, it will stop everything and protect you. These programs are not fool proof, but do a very good job.

There are two main companies, Norton and McAfee. AVG by www.Grissoft.com is a free program that has worked well for us.

D. AD WARE/SPYWARE SOFTWARE: Another head-ache on the internet is Ad-ware. Again, this comes from the internet. Some people send this little program to you when you visit their website, or when they send you email advertising.

The program tracks what you do on the internet and reports back to the person that sent it. Alone one or two are not too bad normally, but at times if you have several of these they can slow your computer down.

Again, there are free and commercial software programs available to find the ad ware and eliminate it for you. Windows Vista has a program that they call Defender that does a good job of keeping this sort of software out. They are constantly updating it.

E. POP-UP BLOCKER SOFTWARE: Pop up windows are a total head ache. When you go to some websites there will be a new window open over your browser and they will send advertising to you. You can close it, but it just takes your time. Be careful with pop ups since some of them, which will have buttons to click, usually bring a lot more advertising.

Most modern browsers have this feature built in so that you do not have to worry about it or mess with it. There are commercial and freeware programs available to stop them.

F. PARENTAL CONTROL SOFTWARE: Most televisions have parental control built into them. This allows the parents to block out some channels they don't want the children to see.

Parental control software does the same thing on the internet. It will block specific websites, or it will block types of websites. You, as the parent, choose what will be allowed.

This software is not fool proof. It may miss some problem websites. In many years of web surfing, I personally have never arrived at a site that was offensive, except for one which I arrived at because I typed the wrong address into the address bar.

To be sure you keep your children from seeing things you don't want them to see, be sure that you keep the computer where you can watch the kids when they surf. Many people suggest keeping your computer in the living room or family room where parents are always around. This is the safest way to allow your kids on the internet.

G. COMPUTEREZE: Computereze is the special language that has developed on the internet. It is much like the slang that teenagers pick up at school.

I will just list a few, I would guess your children could give you some other examples.

:-) is a smiley face

:-(is a frowning face

:-P is a happy face with a tongue sticking out

8-) is a happy face with glasses

IMOM is In My Own Mind

ROF is Rolling On Floor

ROFL is Rolling On Floor Laughing

IMHO is In My Humble Opinion

H. CONNECTION TO THE INTERNET

1. Phone line/Dial Up: The cheapest and easiest internet connection is called dial-up. It is access where you plug your phone line into the computer and sign up for service. The company will give you a phone number to dial. When the computer dials the number it will connect you to the internet so you can check your email and surf the web. The major drawback is that you cannot use your phone while on the internet, though there are devices available now that will tell you when you have a call coming in so that you can hang up to catch your call.

2. Phone DSL: DSL is a faster connection that also uses your phone line. It is higher priced and takes some extra equipment which the company will provide to you or you can buy it an electronics store. The company will tell you what you need.

3. Cable: A cable connection is made through the cable that brings your television to the house. Again, cable is higher priced than dial-up but much faster. In fact Cable is usually faster than DSL.

4. Satellite: Satellite connection comes through the satellite dish that brings television to some homes. Satellite high speed has not caught on as the cable and dsl, but there are fewer people using dishes.

I. SPAM BLOCKER: When you get your email, you may get unwanted emails from people that want to sell you things or crooks wanting your money.

There are some SPAM BLOCKER software programs available online. Your internet service provider may have something free that they offer as well.

Personally, spam blockers are not that good. Some providers will take your address book and compare all incoming email to it and not send you anything that does not come from someone in your address book. These work well, but if you have an old friend that wants to contact you they won't be able to. Be careful what you do with spam blockers.

J. UPDATES: Windows Vista automatically goes on the internet and checks with the Microsoft website to see if you have the latest versions of Vista. The operations of this are located in the security center. There are some options. You can just allow the system to continually update your system, or if you want they will let you know when updates are available.

Some software packages now have an update feature as well. If you have an Ipod, you will have automatic updates for the Itunes software.

BACKUP are you convinced that you should backup? ☺

VI. INTRODUCTION TO MAINENANCE

A. DISK DEFRAGMENTING: This is a tool in START – ALL PROGRAMS - ACCESSORIES – SYSTEM TOOLS. Once a year should be adequate, unless you install and uninstall a lot of software, then more often might be good. This takes a long time if you have a large drive with lots of stuff on it. I did MY drive the other day and it took around four hours. If your computer seems to be slowing down, you might try to defrag, it might help.

B. FAN: The fans cause the noise that comes from your computer. There are two fans in most computers, one on the back of the case and one that mounts on the CPU inside.

If you hear a drastic difference in the sounds coming from your computer your fan may not be working. The fan on the back of the case can be seen from the back. If it isn't spinning it needs to be cleaned or replaced. Unless you are very knowledgeable with electronics you probably shouldn't try to replace it. This is true for the CPU fan as well. If you can see dirt spraying the fan with canned air may cure your problem.

It is important for your machine to have these fans running. If they fail, your machine can overheat and cause damage to other parts inside.

C. CLEANING: Most computers have an instruction book that should have cleaning instructions. It is good to take a vacuum to the unit every year or two. Just turn the vacuum on and hold the tube close to the case and move around. Give special attention to the front and back of the case.

If you have a friend that knows something about electronics it might be good to have him pull the side of the case and blow out the dust with canned air. For the case, use any mild household cleaner or glass cleaner.

The monitor will come with a book and in the book there should be some directions for cleaning. This is true of the printer as well.

D. UPGRADING: Most computer instruction books have directions that tell you how to add memory, or change drives. If you feel comfortable trying this, it isn't very hard to do. You can change or add drives, memory and video cards.

BACKUP ☺

CLASS SESSION 3

VII. INTRODUCTION TO COMPUTER TYPES

There are many types of computers today. Indeed, there are computers in everyday items that you might not think of. Most cars have small computers, some refrigerators and other appliances use built in computers. If you have a digital camera, you have a mini computer of sorts built in.

We will primarily be dealing with home computers and laptop computers, but there are many others that need to be mentioned so that you will be aware of them.

THE DESKTOP: The most common home computer is the desktop computer. I might add, that the laptop is fast taking over the home computer market. They are becoming cheaper and are much easier to fit into a desk area.

There are many types of desktop computers. There are big ones and there are small ones. The difference is how much you can add into the computer. There are mini computers that only have the basics with one hard drive. These are quite nice for students and small offices.

The larger TOWER computers are the most common today. They come in full, medium and small size. The difference is the number of drives you can install and how big the mother board is.

There are some narrow towers coming out in recent time that are more compact for your desk but have some limitations relating to upgradeability.

If you plan to have a lot of toys added to your computer you will want to get either a mid or full tower. This will allow the addition of more drives and small plug in boards for the additions that you want.

THE LAPTOP: The laptop is a little more limited because there is little room to expand. An example might be if you wanted to add a television to your computer. You would not be able to put the board inside, but you could purchase a USB unit to just plug in.

Laptops are very easy to use, very easy to find a place to store, and very easy to take with you. This is a real plus for many people today.

If you don't think you will want to expand your system, you might consider a laptop instead of a desktop. The laptop will cost you a little more, but would be worth it. You can use it on the road as well as at home or on you desk.

There is also an added plus to the laptop. They seem to be a little more durable. They are built for travel so are a bit more rugged than the desktop.

THE HAND HELD: Another computer that is used in business is called the handheld computer. There are many versions of this computer, but they aren't being produced anymore. I think there is only one company that has one on the market today.

You can still buy the handheld computers online and they are fairly inexpensive.

The main drawback to the handheld is that it will not run normal Windows programs. They are limited in speed and memory, but their size and weight are very desirable to the traveler. The units do not have drives, but run on memory cards like the digital cameras use.

These units can do most of what a laptop can. The one that is now on the market has a near full size keyboard for touch typing. The programs are a little limited, but they do a very good job.

The handheld has a better battery life which is a real plus for the user. They are small and can fit into a small bag or suit coat pocket.

They have a full suite of "pocket" programs that do a find job for the businessman or anyone else that does a lot of computer work on the move.

THE POCKET COMPUTER: The more popular of the small computers is the POCKET PERSONAL COMPUTER. These are the shirt pocket sized computers. As the handheld units, there is a limit on memory and they do not have hard drives so are limited in how much they can do.

The pocket computer is great for schedules, address books, short notes, to do lists and other organizational tasks. I have a folding keyboard for mine so I can actually do some major word processing when on the move. Most of my study is done on handheld or pocket computers when I am out and around town. They are quite good at word processing and other minor tasks.

The programs for handheld and pocket computers are smaller and simpler than normal windows programs, but they get the job done quite nicely.

There are many pocket computers on the market and the options are great.

You will also find that many cell phones are taking over some of the pocket computer market. Many cell phones do the basics of organizationalism. If you want to do word processing etc. you will want to stick to the pocket pc for now.

You can purchase cameras for many of the units and there are other options such as Global Positioning, adding video monitors or even the ability to hook up to a video projector to present a power point presentation.

THE ULTRA MINI COMPUTER: The ultramini computer was introduced in 2008 and has set the computer companies on their ears as to the excitement. It seems that people are going to be calling them Netbooks since they are primarily used for internet use. I personally use one for my major study machine. It is very small but runs full operating systems instead of the cut down “pocket systems” that came on the handhelds. These computers sell for a small price and are very portable and usable.

THE APPLE: The Apple Corporation has been in business for many years, but they have never really taken on as well as the Windows computers. There is nothing wrong with the Apple, there is nothing really better when it comes to an apple, but depending on if you are speaking to a Windows person or an Apple person, you will get various opinions. Most Apple lovers will swear the Apple is way better than a Windows machine.

Forums on the internet have produced challenges from Windows lovers asking that the Apple folks list why they are better. The only real reason that comes forth is that they are more secure from the Virus and hacker attacks. At this point this is true, however most hackers aim for the largest target (Windows machines) and leave the smaller targets alone.

The major flaw in Apple computers is the price. You can buy a limited desktop for 600 dollars, but most of the rest of their computers start at 1000 dollars and up.

The Apple machines probably are a little more secure, but as they become more popular the hackers will most likely change that.

I have worked extensively with Windows and a little with Apple and find the Apple has some nice things and Windows has some nice things. Both also have their problems.

Apple is a great company and makes a great product, though they have always been pretty expensive. They are also somewhat limited as to software. The software is there but it is also fairly expensive.

Apple has kind of transitioned into being called Macs which is short for their official name the Macintosh. They have some exciting products on the market recently and seem to be a little more competitive. They also come with a very nice software package to get you started.

To choose which system you want, you might just go to a couple of stores and sit in front of one of each and play with it awhile. The Macs are pretty much sold only through Apple Company stores or online (Best Buy recently started stocking a limited number of Apple machines).

There is a very nice Apple store in most larger cities if you are interested in looking at a Mac.

MONITORS

Monitors come in three basic types. The size varies from 14 inch to 19 inch usually. The three types are CRT, CRT Flat screen and Flat Panel.

CRT monitors are the older type and are least expensive right now, though the flat panel is becoming more competitive recently. It is like a television set, big and heavy.

CRT Flat screen monitors are the same as the CRT monitor, but the screen front is completely flat. They are a little more expensive than the older type, but are also still big and heavy.

Flat Panel monitors are a couple inches thick so are much nicer on a crowded desk. The picture is equal to if not better than the CRT monitors. They run less expensively power wise, are better space wise and produce less heat.

Let your budget be your guide, but the Flat Panel is by far the better type to purchase if you can afford it. If you are on a tight budget, a CRT monitor is just right.

There are a lot of extra CRT monitors gathering dust in garages across the nation so if you need one ask around, you might find one free.

There are now two types of monitors in the flat panel grouping. There is the older VGA models that have a 15 pin trapezoid shaped plug and the better and newer DVI type monitor that has a larger rectangular plug. These monitors present a better picture on your screen.

VIII. INTRODUCTION TO CLIMBING INSIDE WINDOWS

INTRODUCTION VIDEO: Click on the Start button and select Help and Support. Type tutorial into the window and press enter/return. This will open up a number of tutorials for Vista and your computer. These should be quite helpful for you.

START MENU: When you click on the start button in the lower left of your screen you will open up a series of menus and options. You will find the help section, the search feature, the control panel and other items that allow you to move around in your computer.

When you move your cursor over the ALL PROGRAM button the menu of all of your programs will open up. If you want to return to the main list just press on “back.”

If you would like to rearrange your menus, feel free to left click and hold on one of the items and drag it to where you would like it to be. You can also delete any of these icons that you do not need. If you click and hold an icon you desire to move and the destination is not there, just hover over the bottom or the top of the menu area and the menu will move up or down to show the destination you seek.

Many programs, when being uninstalled will leave icons in the Programs listing and it is good to get rid of them. Just move your cursor over the unwanted icon, RIGHT CLICK and choose delete from the menu that will open.

THE DESKTOP: The desktop is similar to your desk at home. It has all the items you want to work with laying on top.

The computer desktop, however can be easily changed and decorated. If you will RIGHT CLICK on a blank area of the desktop you will receive a menu. The option we want is personalize. This will allow us into an area where we can adjust a number of items.

The first is the window color and appearance. Here you can control what the individual windows look like. Click on this item and a window will open which gives you the color choices. The intensity of color can also be adjusted. One of the big changes in windows Vista is the “transparency” of windows. Each window can be adjusted so that you can see through it to the other items on the desktop. Some find this somewhat distracting while others feel it is really “NEAT.” Your choice and preference is at hand here. I will mention that the feature being turned on uses memory and slows some computers down so if you have a cheap unit and it is slow, check into this as being a possible cause.

When you are finished click on the back arrow at the upper left or to close the window click on the red x in the upper right corner.

The next set of options is “Desktop Background. In the first area you can choose your picture that you want on your desktop. You can add your own photos into the hard drive and use them as well (Check the help files for how to do this). In the lower portion you can set the effect of the picture. You can have a big one many, or a smaller size.

If you would like to use a screen saver the next option is where you set that up. The screensaver is a relic of the CRT monitor. On these old monitors if you left a computer on for days at a time the picture tube would burn the image on the screen. To avoid this, the screen saver was invented. The screen saver is a constantly changing image that comes on the screen when the computer is idle and keeps the screen from being burned – thus the term screen saver.

People like to use them even today just for the interest of something going on when they are not working on the computer. You can select from a number of supplied savers or you can download them from the internet or buy a CDROM with many other ones for your choice.

In the options area you can choose the saver you want as well as set how long a period of inactivity before it starts and other settings.

The “Sounds” option opens a window where you can control the windows sounds that play at different functions of the computer. You can set up certain tasks to make certain sounds or you can turn the sounds off as well. There are “Sounds” programs available with all sorts of weird sounds for your enjoyment. There are also some settings for playback and recording if you want to do that.

The next area is for the mouse. You can get to most of these areas through the control panel as well. The mouse settings are fairly easy to set. You can change what the cursor looks like, how it acts and how fast the mouse moves the cursor. At the bottom there is a feature where you can turn the pointer/cursor shadow on and off. This is usually for laptops but it might also help on a desktop. It adds a shadow to the cursor when it is moving making the cursor a little more visible when you are trying to locate it on the screen.

Themes allow you to customize the desktop even more. It has different colors, sounds and icons. You can go online and download other themes as well. They have them for Star Trek and thousands of others.

Finally there is the option of “Display Settings” where you set up how the screen looks. There are two items to adjust here, the Resolution and the Colors. Normally you will not change these once you have set them up. Most new computers come with these settings already set for the best the computer can produce. You can also set up the use of a second monitor in this window as well as set it up to show a picture on a television set.

Both resolution and color level may need to be changed if you are trying to run older games. Some older programs were designed for less resolution and color level. Other games will automatically change these settings for you when the game starts and then return them to your settings when the game is stopped. That is in the real world, but some games will change your settings and forget to return them, SO you may get to go into this area and reset them to what you want.

The resolution might come in handy if you can't see very well. You can set it to a lower setting and the text on the screen will be bigger. There are a couple of other ways to change the size of the text also. Check the help file for more assistance.

The Advanced button will open another window which will give you further access to controlling your picture. Unless you know what you are doing, it probably would be better if you stayed out of that area.

If you have a laptop, and want to use a second monitor or plug into a television you will need to get into this advanced area to set the additional equipment up. It is fairly easy so feel free to do so.

THE TASK BAR: The task bar just sits there, but there are some options. You can click and hold and move your cursor to the top if you would rather have it on the top. You can also have it on the side if you would rather.

If you right click on the task bar a window will open with many other options to customize your desktop. Just click on properties to find the options. There are options for the start menu and toolbars as well.

Just take a moment and do some snooping around these options and set your computer up just the way that you would like it.

CONTROL PANEL

The Control panel is where you can really get into changing and controlling your computer.

I would give you warning to go slow and heed the warning messages as you go along. Read all messages and you should be okay. If you don't understand what you are reading, find someone that can help or just back out by clicking exit, stop, no, or whatever option you are given. You could also go to the help files and see if you can find your answer.

Much of what you will want to do is to be found in the help files if you take some time to look. Windows Vista has so much information and helps available that you may never find all of them unless you are looking for some specific item.

You may find items in your own computer's listing that are not listed here. This is normal. Some programs put icons here for your assistance. Some audio and video programs for example will have adjustments that you can make to your computer.

If you have icons that aren't listed here, just ignore them unless you recognize what they are. Most programs set things up the best way for your computer when they install themselves.

We will look quickly at the general areas of Control Panel in the Vista view then go through the classic view in more detail. We will also go through Control Panel in a later class in more detail.

System and Maintenance is where you find settings and information relating to Windows and your

computer. You can backup your computer in this area if you have the proper equipment.

Security is where you set up your firewall, antivirus, and Windows Defender.

Network and Internet has all of the settings for your home network as well as the internet. Most of your internet settings will be done for you by the service provider that you subscribe to but if you have dial up you may find yourself in this area for some settings that they require.

Hardware and sound includes playing CDs, adjusting the volume/sounds, printers and your mouse.

Programs is the area where you will go to for uninstalling programs, uninstalling Windows features and changing some of your program settings. An example is if you have two programs that you use every time you start your computer you can set the unit up to automatically start these programs for you when the computer is powered on.

Mobile PC is for laptops and allows you to make some changes to your computer as well as check and maintain the battery.

User Accounts and Family Safety allows you to set up user accounts for each person in your family or in the work place sometimes several people use the same computer and the accounts can be set up here. You can also set up parental controls to control what your children can access.

The Appearance and Personalization is the same as right clicking and properties on the desktop.

Clock, Language, and Region is a little more easy to understand. You can set the computers clock, date and region here. The computer will automatically change your system clock for you when daylight savings time changes.

The Ease of Access is for those that have physical difficulties and need some help to use a computer. There is help for the sight impaired.

The computer can also read text and if you have the right software the computer can convert your speech into text.

Additional Options will have different settings that are related to the programs that you have installed on your individual computer.

Now to run through the items in Classic View.

ADD HARDWARE: This is the area where you go if you add something to your computer and the computer does not know what to do with it.

Most additions will automatically be recognized by the Windows system and install them for you.

If there was a CDROM with the additional hardware you may have to use it to help Windows install the hardware.

If you plug in your new unit windows will tell you that is it is working on the situation. If it can't finish the job itself it will open a window and give you instructions as to what you should do.

Just take your time and read through what is placed on the screen. If you don't understand, open the

Windows help file and search for what you are being told. The help file should help you through the installation. If you don't understand and cannot find assistance in the help file, call someone that knows computers and they should be able to help.

Also be sure to read through any booklets that come with the hardware before you begin. There may be a certain series of things that you should do. Follow these and you should succeed.

FIND FAST: Find Fast is related to your computers search feature and probably will not need to be changed.

ADMINISTRATOR TOOLS: Administrator Tools are little programs that allow you as the administrator of the computer to control how the computer functions. This is a good area to stay out of unless you know what you are doing. You can go in and open the programs, but I would not make any changes. This area can get you into some trouble with your computer.

A technician over the phone or email support might ask you to go in and do something – this is okay, since he knows the system and will tell you exactly what to do.

AUTOPLAY Auto Play is the spot to set settings for your CD/DVD drive's ability to automatically start when you put a disk in. It can start the install process if the CD is a program, it can start the music if it is a music CD or start the movie if you put in a movie DVD.

BACKUP AND RESTORE: Backup and Restore is for backing up your hard drive or restoring to a previous date.

BLUETOOTH: To set up any Bluetooth wireless devices you will enter into this area.

CD/DVD: To set up your cd/dvd drive and options this will be the place.

COLOR MANAGEMENT: This will be a good place to stay out of unless you have some written or spoken instructions telling you what to do in relation to your monitor/display units.

DATE AND TIME: This area will give you access to setting your time and date.

It should be mentioned that daylight savings time is automatically taken care of for you so don't reset your computer's clock. The morning after the time switch the computer will inform you that it has been corrected for you.

DEFAULT PROGRAMS: The default programs are programs that will open certain files. Example, when your computer tries to open a .doc file it will automatically open it with Microsoft Word or Word Pad. If you do not use one of these word processors you can change the default program to Word Perfect or whatever program you use.

DEVICE MANAGER: We will discuss Device manager elsewhere in the study.

EASE OF ACCESS: If you have sight or physical problems you might find things that you can change to make the computer easier to use.

FOLDER OPTIONS: There are a number of options to how your folders operate and appear. Again, this is a good area to stay out of unless you know what you want to do. An example is that you can have folders that hold pictures to show the picture files as tiny pictures or what they call thumbnails.

FONTS: Many programs install fonts or lettering styles onto your hard drive without letting you select what you want and what you don't want. You can get rid of fonts that you don't want here as well as see what the fonts look like. The better programs will show these fonts as they will appear before you select them, but others may not offer this.

GAME CONTROLLERS: If you want to install a joystick or game-pad this is where you will set the settings if any changes are needed. Most units these days will install and set up pretty well without your having to deal with it.

INDEXING OPTIONS: Stay away unless you are told to, this is most likely set up by the manufacturer when they set the computer up at the factory. If you want to change what is indexed, then open it and take care of it.

INTERNET OPTIONS: Any changes to your internet connection will be made here.

JAVA: Java relates to your internet browser and usually takes good care of itself. There are some settings there as well as the ability to update the program. Java usually updates itself lately.

KEYBOARD: You can make some setting changes for the keyboard though usually this is not necessary. You can make some adjustments to how it operates. Feel free to snoop around in these areas, just do not make changes unless you know what they are and what they will do.

MOUSE: We have covered these changes earlier.

NETWORK AND SHARING CENTER: If you have a home network there are settings and wizards in this area to assist you. There are also sharing settings. Sharing is the ability to access, change and use data files on other computers on your network. If you do not want other people changing your files but want to allow them to look at them you can set that up in this area.

PARENTAL CONTROLS: If you want to control what the kids can and cannot view on the internet this is the place to start. If you do not find the abilities you want there are programs that you can buy that will have more options.

PEN AND INPUT DEVICES: You can purchase different devices to input data into your computer. There are tablets that you can draw on, and there are pens that you write with that then can download what you have written to the computer. Those settings are here.

PEOPLE NEAR ME: If you are on a network you can connect with other people on the network. This is more for the work place though if you have a large house you might want it in a home.

PERFORMANCE INFORMATION: This is information about how your computer is operating. There is what they call in Windows Vista a "Performance Number." The number is determined by a set of tests that Windows runs. The tests are run during the setup of your computer when it is new. If you change any of the internal components you might want to run the tests again since it may change.

The number is a representation of how the video card, processor and memory are working. Most computers I have looked at recently run in the 3 to 3.5 area. Normally you have to have a fairly good video system to get any higher than that.

PERSONALIZE: This is the same as right clicking on the desktop and clicking on properties – it allows you to change how the computer looks on the screen.

PHONE AND MODEM: If you use an internet phone or use dial-up internet access this will be the place to change settings if you need to.

POWER OPTIONS: You can adjust how your computer uses electricity. There are a number of ways that you can run your computer and you set those up in Power Options. You can control how long the computer stays out of sleep or hibernation if it is unused. On laptops there are more options so that you can save on your battery usage.

PRINTERS: If you are having printer problems or need to set up a new one, this is the area. Printers normally set themselves up when you first install them but problems do come along now and then.

PROBLEM REPORTS: Windows Vista is great about collecting information to send back to Microsoft so that they can fix problems that come along. They have fixed many problems in the system over the months that it has been available to the public.

There is a reporting system for problems that you run into and you can change how this is done and view the problems you have had in this area.

PROGRAMS AND FEATURES: If you have a program that you would like to remove from your computer there are two methods. The first method you want to try is to go to START/PROGRAMS/ and find the programs icon. If there is an icon labeled uninstall or remove that program then click it and follow instructions.

If there is no icon then go to the Control Panel and open the add/remove icon. When the window opens there will be a delay while the computer searches for all the programs on your hard drive. When the list appears, find the program you want to remove. On the right there is a remove button. Click this button and follow the instructions on the screen.

Sometimes a program will become corrupted. Someone might suggest that you remove and reinstall the program.

After clicking the remove button you may be given the option of repairing the program. If you are having problems with the program, this repair may just give you the help you need. If you still have problems, then go ahead and choose remove the program.

There is another option in this add/remove window that you need to know about.

On the left there is a button labeled add/remove Windows components. If you have something that you want to add or remove from the Windows system, click this button. Another window will open listing groupings of items you may want to add/remove. In the lower right there is a button labeled Details. Click on this button and it will list the different small programs that you can add/remove.

If the box is checked the program is already installed. To uninstall just uncheck the box. To install something that is not checked – simply click on the box and click the Next button.

REGIONAL AND LANGUAGE: You can change the language on the system so that you can use another language or someone visiting you can use your computer.

SCANNERS AND CAMERAS: If you install a scanner or camera this is where you can make changes to how they operate with the computer. As with phones, modems and other equipment the software that comes with the items usually sets things up correctly when you install them.

SECURITY CENTER: This is where you can come to look for problems with Antivirus, auto update and firewalls. I will say, that normally Windows will sense problems and open the center for you so you can take care of it.

SOUND: Some audio boards will install special software to use with their product. If so, it may be listed here or somewhere else in Control Panel listed by the manufacturer's name.

This will allow for changing the system sounds and setting up playback/recording devices that you have on your computer.

SPEECH RECOGNITION: If you want to talk and have the computer translate the sound to text in your word processor this is where you would want to set it up.

SYNC CENTER: If you have a pocket personal computer, handheld computer or cell phone this area will help you make changes in how information is transferred to and from your portable unit.

SYSTEM: The system area allows you to get to more settings than you will ever want to mess with. Basically stay out of the area unless you know what you are doing. This is the same screen as the Performance item we mentioned earlier.

TABLET PC SETTINGS: If you have a tablet computer which is a laptop that has a screen that can pivot around so that your computer is flat like a tablet of paper. There are some settings for these computers that might need to be changed.

TASKBAR AND START MENU: This is the same as if you right click on the task bar and ask for properties.

TEXT TO SPEECH: If you like to have books or emails read to you the computer can do that for you and you would set that up here.

USER ACCOUNTS: To set up, delete, or change any of the user accounts enter this area.

WELCOME CENTER: Most computers when you buy them start with the welcome center opening each time you restart the unit. This is that same area. It is an information center where you can learn more about Windows.

WINDOWS ANYTIME UPDATE: There are several versions of Microsoft Windows. Most of the new computers come with one of the lesser versions. If you think you would like to upgrade to a better version, Microsoft has made it easy. Enter this area and they will give you the information that you need to make your decision and give them more of your money.

WINDOWS CARDSPACE: This relates to trading business cards and is probably more for business folks rather than the home user.

WINDOWS DEFENDER: Defender is a Windows program that helps protect your computer from internet related problems. If your computer is slowing down or if you are having strange erratic problems it would be wise to come here and allow the program to scan your hard drive to see if there are any spy ware programs giving you problems.

WINDOWS FIREWALL: The firewall is there to keep people on the internet from breaking into your computer and snooping or stealing your information. You can buy firewall programs, or there are also free ones available on the internet but I have found the Microsoft firewall works fine. If you are on high

speed internet and have a home network you probably have a firewall built into the router. It is normally off, but you can turn it on and turn the Microsoft one off if you want.

WINDOWS MOBILE DEVICE CENTER: This is part of the sync process of the pocket computers and phones we mentioned earlier.

WINDOWS MOBILITY CENTER: This may or may not be on your computer. It is mostly for the mobile or laptop computer owner.

WINDOWS SIDEBAR PROPERTIES: The sidebar is a grouping of different little tools. There are many that you can download from the internet. There are clocks, news casts, weather reports, system monitoring, cartoons and things of that sort. You set them up from this area.

WINDOWS SIDESHOW: This allows you to access your computer from other devices that can connect to your unit and check email, calendar etc.

WINDOWS UPDATE: Windows will automatically go online and check for any updates that are available. There are some choices to make. It is recommended that you allow windows to check for updates, but check the option “Notify me but don’t automatically download or install them.”

This option allows you to control what Microsoft installs on your computer. If there are updates available a window will inform you they are available. You can then click on the window and it will list what updates are available and what they are for.

Most of the time you will want to allow the updates to happen. There may be times when you do not want to allow updates. Now and then there are updates that will cause problems in some systems. If you know about a possible problem, just don’t allow the update. You will probably be informed of the update again later so you can go ahead at a later date if you find it is okay.

Most of the updates that come through are security patches that will help protect your computer from problems so you will want to allow them to occur for your own protection.

DEVICE MANAGER: Device manager can be a very powerful tool for you, but it can get you into trouble as well. Just go slow and consider what the warnings are telling you. If you want to be safe, go to the system restore via **START/ALL PROGRAMS/ACCESSORIES/SYSTEM/RESTORE** and set a restore point so if you mess something up you can go back to your pre-mess condition.

To get to the device manager go to **START/CONTROL PANEL/DEVICE**. When the list opens up you see a list of all the items that are on your computer.

Click the “+” that is beside the DVD/CD listing. This opens up a list of all DVD AND CD drives on your computer. If you highlight one of the drives then right click on it, a menu opens.

You can update the driver, disable the drive or uninstall the driver from this menu.

Click on properties and a window will open.

There are a number of tabs. The first tells you if the drive is working properly or not. If you have problems with the drive you can click on Troubleshoot and Windows will open a wizard to help you find out what is wrong. It will step you through a series of questions and actions that will help you find out what is wrong.

On the Properties tab you may have adjustments, depending on what the device is.

The other tabs are probably not of interest to you. The Driver tab might be something that the wizard will ask you to do. It may ask you to uninstall, roll back or update the unit's driver. It will give you instructions on how to do this.

Drivers are little programs that tell the computer how this unit works and allows the computer to control the unit. If you have problems with a new device you install, you might want to go to the manufacturer's site and see if they have an updated driver for the unit. This may cure your problem.

If you click on uninstall driver it will step you through some questions asking you if you are sure you want to do this. It may require you to restart your computer. If this is requested be sure to do so.

When the driver is uninstalled, you need to reinstall it. Click on the update button and it will step you through the process. Most drivers will be found in the Windows directory on your hard drive. If you received a CDROM with the device the driver will be on it. Put it in the CD Drive and direct the window to that drive letter (usually d:).

RESTORE: The Restore portion of Windows can be a very powerful tool for you. If you begin to have trouble you can go back to a previous setup that was working and correct your problem.

Go to **START/ALL PROGRAMS/ACCESSORIES/ SYSTEM** and click on system restore. You will be given a window with options. You will be given the option to restore to a date that Vista suggests. If you want to go back further that option is also available.

If you are going to install some hardware or software that you have any questions about, set a restore point. They will ask you for a title so choose what ever you want that will remind you of what the point is. Then click create and follow any instructions. Many newer programs automatically set a restore point for you.

To restore to an earlier time just click the Next button and there will be a calendar that is displayed. Choose the date you would like to go to and follow instructions.

The computer will do a number of operations and restart. Don't interrupt it, until it is finished.

GO BACK: There is some confusion among computer companies. There is also a program called go back on some computers. This program will format your hard drive and reinstall all software, which wipes out any of your own data and all programs that you have installed.

So, be sure you are in the restore section if that is what you want to do and in the go back program if that is what you want to do.

Not all computers have the "go back" feature. These computers will have a CDROM or several CDROMs that you will use to get your computer back to out of box condition.

To use these CDs be sure to read any instructions that came with them. Usually you just put the first CD in the drive and reboot and then follow any instructions that are displayed.

FORMAT A HARD DRIVE: Do not get involved with the next portion unless you have some knowledge of hard drives, formatting and partitions.

If you buy a new hard drive or if you want to install a different operating system you will have to format your hard drive to prepare it for operation.

This process will prepare the surface of the drive to accept data.

To format a drive, (after installing it in your computer) you need to go to START/ALL PROGRAMS/ACCESSORIES/ADMINISTRATIVE TOOLS/ COMPUTER MANAGEMENT or the quicker way is START/CONTROL PANEL/ADMINISTRATIVE TOOLS. Double click on Computer Management and in the next window that opens click on Disk Management in the left pane. In the other pane your disk drives will be listed. To format the drive, right click on the drive you want to format and the menu will open. If there is a “quick format” option use it. This process is much faster. Be sure to use the “NTFS” option if you are given one. This is a much more efficient system than the “FAT” systems.

You may have to decide about partitions. A partition is a division of the hard drive. If you have two partitions you will have two drive letters and you use the partitions as two separate drives. Normally you will only need one partition.

If you want to install two operating systems on your computer you can do this by having two partitions. You just install a different operating system to each partition. Windows then will ask you when you boot up which system you want to use.

The help section would give you further information on partitions and formatting.

CLASS SESSION 4

IX. INTRODUCTION TO BROWSERS

There are several browsers on the market. The browser will be your connection to the internet.

We will cover one browser in some detail and if you would rather use one of the others, you will find that there are many similarities and you will not have much trouble learning any browser that you want to use.

MICROSOFT EXPLORER: Windows Internet browser or Internet Explorer, is probably the most popular today, because it comes on almost all computers sold.

You will find it a good browser, indeed, most browsers will do the job, it is usually a matter of personal preference.

NETSCAPE: Netscape is also a good browser, and many people really like it. The Netscape people are quite innovative and have nice features.

FIREFOX: Firefox is an excellent browser that has all of the normal features.

It is free and available for download on the internet. There are many “PLUGINS” available also. The plug-in is a little addition to Firefox that makes it easy to do certain processes that you might want to add. Just go to their website to download them. (This section might be best if you were sitting in front of Firefox so that you can look at the items mentioned.)

If you put your cursor over any of the icons in the bars at the top there will be a little window that opens

to tell you what the icon will allow you to do.

At the top you will see the usual menus File, Edit, View, Go, Bookmarks, Tools, and Help. We will not go to each of the items in each menu but I will mention some of them so you are aware of what they are.

You will see a left and right arrow on the left side of the toolbar which move you back one page or forward one page. There may be a tiny arrow between the right and left arrows. This will open up a history of the pages you have been to recently. Click on one of them and you will return to that page.

The double arrow in a circle format is the “reload” option. If you go to a certain page often, you will want to click on this reload button to be sure you have a fresh version of the page.

When the reload button is pressed the browser will force the program to go get the page from the internet instead of picking it off of the computers hard drive or memory.

Normally the browser will compare the page you have presented in the browser with the same page on the internet and be sure it is the same page, however this doesn’t always happen. If the pages are different the browser should go get the new and updated page for you.

Next there is a stop sign shaped icon with an “X” in it. This will stop what is loading from loading any further. This is good to know since now and then a page that you don’t really want to see will load and you can stop it.

Next to the stop button is the “HOME” button (a little house) which will take you to your home page. The home page is the first page that comes up when you open your browser.

The address window is where you type in the internet address that you want to go to. Be sure to add the www. at the front of the address. Most of the time this addition will get you where you want to go. If not, add the http:// before the www. and see if that works. Most of the current browsers will function with only the www.

Next to the address bar is the search bar. Just type in what you want to search the internet for and it will go find it. The little down arrow beside the search engine icon will open a menu with other search engines to use. You can also add and remove search engines in some browsers.

If you don’t find what you want on the first search, try one of the other search engines since they may list what you want.

If you would like to keep the page you have loaded for awhile but also want to go to other sites press Control key and T and another tab will open up. This tab will act just like another browser. You can open several tabs at a time. (Some older versions of Microsoft Explorer and Netscape do not have this feature.)

Under File you will find the usual open, save, and save as features. You can save the page to your computer if you want. It will save the page and all pictures and items shown on the page. You can then go to your hard drive and look at it any time you wish.

“SEND LINK” will open an email so you can send the address of this page to a friend or to yourself if you are at a different computer.

You can print the page with PRINT.

The Import option will allow you to import bookmarks from other browsers. If you install Firefox it will usually find your book marks in your old browser and automatically bring them into Firefox. If this does not happen, use this feature.

The Edit menu is the normal items you are used to in other programs.

The View menu allows you to set up your toolbars, and bookmarks.

There are also other options one of which is View Source. Web pages are basically text files, but they have code built into them to tell the browser how the maker of the page wants it to be presented. The code sets the font, colors, layout and any other formatting. In the View source menu you can look at the code and text together. This is handy if you are a webpage maker, you can see how to do certain operations.

It is also handy if you don't know if the link you are about to click on is really what it says. If the link says you are going to <http://www.open.org> and you view source and find that it really is going to 129.235.9.1 (not a real address, just to illustrate) you will want to be very cautious as it may be trouble.

“Go” allows you to click to where you want to go, including to places you've been lately.

The Bookmarks button shows operations available to you to sort, add and delete bookmarks.

Tools and Help are the normal menus. Options vary with which version of browser you have.

One of the options in tools is Options. There are many settings here and you will need to read the help file to find out what they are and how to use them. Many of them you will have no reason to use, but there are a couple that should be mentioned.

We have mentioned “cookies” that internet sites place on your computer. One of the options is to delete cookies. Do it now and then, but remember if you do you will have to log into your forums and sites that require passwords.

The other option is Empty Cache which dumps the storage area that fills up with all the information that you view in your browser.

Normally you don't have to worry about it, but if your browser starts to slow down you might empty the cache. It sometimes gets filled to overflowing and begins to slow the computer down. This is normally done by the program, but now and then there is a problem and it does not do its job.

To set these options, click on TOOLS/OPTIONS. Cache is on the General tab and Cookies are on the Privacy tab.

The Tabs tab allows you to set up how the tabs in the browser operate.

You will not hurt the browser by clicking around so experiment. Slowly you will find how you want it set for your browsing pleasure.

SECURITY

1. Internet Security: There are two major areas of security while you are on the internet. In browsing you will be confronted with shopping. If you do any shopping it is best to be sure you are doing so on a

“SECURE” site. In the browser there is a little padlock icon. If it is closed it is a secure site, if it is open it is not secure.

Most of the time now days secure sites are displayed in the address bar with an orange background and the http will have an “s” behind it (https://)

Even if it is a secure site beware since you are giving this site your personal information and normally a credit card number.

If you don’t know a site, check with others and see if anyone has experience with it. Many sites are quite well known, such as Amazon.com and Ebay. These sites are secure, but you can still be taken by the sellers on Ebay so be careful.

Also be sure to watch your address bar when you click on links. Are you going where the link said you would go?

Your email is the other real danger. You can follow links to false sites that will ask you for personal information trying to get your money.

You can also get virus programs that will cause troubles for your computer.

When dealing with email, if you don’t know the sender, be very careful. Even if it says it is from a company you do business with, don’t just automatically do what they want you to do.

There are tricksters that have many very nice sounding ways of getting your money so be very careful.

If you get an email from your bank, call your local branch and ask them if this is really from them. Most reputable businesses will not ask for your information by email or by phone.

There are thousands of ways to separate you from your money, and dozens of others invented every day, so if you like your money in YOUR pocket book be very careful.

2. Computer Security: Even though we are talking internet in this section we ought to mention general computer security once again.

If you keep your personal information (Social Security number, bank numbers, credit card numbers etc.) be sure that you secure it.

If your computer is stolen, the thief can access your information just as easy as you can.

Most organizer programs can be secured with a password. This is an excellent idea.

If you have a financial program on your computer it most likely can be secured by password – again be sure to do it.

You can also set up a user account and put a password on it.

Just a word about passwords and what to use or not use. Don’t use something easy like your birthday, anniversary, or pets name. Make your password something that a thief would not think of – something like your address or name would be rather obvious.

While giving you a strong “BE CAUTIOUS!” message be sure to enjoy your internet experience. I personally have bought hundreds of items online. It is convenient and saves me a lot of running around town finding the lowest prices. We have never had any security problems online, be we are very careful how we operate online.

Ebay is another site that if you are careful is a good resource for items you want to purchase cheaply. Just be very careful to read every word so you really know what you are bidding on. Also be sure you deal with people that have very high feedback ratings. If the rating isn’t 100% look at the feedback and see why there are bad things being said about the seller.

On Ebay many people view their purchases as “How much money am I willing to loose?” If you bid, win and receive something that is terrible, are you willing to have lost that money.

I have found that most people selling on Ebay are quite reputable, but I may have just been very lucky too.

Most Ebay sellers will work with you to solve any problems. They know their feedback is the total reputation that they have online. Most of them want to take care of it and will strive to make you happy.

Be careful is the watch word.

One further mention of security is needed. Your data is important to you, so be careful to keep it safe. The passwords you set will help, but if your text and pictures are important to you be sure that you back them up. Computers fail, houses burn down, burglars steal things and all sorts of terrible things happen. If you should loose your computer your information is gone unless YOU BACK UP!

It is always good to have a copy of your personal data backed up to an external hard drive or CDROM. You can then store it someplace away from your home. You can store it at a friend’s or relative’s home. It takes little space and it is a good precaution on your part.

Personal data is very important to many people, but not so important to others. If you are willing to loose it, then caution isn’t needed. However if you value your information, having two backups wouldn’t be too hard to do. I personally have kept three backups for years. I seldom needed three, but a back up has been quite important to me several times over the years.

I have thousands of hours of studies that I have done that I want my children and grand children to have access to, so I am very careful to backup often and in several places.

SURFING THE WEB: The following sites are not recommended but are given as resources and examples of some of the things that you can do on the web.

Pocket PC Magazine site: This is an example of an internet forum or board where people come together to discuss things of common interest. This one is related to pocket computers and is a great resource to someone having problems with a unit. Few people use their real name. They use a screen name so that security isn’t an issue. Just do not give personal information and you should be safe.

<http://www.pocketpcmag.com/forum/>

Microsoft site: The Microsoft site has a lot of resources to assist you with their products and they also offer many downloadable programs to update our products. There are also a few free items if you do some searching. <http://www.microsoft.com>

Wikipedia Encyclopedia site: Wikipedia is an online encyclopedia that is rather unique. Anyone can add to the information on Wikipedia and it is made available to everyone. Normally the information is quite accurate, but be careful because you don't know who is putting information there.

http://en.wikipedia.org/wiki/Main_Page

There are other online encyclopedias available, but not all are free.

Google site: Google is a very popular search engine, but they are expanding into other areas as well. It might be worth your time to go to their main site and just snoop around.

One of the new items is a satellite mapping area where you can see satellite views of any area in the world, and then zoom in to much closer views. (Broadband is required for this service.)

<http://www.google.com>

Quest Dex site: This site is an online phone book and is usually quite good and a very handy tool to use.

<http://www.dexonline.com>

There are also phone sites called backward sites that allow you to type in the phone number and the site will then give you the name and address of the phone number if there is a listing.

<http://www.cityofsalem.net> If you are interested in the city and its operation this site is full of information. They have info from the city council, the neighborhood associations and from each of the governmental agencies. You can report items you think the police might be interested in as well as graffiti. You can also report suspected drug houses online with the city.

Salem Keizer Community Development Corp.: <http://www.salemcddc.org/>

Ebay: <http://www.ebay.com>

Paypal: Paypal is a system whereby you can pay for Ebay purchases online securely. Many other online businesses are now accepting Paypal payments as well.

You go to Paypal's site and register, give them a bank account or credit card and they will set up an account for you. When you make a purchase you will be transferred to the Paypal site to make your payment. That way the seller has none of your information except your address where they will send the product. <http://www.paypal.com>

Memoware: this site has many ebooks online for download. You just need to go and look around to see the variety of books. You can search for a book by title or author.

The books come in different formats, and if you don't have the reader you need, they have links to the reader websites so you can download the reader. <http://www.memoware.com/> There are also other sites for free books online.

Hotmail: Hotmail is a free email service that is fairly reliable. Just go to their site and sign up and you will have email access. There are a number of other free services as well.

<http://www.hotmail.com>

Statesman journal: This is the local newspaper for free. Just go to the site and most of the printed paper is online. You can also search for past items as well. <http://www.statesmanjournal.com>

Yahoo: Yahoo is another popular free email service, but like Google they are expanding into other areas that you might find of interest. <http://www.yahoo.com/>

TV Channel 8: All of the main channels have websites online. Some of them require you sign up for a free account, others have no registration requirement. This is channel 8's website.
<http://www.kgw.com/>

Webcams: There are thousands of webcams online. This is just one site that has many cameras listed. A webcam is just a camera that is aimed at something and hooked to the internet so others can see what the camera sees. You want to be careful since there are things on cameras that you might not want to see.

There are cameras on top of buildings so you can see the streets below, there are cameras aimed at animals, at closed stores, open stores, malls, beaches etc. Some of them you can control so that you can look around with the camera. You can watch what is going on in Estonia or London any time of day. It is interesting if you have a little time to waste.
http://search.earthcam.com/search/ft_search.php?s1=1&term=oregon

Fitness Training: There are hundreds of fitness websites as well as health sites. Be careful what you accept as valid, anyone can put these sites up.

<http://www.thetrainingstationinc.com/>
is a fitness site, while <http://www.webmd.com> is a medical site that you might find of interest.

There are other medical websites that have good information as well. The Mayo Clinic and other hospitals have large websites that can be good resources for you.

Genealogy: If you have interest in finding information about your family this site as well as many others online will have hints and information that will assist you. Sadly a number of these sites cost, so beware to look around before getting too excited. Just Google for genealogy and you will find other sites. <http://www.usgenweb.org/>

Job finding: If you are looking for work, this is the classified ads at the Salem paper. There are a couple of other Salem sites as well as nationwide sites.
<http://statesmanjournal.gannettonline.com/careerbuilder/index.html>

One of the more popular national sites is <http://www.monster.com>

Office Depot: Most of the major retailers have online sites as well. Most offer online purchase. Some allow you to purchase online and pick up at the local store. I will list some that I have looked into.

<http://www.officedepot.com/>
<http://www.bestbuy.com>
<http://www.officemax.com>
<http://www.circuitcity.com>
<http://www.target.com>

There are thousands of sites that might interest you. There are free books, maps and just about anything you want to see or read about on the net. Just do a Google and you will find tons of stuff.

X. INTRODUCTION TO EMAIL PROGRAMS

As with browsers there are several email programs that are all equally good, just pick one that fits how you want to work.

Outlook express comes with most computers right now. Others are very similar so if you learn one, you should be able to run any of them.

OUTLOOK EXPRESS: Outlook express is a watered down version of Outlook. Outlook will be the concentration of our comments. If you can run it Express and the other email programs should be easy for you to pick up and use. Email programs change quite often and they tend to move the location of things around. I will deal with topics in this section, and you will need to find where these are located in your own program.

Windows Vista uses the “Mail” program that is similar to Outlook Express.

ACCOUNTS: The first thing to do is to get an email account. To do this you need to either purchase internet service from a provider like AOL, Earthlink or Netzero or any of the other providers available.

There are also free email services that have been mentioned, so just pick the service that is best for you.

Once you have the service you can set up your email program and get started.

ADDRESS BOOK: The address book is where you keep all of your information to contact people with.

Go to Tools and click on Address book. Here you can enter email addresses, snail mail addresses and a lot of other information about your contact.

To add a contact, click on the icon that looks like a rolodex card. Then just proceed to enter the information you have.

Once you have your address book set up you can add, remove, or change any of the information by finding the contact, right clicking for the option and choose properties.

You can choose to use the Outlook address book or the Address book that is built into Windows. The option is one of the windows in the Address book window you open from Outlook.

USING FOLDERS: Outlook will have some folders set up for you, but if you want to sort your mail further you can set up other folders as well.

Go to File and choose NEW and then choose FOLDER. It will ask you for a name.

If the folder is not where you want it or if you want to rearrange the folders, just click and hold on the folder you want to move and drag it to the new location.

When your folders are set up, you can then just click and hold on an email and drag it to the folder where you want it.

VIEW SOURCE: In some email programs you can find an option to “VIEW SOURCE.” This allows you to see the code that comes with the email message.

This can be handy if you have an email that is from someone that you do not know. If there is a link on the email, if you view source the address should be the same as in the email. If it is not it is probably a scam of some sort.

BACKING UP: If you want to store your emails, you can move them to another location so that you don't have to look through months of email to find one you received last week. Again each program is a little different. These instructions are for Outlook Express and most are fairly similar. The Help files will assist you if these instructions fail you.

Just go to the folder that you want to save, click on CONTROL A to select all (or go to Edit and Select All) then go to File and choose Save As. A window will open and you can save all of the messages as one big text file which you can open later and use the "FIND" function of the word processor to find the message you are looking for.

OPTIONS: There are many changes you can make in options, just go slowly and read the messages. If you have a question about the option, check the help file before you make any changes.

ACCOUNTS: If you sign up with AOL or one of the major companies, they will normally send you a CD with the programs on it. You just install it and it will set up most of your items automatically.

If you have problems their online help should take care of them.

If you sign up with Hotmail or Yahoo, you just open a browser, and type in the address and check your mail.

If you have a local internet provider there is a little more of a process to go through.

Go to Tools and Email accounts. There is a series of options for you. Just click on Add and it will step you through what you need.

When you sign up, the service provider should give you the information that you should enter.

You will need an address for incoming mail as well as one for outgoing mail plus your name and password.

Once this is set up you are ready to start emailing.

SPAM: Spam is any unwanted email. After you have been on the net awhile you will start getting lots of it so do not be surprised when it happens.

There are several ways to cut down on spam other than not giving your email address out to anyone.

There are filters available in Email programs that allow you to set up a list of words that you do not want to get through. If an email contains these words it will automatically go to the trash.

The problem with this is that if someone you know uses that word, their email will also go to the trash so check the rejected email now and then to be sure it didn't make a mistake.

You can buy programs to eliminate spam. The workability of these programs is not within my experience.

Some service providers can take your address book and compare it to incoming mail and reject all that is not coming from someone you know.

The problem is that anytime you add someone to your address book you will have to contact the provider and update the list he has on file.

CALENDAR: Calendar is a part of Microsoft Outlook and can be quite handy. It will keep track of birthdays, anniversaries, appointments and any other event that you want to remember. Windows Vista has its own calendar program. There are options so that the program can give you an alarm before the event even if it is an appointment.

If you update, add or remove information from either computer the information will be compared and updated the next time the units are connected. (Be sure to read the syncing software help file to set up how you want the two units to communicate with one another.)

B. Microsoft Outlook

Outlook is the commercial email program from Microsoft and is quite similar to Outlook Express but has many other features. There are other Email programs around if you don't feel that you like one of the Outlooks.

The expensive programs are not needed if you just want to do email however if you want your calendar and to do list as part of the email program you can try Thunderbird for free or Outlook if you want to spend some money

CLASS SESSION 6

XI. INTRODUCTION TO WORD PROCESSING

Word processors are programs that allow you to create letters and documents. There are many different word processors available. Most are similar to operate so only a few will be covered.

The main difference in programs is in the amount of things you can do with them. The cheaper programs have fewer options in relation to style and look of the documents.

NOTEPAD AND WORDPAD: Notepad is the simplest of word processors, and Word Pad has options available. Notepad is just a plain little program that does very well at what it does. It has the normal open, new, save and save as options. The only menu item of note is "word wrap" in the Format menu.

Word wrap is a tool of formatting. If it isn't on, you will get one long line in your notepad window. As you type the line gets longer and longer. With Word wrap turned on the program will break the line at the edge of the window and start another line so that you can see all of your text in the window. This is a left over feature that has been around for years in notepad. Most word processors automatically do this for you.

MICROSOFT WORD: Word is the most popular of Microsoft word processors for office use. Microsoft Works may be more popular for home use due to its being less expensive.

Word is the top of the line in Word processors and you can do great things with it. There are other top end processors on the market as well which we will just mention later. All processors have similar features and options. It is just a matter of locating where they are. This is what the HELP file is for.

The options and abilities of these word processors are much too large a topic for this work. Some of the features and possibilities of the programs will be listed.

If you want further training go online and search for a Word tutorial or Word Perfect tutorial. There are many books on the subject as well. The public library will most likely have some help books as well as online sources.

With Word you can create many types of documents. If you go to the File menu and click on New a window will open to show the possible documents via "TEMPLATES" which will help you to find just the document you want.

You can create basic web pages, posters, letters, reports and other items.

Within the Tools menu there is an Options menu that will allow many changes in the program to make your word processing easier.

Word is able to do a lot of formatting automatically and there is an options menu to allow you to control just how it automatically formats.

The program can spell check your document as you type, and to some extent auto correct your typographical errors.

The grammar checker can also check as you type. Anything that is questionable will be underlined with a squiggly green line. The spelling errors will have a squiggly red line under them.

If you right click on one of these marked errors you will be given choices as to how to correct the error.

As with most programs if you hover over an icon an explanation will appear to tell you what you can do by clicking it.

There are a number of printing options offered within the program.

You can insert and resize pictures and clip art to add to the appearance of your work. This publication is a good example of what Word can do. It was created entirely within Word.

Clips from spreadsheets can be inserted so that you can share numerical information with the reader as well.

If you are creating a document to share with a group or club, you can set the program up to insert the members name and address at the beginning of the document and the program will print out a copy for every member with their individual information on it. Drawings and designs from other programs can be inserted and manipulated. All sorts of formatting tools and fonts are available to make the documents look as nice as possible. Bloggers can create their blog within Word and publish to the net. The features are many and varied. Let it suffice to say, that Word can create just about anything that you want to in the way of a document. This includes page numbering, footers, headers and a ton of other options.

WORD PERFECT: Word Perfect comes in a suite of office programs and is a very good set of programs. It is quite comparable to Word.

One comment might be made regarding the Grammar checker in Word and Word Perfect. As far as I

can tell from searching online the grammar checker in Word Perfect is much better than the one in Word. Word has not updated their program in this area from what I can tell. It has been my observation that both have problems. I have used both grammar checkers extensively and what one misses the other often finds, so if you want to be as good as can be, use both.

OPEN OFFICE: Open office is a suite that is most likely on a level similar to Microsoft Office and Word Perfect. The best part is that it is free.

I'm sure there are some options it does not have but for free it is an awesome program. It should be adequate to most home uses if you want to save a lot of money.

CLASS SESSION 7

XII. INSIDE WINDOWS EVEN DEEPER

Now we would like to take you even deeper inside windows to show you how to control and setup your computer and allow it to work as efficiently as possible for you.

WINDOWS EXPLORER: Windows Explorer is one of the best tools that Microsoft has created to assist the user in their Windows experience.

When Explorer opens there are two windows. The one on the left is a listing of the drives and directories on your computer. In the right window will be displayed the contents of the directories.

The hard drive is divided into directories and files. The files are stored in the directories. The directories are similar to the file folders in a file cabinet in an office. Inside the directories/folders are contained the files.

To open Explorer either hold the WINDOWS KEY down AND press the E key or you can also right click on the START button and explore is one of the options.

You can control the look of Explorer in TOOLS/FOLDER OPTIONS. The address bar at the top will show where you are located in the hard drive. C: or the letter followed by a colon is the drive you are looking at, the first name is the directory where you are and then any other names will be sub directories. (A sub directory is a directory that is stored in some other directory.)

Files have what are called "extensions" or a three letter designation after the main file name. Example: Mr. Smith.doc where .doc is the extension. This extension is a document file for Microsoft Word. I will list a few extensions below to get you started. Many programs use their own extensions so there is an endless list of them.

- .doc = Word document
- .txt = text file
- .pdf = an Adobe Acrobat file
- .wps = Microsoft Works spreadsheet
- .gif = picture file
- .jpeg = picture file
- .bmp = picture file
- .ppp = Powerpoint file
- .exe = an executable file
- .bat = batch file

.inf = an initiation file
 .zip = compressed file
 .tar = compressed file

If you hover over a file name, some information about it will be shown. If you right click and choose properties you will find further information.

Sometimes if you have a file and you have no idea what it is, you can look in the properties and find something that might indicate what it is or what program put it there.

TASK MANAGER: To get to the Task Manager, hold down the Control and Alternate key then press the Delete key.

The Applications tab will show what programs are running on your computer. On the right is a Status column. If a program is labeled as not responding, you should wait for a couple minutes to be sure it doesn't come back. If not click End Task and the program will be shut down by Windows.

You can highlight one of the programs and click on Switch To and Windows will open that program. If you have a new program you want to start you can click on New Task and tell windows where the program is.

You can do these and other tasks by right clicking on a program and selecting from the menu. There are some other options there as well.

The Processes tab shows all the different system files that are running. Normally you do not want to mess with this tab. If you see some listed with your name in the User Name column, it would probably be safe to shut it down, but the System ones you probably are best not to mess with them.

The files that have your name on them are files that you have started or that are automatically started by windows because they are options that you or your programs have chosen.

The Services tab is a listing of all the windows services that are running in the background. If you are having problems with your computer you might want to try shutting down some of these services one at a time and see if the problem goes away. Realize that shutting some of these down might lock up your computer or cause it to run erratically. You can always shut down and restart the computer. Be sure to save your work before shutting anything down.

The Performance tab gives you an idea of what your Central Processor and memory are doing in the top window. The Page File Usage History relates to a function of your operating system.

In the bottom section – the top right lists how much memory you have and how it is being used.

The Networking tab allows you to know how much your network is being used while the Users tab lists how many users there are on the machine. You can disconnect or logoff from here as well.

THE OPEN MENU: Right click on the START button and one of the options is open and another is open all users.

Click on Open All Users and you will have a window with lots of icons listed. These are the icons that appear when you click on START/ ALL PROGRAMS.

BACKUP: There are a number of options when it comes to backing up your data. We will mention these briefly.

Probably the easiest is the external hard drive. You just plug it in the USB jack, wait a moment and then copy all your files to the drive.

You can then unplug it and store it safely away.

You can also just add a second hard drive inside your computer, but if your computer is stolen or is destroyed, you have no backup. There are some units on the market that you install in the computer then you can remove the hard drive like a drawer and store it elsewhere.

The internal hard drive works well but remember it is running all the time the other one is so they will both be getting old and have the possibility of failing.

Some would suggest that this is not probable, and for the most part it is not – however in all the years I have been computing, I have only had one hard drive fail. It was not completely gone, so I started to copy the data to the second drive I had in my machine. Before the copy was finished the second drive failed completely.

Other alternatives are CD and DVD disks. You can either just burn all your data to a disk and store it or use Rewriteable disks.

There are other external drives that are available called Zip Drives that you could consider, however external hard drives are usually less expensive.

If you don't have too much data, you could use one of the little Jump Drives or Thumb Drives as they are often called. These come in sizes up to 4 gig now so they are a good option.

CLASS SESSION 8

XIII. INTRODUCTION TO GRAPHICS PROGRAMS

A. Paint: is a program that comes with Windows. It is basic but can be fun for kids and can work well for some things. It allows you to draw or paint with different brushes and pencils and when you are finished you can save the master piece.

The graphic programs are fairly easy to work with. You just need to find out what you want to do and find a brush/tool that will produce your desired end.

B. Photo programs: allow you to take digital pictures and enhance them, frame them and repair them. If you want to do something with a picture, you can probably do it with a photo program.

There are many on the market so just go snooping and read on the boxes about what they can do. You can also go online and read further information at the publishers website.

Some of the photo programs come with a photo manager which will allow you to organize your photos into electronic albums. All of this takes some time, but so does putting real pictures in albums.

Most of the programs today allow you to repair bad spots in photos and even remove “red eye” from pictures.

C. Card Programs: Print Master is a program that does a nice job of cards, banners, posters, CD labels, labels and a lot of other things.

There are other products on the market that do the same thing. There is Print Shop and Hallmark has a program, as well as others.

Most have a lot of similarities so if you can run one the others won't be too much trouble.

Usually the program when it opens will ask you what you want to do and lists options. It will step you through different possibilities and then opens a blank sheet of paper for you to work on.

You can add pictures, clip art and text.

Most programs also have templates, or examples of whatever you are doing already made. You can print them as is or change the text/pictures to your choice before printing.

One item that I should mention, if you type in some text then put in a picture in, your text will disappear behind the picture. There should be an option to "Send to the back" which will switch them.

You can pick your own font style, size and color, and most programs allow for outlines and shadows on your lettering.

Just make it as pretty as possible, because what you see is what is going to be printed.

There are usually dotted lines to tell you what the printable area is so don't go outside the lines.

When you paste in a picture there will be little squares on the corners. Hover over one and a double arrow will appear so you can click/hold and resize the picture. Move to an area inside or between the little squares and four arrows will appear and you can move the picture around.

If you insert a text box, the same is true of the box. To type in your text, double click inside the box. Some programs open a little window with font options and an area to type your message into, while others will allow you to type directly into the text box that you have inserted.

Many of these programs come with some pictures for your use, or you can usually copy pictures out of other programs and paste them into your project.

One word of warning, these program publishers often do not allow each others projects to be imported into their programs. We have even had new versions of the same program that wouldn't open older projects that we had saved.

Find one you think you will really like and stick with it is the best choice.

When creating labels, you might want to look into your program and see what types of labels it can produce. Most have a long list of label companies and sizes. Before you purchase labels, be sure your program can use them.

D. Big Box of Art: One product I like is a Big Box of Art. It has thousands of pictures and they are great to copy into the Card programs or Power Point type programs.

There may be other products as well, but this is the only one that I have found in our area.

You can also find pictures and clip art online if you do some looking.

One thing to consider is whether you are going to use these pictures for commercial purposes. If you are be sure that the program maker will allow you to do so. Some do not and if you contact them for permission they will ignore you completely (I assume because their answer is no).

E. Morph software: This software is fun, but may not have much value to most users.

You take two pictures and you do a little work on them and when you are finished you can click a button and the one picture will slowly morph (turn) into the other.

To accomplish this you place dots at points around the two pictures that correspond to tell the program how to do the morphing.

Example: If you have two faces you would put points all around the face, then a few places on the ears, then nose, eyes and hair line and chin.

F. Panorama software: This software is also fun, but usability for many folks would be low.

The program allows you to stand in one place with your camera, and take a number of pictures as you turn around 360 degrees, then take the pictures and put them together to make one long picture that shows everything that you can see from that point where you were standing.

G. Charts: If you have need of charts, there are programs that allow you to make any kind of chart you can desire to make.

Some of the word processor programs can do pretty nice charts as well. Most spreadsheet/ database programs also can produce charts based on the information that they contain.

If you want to make a lot of charts a chart program might be of use to you.

H. Publisher software: These programs are similar to the Card programs, but they can do a lot more for you. They are similar to the software that magazines and newspapers use to set up their pages.

The program allows you to set up columns and integrate both pictures and text.

Before purchasing a publisher program take a look at one of the office suites and see if you cannot accomplish what you want to do with them.

A good word processor will do a lot of what a publisher can do, but the publisher can do much more. It all depends on what you would like to do with your computer.

I. CAD programs: CAD programs are really fancy drawing programs. The CAD program was developed more for the architect and mechanical drawing folks. I would guess that they have newer type programs available that are more sophisticated than the CAD program.

Again, unless you know you need this level of sophistication in your drawing, you probably do not need the CAD program.

J. Floor Plan/Gardening layout software: This sort of software is not only fun, but may be of use to you in designing your house or garden. You can lay out your floor plan, draw in walls, windows,

electrical, furniture and all sorts of items. Most of the recent programs allow you to click a button to switch to 3-D and view your house or garden in 3-D. Some of the products allow you to actually walk through your newly designed house. This software is nice for the person thinking about adding on or remodeling. You can see approximately what it will look like long before spending money.

K. Windows Movie Maker: The Windows movie maker allows you to work with video and movie files. You can import video from video devices and create your own movies. Movie Maker is available for download at the Microsoft site if it isn't on your computer.

CLASS SESSION 9

XIII. INTRODUCTION TO SPREADSHEETS/DATABASES/PRESENTATIONS

A. Microsoft Works

1. Word processor
2. Database
3. Spreadsheet

B. Open Office presenter

CLASS SESSION 10

XV. INTRODUCTION TO WEB PAGE DESIGN AND CONSTRUCTION

HOW TO CONNECT WITH THE WORLD VIA A WEB SITE/PAGE:

A. Front Page

1. Tables
2. Links
3. Pictures
4. Basic items (center, font, bold, etc.)

B. Microsoft Explorer creator (older versions)

C. Netscape creator

D. Serif program

E. Designing a page

PURPOSE: Why are you setting up this site? What might you accomplish overall from your site? Do not set one up because everyone else has a site. It will take time, effort and thinking to come up with ideas, and put them into action. If you aren't committed to the effort, don't bother.

THE GOAL OF THE SITE: Boil down your specific goal in having this site. What special thing might you want to see come to pass through people visiting your site?

SITE CONTENT: We want to look at content in two ways. Here we want to think about what overall

content do you wish to present. Do you want to present content about fishing, about flying, about cooking or just what is it you want to present to the internet surfer?

ABOUT ME: This area is generally just a little bit about your self, your education, and your interests. This allows others to know whether they have an interest in what you have to say and they can evaluate your site a little more knowledgeably.

Some hints. Do not put your email address on as a link. do something like your name--at--earthlink.net this way the spiders that crawl the web will not pick it up as an email address and give you a lot of what you do not want – SPAM.. You could use a real one if you wanted to set up a hotmail.com, gmail.com or mail.com account also.

LAST UPDATED DATE: This is usually at the bottom and gives the search engines some idea of whether you update your site. If you don't they will pass it over. If the date is new, they will snoop and see if you have made changes.

LOGO: This allows some immediate recognition and indicates something special about the thrust of your site.

COLORS: Pick mellow nice colors for your background and fonts. The easier your site is to read the longer they will stay.

LENGTH: Keep your main page short and fairly simple. Use links to different sections of the site. Give each topic its own page/link.

BACKGROUND: Pick something really sharp if you use a picture. Be sure it is faded out enough for the text to be easily read.

LINKS PAGE: If your site relates to something that is very broad, you might want to narrow your site to one part of the topic. Then you can set up a link page so that you can link to other good sites on the broader topic.

Other possible items

FORUM, CHAT ROOM OR WEBCAM: Forums are areas where you can post information or questions. Other folks can then respond to your post. This is slower than chat rooms, but has its interest to many people.

Chat Rooms are areas set up so you can talk with people one on one or in groups in real time.

These as well as forums can be very dangerous if you give out personal information.

Web Cams have already been mentioned. They are of interest if you have time and want to see what the rest of the world is doing.

UPLOADING: You can upload via Web Browsers, a website creator program, or an FTP program. FTP is normally a little faster, though if you have Broadband this is not an important consideration. You will need the address for the server from the server.

CLASS SESSION 11

XVI. INTRODUCTION TO A MESS OF OTHER PROGRAMS

(This section is also set up for demonstration of the programs. As with the other section, if you would like to sit in on one of these sessions let someone know.)

BIBLE PROGRAMS: There are many programs available, two will be covered here.

1. E-Sword
2. Logos
3. Pocket Sword
4. Sword
5. Several others

The main consideration on Bible programs is price, and/or content. Look at the content offered and make your decision about the price that you are willing to pay.

GAMES: Solitaire is one of the staples of windows, but there are thousands of other games available.

UTILITIES:

1. Norton Utilities
2. FTP
3. Defrag
4. System Tools

WINDOWS MEDIA PLAYER: Media player comes with Windows and plays music and video files for you. It can also copy and save copies of your music cds.

MISC. PROGRAMS:

1. Medical
2. Dictionary/Thesaurus
3. CD creator
4. Microsoft Streets
5. Encyclopedia
6. Cooking
7. Gardening (layout, properties of plants etc.)

XVII. INTRODUCTION TO FREE AND INEXPENSIVE PROGRAMS

FREE SOFTWARE:

1. Open Office
2. Adobe Reader
3. E-Sword
4. Fire Fox
5. AVG: anti virus software
6. Celestia: Astronomy software
7. Audacity: Sound software
8. Cdbxp: Burning software
9. Moin: Collaboration software

10. Advisor: System advice
11. Wordweb: Dictionary/ Thesaurus
12. Thunderbird: Email program
13. ZoneAlarm: Firewall program
14. Sokoban: Game
15. Blender/FSS3D: 3-D programs
16. FSS Draw
17. Pix33: Paint program
18. FSS Photo
19. Page Plus: Publisher
20. NVU and FSS Web: Web publisher
21. Gaim and Trillian: Messaging
22. Freeshield: Parental Control
23. PC: Password Manager
24. Primo and PDFCreator
25. Adobe Reader
26. Gimp and Iview: Photo programs
27. Spybot and Aawsepersonal: Adware
28. Windows Media Player
29. Open Office, Abiword and Notepad
30. 7zip and SG602: Zip programs

INEXPENSIVE SOFTWARE:

Often you can purchase older versions of programs at greatly reduced prices. Go to Ebay or other auction companies online.

CLASS SESSION 12

INTRODUCTION TO TOTAL CONFUSION

Question/answer

Oh, did I remind you to back up your work? 😊

In this work there have been many companies named, and all of these Company names are copyrighted.

Appendix A

A glossary of computer terms.

Stanley L. Derickson/copyright 2008

Abandonware: Abandonware is software that is usually older and not profitable to produce or support so the company abandons it. Sometimes they allow it to become public domain but other times they just drop it and allow people to use it without pursuing copyright laws.

Account: There are accounts online where you give sites your information so that they will send you information or products you purchase. There are email accounts that you set up to get your email. There are server accounts where you sign up for and pay for internet service/storage.

Adware: Adware is software that some sites place on your computer to research your internet activities. If you get several of these working at the same time it will start to slow down your computer. There are programs that will scan your computer and remove the adware programs.

Alfa: Alfa usually refers to the first version of a program that is in its ruff stages.

Antivirus software: This is software that scans all of your email and downloads to be sure a virus is not present. If it finds a virus it will isolate it so it can do no harm and ask you what you want to do. Often the file can be repaired but if not the software will delete it before it can harm your computer or files.

Apple: Apple is a company that makes Apple and Macintosh computers. They are the same company that makes the Ipod and Iphone.

Application: Application is another word for a program. It is a program that allows you to do work on a computer such as word processing and graphic work.

Apps: Apps is a short term for applications.

Applets: Applets are small programs that enhance how other programs work. Normally they relate to internet browsers.

Bandwidth: Bandwidth is the measure of how much data can be transmitted across a network. It is measured in megabytes.

Beta: The beta version of a program is a version that is close to being ready for general use, but needs to have more testing. Often a company will put Beta versions out to the public to get their feedback before putting the program up for sale. The public can report back with bugs/problems that they run into with the software.

Binary: The most basic language of a computer is a series of "0" and "1" in different sequences known as binary code. These sequences are interpreted into letters and numbers.

BIOS: Bios is the Basic Input/Output System controls the basic functions of the computer.

Bite: A unit in computing - 8 bites make up 1 byte which is one number or character of text.

Boot Device: This is any memory system that tells the computer how to boot/start. It can be a hard drive, floppy drive, CDROM drive or solid state memory.

Booting: This is the process that the computer goes through when powered on. It is the sequence that moves the computer from off to a usable condition.

Bug: A bug is anything that makes a program act in an abnormal way. Bugs can often be fixed in newer versions, updates or patches.

Byte: The measure of memory as well as the name for characters/numbers in computing.

Cache: This is an area where the computer stores frequently used information.

CAD: CAD stands for Computer Assisted Drawing and is used for mechanical systems, architecture and other detailed drawings.

CD-ROM: The Compact Disk-Read Only Memory is the disk that you get your music on from the store. Software also comes on CD-ROMs now.

CD-R: The Compact Disk – Read Only Memory is a CD that you can burn/store your information on.

CD-RW: The same as the CD-R only you can erase previously written/burned information and replace it with new information.

CGI: CGI is an interface that allows a person to enter information on an internet browser form and then have that information stored so that the person/company on the other end can interact with that information.

Chat: Chat software allows you to type to someone on the internet in real time. Several support sites now use chat and you can talk directly to the person that can help fix your problems.

Chip: The Chip is a shortened name for an integrated circuit which is a little chip of silicon that has tons of transistors built in. There are video chips, audio chips and chips that do many other things. Technically the CPU is a chip however it is a very complex chip.

Client: This is any program that uses the help/service of another program much as you using the services of a company are the client.

Commercial: Items that you purchase in a store.

Compression: Programs are made up of a lot of information that can be taken out then put back in when uncompressed. It is compacting as you would compact a piece of paper into a small ball.

Cookie: A small text file stored on your computer by a website that relays information

back to the website. It is usually used to remember your computer as having been to the site, but cookies can track your activities online as well.

CPU: The CPU is the Central Processing Unit where the computer does all the work. Often it is simply called the processor. Some use the term to relate to the entire computer box.

Crash: A crash is an unexpected halt or failure of the computer system. It doesn't hurt the computer hardware, but it is the software that gets messed up to the point of failure. Similar to a house built with playing cards. If you put a couple cards in incorrectly the whole house will crash.

CRT: The Cathode Ray Tube is the glass part of the older monitors. It is the same as a picture tube in a television set.

Cursor: The pointer that you direct with on the screen or where you start your text entry or graphics.

Cyberspace: Slang for the internet.

Data: Anything that the computer stores on a hard drive, floppy drive, CDROM drive or in memory. It is usually information, either text or numbers, but can include pictures, music and video data as well.

Database: A collection of information in one file with some method of quickly looking at and manipulating that information.

Debug: Slang for fixing problems with software on the designer/manufacturer level. Some use the term for hardware problems as well.

Decompress: Compressed files need to be decompressed before they can be used. Sometimes this is done automatically in the case of video and audio files, but a program often comes in a compressed format and you will need a program to decompress it. This is also called zipping and unzipping files.

Desktop: The desktop is what you see on the

computer screen where all of the icons are lined up. It is similar to a real desktop where you arrange your work the way you want it.

Desktop Publishing: The production of publishable items (books, magazines, fliers etc.) using a computer with publisher software.

Directory: A directory on your hard drive is where you store your files. It is also called a folder.

Disk: The disk is a place to store information. There are many types of disks. (Floppy, hard, zip etc.)

Disk Drive: The disk drive is the mechanical unit that can read and write the information to the computer.

Domain: On the internet you need addresses to find information. Example:
<http://www.microsoft.com> is the address for Microsoft corporation. "microsoft.com" is the domain name and it will always point you to the Microsoft site. When you type in an address the computer sends a message to a central location to find the IP number/address for the domain, then your computer is directed to Microsoft's computer.

Download: When you transfer information from the internet to your computer or from your computer to a drive or flash memory stick/drive.

Driver: A driver is a tiny program or series of programs that let add on pieces of hardware communicate with your computer. If you buy a printer it will need drivers so that it can function with your computer.

DSL: Digital Subscriber Line is a high speed internet connection.

DVD: Digital Video Disk is the original name but now you can also use them for all sorts of data not just video.

DVD-R: The DVD-R allows you to write/burn your information to the disk.

DVD-RW: This unit is the same as the DVD-R but you can erase old data and/or add new data.

DVD-R Dual layer: This is the same as the DVD-RW but it has two recording surfaces so that you can store twice the data on this disk. These hold 8.7 gigabytes right now.

Easter egg: A hidden message within a program that only appears after a certain sequence of keystrokes unknown to all but the maker of the Easter egg. They are usually cute or funny or sometimes introduce the design team of the program.

E-book: E-books are books that have been changed from paper (hardcopy) to digital format so that they can be read on computer, PPC and e-book reader.

E-mail: Mail that comes through the internet to your computer is mail that is electronic.

Emoticon: An expression within text to show happiness :-), sadness :-(, hunger or tasty :-P or other emotion. (;-) is winking, :_(is crying, 8-) is smiling with glasses.)

Encryption: This is a scrambling of information that is sent over the internet/network for safety reasons. Data is scrambled on the sending end and descrambled at the receiving end so that anyone seeing the data between would see nothing but scrambled data.

FAQ: Frequently Asked Questions are often offered on websites. They contain questions that people often ask and then they are answered. This is a good place to start if you have a question/problem.

FAT 16: The hard drive has a file system set up on it. The fat 16 is an older system that is seldom used today. The better system now used is NTFS.

FAT 32: See fat 32. (Just a newer version of fat 16.)

File: Any graphic or text document/picture is

considered a file. A file is just a piece of information saved on a computer. Programs are also made up of many smaller files of computer code.

Firewall: The firewall is a software program that protects your computer from someone on the internet/network getting into your computer and causing trouble or stealing information.

Firmware: This is software that is embedded within a piece of hardware that tells the hardware to operate. This is the information that is stored in ROM. (Routers, video cards and other devices use firmware.)

Folder: The hard drive is divided up into folders where you store other folders which contain files. It is a way to organize your files.

Format: The hard drive and floppy drives need to have a filing system placed on them when they are new. Formatting will place that system on the disk for you. Beware that formatting destroys any data that you might have on the disk.

Freeware: Freeware is software that someone has created but they want people to have the use of it free. Often freeware is copyrighted but you can use and share it with others without a problem, but you cannot change the software in anyway nor are you allowed to charge for it..

FTP: This stands for file transfer protocol. It is a standard way to transfer files. There are FTP programs that transfer files from your computer to your website.

Function Keys: These are the "F" keys at the top of the keyboard. They are assigned special jobs or functions in programs. Example F5 is often used to refresh the list of directories/files in Windows Explorer.

Gigabyte: A gigabyte is 1,000 megabytes.

Glitch: This is an unexpected malfunction of software/hardware.

Graphic: A graphic is anything on the screen

that is not text. It can be drawing, artwork, charts etc.

GUI: Graphical User Interface is a system that allows you to communicate with the computer through graphical means. Windows is a GUI. It allows you to point and click on objects or words and work with the computer/software.

Hacker: A hacker is someone that wants to do damage to your computer or someone else's network. They often just want to see if they can get in and look around your computer files, but often they are there for criminal activity. The firewall is designed to keep them out of your computer. Hackers do not usually target individual computers but they can try if they want.

Hard copy: The hard copy is a paper copy of a document/information that you have created on the computer.

Hard Drive (disk): The hard drive/disk is a big storage device that stores information for you. Most hard drives are inside the computer, but now you can buy external hard drives that plug into the USB port and sit on your desk.

Hardware: Hardware is the physical parts of a computer and also includes printers, routers, cameras etc. that attach to the computer.

Host: The host is the computer/server where you store your website pages.

HPC: The HPC or Handheld Personal Computer is a small computer used for most of the things a large computer is used for, but runs on batteries and is very portable.

HTML: Hyper Text Markup Language is the code that is used to create web pages for the internet.

HTTP: Hyper Text Transfer Protocol is the system/standard for transferring/requesting information on the internet.

HTTPS: Hyper Text Transfer Protocol Secure is the same as HTTP but you have to have

passwords to transfer/request information. It indicates a secure site.

Hypertext document: Any document that can link you to other points in the document, to other documents or websites.

Hyperlink: The hyperlink is text that when clicked on will take you to other points in the document, to other documents or websites.

Icon: An icon is a small graphic that represents a task, option or a program on the computer.

IM: Instant Messaging is the ability to type to someone somewhere on the internet in real time, or if they are not at the computer you can leave them a message.

Input: The placing of information into a computer via a keyboard, mouse, touch screen, printer, modem etc.

Input device: The input device is any hardware that allows you to put information into the computer. (Scanner, mouse, keyboard, graphic pad/pen input device etc.)

Install: All software must be “installed” which just means you copy the software from a CDROM to the hard drive. Often the information is compressed on the CD and is uncompressed then written to the hard drive. The installation sets the program up for use on your computer.

Instant messaging: See IM.

Internet: The internet is made up of millions of computers connected together by phone lines and radio waves.

Interface: The interface is just a method to connect a person and a computer, or two computers together or other hardware to the computer. The interface is made up of the cable if there is one and the drivers.

IP: Internet Protocol is an address that links to the domain. It is a series of four numbers separated by a period. Each number can be

from 0 to 255. Each address/domain name must be registered so that there are no duplicates. This costs from 8-40 dollars a year.

Java: Java is a programming language for the internet. Small programs/applets can be created in Java to enhance the way internet browsers work.

Keyboard: The keyboard (and the mouse) is our interface to the computer – it allows us to control the computer.

Kilobyte: This is 1,000 bytes of information.

LAN: The LAN network is a limited area network. This might be in your home or business.

Language: Computers operate on systems. The systems can be made up of many different computer languages. It is a fancy way of telling the computer what to do and how to do it. (Java, C, C++, Fortran, Pascal and basic are a few.)

Laptop: The laptop or notebook computer is a small computer that can operate on battery or household power.

LCD: Liquid Crystal Display is the technical name for the flat panel monitors/televisions.

Linux: Linux is an operating system. There are many versions of Linux and it is a lot harder to use than windows but if you like to tinker with your computer it might be something for you to look into.

Macintosh: A model of computer put out by the Apple Computer company. They use a different operating system that most computers.

Macro: A small string of commands that allow you to do repetitive tasks automatically in a program.

Mac OS: This is the operating system for the Macintosh.

Memory: A solid state device that remembers

things for the computer to use.

MHZ: Mega Hertz is a measure of CPU speed. It represents a million cycles of operation within the CPU.

MP3: The mp3 file is a compressed audio file that computers can read and play for you.

Media: Media can mean the sound or video a computer uses, or it can refer to storage for data such as disks and flash memory.

Megabyte: A million bytes.

Microprocessor: This is the CPU/processor of a computer, just another name for it.

Modem: A piece of hardware that connects your computer to the internet, either by phone line or cable connection.

Monitor: The monitor is the display where you see what you are doing on the computer.

Motherboard: The motherboard is the main printed circuit board in a computer. The CPU, memory, video and other items are mounted on it. All cables then plug into the mother board so that the different drives etc. can communicate with the CPU.

Mouse: The mouse can be called the human interface device but it is still just a way to give the computer orders.

MPEG: A standard of video compression. The compression/decompression is done automatically via a program that runs the video file so you don't have to deal with all the processes.

MS-DOS: Microsoft Disk Operating System. This was the early system that allowed the user to work with a computer. It was made up of a series of commands at what was called the c:\ prompt. (Example c:\format a would format a floppy disk. c:\dir would print a list of the files on the disk on the screen.)

Multimedia: The use of text, graphics and/or

video to present information.

Netscape: Netscape is another company's web browser. It does the same thing any other browser does, but the graphical interface is somewhat different.

Network: A network is when two or more computers are hooked together in a manner in which they can communicate with one another.

Network adapter: The network adapter is the hardware that connects your computer to your home/office network.

Notebook: The notebook or laptop computer is just a portable, battery operated computer that is much lighter and handier to carry than a desktop computer.

NTFS: See Fat 16.

Open Source: This is software that is given freely to the public. Advanced users can modify it for their own use.

Operating system: The operating system is software that assists us to communicate easily with the computer without knowing all sorts of technical language.

Output: Output is anything that the computer puts out on a modem, printer, monitor or speaker.

PC: PC stands for personal computer.

PC Board: A printed Circuit board is a fiberglass board with metal connections between the transistors, integrated circuits and cables in a computer. The mother board is a big pc board while a video or sound card is a smaller board that plugs into the mother board.

PDA: The PDA is a Personal Data/digital Assistant. It is a very basic computer for organizing your information in a very portable way.

PDF: Portable Document Format is a common format for documents in the business

community. Most computers have Adobe .pdf readers and many internet files are put into .pdf format so more people can easily read them.

Petabyte: This would be 1000 terabytes of information. (1,000,000,000,000 bytes)

PPC: The PPC is a Personal Pocket Computer.

Plug and play: In recent years add ons for computers are plug and play. You plug them in turn on the power and they play. Microsoft has included tons of drivers for all sorts of plug in boards thus you can plug it in and the system will find the driver and allow you to use it.

Plug-in: A plug-in is a small program that is added to a larger program to make it more useful. Example: An email program might have a scheduler/calendar plug-in or sometimes called an add-in.

Pop up: Some advertisers like to open windows in front of the information you are trying to read to get their ad in front of you. Most browsers today have software that stop these pop ups from happening, but they do give you the choice of looking at the pop up if you would like.

Printer: The printer prints out the digital data onto paper/hardcopy.

Privacy: You want to keep your privacy on the internet so there is software in the computer that will help you do this. Most of it is automatic but you still have to be careful who you give information to on the internet.

Processor: The processor or the CPU is the chip where all of the work of the computer centers. The processor processes all of the information and commands and does what needs to be done.

Program: A program is software that helps you do some task that you wish to do on the computer.

Public Domain: This is software that has been given to the public for its use, modification and sharing without the restrictions of copyright.

Puck: A unit similar to a mouse but it has a crosshair on the front so that a person using a CAD program can precisely position the pointer over specific points on drawing.

Quick Time: Quick Time is a program that allows you to view graphics over the internet or email.

RAID: Redundant Array of Inexpensive Disks is multiple hard drives hooked together for the storage of data. I use it all the time for backup. I have a main hard drive inside my computer, but I also keep copies on a second hard drive so that if one drive fails I have another copy.

RAM: Random Access Memory is the memory that the computer uses to remember your programs and the information that you put into the computer. It remains only as long as the power is on.

ROM: Read Only Memory is similar to RAM but you cannot use this memory. It is there to store information that the system needs to run. Example: In the PPC the entire system is in ROM memory so that you cannot mess it up. It is always in memory so you don't have to have a hard drive to store everything on. All information remains in memory even when the power is turned off.

Run: This refers to running a program. It can mean starting the program so it is operational or it can just mean using the program (Because it is running.)

Scan: When you put a picture into a scanner and it looks at your picture it scans the item. Another use of the term is when antivirus software looks at your e-mail, it scans the email to see if there is a virus present.

Scanner: A scanner looks at a paper (hardcopy) and takes a digital picture of it so it can then print it out or store it to your computer in digital format.

Server: The server is the computer at the other end of the internet that you get your information from. You can also have a server in your home

if you have one computer connected to the internet (the server) then other computers in your home go to the internet through the one connected to the internet.

Shareware: Shareware is software that people write and rather than get involved with a big corporation they put it on the internet. You can usually use the software free for some period of time (usually 10-30 days.) before they ask that you send them so much money. Some shareware will stop working and when you pay the money they send you a code to make it operate again. (Be sure to keep this code for future use.) Other programmers rely on the honesty of people to do what they have agreed to do.

Software: Software is the programs and operating system that help you do your tasks on the computer.

Spam: Spam is unwanted email that advertisers and criminals send to you. Advertisers are honest and trying to sell you something, however criminals often use spam to steal from you either money or personal information for identity theft.

Spider: A spider is a little program that searches the internet gathering information. Google and other search engines use spiders. The spider will find new websites and catalog the terms used so that when you search they can tell you anywhere your topic is found.

Spreadsheet: A spreadsheet is used for book keeping or data analysis. It is a program that allows you to enter numbers and formulas to work with the data. A personal budget might be a use for a spreadsheet.

Spyware: Spyware is a small program that comes like a virus and stores itself on your computer then sends back information to the person/computer that placed it. Often it is like Adware – harmless but not something you want on your computer. It can also be used by a criminal to get your personal information or credit card/bank account numbers.

Stylus and tablet: This is a tablet that senses the touch of the stylus pen. You can draw or write on the tablet with the stylus and the computer turns it into a graphic on the computer. Handheld computers with touch screens use a stylus to communicate with the computer through the screen.

Surge Protector/suppressor: This is a unit you plug your computer into to protect it from power line problems. It is a good idea to use one on all of your computer equipment. They can be purchased for 10 dollars and up.

Tablet: See stylus and tablet.

TCP/IP: The protocol or rules for transmitting files/information between computers and servers over the internet.

Terabyte: 1000 gigabytes or 1,000,000,000 bytes.

TFT screen: This screen is made up of dots that are turned on and off to make up the image on a monitor.

Touch screen: The touch screen is a computer screen where you can touch the item/word/icon to run a program instead of pointing to the item/word/icon with a mouse and cursor on the screen. These have usually been used on handheld and PPC computers they are developing them for normal computers. Some Kiosks in airports and stores use touch screens for tickets, pictures etc.

Torrent: Torrent is a protocol for downloading and sharing large files of information. As you download from the main site, your computer is also uploading portions of the file you are downloading to other users. This speeds up the downloading process and saves the main site work.

Trackball: This is an input device similar to a mouse. Instead of moving the mouse you roll a ball to move the cursor. The trackball has buttons to press like the mouse.

Trojan horse: A Trojan horse is a virus that

enters your computer but does nothing till a specified date or time then it does its dirty work.

Unzip: Unzipping is the same as uncompressing or decompressing a zipped or compressed file.

Update: Updates are new versions or patches you download that help a program operate better. Games often have updates or patches that fix many problems users have reported to the company. If you buy some software that does not seem to function properly go to the maker's site and see if there is a patch or update.

Upload: Uploading is when you transfer files to the internet or maybe when you transfer files from a memory card or USB flash drive to your computer.

UPS: The universal Power Supply is a unit with a battery built in. You can plug your computer/monitor into a ups and if the power fails the UPS takes over to supply power to your computer for a short time (3 minutes and up depending on how big a battery they have.) so that you can save your work and shut down the computer until the power comes back on. The battery automatically charges itself.

URL: A Uniform Resource Locator is a web address such as <http://www.microsoft.com>.

User: The user is the person using a computer or a program on the computer.

Version: Most software is improved over time and when the new improved program is released it is given a new version number or designation.

Virus: A virus is a small program that invades your computer (usually through email or downloads) and does damage or trouble to your files or how the computer operates. They spread themselves by mailing themselves to everyone in your address book. This is the

reason you want to run antivirus software on your computer.

WAV: One of the Audio formats for computers.

Webcam: The webcam is connected to the computer and allows you to transmit the image over the internet/network.

Web page: The webpage is a page that is on a website. Example: I have a website. The first page you come to will either direct you to my site or to my wife's site. After you get to my site there is another page that will direct you to other web pages on my site.

Website: A website is a place where you can go to buy or gain information. It is made up of many web pages.

Web server: The web server is the computer where you store your website/web pages so that people can come to look at them and learn from you or buy your product.

Word Processor: The word processor is a program that assists you in your use of words. It helps you make the words into a letter or paper for school.

Worm: A type of virus.

WYSIWYG: Stands for What You See Is What You Get. It is used of word processors. When you are typing/formatting on the screen, what you see is what you are going to get when you print it out.

WWW: The World Wide Web is another name for the internet.

Zip: Another term for compression or compressed files. They are normally .zip files or .tar files. Each takes a different program to unzip them or now some programs will do both.

Appendix B

PARENTAL CONTROL SITES

<http://www.freeshield.com/>

http://security.itworld.com/5013/060901mparent/page_1.html

<http://www.usnetizen.com/parental-control.html>

Microsoft Windows live onecare family safety Beta should be out soon, I do not know how much it will cost or if it is free. Might be good to check into it. The following address used to have information about it.

<http://ideas.live.com/programpage.aspx?versionId=a78d3383-8c23-4b95-a56c-b9967270629e>

Appendix C

Some information for parents about tracking what someone has been doing on the internet.

From <http://www.netsmartz411.org> (From their site: NetSmartz411 materials are to be used unaltered and in their entirety for educational, noncommercial purposes. Under no circumstances are NetSmartz411 materials to be used for fundraising purposes.)

How can I track what my children or other people are looking at on our computer? How can I track what they are downloading?

There are several ways to learn what websites your child, or another computer user, has visited and what he/she has downloaded from the Internet. Here are suggestions to help you review Internet activities on your computer without purchasing a software monitoring program. Before reading, it is also important to keep in mind:

* It is possible that someone with access to your computer may have already deleted the Browsing History, temporary Internet files, or a record of the download history.

* A child may have access to a computer at the library, school, or a friend's home. It is important to talk to your child about Internet safety, since they also have Internet access outside of your home.

Even though you may not use different types of web browsing software, your child or another computer user might. It is not uncommon for a computer to have Internet Explorer, Mozilla Firefox and Netscape Navigator installed, and for all three to be in use. These software packages are sometimes installed on a computer before you buy it, and can be easily downloaded online, often for free. Remember to check all the software on the computer that is used to surf the Internet.

Computers using the Windows XP Operating System

To view the documents that may have been recently saved:

1. Click on 'My Computer'
2. Go to your computer's 'C drive'
3. Click on 'Documents and Settings'
4. Click on 'My Recent Documents'

Internet Explorer

To see a list of web pages recently visited:

1. Click on 'My Computer'
2. Go to your computer's 'C drive'
3. Click on 'Documents and Settings'
4. Click on 'Username'
5. Click on 'Local Settings'
6. Click on 'Temporary Internet Files'

Mozilla Firefox

To view recent downloads:

1. Click on the 'Tools' tab (found at the top of your browser after it is open)
2. Click on 'Options'
3. Click on 'Privacy'
4. Click on 'Download History'
5. Click on 'View download history'

To see the websites recently visited, hit the 'CTRL' and 'H' keys at the same time.

Netscape Navigator

To view the list of websites recently visited:

1. Click on the 'Go' tab (found at the top of the page after your browser is opened)
2. Click on 'History'
3. A list of websites visited on the computer will be displayed.

To see the files recently downloaded:

1. Go to the 'Tools' tab
2. Click on 'Download Manager'
3. A list of files which have been downloaded should be displayed.

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Appendix D

HOT KEYS

Gleaned from a number of websites.

CONTROL-a will select all in the open application.

CONTROL-b will change the text that is highlighted to bold.

CONTROL-c will copy anything you have highlighted.

CONTROL-f will open a "find" window so you can search your file.

CONTROL-e will center align your selection.

CONTROL-i will change the text that is highlighted to italic.

CONTROL-j will justify your selection.

CONTROL-l will left align your selection.

CONTROL-n will open a new file in the program that you are working in.

CONTROL-o will open the open a file window.

CONTROL-p will print the file you are working on.

CONTROL-s will save the file you are working on.

CONTROL-u will change the text that is highlighted to underline.

CONTROL-v will paste your cut into a new place.

CONTROL-x will cut anything you have highlighted.

CONTROL-y will reverse a CONTROL-Z operation.

CONTROL-z will cause the program to go back one step.

CTRL while dragging an item - will Copy the selected item

CTRL+SHIFT with arrow keys - will highlight a block of text

CTRL+Windows Logo+F - Search for computers

Task List = Ctrl/esc same as windows key

Alt Key hot keys:

Alt+F4 Closes foreground application (works for games that you cannot close)

Alt+ESC = Switch to next application

Alt+TAB = Switch between current and previous application

Alt+TAB TAB = Switches between titles of open applications.

Alt+Space BAR = opens minimize/maximize/close menu

ALT+ENTER = View the properties for the selected item

ALT+F4 = Close the active item, or quit the active program

ALT+SPACEBAR = Open the shortcut menu for the active window

ALT+TAB = Switch between the open items

ALT+ESC = Cycle through items in the order that they had been opened

F1 key Gives help on the active window or selected item.

F2 key Rename the selected item

F3 key Search for a file or a folder

F4 key Display the Address bar list in My Computer or Windows Explorer

F5 key Update the active window

F6 key Cycle through the screen elements in a window or on the desktop

F10 key Activate the menu bar in the active program

Windows Logo - Display or hide the Start menu

Windows Logo+BREAK - Display the System Properties dialog box
 Windows Logo+D - Display the desktop
 Windows Logo+M - Minimize all of the windows
 Windows Logo+SHIFT+M - Restore the minimized windows
 Windows Logo+E - Open My Computer
 Windows Logo+F - Search for a file or a folder
 Windows Logo+F1 - Display Windows Help
 Windows Logo+ L - Lock the keyboard
 Windows Logo+R - Open the Run dialog box
 Windows Logo+U - Open Utility Manager
 Windows Logo+M - will clear all programs and leave a blank desktop
 Windows Logo+Shift+M - will bring all programs back after Windows Logo+M

TAB - Move forward through the options
 SHIFT+TAB - Move backward through the options
 CTRL+TAB - Move forward through the tabs
 CTRL+SHIFT+TAB - Move backward through the tabs
 ALT+Underlined letter - Perform the corresponding command or select the corresponding option
 ENTER - Perform the command for the active option or button
 SPACEBAR - Select or clear the check box if the active option is a check box
 Arrow keys - Select a button if the active option is a group of option buttons
 BACKSPACE - Open a folder one level up if a folder is selected in the Save As or Open dialog box
 END - Display the bottom of the active window
 HOME - Display the top of the active window
 NUM LOCK+Asterisk sign - Display all of the subfolders that are under the selected folder
 NUM LOCK+Plus sign - Display the contents of the selected folder
 NUM LOCK+Minus sign - Collapse the selected folder
 LEFT ARROW - Collapse the current selection if it is expanded, or select the parent folder
 RIGHT ARROW - Display the current selection if it is collapsed, or select the first subfolder

control/alternate/delete = brings up task manager

Control - b = bookmarks in a browser

If you find grammatical, spelling, technical errors or if you do not understand a portion of the book please let me know so that I can make changes. I want this book to be a good assist for future students.