

## **Googling and Tech Support On the Web**

**Amherst - \*Monday May 10, - 7:15 PM\***

**Westminster-Canterbury - \*Tuesday May 11, - 7:15 PM\***

**>>> PLEASE NOTE DATE CHANGES ABOVE <<<**

**CVCC - Thursday, May 13, 2004 - 7:00 PM - Room 4201, CVCC**

### Next Month's Meetings:

Westminster-Canterbury - Tuesday June 15, - 7:15 PM

Amherst, 123 N. Main St. - Wednesday June 16, - 7:15 PM

Lynchburg College, Hopwood Hall - Thursday June 17, - 7:00 PM

### **The General Meeting Location Is Changing in June**

The Apple Core main meeting is moving to Lynchburg College in June. Past President Michael Corbin has contacted Lynchburg College and they have agreed for the Apple Core to meet on a regular basis in Hopwood Hall, Room 14. This move of our meeting location is well timed since CVCC is planning to do some renovation of Campbell Hall this summer, necessitating the closing of the Mac Lab for an undetermined period of time.

Hopwood Hall at Lynchburg College meets the criteria for our meeting place.

- 1) High speed internet access for presentations,
- 2) Easy, geographically central access for the majority of the membership
- 3) Adequate, secure, lighted parking
- 4) Appropriate meeting room accommodations
- 5) Continuing schedule for the location

Therefore it is planned that our main meeting on June 17th will be in Hopwood Hall at Lynchburg College. Please bring your comments and questions to the May meeting, the last one at CVCC. Directions to June's meeting place will be in Apple Bytes next month.

### **The New Apple Core Web Site**

Frank Land is working on a new exciting and expanded web site for the Apple Core. It is much more attractive and informative than the current one. It will include the current Apple Bytes newsletter and information about our programs. Frank will give us a guided tour at the meeting and he requests your comments and input.

### **Electronic Communication for the Apple Core**

We only have 57 valid e-mail addresses on record. For this month, we will still send out hardcopy Apple Bytes to our total membership of 96 individuals in 81 family units. *But note that starting in June, the electronic version of Apple Bytes will have features and content that won't be in the printed version.* If you want to receive the **new full-content** Apple Bytes via e-mail just send a message to **gcmattox@mac.com**.

### **Program Ideas Wanted**

Please give us your ideas and requests for program topics. This club is to serve the membership and it is a pity to have anyone not attend because the meeting was not interesting or useful to them. Please pass your thoughts and ideas to Tom Johnson at **graystranger@earthlink.net**

## Googling the Internet

- Tom Johnson

Are you using the Information Highway? Can you find your way along it? One of the greatest assets available are the search engines. With these you can search virtually all the Internet for information on nearly everything.

My favorite is Google, because it is so easy to use and so powerful. Just type in "google.com" in the Address Line of your browser and you get a page where you can select your search: the Web, Images, and News. I almost always select the "advanced search" option, whether it is the web or images. This takes me to a page with a lot of options. The web search has boxes where you enter your search criteria. The options include "with all of the words" (e.g. caterpillar, worm, wooly worm), "with the exact phrase" (e.g. caterpillar pests), "with at least one of the words" (e.g. corn worm, cocoon, butterfly), and "without the words" (e.g. moth, silk, gypsy).

The purpose of all these entries in the boxes is to narrow your search. If you just typed in "caterpillar" (which you can do without going to the advanced search page) you would probably get 15,000 or more "hits" of web sites on tractors, rock groups named caterpillar, trade names, and even porn sites. By the way, Google has a filter you can select to filter out these types of hits. You also select what language you want, the file format (if any), dates of the web pages, and other options. Other things you can select are local businesses, catalogs, MacIntosh things, US Government and .mil sites, to name a few. You also select how many results you get per page (50 or 100).

Once you have entered your search criteria, hit the "search" button. Very quickly you will get the results in a page showing very short descriptions of the web site and its URL. You just "click" on the title and that web page opens for you. You can read the site, sift through to get what you want or go back to the results page and check for the best hits. Google tells you at the top of the page how many hits it made. Don't be surprised if it shows you something like 78,834 hits. Just go back to "advanced search" at the top of the page and narrow the search down some more. You can get publications from journals, universities, magazines,

businesses, news services, web sites. You can enter "West Nile Virus" with "preferred treatment" and "fatality rates". There is no limit except the time you are willing to spend sifting through an unbelievable amount of information from all over the world.

Image searches are great if you want to see photos or paintings of any subject. Great for someone wanting to look for works of art, buildings, cars, dogs & cats, whatever. Just don't be surprised if you enter a search for "basset hound" images and come up with bracelet charms, glass ware, embroidered pillowcases, or something bizarre and unexpected. However, you will not get bored.

My father-in-law asked me what the G8 Conference was. I did a Google search and in less than 5 minutes I had hundreds of hits. Most were newspaper articles about the G8 that did not tell what it was. In about 5 more minutes of sifting I came up with the history of the G8 telling all about its goals and purpose. The only other alternative: head out to the closest library and dig through the card catalog, pull out books, sift through them, and spend several hours doing what I did in 10 minutes.

I have only given you the salient features of Google, there are a whole lot more. Try entering your search words in quotation marks in the default (non-advanced) search window. This is a short cut that enters "the exact phrase". If you enter -basset hound- you will get hits on "basset" and "hound" as well as "basset hound". Using the quotes is the easiest way to limit your search without using the advanced search. Sometimes I just can't remember the name of a web site. Maybe I can't remember that the web site for Other World Computing is macsales.com. So I enter "Other World Computing" in Google's search window and in the first several returns I have their web page.

With a search engine like Google, there is no reason for anyone with a computer and Internet access to ever be bored!

*Note: Direct access to start a basic Google Search is built into Safari, Apple's OS X Web Browser. Just type your search terms into the box marked with a magnifying glass symbol in the upper right corner of any Safari window, and press Return. The next page you see will be your Google search results. - GCM*

## **Mac Technical Help from Users On the Web**

Have you ever had a problem with your computer? Hardware, software, or just needed some help on how to do something or make something work?

One good source for help is the Apple.com “Apple Discussions” web page. To get to it just go to Apple.com. Click on the “Support” tap at the top. Then choose the sub-tab “Discussions”. There you will see a page broken into:

- Hardware Product Forums,
- Software Product Forums,
- Networking and Server Forums
- Older Products, and
- Special Interest Areas.

Under each of these headings are folders titled:

- a) iPod, iMac, iBook, etc. for hardware.
- b) iTunes, iDVD, Safari, etc. for software.

These are the forums. Enter one and you go into other pages where you can browse bulletins asking for help, giving help, making announcements, announcing shortcuts or solutions to problems. Beware, this area is full of people having problems, so it is a concentration of problems.

If you did not know that Macs work fine almost all the time, the problems you see here would lead you to believe they are rife with terrible problems. However, you will learn a great deal of information (like how important it is to treat your power adapter plug that goes into the laptop very gently). You will find people who have done weird things or had strange accidents to their computers. You will also see questions from people asking for assistance, and the answers they get.

Want to join in? Want to ask a question or answer one? You have to register with the forum. If you registered your computer with Apple, you have the password you used then. If you forgot it, Apple will e-mail it to you. Now you can ask for help or contribute to the forums yourself.

I had a problem with my iPod and got people answering me in just an hour or so. Believe it or not, a lot of real experts contribute to the forum, including some of the Apple customer service persons who answer from time to time. Need help? You can often find the answer in the bulletins on the forum. No? Then submit your own bulletin, mark the page, and check back for the replies you are sure to get.

*- Tom Johnson*