

The Villages Computer Club will meet at 1 p.m. Friday Feb 1st at La Hacienda Recreation Center. Please join us for a **workshop** on Windows 8, iPad and other subjects related to Windows 7, Networking, Email, etc.

There will be refreshments and door prizes. Check out our web site at www.thevillagescomputerclub.com

Guests are always welcome, please bring your village ID card. For information or to sign up to be on the VCC email list, visit the website or email Paul Rabenold at TVCC.Pres@gmail.com.

Internet Speed Test

To run a speed test of your internet speed. Click the link below and scroll down to where it says Centurylink speed test. Run at least 3 tests. Good idea to run a set of 3 sets of tests at different times of day.

<http://qwest.centurylink.com/internethelp/speedtest-ctl.html>

Broadband: Cable or DSL

There have been continuing discussions about which is best to use for broadband, Cable or DSL.

Online speed tests are not good indicators. Why? Because its like saying that I have a car that has a top speed of 200 mph. If you live anywhere except on a speedway, you'll never get close to 200 mph. It becomes a meaningless number. Download speed battles are like horsepower battles, irrelevant. What is better Ford or Chevy? It depends on **what is important to you**.

Download speeds can change from minute to minute. Just wait until your next door neighbor starts to download the entire Internet.

Important issues are:

- a) Can you get either cable or DSL?
- b) What does it cost for a high-speed service over 1 meg?
- c) Do you need to buy telephone service or cable TV service to get a good price?
- d) If you talk to neighbors is the service reliable?
- e) If something breaks how long does it take to get it fixed?
- f) How is their customer support? Helpful? Open 24 x 7?
- g) Do I need to install it myself? Can I do the install? Is there an extra charge for them to setup for me?

DSL is good and so is cable. They both work well, most of the time and if given a choice between one or the other, price and support would be my deciding factors. Sometimes the price can be negotiated if you are using price as your determining factor.

NOTE: It is important that you are aware that you do not have to use the webmail email program provided by your broadband service. Often times other email services will be found to be easier and will serve your needs better. These webmail email services such as Hotmail, Gmail, Aol webmail, Yahoo, etc are free. Just go to either of these websites and sign up and give them a try. Or you may decide to use a non-webmail email program which must be installed. Two of these are Thunderbird and AOL Desktop.

If you've created an AOL webmail address, you can even download and install the full AOL Desktop (Client) version and use it free. You will not have phone support for the free AOL program.

Can't get online?

Simple checks before calling support: Is the problem Modem, Router or Computer.

1. Check that your cable or DSL modem has all the lights on and if using a router, that it's lights are on as well.

2. Restart the computer, wait for it to load completely. Click the big E to bring up Internet Explorer. (or bring up the browser you use such as Firefox or Chrome). Does your home page load? If you don't have a home page set for your browser, just type in a URL such as www.hp.com. Does any website load?

3. If not, Do a Power cycle to be sure the IP addresses are being assigned.

a. Turn off the computer.

b. Turn off the modem

c. Pull the power cable on the router.

Wait a minute.

d. Turn on the modem and wait for the lights.

e. Plug in the power cord for the router. It's lights will light up immediately.

f. Power up the computer, wait for it to load.

g. Bring up your browser and go to a website if you don't have a home page set.

4. If it still does not go to a website, you need to determine if it's the modem or the router. So bypass the router.

a. Unplug the cable from the WAN port of the router and plug it into the ethernet port on your computer, thereby having the modem connected directly to the computer without the router.

b. Now bring up the browser and try going to a web site. If you can go to a website now, you have a problem with the router. It may just be a setting. Contact the router manufacturer support and let them help you.

5. If you still do not get to a web site with the computer connected directly to the modem, you have a computer problem or a modem problem. IF you're using a laptop, bypass the modem to determine if it's the modem or your computer. Take your laptop to a cafe or recreation center which has Wi-Fi. Try getting to a website with your computer using their Wi-Fi. If you can get to a website without your modem, then it's most likely your broadband service that's down or your modem needs replacing, so call your broadband service for support.

If you can't get to a website using their Wi-Fi then think if you've downloaded updates just before the problem started. If so, you may want to uninstall those updates and try connecting to the web again. Or have you just installed a new program? IF it turns out that the modem is the problem, you can always download those updates again or re-install the program.

If you do the above before calling for support, they're going to be much more helpful.

Is it an AOL Program Problem or a Broadband Connection Problem?

Question: When routinely visiting the Internet all of a sudden the AOL title bar changes to include **(not responding)**. Most of the time, it restarts the program itself and connects to the internet without your having to sign on again.

On other occasions a reboot of the computer may be necessary.

If you're using broadband, either cable or dsl and you try to sign onto AOL before your broadband's modem is completely up and running(all lights on), you'll get the message (not responding) Or if the modem is going bad and not keeping your computer connected you will get the (not responding on the AOL title bar)meaning connection to the internet has failed. This time it's not a problem with the AOL program.

If the modem completes the connection, then the (not responding) would disappear from the AOL title bar because it would then be connected to the internet via the broadband modem.

If for whatever reason the broadband modem fails to connect, AOL would fail to be connected. If you reboot, this may give the broadband modem the time it needs to complete it's connection and the reboot would appear to have solved the problem when in fact, you just gave time for a slow modem to connect.

Before doing anything to 'fix' AOL, BYPASS AOL to determine if it's an AOL problem or if it's a broadband modem problem.

The next time you get the (not responding) on AOL, simply click the big E (Internet Explorer) and bring it up...if it connects to your home page, then click on the AOL program again on the task bar to see if the (not responding) has disappeared and AOL has connected.

If AOL still has the (not responding) but you can go to other websites using such as www.aol.com, then you may have an AOL problem which may be momentary, but if repeated often or lasts longer than a few minutes, it's time to followup on the AOL problem.

But if the AOL (not responding) disappears as soon as you can connect to a website with Internet Explorer, then it was a modem connection problem and not an AOL problem.

By opening Internet Explorer and going to a web site, you have bypassed the AOL program. In order for AOL to connect, the Internet Explorer browser or another browser you're using MUST be able to connect to the Internet via your broadband service. In order for IE to connect to connect to the internet, the broadband modem must connect your computer to the internet.

If you do find that Internet Explorer is NOT connecting either, then it's time for a call to your broad band service. From their end, they can tell if your modem is connecting or failing to connect.

But always check the modem to be sure it's lights are all lighted up before doing anything. Sometimes it may take 2-3 minutes for the modem to connect if your broadband service is having an overload of customers or if your modem is failing.

Multiple Browsers

Q:Can 2 or more Web browsers work on a computer?

A:It depends on the combination of programs you want to use. For example, America On-line has it's own proprietary version of Internet Explorer but can get along with either Firefox, Google Chrome or Microsoft Internet Explorer.

Most programs can get along with these, but if you begin to use other browsers you may expect some conflicts.

In the interest of system stability and user sanity, try to settle on one web browser as your default browser and stick with it. But do have another browser installed, just in case your default browser has a problem. Once you compile a long list of web bookmarks, there's even more reason to stick with a preferred browser, rather than jumping back and forth.

Gun Control in Australia - Watch and Weep

<http://fromthetrenchesworldreport.com/gun-control-in-australia-watch-and-weep/31314/>

This is so-o-o-o-o neat

Found this interesting musical amusement.

Turn sound up.

<http://www.tvkim.com/watch/20/kims-picks-african-thunderstorm>

Jmax

Jmax's Website <http://www.jmaxbits.com/>

Jmax Bits Newsletter is now posted each Monday & Thursday on the website. You have the option for a .pdf or a .rtf file.

1. For help with a computer problem, put HELP in the subject line and give me info about the computer you're using, if you know it.

2. To view or print Jmax Bits Good Services List in the Villages area, click link www.jmaxbits.com

3. To sign up for the non-computer newsletter, send an email to VLGSClassifieds@aol.com. Put SUBSCRIBE in the subject line. To send an Ad, place AD in the subject line.

**4. The Villages Computer Club's web page: Click here: Welcome To The Villages Computer Club
To add your name to the VCC announcements list, send email to TheVCC-subscribe@yahoogroups.com**

5. Fred Benson's website www.thevillagescomputerbasics.com