

SMUG NEWS

Newsletter of SMUG

Stanford/Palo Alto

Computer

User Group

January 1997

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IN THIS ISSUE

December Meeting Q&A

1

Calendar of Coming
Events

3

BEST OF THE WEB

SMUG WINS AOL CONTEST

Palo Alto, California - December 6, 1996

The Stanford/Palo Alto Macintosh User Group's world wide web site was selected as the best mid-sized club site by the America Online (AOL) User Group Forum (keyword: UGF) in their "Best of the Web" Contest. The award was announced at the 1996 Comdex show in Las Vegas.

SMUG's web site can be found at <http://www.mediacity.com/smug/smug.html>. It contains information about the club and links to many Macintosh related web sites. Shareware for the Mac is one of the feature areas updated monthly.

The awards are given for the best user group sites based on membership size. Other winners were The Mac Apple Club of Spokane at <http://macs.skywalk.com> for the best small group site, and the Houston Area League of PC Users at <http://www.hal-pc.org>, for the best large group site.

The club will receive the following prizes: a Sharp QA-1200 LCD Panel, a Hayes 28.8 modem, a copy of Adobe SiteMill, a one-year free unlimited AOL account, and other America Online merchandise.

Your webmasters are very pleased.

Kendric Smith
Phil Geller
Louis Bookbinder
Nathan Kugland

December Meeting Q&A

by Phil Geller

Before getting into the Q&A from December's meeting, this additional solution arrived via email in response one of last month's questions:

Q: What does it mean when a DeskWriter printer complains about being out of paper, though it isn't?

"Well I have another response, I just called Hewlett Packard about something I heard about the DeskWriter 550C. That it had problems picking up paper and displaying the "out of paper" message. There is a "Cleaning Kit" that is available from HP for NO charge. Go to this web page and read all about it: http://www.hp.com/cposupport/printers/support_doc/BPD02223.html

Jeff Stitt
schimoo@earthlink.net
<http://home.earthlink.net/~schimoo>

Thanks for the pointer, Jeff! Since receiving the above message, he wrote again to say the kit included a small scrubbing pad that is used with some software to clean the rollers. It worked for him!

And now, questions from the latest meeting...

Q: AOL 3.0 doesn't launch with Open Transport extensions loaded. Sometimes there is an unexpected error message. Other times I see nothing. Sometimes I see a partial freeze with a blank toolbar. Do others have this problem?

Several people have been running preview or beta of AOL 3.0 without problems, but they were in the minority. Interworking with ISPs seems to be a problem area. One person said AOL

Continued on page 2

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3.0 will not work with Apple's OT PPP, according to AOL. Some Mac models don't work; others do. The 8500 was mentioned as one machine where it doesn't work. Some, but not all, had problems switching between AOL and Netscape. (As of this writing the latest preview version of AOL 3.0 is Preview 4. The preview version is available to everyone at the Keyword *Upgrade* The latest beta version is 3.0b44. Beta versions are available to beta testers only.)

Q: How do you record mail addresses in Eudora?

Under the *Window* pulldown, select *Nicknames Press* on the *New* button. Enter the name of the nickname. Press *OK*. Then enter the addresses in the *Address(es)* area. In some versions you can create a folder, and drag names into the folder. You can also create *Nicknames* when composing a message, using the *Make Nickname* item in the *Special* menu.

Q: Can you use Eudora with AOL?

No. AOL does not give users the configuration information to configure Eudora (you need the SMTP host address). Besides the AOL client software, Claris EMailer works with AOL.

Q: How do you save URLs in AOL 3.0?

Use the Heart Icon in the upper right of the browser window, which saves URLs into the Favorite Places folder.

Q: Is it possible to send graphics via email?

Yes, but you may need to encode the file. Eudora, for example, gives the user 4 different choices: binhex, Apple Single, Apple Double, and MIME. You need to check with the person you're sending to and agree on a common protocol.

Within AOL, files can be sent to members without encoding. AOL users can send to Internet recipients who have MIME compliant mail tools, like Eudora successfully. AOL users can receive from Eudora senders, though the file may need to be unstuffed manually through Stuffit Expander (according to my experiments). If both ends have AOL 3.0, it's possible to exchange files between Mac and PC users via email.

Q: Is there a way to put a picture inside an email message, or does it always

Continued on page 3...

**Next Meeting
Featured Presenters.**

COME AND SEE

Frank Smith
SMUG Meetings Coordinator
Monday, January 6th, 1997
at 7:00 in the Roche Bioscience Lecture Hall,
3401 Hillview Ave. Palo Alto CA Call the SMUG office at 415.856.3113

have to be an attachment?

With today's standards, graphics must be attachments. Eudora and other mail clients will let you access URLs directly from a mail message. Mail between AOL 3.0 users can contain an active link to a address within AOL, or on the Web. Use the Favorite Places "heart" to create this link, then paste it into your mail. Or simply drag and drop from your Favorite Places folder to the email body area.

Q: How do you get an image off a web page?

Using Netscape you can click and hold the mouse on the image for a couple of seconds and a menu will come up, with the option to save the graphic. On the Mac, it is also possible to drag an image either from the browser to your desktop, or from your desktop into Netscape.

Q: Sometimes SimpleText will say a file is too large to open. What solutions are there?

SimpleText has a 32KB limit. Try your word processor (you can drag and drop a file onto the MS Word icon), or a shareware text editor like TexEdit or BBEdit.

Q: Is anyone having problems with a Zip Drive?

Generally not. The only problem reported was an interaction with Illustrator 6.0. If you want to save to a Zip cartridge, the cartridge must be in the drive before you open Illustrator.

Q: I have an HP 560C printer. When I print, it hesitates for a few seconds, and then says "Bring printer driver to front." Once I click on the printer driver, it starts printing. I've tried reinstalling the print driver and the Print Monitor. The driver version is 6.0.3. Nothing has helped.

Try giving more memory to the Print Monitor application (located in the Extensions folder). When programs are in background, they need more memory to hold the screen image. If the Print Monitor has more memory allocated to it, it may be able to operate in the background.

Comments? More solutions? More questions? Send them to philgeller@aol.com



CALENDAR

JANUARY 1997

Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

General Notes

Marion Festa will open the SMUG office, 809 San Antonio Rd. #3, Palo Alto, every Wednesday from 12 to 2:00 P.M. Members are welcome to make an appointment to visit the office at other times; call John or Marion Festa at 415-948-2543 to arrange one.

Monday, January 6

General Meeting: Roche Bioscience Lecture Hall, 3401 Hillview Ave., Palo Alto. Doors open and disk sales begin at 6:30 pm; Q&A period begins at 7:00; demos will begin at 7:30. Call SMUG Office at 415-856-3113 for confirmation.

Thursday, January 9

Shareware Library team meeting. Contact one of the team members for time and place.

Monday, January 13

Board of Officers meets at 7:30 pm at the SMUG office, followed by Board of Directors meeting.

Tuesday, January 14

Stanford Newton Users Group (SNUG) meets at Printer's Inc. at 7 pm.

Friday, January 17

DEADLINE for Newsletter articles and Calendar items to be submitted.

Tuesday, January 21

Stanford Newton Users Group (SNUG) meets at Printer's Inc. at 7 pm.

Thursday January 31

Mail Newsletter 7:00 pm at the SMUG office.

Submitting Calendar Items

All Calendar items for January must be submitted by Friday, January 17, to the SMUG office on disk or in a document, attention of the Newsletter editor, or by email to ronald.rhodes@roche.com or xrrhodesx@aol.com.

Regularly scheduled items will be carried over unless changes are submitted. - Mike Thornburg mthorn@rahul.net

SMUG

Stanford/Palo Alto Macintosh User Group

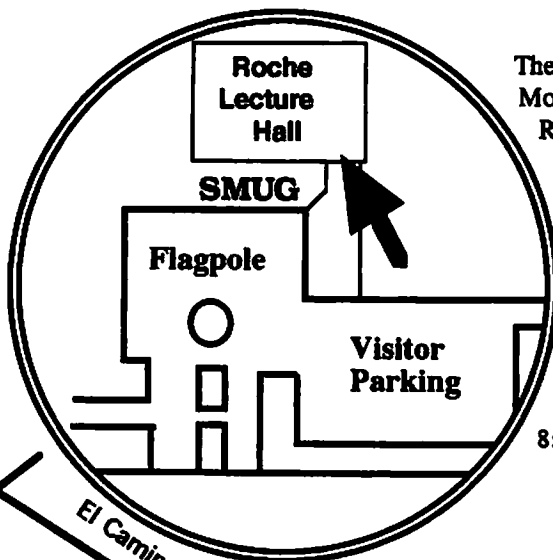
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NEXT MEETING January 6



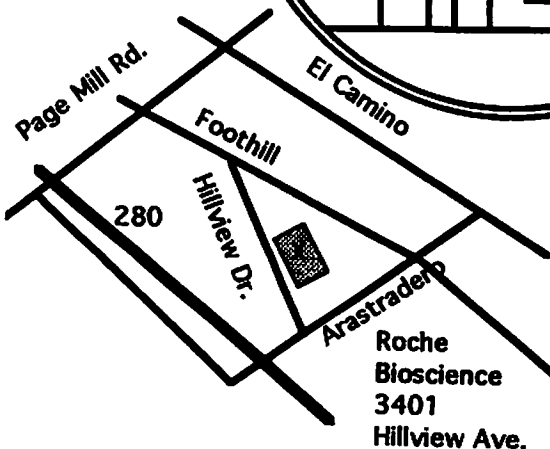
The Next General Meeting will be:
Monday, January 6, 7 p.m.

Roche Bioscience Lecture Hall
3401 Hillview Ave., Palo Alto, CA

(For confirmation, consult the Computing section of the San Jose Mercury News on the preceding Sunday or call the SMUG office 415.856.3113).

6:30 p.m.
7:00 - 7:30 p.m.
7:30 - 8:00 p.m.
8:00 - 9:30 p.m.

Disk Sales begin, video training
Q&A
Shareware demo
Speakers



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<http://www.mediacity.com/smug/smug.html>
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