



PLATEAU PC USERS GROUP, INC GAZETTE



September 2021

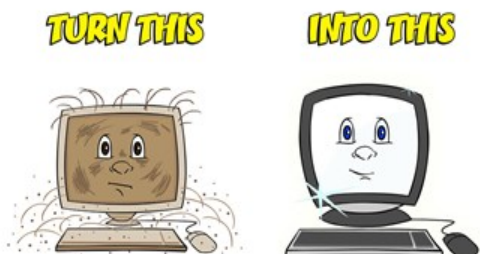
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"JOIN US FOR FUN AND LEARNING AT CROSSVILLE'S COMPUTER CLUB" Volume 27, Issue 9

This Month's General Meeting
Tuesday, September 14, 2021
will start at 3:00 P.M. @
FFG Christ Lutheran Church
Social Distancing is recommended.
Face coverings are **NOW REQUIRED**

September 14th.Presentation
@ 3:00 P.M.

Randy Knowles, member and computer consultant, will give a detailed presentation on:

"My Ten Step Method for a Clean and Optimized PC"



A discussion session will follow this presentation.



Labor Day Monday, September 6, 2021

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Please Note: Starting with the June meeting, we will stop having Summer/Winter hours. Meetings will then be on the second Tuesday of each month. Starting at **3:00 P.M.**

Location: Christ Lutheran Church
481 Snead Drive, Fairfield Glade TN

Join the Club!

Anyone interested to attend the general meeting or any of the SIG meetings as a guest will be charged \$3.00 per person for any or all meetings in that month. Afterwards, you are encouraged to become a member of the Plateau PC Users Group. Our Club cannot exist without you, the members.

Membership Dues

Our annual dues are now payable July 1st. of each year. Annual dues are \$24 per single person / \$30 per family. Persons/families joining during the fiscal year have dues payable as follows:

<u>Join In</u>	<u>July - Sept</u>	<u>Oct - Dec</u>	<u>Jan - Mar</u>	<u>Apr - June</u>
Single	\$24	\$18	\$12	\$6
Family	\$30	\$22	\$15	\$7

BOARD OF DIRECTORS DISCLAIMER

All members of the Plateau PC Users Group are willing to help one another in the area of advice and tutorial instruction over the phone. If you should require more involved services or instruction, we have a few members who are very knowledgeable in several areas. As a responsible consumer, it is up to you to discuss, before retaining a member, any and ALL charges for repair services and time consuming tutorial activities.

It is not the desire of this Board of Directors to set fees for individuals for services rendered, nor the responsibility to intervene between members who enter into a contract among themselves.

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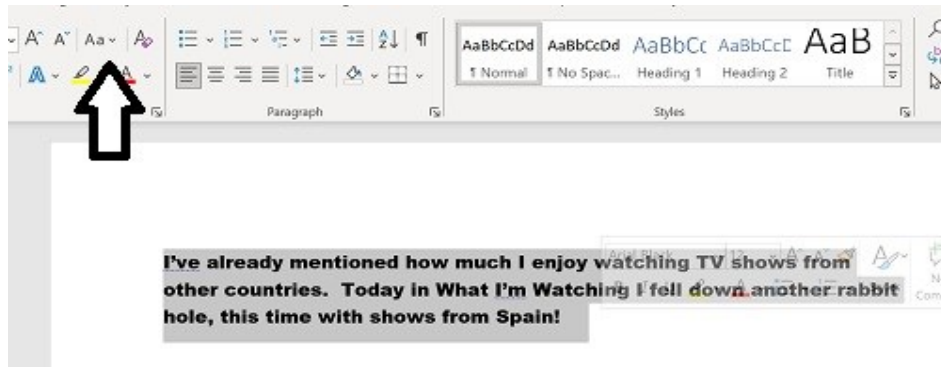


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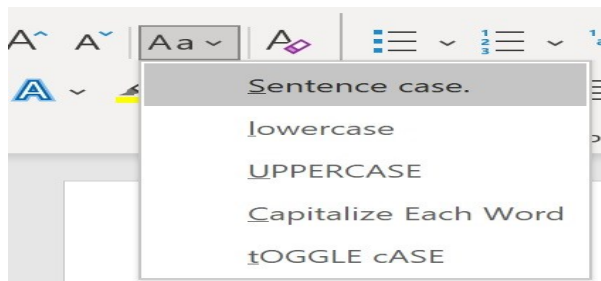
Cool Tips & Sites

Quick Capitalization Change in Word

Here is a handy tip to quickly change the capitalization style of your Word document. Highlight a section of text and then click the capitalization icon at the top of your document.



The drop-down menu will open. Choose between Sentence case, lowercase, uppercase, capitalizing each word, or toggle case.



Here I picked Capitalize Each Word and all of the text immediately changed.

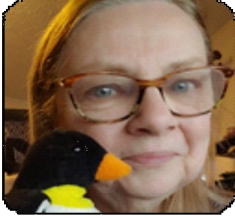
**** Visit the PPCUG Website ****
At: www.PPCUGinc.com.

Read all about our club activities and scheduled monthly meetings, also current and past issues of the Gazette Newsletter. Links also to the Meeting Handouts on past presentations.

Send your comments and suggestions to the PPCUG Webmaster, Alan Baker
jackal33980@gmail.com (931) 239-0877



Sliding over to LibreOffice — or not



By Sandra Henry-Stocker

LibreOffice is a great replacement for Microsoft Office.

It provides a very similar set of applications. All are top-quality, easy to use, versatile, and well supported. This includes tools to create documents, spreadsheets, slide shows, databases, drawings, etc. It's also important to understand that each tool is comparable to its Windows counterpart: Writer is similar to Word, Calc is similar to Excel, and Impress is similar to PowerPoint. In fact, they're similar enough that you're likely to get off to a fast start when you first use any of the apps. LibreOffice is also completely free — no initial price tag and no monthly fees.

Once you're ready to consider giving LibreOffice a test run or have decided it's time to convert, a quick glance at the menu bars of Microsoft Word and LibreOffice Writer will give you a feel for the similarities of the two applications. Figure 1 shows Microsoft Word, and Figure 2 shows LibreOffice Writer.

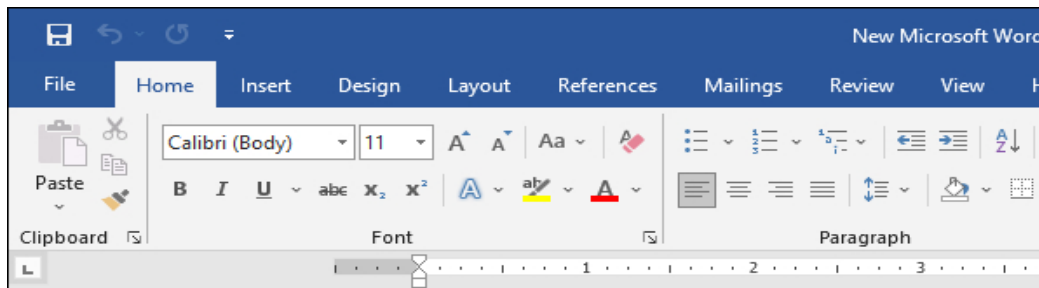


Figure 1. Microsoft Word uses the now familiar "ribbon" interface.

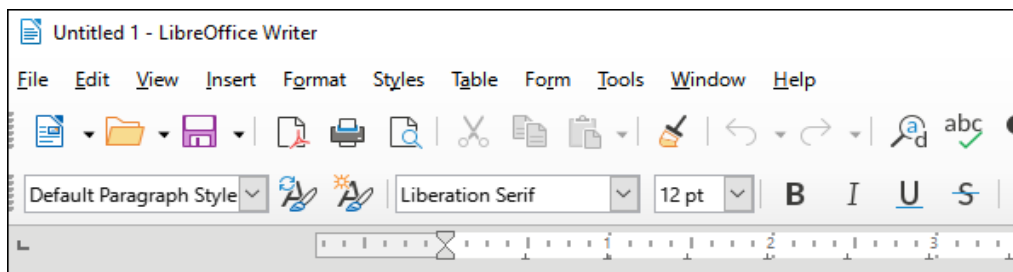


Figure 2. LibreOffice Writer's interface is approachable and more conventional.

While not all of the options are in the same locations, most are easy to find and easy to use.

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What you need to know before you start

Before you jump into LibreOffice, it's good to be aware of the kinds of tools that LibreOffice provides and how the Windows Office and LibreOffice tools correspond. In addition to Writer (word processing), Calc (spreadsheets), and Impress (presentations), LibreOffice includes Draw (vector graphics and flowcharts), Base (databases), and Math (formula editing).

One very important and quite welcoming aspect is that Microsoft Office and LibreOffice can both work with each other's files and can save files in each other's default formats. This is partly because each suite supports the Open Document Format (ODF, resulting in files with extensions beginning with "od"). ODF is LibreOffice's native format. The native format for Microsoft Office is based on a similar XML format (file extensions *ending* with "x"), but conversions between the two formats are not difficult.

This makes it very easy to migrate/convert existing documents and to share documents with other people, regardless of which set of office tools they happen to be using. To open Microsoft Office files in LibreOffice, you would use these tools:

- For Microsoft Word (.doc, .docx), use LibreOffice Writer (default format is .odt);
- For Microsoft Excel (.xls, .xlsx), use LibreOffice Calc (default format is .ods);
- For Microsoft PowerPoint (.ppt, .pptx), use LibreOffice Impress (default format is .odp).

Keep in mind that you do NOT need to convert your files, but you always have the option of opening them in one format and writing them out in another. If someone shares a .docx Word file with you, you can return it to them in the same format.

Microsoft Access database tables can be used with LibreOffice Base, but the process of importing or linking the data is more complicated than simply opening the files.

Both Microsoft Office and LibreOffice Writer can export PDFs. LibreOffice Writer can also export EPub files.

The gaps

There is no LibreOffice equivalent for Microsoft OneNote, Microsoft Outlook, or Microsoft Publisher, though LibreOffice Draw will open Publisher documents. There are similar gaps on the Microsoft side of things. There is no Microsoft Office equivalent for LibreOffice Math or LibreOffice Draw, though you can add some shapes and minor illustrations within Word.

How to open your files

Opening files in LibreOffice is pretty much the same as opening files in Microsoft Office. To open a Word document in LibreOffice Writer, click on the file and select **Open with;** then select **LibreOffice Writer**. Alternatively, you can start LibreOffice Writer and then open the file. The same processes work for opening Excel spreadsheets in LibreOffice Calc or for opening PowerPoint presentations in LibreOffice Impress.

Another option is changing the file-binding options on Windows so that double-clicking on a file icon always opens it with the application you prefer to use. After installing LibreOffice, the .doc, .docx, and .odt

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file extensions will probably still be bound to Word, so double-clicking on the file icons will open the files in Word. You can, however, change the binding if you prefer clicking on the icons to open the files using LibreOffice Writer instead. The same is true for Calc and Impress.

To change the app binding for a file extension, click the Windows Start button and type "default," then select "Default Apps" from the results. You'll be taken directly to the Settings panel for default apps. Near the bottom of that panel, select "Choose default apps by file type." This will list file extensions along with the associated application — the ones that will open files when you click on their icons. Look for bindings such as those shown in Figure 3.

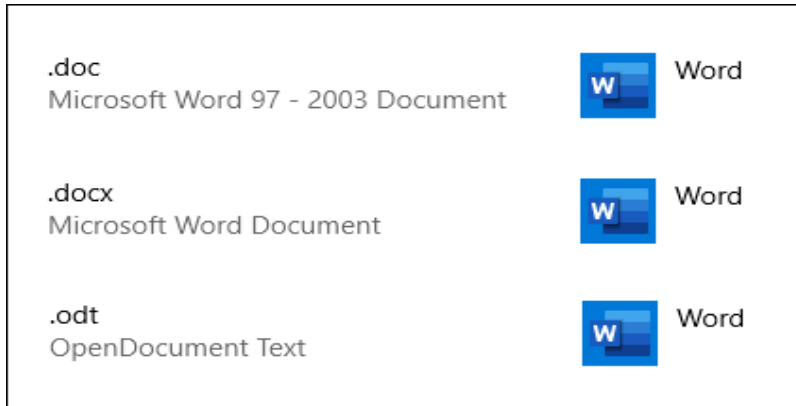


Figure 3. Binding apps by file type in Windows Settings

When you click on the icon next to the file type, a list of installed applications that can open files of that type appears. If LibreOffice is installed, Writer will appear as an option in that list, and clicking its icon will then associate files of that type with Writer rather than Word. This same process can be used for changing the bindings for other file types (e.g., .xlsx and .pptx) to associate them with LibreOffice apps.

Similarities and differences

The LibreOffice applications are very similar to the Windows Office applications, but that doesn't mean that there aren't some differences or that it won't take a while for you to become completely comfortable with them. This depends in part, on how you use the applications. The more obvious actions — like selecting your font or formatting paragraphs, entering formulas in a spreadsheet, and picking a template and formatting slides in a slide show — are not going to be a challenge. Finding where to resize your margins or modify paragraph spacing is going to be a little less obvious.

It's a good idea to use LibreOffice and Microsoft Office side by side for several weeks while you learn the ins and outs of LibreOffice before making your final decision on whether to use LibreOffice as your primary (or only) office suite. This is especially important if you are still using a retrograde version of Office, such as 2007.

Fonts

Fonts are a system resource, accessible to any Windows application. If a given font is available on your PC, LibreOffice can use it.

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Platforms

Microsoft Office runs on Windows, but also on MacOS (with some differences and format incompatibilities).

LibreOffice runs on Windows, MacOS, and Linux. It also runs on FreeBSD, NetBSD, OpenBSD, and Haiku. It will not run on Chrome OS, but Collabora's Office equivalent will.

Languages

Both Windows Office and LibreOffice support a large number of languages. Microsoft claims that Office supports 91. Wikipedia lists 115 for LibreOffice.

Cloud friendliness

Microsoft Office has cloud options that might appeal to many people. The Document Foundation (also referred to as the "Home of LibreOffice") is not planning to develop nor fund a cloud solution similar to existing products from Google and Microsoft; it is leaving it to open-source cloud providers to do so.

However, to the extent, you have a cloud storage service that is installed in and integrated with Windows, LibreOffice can use it.

Documentation

You can find and download free PDFs (or purchase hard copies) of OpenOffice user manuals.

Ready to try?

Whether or not you should switch depends on how you'd answer a number of questions:

1. What's your goal?
2. Are you paying for Microsoft Office now?
3. Do you plan to migrate to Linux?
4. Do you understand what changes are involved?
5. Have you taken the time to get comfortable with LibreOffice?

Good reasons to convert would include:

- You're paying too much to use the Microsoft products;
- You want applications that will also work on Linux, FreeBSD, OpenBSD, etc.;
- You want to join the free, open-source user community.

Take the time needed to get used to LibreOffice. The apps are a lot more similar to Windows Office apps than you might imagine. Figuring out how to change your page format; add headers, footers and page numbers; and copy text styles from one section of a document to another will take some adjustment. It isn't difficult. It's just a little different.

Internet Problems? Here's How to Tell if It's Your ISP's Fault



KIPP BURROUGHS



No one likes internet downtime. It can make you feel completely crippled in your ability to work or communicate, control your home, or monitor your security system. But in those situations, how do you tell who's to blame?

If It's Not You, It's Them

As remote work and smart home setups become more prevalent, our tolerance for connection failure is shrinking fast. Connection loss is a common intermittent occurrence, but what do you do when the problem becomes incessant and unmanageable? If your issues become persistent, it is possible that the root of the problem has nothing to do with your equipment or settings, but rather is due to a problem on the side of your Internet Service Provider (ISP) and may require a special line technician to intervene.

That may be easier said than done.

Home technician appointments almost never occur on the day you call in a complaint. In fact, chances are that appointments are **booked as far as a month out**, and getting a line technician to make an appearance is particularly tricky. Line technicians are different than the home technicians that typically answer house calls. Line techs address problems stemming from the main connection to the cable line outside your home.



In cities, these main connections, or “drops” usually terminate near high voltage power lines and transformers, not to mention the seemingly endless intersecting tangles of cables, lines, and wires. The height, danger, and complexity of line servicing mean that line techs require special licensure and are very costly. Your ISP won't be too keen on sending out the big guns for any old internet problem.

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Ruling Out User-Side Problems

Before you start down the path of pursuing a line repair, it is important you take a calculated approach to ensure that the problem is, in fact, a problem that needs addressing by your provider and not something on your end. ISP customer support agents and home technicians will try and say most anything to avoid taking on the blame if you aren't prepared with an exhaustive list of user-side troubleshooting steps you have already checked. We will start from square one.

You may have tried several, or all these already, but the checklist below will make sure you've examined your issues from all angles before tackling the task of getting a line tech to come out. Document your findings as you progress through this list.

Check Connectivity on Another Device

If you're experiencing a connection problem, try connecting and testing your connection on another device of the same kind. To get fine-tuned results, use SpeedTest.net to get a gauge of your download and upload speeds.

Try Power Cycling the Problem Device

You will be able to quickly tell if the whole network is down, but if the issue is isolated to one device, shut it down completely, unplug it from power, and remove any batteries if possible. Wait at least 30 seconds and power the device back on. If the issue persists, move on to the next step.

Power Cycle Your Router

Unplug the router from power, wait at least 30 seconds, and power it back on. If that doesn't fix the issue, move to the next step.

Note: If you have any local file sharing or network storage devices, you should still be able to use them normally even if there is no internet connection to the outside world. If these protocols work fine, it further points to an issue with cabling, modem, or main line connection.

Power Cycle Your Modem

Follow the same routine as power cycling the router. Unplug for 30 seconds and power back on.

Note: If you rent your equipment from your ISP, your modem and router are likely combined into one device.

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Check the Modem Lights

Your modem will likely have at least four lights on the front that flash during the powering-on process. These lights indicate the status of four important parameters: Power, Downlink, Uplink, and Internet connection. They indicate success by lighting solid. If one of these lights doesn't light solid and remains blinking, it may indicate to you the source of your incoming signal.



- **Power:** Indicates that the modem is connected to power and turned on.
- **Downlink:** This light is typically symbolized as an arrow pointing downward and indicates that the modem has established a connection to a **downstream channel**. This channel(s) brings data from the internet into your home/business.
- **Uplink:** This light is typically an upward pointing arrow and indicates attempted/successful connection to an **upstream channel**. This carries data from your home/business out to the web.
- **Internet:** This light is typically stylized as a globe and indicates that the internet is available. This light will not go solid if there is a failure of any of the previous three light confirmation.

Diagnose Your Cable Signal Quality

If the previous steps yielded no improvement, you can assess its cable connection quality via the modem's graphic user interface (GUI). This interface is accessed using a normal web browser. It is here where you can find information about signal quality and power levels.

If you have a device with an Ethernet port, use that to connect directly into one of the available ports on your modem. If you don't have an Ethernet-capable device, try using your WiFi connection. The following instructions are for a standalone modem. If you are using a outer/modem combo rented from your ISP, you may be redirected to a web page prompting you to input your account login info.

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Note: Depending on your network configuration, accessing the modem GUI via WiFi may not be possible. Contact your ISP for more information.

Now open any web browser. Type your modem's IP address into the address bar. This address varies between manufacturers, but the most common addresses are 192.168.100.1 and 192.168.0.1. Once you've entered the correct IP, you will be greeted with a web page displaying the logo of your modem's manufacturer. Use the page to navigate to the status page. Once there, you can analyze your power levels.

Downstream Info					UpStream Info							
Channel Frequency	DownStream Pwr	DownStream SNR	Good x10000	Uncorr	Corr	Channel Frequency	Channel Width	SNR	Upstream Pwr	Good	Uncorr	Corr
519 Mhz	-3.7 dBmV	38.2 dBmV	2795	0	0	23.9 Mhz	6.4 Mhz	38.1 dB	49 dBmV	3201	0	0
525 Mhz	-1.4 dBmV	38.9 dBmV	2796	0	0							
531 Mhz	-1.8 dBmV	38.7 dBmV	2796	0	0	30.35 Mhz	6.4 Mhz	42 dB	50 dBmV	247578053	4575	799098
537 Mhz	0.5 dBmV	40 dBmV	2797	0	0	36.8 Mhz	6.4 Mhz	39 dB	52 dBmV	18100	0	0
543 Mhz	0.5 dBmV	40.3 dBmV	2797	0	0	Bonding 3 upstream channels. Expand RF Some channels out of spec						
549 Mhz	-2.2 dBmV	39.3 dBmV	2797	0	0							
555 Mhz	-5.6 dBmV	37.3 dBmV	2797	0	0							
561 Mhz	-5.3 dBmV	37.4 dBmV	2797	0	0							
567 Mhz	-1.3 dBmV	39.8 dBmV	2798	0	0							
573 Mhz	0.1 dBmV	39.9 dBmV	2912	71	14							
579 Mhz	0.5 dBmV	40.5 dBmV	2798	0	0							
585 Mhz	-0.7 dBmV	40 dBmV	2798	0	0							
591 Mhz	-2.3 dBmV	39.1 dBmV	2799	0	0							
597 Mhz	-2.3 dBmV	39.2 dBmV	2799	0	0							
603 Mhz	-2.1 dBmV	39.4 dBmV	2798	0	0							
609 Mhz	-2.6 dBmV	39.2 dBmV	2798	0	0							
Some channels out of spec												
Fwd Variance : 3.30 dB												

Ideal power levels can vary based on your router's DOCSIS specifications. However, the modem used for this example is the Arris Surfboard 8200. It is one of the most popular modems in the world, and its firmware is used in the majority of ISP-leased modem/router combos. So, chances are that these target values apply to you

- **Downstream** power levels should be between -7 to +7 dBmV.
- **Upstream** power levels should be between 38-48 dBmV.

Interpreting Your Level Readings

Any power levels outside of the above ranges should be noted, particularly excessive upstream power values. Contrary to what instinct might tell you, high upstream power values indicate **low power levels**. Once your upstream power value increases past 48 dBmV, it means that your modem is having to work harder to output adequate upstream power. Once this value reaches 53 dBmV, the modem will automatically power cycle and retry the connection. This often results in a boot loop that leaves the modem unable to connect for hours or even days.

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This is the most common cause of repeated modem connection failure due to power issues.

To learn more, check out how to read modem diagnostics.

What Now?

Whether or not your power level investigation yielded any significant findings, you will still want to assess your environment to look for any last-ditch fixes. First, check for outages. Visit your ISP's Twitter and check for any posts concerning service interruptions or system maintenance.

If that turns up nothing, sites like Downtdetector can provide more info. These sites are online communities where service users can report disruptions. If your issues pertain to a larger local outage, you may just need to wait it out. If there is not a larger outage, continue by checking your modem and cabling environment.

Rule Out Overheating Issues

Your modem should be stationed in a cool, dry place with access to open air. Like any electronic device, your modem can be prone to overheating if placed on carpet or in small, enclosed spaces. Ensure that your modem is not placed directly in the sun.

Environmental Signal Interference

Your modem and the cable that provides your broadband should be positioned a safe distance from any possible sources of radio interference. This includes microwaves, air conditioners, refrigerators, and other large appliances. Take note if your connection seems to be affected when using a certain appliance.

Inspect Your Cable Run



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Lastly, you will want to trace and inspect the placement and physical quality of the cable line itself. This may not be possible if your cabling is hidden in your walls. However, if your cable runs along the outside of your building as mine does, trace back along its entire length as far as you safely can.

Keep a sharp eye out for things that may indicate a damaged cable. Physical deformities like cracked insulation, chew marks from animals, or sharp bends may be the source of your internet problems. In this case, you would likely need a new cable run.

Connection points should be dry and free of corrosion. Along with physical deformities, keep an eye out for any unnecessary splitters along your cable run. Splitters are small metal devices used to create two cable outputs from one input. They are commonly used to provide cable TV to multiple televisions in the home. Their usefulness is fading as the world moves toward more internet-based entertainment access.

While splitters are fine for multiplying incoming *television* signal, they can produce *unstable broadband signal*. Remove any splitters from your cable run if possible. To do this, simply unscrew the connectors just like you would on a modem or cable television. You will be left with two male coaxial connectors. To bridge them together, be prepared with a coaxial coupler.

Prepare Your List of Findings and Demand a Line Inspection

With this checklist at the ready, you are equipped with some knowledge and terminology to force your ISP to take further action in rectifying your connectivity issues and compensating you for prior downtime. This can be a lengthy and trying effort. Be persistent and good luck!

10 Ways to Select Text in Microsoft Word



My Word mantra is “**Select Then Do**” because most formatting and editing actions in a document require that text is selected first before applying a change such as adding bold or copying a paragraph. Knowing easy ways to select text in Microsoft Word is key to simplifying your work.

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Editing & Formatting Shortcuts

Try these shortcuts to quickly select text in Microsoft Word with your mouse and keyboard.

Selecting Any Text:

- Point to beginning, click-and-drag.
- Or, click at beginning of text, then press and hold down **[Shift]** and click at end of text.
- Or, move to the beginning of text, press and hold down **[Shift]** and press directional keys to move to the end of text.
- Or, click at the beginning of text, press **[F8]** (Extend Selection), move the mouse pointer to the end of the desired selection, and click the mouse.

Word: Double-click anywhere in the word.

Sentence: Hold down **[Ctrl]** + click anywhere in the sentence.

Beginning of line: From current position, hold down **[Shift]** and click at the beginning of the line or press **[Home]** to move to the beginning of the line.

End of line: From current position, hold down **[Shift]** and click at the end of the line.

Non-contiguous blocks of text: Hold down **[Ctrl]** and drag to select each section of text.

Line: Click once in selection bar.*

Multiple lines: Click and drag in the selection bar to the left of the lines.*

Paragraph: Double-click in selection bar * or triple-click anywhere in the paragraph.

Entire document: Triple-click in the selection bar * or press **[Ctrl]** and click in selection bar.*

** The selection bar in the left margin is the area at the left edge of the screen where the pointer changes to an arrow pointing up and to the right.*



"I hypnotized him into exercising every time he gets new spam in his inbox. He works out 50 times a day."



Plateau PC Users Group, Inc.

Revised Application for Membership for 2021

----- New Member

----- Renewing Member

Return this application with check for annual dues payable to "PLATEAU PC USERS GROUP" Return to the club Treasurer during our meeting or mail to "PPCUG Treasurer. P.O. Box 3787, Crossville TN 38557"

Our annual dues are now payable July 1st. of each fiscal year.

Persons// families joining during the fiscal year have dues payable as follows:

<u>Join In</u>	<u>July - Sept</u>	<u>Oct - Dec</u>	<u>Jan - Mar</u>	<u>Apr - June</u>
Single	\$24	\$18	\$12	\$6
Family	\$30	\$22	\$15	\$7

Date: _____ Amount Paid: \$ _____ by Cash _____, or Check (# _____)

Last Name

First Name

Family Member (if family membership)

Address:

City

State

Zip Code

(_____) _____
Phone Number

E-Mail address: _____

Please Print

I have belonged to a Computer Club before: Yes _____ No _____

I have used PC's since (year): _____

I have knowledge in the following areas that I would be willing to share with club members:

Note: Dues are now back to pre COVID-19 time, and due by July 1st

July 2021



October 2021



<u>Sun</u>	<u>Mon</u>	<u>Tue</u>	<u>Wed</u>	<u>Thu</u>	<u>Fri</u>	<u>Sat</u>
					1	2
3	4	5	6 2:00 P.M. PPCUG Board Mtg.	7	8	9
10	11 	12 3:00 P.M. General Mtg. Presentation. Followed by Q&A Session	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31 						