



PRODUCT REVIEW

Quick Assist by Chris Taylor

At the March OPCUG Members' Favourites evening, I talked about some options for remoting to another Windows desktop.

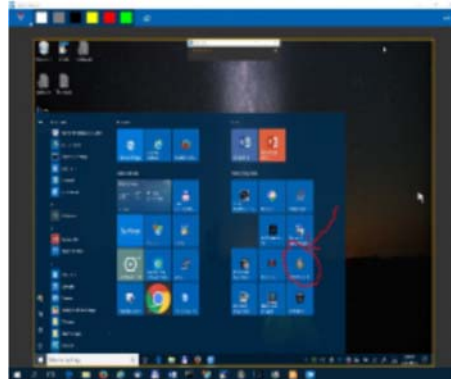
If your need is for remote assistance (as opposed to remote administration, where there is nobody at the console of the remote computer), and both you and the person you are assisting are running Windows 10, there is a new kid on the block: Quick Assist. This update to the Remote Assistance program which was included in previous versions of Windows is a little cleaner and easier to use. Quick Assist debuted with Windows 10, ver. 1607, (a.k.a. the Anniversary Update, released August 2nd)

Click the search box on the Taskbar and type in Quick Assist. When it appears at the top of the search results, click it. When it loads, click on Give Assistance. You will be prompted to log on with a Microsoft Account and you will be given a 6-digit security code. Give that code to the person you will be assisting.

They run Quick Assist and click on Get Assistance. They will be prompted to enter the security code. They do not need a Microsoft Account to receive assistance. As a final step, they are asked to give permission for you to connect. Once they click on Allow, you will see their screen. Your keystrokes and mouse movements are passed through to their computer as if you were there.

This is usually sufficient to sort out difficulties they may be having, especially if you are on the phone with them at the time and can talk them through what you are showing them.

The best thing about Quick Assist is probably its simplicity. The person you are helping doesn't have to download or install anything. It is fast and easy for them to allow you to connect.



A really nice feature in Quick Assist is Annotations. You can draw on the other person's screen, in a choice of six colours. For example, you could circle an area of interest or underline something important.

While the program is simple and works smoothly, there are a few things I found awkward with Quick Assist.

Screen scaling is limited to fitting the entire remote desktop to your screen or showing it scaled 1:1, in which case you get scroll bars on the window if the remote computer has a higher resolution than your screen. But all remote desktop options struggle with screen scaling.

If the person you are assisting has multiple monitors, all screen will be remoted to you. I would prefer an option to toggle between single screens or showing all.

Strangely, given Microsoft obsession with pen-enabled computers, I could not get the annotation feature to work on my Microsoft Surface Book with the pen. It works with the trackpad or a mouse, but nothing appeared when I drew with the pen. This is a shame because I can draw a lot smoother with a pen than a trackpad!

I don't think I will be giving up TeamViewer. It has many advantages over Quick Assist: file transfer; chat & video chat; remote administration; is available for all versions of Windows from XP on; and there are versions for Linux, Android, Mac OS and iOS.

Quick Assist is fast and easy. I may use it when I know I won't be needing the extra features of TeamViewer. Or, perhaps I will use Quick Assist if I need to help someone get TeamViewer installed!



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November Raffle

XTreme Bluetooth BlueAudio Headphones:

Features include full audio with mic and mobile control for answering calls while on the go, compatible with all Bluetooth devices including smartphones and tablets, soft ear cushioning and adjustable headband, for maximum comfort, wireless Bluetooth range up to 33ft and rechargeable battery with USB cable.



October Prize Winners

Richard Aylesworth is now the proud owner of a 15.6" iCAN Laptop Trolley Backpack after winning the raffle at our October monthly meeting.

Coming Up...

→ November 9th, 2016

Speaker: Doug Gray, Ottawa Branch, Ontario Genealogical Society

Topic: An Introduction to Genealogy - Exploring Current Techniques, Key Tools, and Resources

Genealogy is the study of families by establishing a Pedigree from the extraction and weighing of evidence from valid sources, tracing their lineages and history. Doug Gray, Chair of the Ottawa Branch, Ontario Genealogical Society, will briefly discuss the basics of Genealogy, the key software tools, techniques, and will outline the vast resources available on the internet and in the Ottawa area in pursuit of this popular hobby. This is a hobby in which one could just consider the basics or could get quite involved identifying numerous generations, finding and corresponding with distant living relations in the process.

Doug Gray, a retired satellite communications engineer, began dabbling in Genealogy in the 1980s. His interest in the hobby intensified and in 1994 he joined the Ottawa Branch of the Ontario Genealogical Society. His knowledge in Genealogy expanded as he researched his ancestors in Ontario, Manitoba, Scotland, England, Wales and other countries. He has given various presentations on Computer Genealogy over the years and is the Coordinator for the Ottawa Branch Computer Special Interest Group. He has volunteered at the Ottawa Branch Conferences for the Program Committee and Computer Research Room and is the currently Chair for the Ottawa Branch OGS and Co-Chair for Gene-O-Rama, the Branches annual Genealogical event. He is a volunteer at the City of Ottawa Archives for the Ottawa Branch Library every second Wednesday and is a volunteer at the Ottawa Family History Centre Tuesday afternoons. Doug is a member of the Manitoba Genealogical Society and other societies in Scotland and England.

December 14th, 2016

Speaker: Dr. Beth Robertson, Institute of Interdisciplinary Studies, Carleton University

Topic: The Omeka web publishing platform and its use in the Envisioning Technologies project

Ottawa Food Bank

This year we didn't get enough items to have a silent auction, but we still have a box to collect your non-perishable food donations for the food bank, and for those who prefer to give money, we'll collect it at our December meeting. With its food industry partnerships and bulk purchasing power, the Ottawa Food Bank turns every \$1 donated into \$5 worth of food.

For more details and updates on our meetings, visit <http://opcug.ca> and click on the **MEETINGS** button.

2016 CALENDAR

Meetings	Date	Time and Venue
OPCUG General Meeting	Wednesday, November 9 th	7:30 p.m. Bush Theatre of the Canada Aviation and Space Museum , 11 Aviation Parkway. http://casmuseum.techno-science.ca/en/index.php
Q&A Session	Wednesday, November 9 th	Immediately following the OPCUG General Meeting.
Beer BOF (Wing SIG East)	Wednesday, November 9 th	10:00 p.m. (after the Q&A) at Liam Maguire's, St. Laurent Blvd. at Innes Rd.

CLUB LIFE

OPCUG's "Night at the Races" in Review

Members of the Ottawa PC Users' Group converged on Rideau Carleton Raceway on Sunday, October 23rd for an evening of dining and racing entertainment. On a cool autumn evening, a small group of fifteen abandoned their computers and made their way to the Albion Road facility for an evening of socializing.

A few members of our group were able to get up close and personal with some of the standard breed horses, getting a trackside view of the race from within the pace car for Races 3 and 11. There were a couple of younger attendees who were quite entertained by one of our members as he attempted to talk after inhaling the helium from their balloons. "Thank you Mike... some of us will never be able to hear your voice quite the same way again."

There were no huge winners in our group, the largest being a \$58.75 payout in Race 10 on a 20 cent Superfecta ticket held by Jeff Dubois, and several \$5 to \$10 range winners on win, place and show bets over the course of the evening. Following the races, Jocelyn Doire managed to parlay the complimentary \$5 slot voucher everyone received into a cool \$20 which he attributed to "beginner's luck".

It was, by all accounts, a fun evening which everyone appeared to enjoy. A big thanks to everyone who attended in making the evening an overall success!



Rideau Carleton Raceway Pace Car

COMPUTER SECURITY WORKSHOP 2016

As noted in the September newsletter, the club is offering a fall workshop on computer security. The workshop will be held on Saturday, October 29, 2016 (10:15 am to 4:45 pm) at the Elmvalle Acres branch of the Ottawa Public Library.

The specific topics included in the workshop relate to Windows 10, backup systems, protecting your computer against malware, and securing your wireless router.

The cost to attend the workshop is just \$20.00. This will include coffee breaks - and the chance to win a complimentary one-year OPCUG membership (a \$25.00 value by itself). Participation is limited to the first 35 registrants - and some of the available places are already taken!

Payment can be made on-line through PayPal; by mailing in a registration form and a cheque; or by dropping off a registration form and a cheque at October meeting.

For full details, visit the club's web site at <http://www.opcug.ca> and click on the Workshop button.



Nominations for OPCUG Board for 2017

Once a year, the OPCUG holds elections for the 9-member Board of Directors. We are once again coming up to this annual event.

We encourage all members to consider running for a board position or getting involved in some other manner in the operations of the OPCUG.

If you want more information about what is involved, please talk to any current or past Board member. Names are listed in the Newsletter and on the web site.

Nominations can be submitted in person at the October, November and December club meetings or by sending an email to nominations2017@opcug.ca.

Nominations must be received by midnight, December 31, 2016.

Please get involved. Please help the OPCUG continue in its role of *Users Helping Users!*

ARTICLE

Restoring to a new computer

by Chris Taylor

We don't back up computers for the fun of it – we back them up so we can recover when something goes wrong.

There are really 2 main scenarios that cause one to head to the backups: missing & corrupt individual files or folders; and the need to recover a complete system in the event of catastrophic failure.

The first scenario is generally the most common and, as long as you are prepared (i.e. have some form of backup of your data), the most straight-forward to react to. Whether you use a tool such as FreeFileSync (<http://opcug.ca/public/Reviews/FreeFileSync.htm>), recommended by Alan German, to synchronize your files to a backup location or a full-fledged imaging program such as *EaseUS Todo Backup Home* (which all OPCUG members were offered for free in March) the process is generally straight-forward.

In the second scenario, if you have a full image of your computer and you have a hard drive failure, it is still pretty straight-forward: you install a new hard disk to replace the dead one, boot from the recovery media your backup program allowed you to create (you *did* create the recovery media *before* you needed it, right?), and finally tell it to restore the complete system. After the restore completes and you reboot the system, you will be back with the computer in the same state it was in when the backup ran. But there is another scenario that is a bit more of a head-scratcher: when you have a major system failure and want to replace the entire computer.

What I have always done when I buy a new computer is to set it up manually: boot it up; walk through the OOBE (Out of Box Experience) with Windows; manually install all my applications; and then restore just my data from the backups. The main reasons I take this approach is I end up with a lean final configuration by not installing all the flotsam and jetsam I inevitably have on a computer that has been used over several years. As well, I am assured I have all the right drivers from the manufacturer for the specific computer I just bought.

The downside to this approach is the work involved. It is not a trivial series of

tasks to manually reinstall applications. Unless you are a better planner than I am, it might be hard to remember all the programs you want on the new computer, find the original installation files, find the license keys, and more. Programs that require activation complain that you have already used a particular activation key. Then there is configuring the programs so they actually work the way you are used to. For me, a new computer generally means several weeks of a computer slowly becoming more familiar.

Even though it takes time, it is doable, and I end up with what I consider to be an optimized computer. Plus, even though you might find it a little...or a lot...strange, I kind of enjoy doing it.

But I consider myself reasonably adept at setting up a computer and dealing with all the installation and configuration issues. Not everyone treats computing as I do.

Such as my girlfriend. When her 4-year-old Acer seemed to be dying a slow death, she bought a new ASUS to replace it.

When I did my review of backup programs last February (<http://opcug.ca/public/Reviews/BackupPrograms.htm>) I mentioned that one of the things that I thought could be useful in the *Workstation* version of *EaseUS Todo Backup* was the ability to restore to different hardware. So I had bought two licenses, one for me and one for Lynda.

While restoring an image backup to a computer with a replaced hard drive is not likely to cause issues, restoring to a completely different computer is more likely to fail. Windows is good at detecting things like different video cards, sound cards, DVD drives, etc. upon boot up. But if the new computer needs a different Hardware Abstraction Layer (HAL) Windows won't start after the restore. Quite frankly, I am not sure how often this is an issue, but I have heard of it. I have also heard of different drive controllers causing issues.

I started the *System Transfer* (*Todo Backup's* term for a restore to different hardware). Over a couple of hours it progressed to 91%. And then it sat there. After 21 hours, I sent an email to EaseUS

support. They advised I should “keep waiting patiently”. After 43 hours, I asked again and they responded “It is highly recommended that you keep waiting patiently for another 5 hours.” I went to bed. When I woke up in the morning, it had rebooted itself into the restored Windows.

I rebooted to check on any issues while starting and Windows loaded fine without any hardware-related errors, so the ability to restore to different hardware appeared to...very slowly...work.

And then I ran into a few issues. The Windows 10 that I restored was now on different hardware, so Windows 10 wanted to be reactivated. And it needed a different key. Unfortunately, new computers from major manufacturers with Windows preinstalled no longer have a sticker anywhere with the Windows license key. I contacted ASUS and was told the license key is embedded in the motherboard and is not human-accessible, but they could email me my key. In 2 days. Two business days. Four calendar days later, I received the email with the key. They noted that, “The product key provided will only work on the original factory (OEM) image that came with your product.” I somehow doubted that, as it is my understanding there is no difference between ASUS and Acer OEM keys. I plugged it in to activate the new computer and it worked.

I knew Microsoft Office would also complain because it was on different hardware. But fortunately, simply clicking on the *Activate* button worked.

I had a couple of image editing programs that also require activation. Fortunately, one of them has a way within the program to deactivate it (allowing an activation on a different computer later) and I had done that on the old computer, so it was a simple operation to activate it on the new one. If the old computer had completely died, I would have had to contact the company that made the editing software and plead my case. The other program seemed happy with me re-inputting the original activation key.

The most ironic issue came with *EaseUS Todo Backup*. One might think that, when

(Continued on page 5)

Restoring... *(Continued from page 4)*

a program is specifically designed to allow you to restore to different hardware, it would happily reactivate itself once the restore is complete. One would be wrong. I had to contact EaseUs. They spoke some incantations to their activation server and told me I could re-activate. It worked. The other odd thing in *Todo Backup* was the old backup tasks would not run. They had to be recreated. I assume it was something like being tied to the serial number of the hard drive rather than just a disk number or drive letter.

There were a couple of other oddities in the restored computer. In *Internet Explorer*, all favourites were missing the site icon. Lynda simply visited the sites and recreated the favourite. Not a terrible hardship, but strange that it was necessary.

Another weird issue was with the desktop wallpaper. Lynda had hers cycling through a folder of images. When restored, the images were not cycling. Simple to fix, but I don't understand why it would be necessary.

A summary of the negatives; the restore took a loong time, which was not a big deal; a few emails were required to fix up some activation problems; *Todo Backup* tasks had to be recreated; desktop wallpaper was not cycling through multiple images; and *Internet Explorer* favourite icons were missing.

On the positive side; all of Lynda's applications are working as before without having to reinstall and reconfigure; Dropbox is properly synching; her custom dictionary in Microsoft Office is there; all her documents are where she left them; Outlook came up perfectly configured for her mail accounts with signatures intact; and her three printers are all configured exactly as before. In short, other than the two oddities she ran into, it is like she is on her old computer. Except this one works!

And when it comes to computers, a happy Lynda means a happy Chris.

For my next computer, frankly I might just do my normal process of setting up everything manually and restore my data. But I do this for what may well be just perceived as being a more performant computer. For anyone who simply does not want to deal with reinstalling and reconfiguring everything, a backup program that permits restore to different hardware is something I would recommend.

Users Helping Users

by Qais Ghanem

I first joined OPCUG about ten years ago, although I have not been attending in the past two, due to my many other activities since retirement from medicine.

After Chris Taylor's presentation on 14 September, I asked him if he knew someone who could help me sort out a problem I had with my WordPress website, for a fee. He reminded me of OPCUG's motto of "Users Helping Users", then talked to Alan German, as he knew Alan was a WordPress user. Alan contacted me to offer assistance.

On my website, www.dialoguewithdiversity.com, I have been posting all the videos and all radio shows I do for CKCU in the primary side bar. But for some mysterious reason, they no longer showed up, but would appear a month later. But why would they not appear immediately, as they had done for years? That was the question.

Alan and I agonized over it as we stared at the back-end of the website. We could not figure it out, even though we verified that the radio shows had indeed been posted! Then I noticed the number 3 in a little box in one of the columns. I had no idea what it meant or how it got there. I certainly did not put it there – at least to my knowledge.

The public library where we met then announced that it was about to close! So I asked Alan whether it would be safe to delete that 3. He encouraged me to try, since there was nothing else to do. Well, you guessed it: the 3 was the number of posts to be held unpublished. That was why they would automatically appear a month later, when they would have reached the front of the queue!

So, thank you, Alan and the OPCUG for your help.

Qais Ghanem

Last Chance!

The November meeting will be your last chance to order 35th Anniversary Commemorative Fashion. If you are interested in ordering limited edition 35th Anniversary Fashion items, be sure to order your online or complete an order form at the November meeting. Our order will be placed with the manufacturer following our November meeting to ensure delivery in time for the New Year. Details at: <http://opcug.ca>.



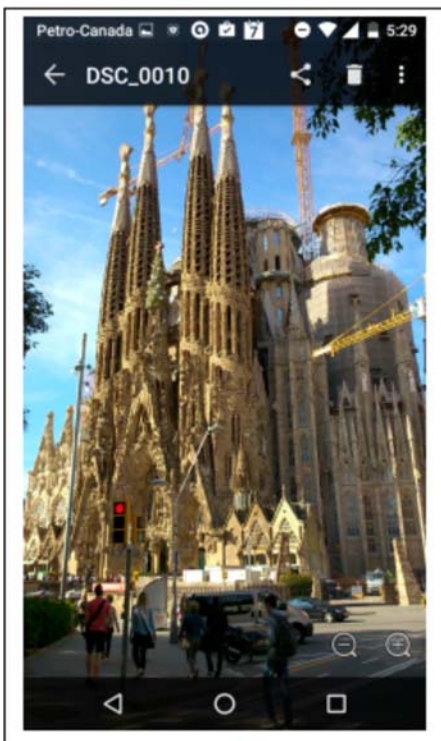
PRODUCT REVIEW

A Picture Gallery for your Android Smartphone *by Alan German*

I have been struggling for some time with various digital image management systems on my Android smartphone. The default app bundled with the phone didn't want to let me flip through the available images, seemingly preferring to open one at once, which was completely unacceptable. A second package that I downloaded wouldn't let me tag multiple images for deletion. Again, another show-stopper. Other apps came, and rapidly went, with similar deficiencies. Finally, I checked the fount of all freeware knowledge – [gizmo's freeware](#) – and identified QuickPic Gallery as the editor's choice for an Android image viewer.

Finally, I have an app that functions intelligently. Load the app and it displays thumbnails of folders containing images, with the most recent set of photos shown first. (Of course, it also shows the link to 2GB of free CM Cloud disk storage on the developer's web server but, after all, this is freeware!)

Click on any folder and the screen displays thumbnails of the images in that folder. Click on an image to load it full-screen, then swipe left and right to view the other images in the folder. Tap the full-screen image and you can use the back arrow (top-left) to return to the folder, or select one of the on-screen control buttons (top-right) to conduct a number of tasks (see Screenshot No. 1).



Screenshot 1 – Image option controls



Screenshot 2 – Selecting multiple images

The “share” button lets you upload the file to the cloud (remember that free storage?), transfer it over a Wi-Fi connection or Bluetooth, save it to disk with the default file manager, plus a number of other tasks. The “delete” button is more succinct. A delete option is displayed. Select this to delete the image, or tap the image once more to cancel.

The “more” button lets you run a slideshow, display details (properties) of the image, and includes other options such as the ability to edit, copy, move, and rename the file. There are also plus and minus buttons in the lower-right corner that allow you to zoom in and out of the image.

Back in the thumbnails folder view, touching – and holding – a single image causes this image to be selected. A blue and white check mark is displayed in the top-right corner of the thumbnail (see Screenshot No. 2). Touching further images selects these also.

Touching and holding an image remote from the first selection cause all the intermediate images to be selected. Should any image have been selected in error, simply touching that image causes it to be deselected.

The app also features a “smart” options menu. Once any image has been selected, the “more” option includes “Select all” and, when all images are selected, this option becomes “Deselect all”. Clearly there is considerable flexibility in selecting a set of images for further processing.

As might be expected, with multiple images selected, the delete icon offers the possibility to delete all of the selected images at once. Similarly, the copy and move options now function on all of the images that have been selected.

QuickPic offers a simple and intuitive means of viewing and deleting digital image files on an Android smartphone. But, for those needing more power and flexibility in image management, the app offers many additional functions.

If your image viewer/manager isn't really up to the job, I would encourage you to give QuickPic Gallery a try. After all, it's free, so install it, try it, keep it or delete it, depending on how it meets your specific needs and expectations.

Bottom Line

QuickPic Gallery (Free Android App)

Version 4.6.9.1485

Cheetah Mobile

<https://play.google.com/store/apps/details?id=com.alensw.PicFolder&hl=en>

OPCUG Free Software Guide—Part 67 Compiled by Alan German

This guide features an annotated list of free computer programs. The software mentioned has not been reviewed (except where noted) nor have any tests necessarily been conducted. Consequently, no guarantees are provided that the individual programs will perform as described. Rather the list of available software is provided for the information of our members who may find one or more of the programs useful.

SoftMaker FreeOffice

The developer of this full-featured office suite indicates that it has the highest level of compatibility with Microsoft Office of any similar free products. This is especially true of the latest version - FreeOffice 2016.

Web Site: <http://www.freeoffice.com/en/>



Wunderlist

Need a to-do list? Whether you're planning a holiday, sharing a shopping list, or managing multiple work projects, Wunderlist will help you tick off all your personal and professional must-do items on your phone, tablet, or computer.

Web Site: <https://www.wunderlist.com/>

Contig

This single-file defragmenter makes files contiguous on your hard disk. It's perfect for quickly optimizing files that are continuously becoming fragmented, or that you want to ensure are in as few fragments as possible.

Current Release: Version 1.7

Web Site: <http://tinyurl.com/psaf6xh>

MX Player



Watch movies or television shows on your Android device. MX Player is the first Android video player which supports multi-core decoding. Hardware acceleration can be applied to more videos with the help of new HW+ decoder. And,

the app has recently been updated with Android 5.0 support.

Web Site: <http://tinyurl.com/6mqelvx>

Desktop Media

This small application for Windows automatically adds drive icons to your desktop. It will detect USB drives, CD's, DVD's, network drives, hard disks, and even RAM drives. For removable media (such as USB, CD and DVD drives), it will only add an icon to your desktop if the disk is present.

Current Release: Version 1.7

Web Site: <http://www.ianandmonica.com/desktopmedia/>

UndeleteMyFiles Pro

Recover any files, including E-mail, that you have inadvertently deleted with a rescue wizard. Specialized filters allow you to find specific deleted information. A file wiper provides a secure erase option.

Current Release: Version 3.1.0

Web Site: <https://seriousbit.com/undeletemyfiles>



Edgeless

This utility causes the mouse pointer to wrap around the screen instead of stopping at the edges. Move your mouse off the right side of the display and it will reappear on the left – and vice-versa!

Web Site: <http://www.fx-software.co.uk/assistive.htm>

Acrylic WiFi Home

Want to map the locations of any dead spots in your Wi-Fi coverage? This utility includes an RSSI (Received Signal Strength Indicator). Simply walk around your home with your laptop and look at the signal strength on a moving graph.

Current Release: Version 3

Web Site: <http://tinyurl.com/nersz5f>

TweetDeck

Create a custom Twitter experience with this powerful tool for real-time tracking, organizing and engagement. Build custom timelines, keep track of lists, searches, and activity. Share an account without sharing your password.

Web Site: <https://about.twitter.com/products/tweetdeck>

Quake Live

From the legendary series that founded the on-line shooter genre comes the most exciting, energetic, and fast-paced shooter on the Internet. Play against players around the world in over 100 arenas, and a dozen game modes.

Web Site: <https://www.quakelive.com/>



OTTAWA PC NEWS

Ottawa PC News is the newsletter of the Ottawa PC Users' Group (OPCUG), and is published monthly except in July and August. The opinions expressed in this newsletter may not necessarily represent the views of the club or its members.

Member participation is encouraged. If you would like to contribute an article to Ottawa PC News, please submit it to the newsletter editor (contact info below). Deadline for submissions is three Sundays before the next General Meeting.

Group Meetings

OPCUG meets on the second Wednesday in the month, except July and August, in the **Bush Theatre** of the **Canada Aviation and Space Museum**, 11 Aviation Parkway, Ottawa.
<http://casmuseum.techno-science.ca/en/index.php>

Meetings are 7:30–9:00 p.m. followed by a Q&A Session until 10 p.m.

Parking is available at the museum for a flat fee of \$3 after 5pm.

Details at <http://opcug.ca/public/regmtg.htm>

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And if you decide you do not need the printed version mailed to you anymore, simply let Mark Cayer (membership chairman) know. He can be reached at general meetings, as well as by e-mail at Mark.Cayer@opcug.ca. You might want to wait until you have successfully received at least one issue electronically before opting out from the printed version.

To subscribe to the Announcements List, e-mail listserv@opcug.ca. Leave the subject blank and in the body of the message type: **subscribe announcements**

Within a couple of minutes you will receive a confirmation message from the listserver.

“Announcements” is a low volume list that the Board of Directors uses to get in touch with the membership. Subscribers can expect at least one message per month – the meeting reminder that goes out a few days in advance of the general meeting. Other than that, the only time it is used is when the Board feels there is some important news that should be brought to the attention of all members.