

Lake County Area Computer Enthusiast

# News Journal

*Members helping Members*



Volume 35, Issue 1, April

**April is  
Membership  
Dues Month.**

Membership Dues will  
be accepted at the April  
Meeting

**L.C.A.C.E.  
ELECTIONS**

The following person-  
nel are running for  
this years election.

Phil Bock  
Linda Busch  
Judy Dunham  
Bobby Jacobs  
J.J. Johnson  
Linda Koudelka  
Linda Rohlfig

## Change of Venue

**L.C.A.C.E. 35th ANNIVERSARY PARTY,  
ELECTIONS and SHOW & TELL**

**Will be held at**

**State Bank of the Lakes**

50 Commerce Drive, Grayslake IL 60030  
April 21, 2018 at 12:00pm

## Be Your Own Mechanic with FIXD

**Review by Bob Schultz, Editor, Lake-Sumter Computer Society**  
October 2017 issue, NewsBytes  
[www.lscs.us](http://www.lscs.us)  
Editors (at) lscs.us

I am sure there are times you would like to answer your own question about your cars performance before you take it somewhere to have work done. You would like to know basically what is wrong with your car if you suspect a problem. Or, even if you don't have a problem you would like to know how your car is performing. Well now you can do that. Every new car since 1996 has a port for plugging in a device to examine your cars performance.

This new device will instantly diagnose your car's problems for you and translate them into simple, easy-to-understand terms – and much more! Meaning, the next time a mechanic is trying to pull one over on you, you

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Questions or comments on this New Journal E-mail [Click here](#)

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# Lake County Area

## Computer Enthusiasts

c/o Group Ambassador

"J.J." Johnson

### **News Journal**

*The LCACE News Journal* is published eleven times annually. Members are encouraged to submit contributions which will be acknowledged in this newsletter. Send articles to [editor@lcace.org](mailto:editor@lcace.org). Permission is granted to reproduce any or all parts of this newsletter in other User Group publications, provided that credit is given to LCACE and the individual author (s). Logo designed on an Atari Stacy Laptop in 1989 by Dwight Johnson Jr.

### **Membership**

LCACE membership is open to all individuals and families interested in personal computing. Annual dues are \$20.00 per individual/family. Applications for membership may be obtained at the monthly meeting, by request on the club hotline, and are now available on our web site at <http://www.lcace.org>.

### **Meetings**

LCACE meetings are usually held on Saturdays at the Grayslake Area Public Library, 100 Library Lane, Grayslake, Illinois. The meeting room opens at noon and the formal meeting begins at 12:30 p.m. All meetings are open to the public. Bring a friend!

### **Newsletter Submissions**

Club members are welcome to submit classified ads, reviews, tips and other articles for publication, to our newsletter editor in Microsoft Word format (.doc).

**Publication deadline is the 20th of the month for all ads and articles.**

Please do not use tabs or special formatting.

### **Newsletter Advertising**

Ad rates per issue: Full page - \$25, Half page - \$15, Quarter page - \$10, Business Card - \$5. Discounts are available on advance purchase of multiple issues. Please send camera-ready copy and payment to the club address by the 15th of the month preceding publication. For more information on ad pricing, please call our Hotline. Ads are **FREE** to all paid members.

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# Phil's Ramblings

Hopefully, the weather will have improved by the time you read this column! (it is snowing as I write this on April 9<sup>th</sup>....)

I've been seeing more and more about the spring Creators Update for Windows 10. No specific date for release, but all indications are we should see it sometime this month.

These large spring and fall updates have caused problems in the past for those who have 32 GB notebook computers such as the HP Stream, because they are required to have approximately 8 GB of free storage to install the update. This is not a problem for Windows users with desktop computers or laptops with the more typical 500 GB or more in storage, but it can be a problem for notebook users with limited-storage devices who have installed various application software packages.

There is a ray of hope for those with limited-storage Windows notebooks or tablets this time around. I recently decided to reenroll in the Windows Insider Program, using my HP Stream notebook. After cleaning out everything that I could from my computer by deletion or transfer to the installed SD card, I still did not have enough free memory to install the latest Insider build. However, I was then offered the option of installing a blank USB drive to complete the installation. I did so, and it became apparent by the flashing light in my USB drive that the update was transferring data to and from that drive as the installation continued. In short, the installation was successfully completed, without further incident.

With any luck, this same option will be made available for the upcoming spring Creators Up-

date – thus simplifying installation for those with limited-storage devices.

On a different note, have you seen the recent news about data breaches at Saks, Fifth Avenue, Lord & Taylor, Delta Airlines and Sears? If not, you should be aware that these breaches just keep coming! One common thread is the theft of credit card information, including – in at least some cases – the “CVV” number from the back of the card and expiration dates. In other words, all the information someone needs to order online via credit card.

Every time we give a vendor our credit card information in an online transaction, we run the risk that they will not successfully safeguard it. This is especially true in situations where we may leave a credit card “on file” with the vendor, for automatic subscription renewals or for “convenience” in placing future orders.

What can we do to protect ourselves in this environment? Well, in addition to all the usual advice about monitoring your credit card bills and watching for notifications from the affected companies, I suggest that you consider an alternative that at least one large bank provides. Bank of America offers a “ShopSafe” credit card alternative, linked to a standard Bank of America credit card. This gives the BOA credit card holder the option of creating a single-use credit card with a specific expiration date and a maximum charge limit. Here's an example of how this type of card works.....

Let's say you have a recurring monthly bill, perhaps for Netflix. Request a new ShopSafe cred-

*(Continued on page 4)*

(Continued from page 3)

it card from BOA with an expiration date of April 2019 and a credit limit of \$200. BOA will create a virtual CC for you, incorporating that information and adding a unique credit card number and CVV code. You provide that ShopSafe credit card information to your vendor, to keep on file to automatically pay your monthly bill. As next April approaches, you can add dollars and time to that card to extend it into the future. Meanwhile, since the ShopSafe card is linked to your primary BOA credit card, those monthly charges will appear on your primary card statement.

Here's how the security aspect kicks in. Once an initial charge is made against a ShopSafe card – in this case by Netflix – that ShopSafe card can only be used for Netflix charges. Even if Netflix security was breached and someone got hold of your ShopSafe credit card info, he or she could not use that card for anything other than Netflix. Moreover, only you can add time or dollars to that card – so the card would become inactive the moment the credit limit is reached, or the expiration date arrives. Another plus is that you can cancel that ShopSafe card at any time, without any effect on your primary BOA credit card. So, if you are notified of a data breach at a vendor that you use, you can instantly cancel the ShopSafe card that you had given him in the past, create a new ShopSafe card for him and be back in business within 15 minutes!

Not every bank / credit card company offers something like this, but it is certainly something to inquire about for future purchases.



## Device Mechanic

### Smartphone & Table Repair

By Jasmine D'Katz

Several months ago, I dropped my iPad Pro when exiting my vehicle. Although I keep it in a protective case, but this time it was unzipped and the iPad fell on the corner of the on/off switch. Fortunately I didn't damage the screen, but the case was dented enough where I couldn't turn the iPad off. For months it didn't bother me, but I was most upset that I was not able to take screenshots.

I went online to find my closest Apple store and made an appointment to get it repaired. Upon arriving at the store in Schaumburg, I checked in and was assigned to a agent to evaluate the repairs. I was informed that it would close \$599 for the repairs. Being that this was over half of the price I paid for the iPad, I decided not to have it repaired at the Apple Store.

I noticed a facilities advertising iMac in Waukegan so I dropped in and asked if they repaired iPads, but was given the name of a repair store in Kenosha. I looked them up and called, and was informed that they did service iPhone and iPads. Upon arriving the store personnel examined my iPad and informed me to what they could do to fix my problem. I was then informed it would probably take a couple of hours for the repair and the cost would be about \$40.

To my delight, the repair did the job and the final cost was \$43. Because of the rapid and reasonable service, I would highly recommend this shop if you are in need of service for your phone or tablets.

Device Mechanics

7224 118th Ave, Kenosha, WI 53142

(262) 515-6644

(Continued from page 1)



can call them on it! It's called FIXD. It is the first easy-to-use car health maintenance monitor.

**BEST PART:** When that "Check Engine Light" comes on, FIXD tells you exactly what's causing it in a way anyone can understand.

No more looking up codes or taking it to the dreaded auto shop only to be given a list of unnecessary repairs – never again! You can also turn off the check engine light right from the FIXD App if the problem is not serious or if you want to see if it will reoccur. How cool is that?!

Sounds Great, But How Much Does It Cost? With all the benefits FIXD provides, you'd think it would cost a few hundred dollars, right? That's what makes this company so great. The founders of FIXD made it incredibly affordable so they can help as many people as possible avoid getting scammed by mechanics, while also staying on top of their car's health. It retails for only \$59 and you can purchase it on their official website. <https://www.fixdapp.com/>

Don't wait until it's too late! A small investment of a little more than that cost of an oil change can keep your car running smoothly and out of shady auto shops.

## Wi-Fi dead spots? — Try a Wi-Fi extender, or maybe a mesh network

By Phil Sorrentino, Technical Thoughts, Sarasota Technology Users Group, FL  
September 2017 issue, The Monitor  
[www.thestug.org](http://www.thestug.org)  
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If your home is very large or if there are many walls between your router and the location at which you want Wi-Fi access, you may have Wi-Fi dead spots. Your Wi-Fi signal, as all electromagnetic emanations, is diminished by distance and by certain intervening objects, such as walls. (Your specific Wi-Fi capability is dependent on many things, but a typical Wi-Fi router, using the 2.4GHz band and 802.11n, can work 100 to 150 feet with no intervening objects.). Not to get very technical: for distance, the signal drops off proportional to the inverse of the square of the distance; and for intervening objects, the loss getting thru the object is dependent on the type of material and its density; metal may stop the signal dead in its tracks. So, if there is a line-of-sight back to the router, dead spots are probably far from your router. If there is no line-of-sight back to the router, you might have dead spots wherever the signal encounters a lot of loss going thru walls and objects. (I have seen a reference to Wi-Fi as being a "3 wall solution", meaning that the signal may get through no more than three walls, so if you have a spot more than three walls away from the router you will probably have a dead spot.)

So, if you have a dead spot, or dead spots, you may want to think about a Wi-Fi extender (a simple solution), or even a new "mesh network" (a more involved, more expensive solution). A Wi-

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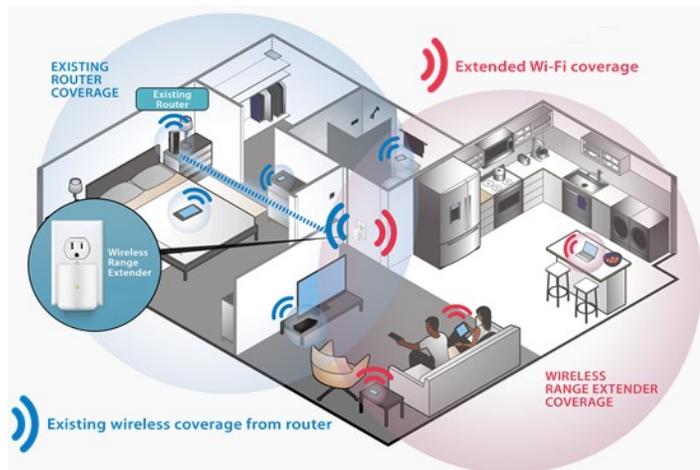


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(Continued from page 5)

A Wi-Fi extender is a device that may look like a router, but is a receiver and transmitter. It receives the Wi-Fi signal and immediately retransmits the signal. The retransmission may then be received by a device that is in a dead spot of the original signal, (but not in a dead spot of the extended signal). The Wi-Fi extender simply extends the area that the Wi-Fi signal may be received. When you set up an extender, you do have to make sure that the Wi-Fi extender is not placed in a router dead spot. If the Wi-Fi extender can receive the router signal, it will retransmit



it and devices that can receive the extender's signal will be included in the Wi-Fi network as if they got the signal directly from the router. Wi-Fi Extenders can be purchased for anywhere from about \$50 to \$200, depending on features and capabilities. You may even find one below \$50 if you wait for a sale; I found one for \$25 and it seems to do the job quite well. If you are interested in reviewing some possible choices, just Google "Wi-Fi extender reviews" and you will find a good number of reviews based on price, features, and specifications. So that is the easy (and less expensive) solution, and probably the one you will want to try first.

The other solution, the Wi-Fi Mesh Network solution, is more involved and usually much more expensive. A mesh network may be \$200 to \$400, or more. Basically, a Mesh Network is a

communications network made up of many nodes (access points), organized in a highly-interconnected grouping where all nodes cooperate in the collection and distribution of data in the network. Each node is a router and an access point for your devices. The size of the area to be covered will determine how many nodes you would need to install. (One recommendation I saw was to install a node every 50 to 75 feet, but that depends entirely on the shape of the installation area.). From Wikipedia, "Mesh" refers to a rich interconnection among devices and nodes. Wi-Fi mesh networks consist of routers and devices that use the network. The devices are typically the laptops, tablets, and smartphones you have in your home. The mesh routers (access points) send messages to the devices, and other routers. The routers are placed in an arrangement so that each one can send and receive from at least one other router. The more routers that can send and receive messages from many other routers, the more robust the network will be. (Though I have seen some indications that there may be some practical limits as to how many nodes can be used in a home mesh network.). A mesh network is usually highly reliable due to its multiple redundant paths to a device. If one node is inoperable, the other nodes can still communicate with each other directly or through one or more of the other nodes. This type of network can be very dynamic, much like the internet itself. (The internet topology and design allow for messages to be re-directed around nodes that may be inoperable so that a message always arrives at its intended destination. Though, this may be hard to believe if you have ever had an unexpected and unexplained temporary problem with an internet session.).

From reviews I've seen, a mesh network may be a great solution for a large home or a home with multiple levels. If a mesh network seems to be a solution for you, do a little research before you jump in. Google the term "Wi-Fi mesh network"

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and look at some of the reviews. You will find many of the router manufacturers you are familiar with, like Linksys and Netgear, but you will also find some new names such as Eero, Luma and Amped Wireless, as well as Google. So, if you think you have dead spots in your Wi-Fi set-up at home, you may want to give one of these two possible solutions a try.

## No Personal Privacy

By Matt Batt, President, The Computer Club, Inc.,  
Florida

December 2017 issue, The Journal of The Computer Club

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I want to share (1) something to think about as we enter this time of “no personal privacy;” (2) a very useful program for keeping your PC applications up-to-date; and (3) a fun website for displaying street views of houses.

- 1) My wife was reading a book on her Kindle and was getting close to the end. She wanted to finish the book, so she cloistered herself in the snug family room chair and had at it. After about half an hour, she finished the book and explained that it really was a great book and she really enjoyed it. A moment or two later, her cell phone made the noise for an incoming email and she reached over and read it. It was from Amazon and it asked her how she liked the book that she just finished. That was so spooky! It really made us feel like our privacy had been compromised. I’m a very strong proponent of technology advances and all the good things that it can bring, but this just seemed like too much and too close.

A couple of days later, she started another book, read a few chapters and had to put it down as things get busy around the first of the month. Sure enough, after a couple of days, she gets an email from Amazon asking, “how’s it going.” Guess she wasn’t reading enough and needed to be prodded. Now, I don’t know what you think of that intrusion, but I find it really disturbing. Guess we’ll have to get used to it or take the Kindle offline.

- 2) An important part of being safe online is keeping your computer’s software up-to-date. Outdated software often contains security exposures that can provide hackers access to your computer. Outdated software can also be buggy and have performance issues which are usually fixed with a newer version of the software. Unfortunately, if you have lots of different programs this is an onerous task.

**Patch My PC Updater** will make patching your PC easy. It is free and keeps over 165 apps up-to-date on your computer. It is an easy way to update or install any of these programs on to your computer.

When you open Patch My PC Updater, it will scan your system for outdated programs. It will show programs that are outdated in Red, programs that are updated in Green, and programs that are not installed in Black. With one click you can easily do all your updates. You can download Patch My PC from <https://patchmypc.net/download>.

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3) On a more fun note, I've been sharing a website called [www.showmystreet.com](http://www.showmystreet.com). When you go to the site, you get a box where you can type in an address. It's a simple interface that lets you display almost all locations. Just start typing the location's address and the background Google Map is updated in real-time. Like any other regular Google Map, you can drag the map, zoom in/out, and select the following views: map, satellite, hybrid, and terrain. Wherever available, Show My Street will automatically display the Google Street View of the address. Type the address one character at a time and watch the location that it displays. It's amazing. The views can be directly shared on Twitter and Facebook. You

Echo, and Cortana for Windows. Microsoft Office and Windows 10 recently have added or upgraded speech features that provide both text to speech and speech to text. Speak is a new feature that helps you proofread what you have typed by listening to the computer read it aloud.



For example, if I'm typing a Word document and want to see if my wording is smooth and accurate, I can use "Speak" to hear how it sounds. The Speak feature is also found in other Microsoft apps - Outlook, PowerPoint, and OneNote.



To use 'Speak,' click anywhere in a document. Then click the Review tab on the



ribbon. In the Speech group, click 'Read Aloud,' which opens an audio control bar. Click the right-pointing single arrow, then sit back and listen. You can choose a male or female voice by clicking the setting icon which resembles a person on the audio bar.

## Use Speech to Control Your PC and Compose Text

By Nancy DeMarte, 2<sup>nd</sup> Vice President, Sarasota Technology Users Group, FL

October 2017 issue, STUG Monitor [www.spcug.org](http://www.spcug.org)

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Speak:

Many modern devices have digital voice personalities that can help you find things or complete tasks. Some of these even have names, like Siri for Apple devices, Alexa for Amazon

### Windows Speech Recognition (WSR):

Windows has had a speech recognition feature for several years. This tool lets a user dictate into a microphone without the use of a keyboard or mouse and have his or her speech translated into text. It can be used to compose articles, write letters or emails, fill out forms, or complete other writing tasks. You can also use WSR to perform the basic functions of a computer, like opening an app, selecting a word, showing a list of commands, and adding punctuation. Originally, it was difficult to set up, but the current

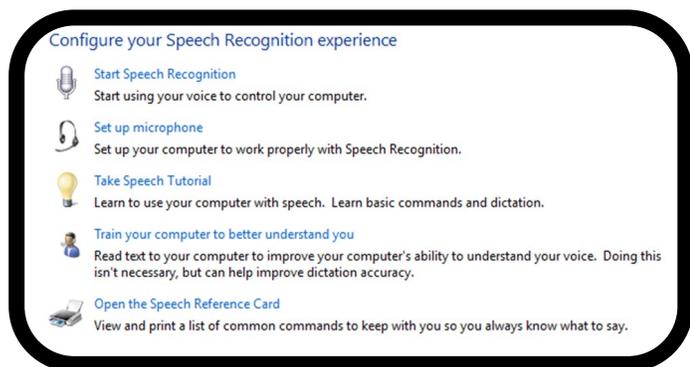
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version is much , o configure and use. Learning to use WSR is especially worthwhile if your typing skills are weak.

You must have a microphone before setting up Speech Recognition. I found that a set of headphones with a microphone attached works very well. While it is also possible to find a Windows microphone in the MS store, a headset or free-standing mic is recommended.

Once you have a microphone plugged into your computer and turned on, it's time to locate and set up Speech Recognition. In Windows 7, click Start > All Programs > Accessories > Ease of Access > Speech Recognition. In Win 10, type 'Speech' in the Search box and choose the best match, Speech Recognition, which opens the Speech Configuration window, pictured below:



### Speech Configuration Window

1. There is a wizard (set of steps) to help you with setup. Click "Start Speech Recognition" to start the wizard. It will take you through all the steps in the order in which they are listed.
2. First, you will set up the microphone for correct placement and volume setting.
3. The speech tutorial consists of two short video tutorials that demonstrate the two main uses for speech recognition: "How to use WSR to get around your computer" and "How to use dictation with WSR". These are worth watching more than once.

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## How to Set Your iPhone to Remember Where You Parked

By Bill Crowe, 1st Vice President, Sarasota Technology User's Group, FL

September 2017 issue, Sarasota Monitor

[www.thestug.org](http://www.thestug.org)

vp1 (at) thestug.org

It's no fun to end your trip wandering around looking for your car. Now, thanks to a new iOS feature, you don't have to—let's look at how to take advantage of the "Parked Car" reminder in iOS 10.

### What You Need

Over the years, there's been a plethora of iOS apps that help remind you where your car is parked. Some of them are standalone single purpose apps. Others, like the popular GPS/driving software Waze, include a parking reminder tool.

With the release of iOS 10, however, Apple introduced a welcome improvement: parking reminders integrated right into the Maps app built right into iOS. Now it's easy to check where our car is without third party apps...or remembering yourself.

So, what do you need? First, you'll need an iOS device with a GPS chip (all iPhones and cellular-enabled iPads) running iOS 10 or above.

Second, you'll need a car with Apple's CarPlay integration or some sort of integrated Bluetooth (the parking reminder uses the loss of the

(Continued on page 10)

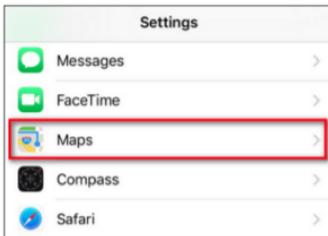
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CarPlay connection/Bluetooth signal as a marker that the car is parked). If you meet those two requirements, let's look at ensuring the feature is on and linked to your car and then how to use it.

### How to Set It Up

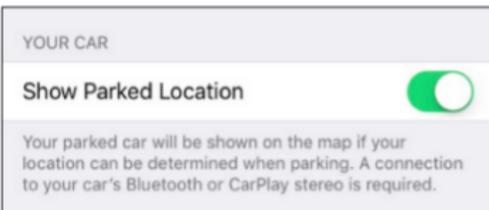
By default, the new feature should be enabled in iOS 10 without any fussing on your behalf, but that doesn't mean everything always goes off smoothly.

### Ensure the Parked Car Reminder Is On



It only takes a second or two to check if the setting is on, so let's do so now. On your iOS device, open the Settings menu and scroll down until you see the entry for the "Maps" app, as seen below. Select it, then scroll down again until you see the entry for "Your Car".

If "Show Parked Location" is already on, leave it be and close the settings app. Otherwise, toggle it on.



### Pair Your Phone with Your Car



If you haven't already been using Bluetooth in your car for phone calls or music playback, you'll need to

take a moment to pair your phone with the car. While the setup process varies from vehicle to vehicle, the iOS side of things is always the same.

You'll need to put your car's stereo or dashboard system into Bluetooth pairing mode, then navigate to Settings > Bluetooth on your iPhone.

### Ensure your Bluetooth is on.



Scroll to the bottom of the device list to see the unpaired devices in your vicinity you can pair your phone with. Pair with your vehicle's Bluetooth connection and you're ready to go.

Remember, the system only works if your Bluetooth is on. If you toggle Bluetooth off, you won't get the parking reminders, because your phone won't know when your car is near.

### How to Use the Parked Car Reminder

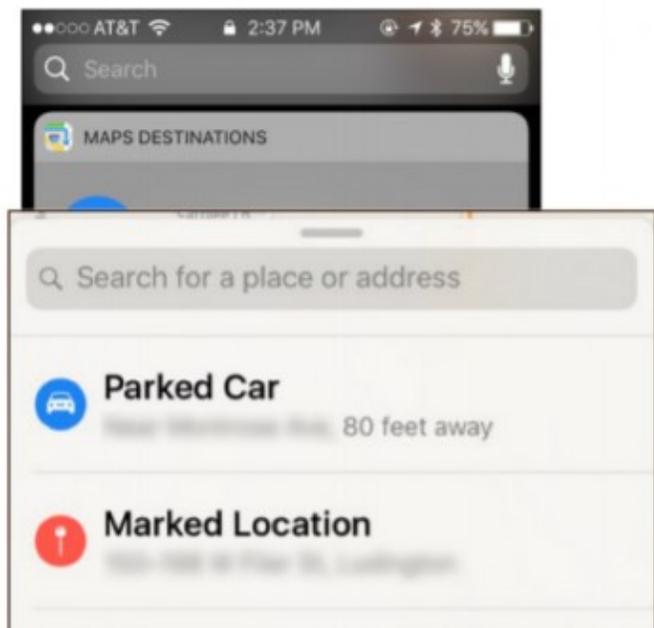
Once you've ensured the Parked Car reminder is turned on and your phone is linked to your car, the Parked Car reminder will automatically set itself every time you park and exit your vehicle. You can absolutely ignore the feature until you need it, but you may wish to interact with it pro-actively.

First, let's look at how you can use the Parked Car feature even if you do absolutely nothing. Any time you're away from your vehicle, you can check your notifications—in the screenshot below you can see the parking reminder on the iOS 10 lock screen notification panel—and look

(Continued on page 11)



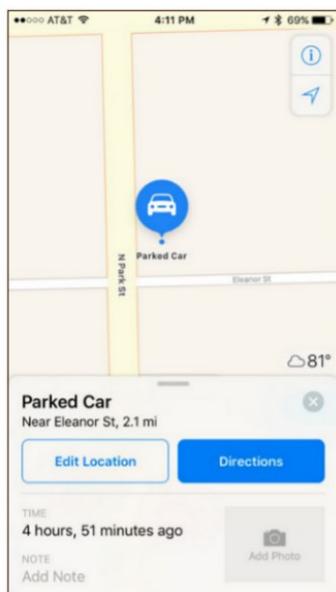
for “Map Destinations.” There you’ll find an entry for “Parked Car.”



You can also access the Parked Car reminder by opening the Maps app, swiping up on the address search bar to reveal previous destinations, and selecting “Parked Car.”

Regardless of the way you access the menu, you’ll see results like the parking reminder below.

The most obvious function, and the one that requires no prior interaction from you, is to simply tap the “Directions” button and follow the instructions to hoof it back to your car.



There are, however, some handy functions here that are best accessed before you need to find your car.

When you first park your car and get out, iOS will notice that you’re parked. You can immediately pull up the Parked Car feature and do several handy things. First, you can tap the “Edit Location” button, if you’ve noticed the GPS locating has hiccupped a bit or is otherwise inaccurate, and re-position the parking marker. If, for example, your car is buried in a giant multi-layer parking structure, it might be handy to move the marker to the actual street entrance to the parking structure, so the return instructions will guide you back to the appropriate entrance.

Speaking of giant parking structures, this brings us to two other handy functions: the photo and note function. Rather than open your camera app and take a picture of the parking reminder like the sign that says, “Floor 1: Aisle 28A,” you can snap a picture right in the parking reminder menu of the sign (or any other surrounding landmark that will help you find your car) or put a text note in the note slot.

Source and Compliments of [howtogeek.com](http://howtogeek.com)



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4. In “Train your computer,” you practice reading text aloud so that WSR can learn your vocal inflections, accent, and tone. This makes the transition from speech to text more accurate.
5. The last step is to print a few pages of valuable commands that WSR recognizes, a handy list.

While no speech recognition tool is perfect, the Windows version does a pretty good job, and setup is an easy, non-threatening process.

**Spring is not the best of seasons.  
Cold and flu are two good reasons;  
wind and rain and other sorrow,  
warm today and cold tomorrow.  
~Author Unknown**

# Membership

## Membership Chairperson Report

As of 3/10/18

Members = 52

Attendance =56%

### THANK YOU FOR JOINING

N/A

### THANK YOU FOR RENEWING

Mike McEnery  
Ted Zalewski  
David & Diana Carlson  
Gary Quarnstrom  
Jean Moran  
Liz & Fred Barnett  
Stephanie Risinger  
Linda Busch

### THANK YOU FOR VISITING

Rita Gabrulsen  
Elaine Kujawn  
Joan Schure



L.C.A.C.E. Club Historian  
History Report, 2018-03-10 Meeting  
By Les Larkin  
LesLarkin@AIM.com

Our January meeting was conducted by Phil Bock. The nomination of L.C.A.C.E. officers was concluded. Elections will be at our April 21 meeting.

The door prize was won by Stephanie Risinger. She selected a Smart Phone rain-proof bag

Liz Barnett won the 50/50 raffle, she and the club each receiving \$8.00.

Congratulations to all prize winners!

Thanks to Linda Busch for making the coffee and to Liz Barnett and Linda Busch for providing munchables for us.

This month's program was "Your Last Laptop, the Chromebook", by Mike Andrews. He also touched on the subject of Home Automation.

Another great meeting and I hope to see you at our April 21 meeting which will be at State Bank of the Lakes. Since the April meeting will be our 34th anniversary celebration, please be in a party mood!

Les



*Howard Jacobs*

*Bobby Jacobs*

*Jean Moran*

*Dwight Johnson (J.J.)*

*Robert Koudelka*

**Members input is very important to me. Please complete this survey so that I can make the LCACE News Journal the very best..**

**1) How important to you is the regular newsletter sent by the association?**

- Very Important
- Somewhat Important
- Not Very Important
- Not at all Important
- Undecided

**2) How satisfied are you with the layout of the newsletter?**

- Very Satisfied
- Somewhat Satisfied
- Satisfied
- Somewhat Dissatisfied
- Dissatisfied Undecided

**3) How satisfied are you with the overall content?**

- Very Satisfied
- Somewhat Satisfied
- Satisfied
- Somewhat Dissatisfied
- Dissatisfied
- Undecided

**4) How satisfied are you with the timeliness of the information presented in the newsletter?**

- Very Satisfied
- Somewhat Satisfied
- Satisfied
- Somewhat Dissatisfied
- Dissatisfied
- Undecided

**5) How satisfied are you with the practicality and helpfulness of the information presented in the newsletter?**

- Very Satisfied
- Somewhat Satisfied
- Satisfied
- Somewhat Dissatisfied
- Dissatisfied
- Undecided

**6) How satisfied are you with your ability to submit information or articles for inclusion in the newsletter?**

- Very Satisfied
- Somewhat Satisfied
- Satisfied
- Somewhat Dissatisfied
- Dissatisfied
- Undecided

**7) How much do you agree or disagree that the issues covered are important to association members?**

- Strongly Disagree
- Disagree
- Undecided
- Agree
- Strongly Agree

**8) Do you feel the newsletter effectively provides information important to the overall needs of the members?**

- Yes
- No
- Don't Know

**9) What, if any, information or sections would you like to see included in the newsletter in the future?**

**10) What, if any, sections do you think should be removed from the newsletter?**

**11) Overall, how satisfied are you with the regular newsletter?**

- Very Satisfied
- Somewhat Satisfied
- Satisfied
- Somewhat Dissatisfied
- Dissatisfied
- Undecided