

THE GURU

Volume 4, Issue 8

May, 1997

Chris' Corner

Upcoming May Meeting

For May, I'm going to demo *Check-free*, which is an electronic checking service from Columbus, OH. I found it on the Internet. I pay \$6/ month, and I have automatic recurring payments as well as ones that I have to enter the varying amounts every month.

Nathan is going to demo Rand McNally's *TripMaker* and *StreetFinder 1996™*. Quoting Nathan, he says, "figure good programs, especially when vacation season is right around the corner."

As for John, he is going to do a small demo of *Quake* by Id (<http://www.idsoftware.com>), fully registered version CD. I'm sure this will be an interesting night.

A Special Thank You...

To all those computer buffs who have made the Trumbull Commodore User's Group and the Trumbull Computer User's Group possible, congratulate yourselves for a great 13 years of public service. Even with a low attendance rate, the club was a joy in which to belong. The group was a very informative organization which found great interest and fun in the world of computers and helped open this world to others.

Thanks, Everyone!
-Kristina

TRUMCUG

Trumbull Computer User's Group

Since 1984

Supporting All Personal Computers

April Meeting:

Wednesday, April 16, 1997 7:30PM

Last month, members of TRUMCUG assembled with one new member. The group discussed the future of the club and agreed to let one month pass before any drastic changes would be made. A few members resigned from their duties. Also, Bob Boyts gave an informative demonstration on *Family Tree™* with his new Pentium 200MMX. We also tested his Sound Blaster 64, and found that it truly does have symphony hall quality.

Thanks, Bob!

TRUMCUG Officers 1996-1997

President: hontee@aol.com	Chris Shonk 856-3483
Vice-President: hontee@aol.com	Jay Shonk 856-3483
Co-Secretary: raywilliam@aol.com	Ray Williams 847-8280
Secretary: docsind@grapevinenet.com	Doc Sindelar 395-3122
8-Bit Librarian, 3 Year Trustee: nitro@grapevinenet.com	Nathan Truhan 856-3885
Trustee Two Year:	Bob Boyts 772-4220
Trustee One Year: picard@cisnet.com	John Calderwood III 898-4674
Guru Editor: citadel@cyberdude.com	Kristina Lampson

Newsletter

This month's Guru was produced on an IBM-compatible Pentium 133Mhz using Microsoft *Publisher 95*. TRUMCUG assumes no liability for any information or opinion found herein. Material in The Guru may be reprinted, provided that proper credit be given to The Guru of Trumbull Computer User's Group and the author,

This is your



last Issue

Attention User's Groups...

This is the last printed issue of *THE GURU* that will be in publication. If you wish to receive a scaled-down, bi-monthly (text only) account of this newsletter via e-mail, send your requests to: citadel@cyberdude.com. Any other User's Groups wishing to continue further correspondence should be notified that the P.O. Box address to which TRUMCUG accepted mail, will cease existence.

LOST:

A case from the TRUMCUG Library containing Commodore disks has been out of circulation. If anyone knows the whereabouts of these disks, please immediately contact Nathan at 856-3885 or nitro@grapevinenet.com or bring them to the last meeting. It would be greatly appreciated.

The Time Has Come...

In 1996, with approximately 20 active members, former president Ray Williams settled on an agreement to give the Trumbull Computer User's Group the duration of one year's time to grow and become more productive. Having only a remaining third of the original TRUMCUG membership, the club somehow seemed to manage through 1996, but found its demise as of May, following the final meeting on Wednesday, May 21, 1997. After long consideration, head members of the TRUMCUG assembly had finally fallen to conclude that the club can no longer proceed with such a low attendance and membership rate. This is the second year that disbandment has become a major issue, however 1997 will be the final year for the TRUMCUG.

Great Job, USRobotics!

By: Kristina M. Lampson

Last year around this time, I had purchased a USRobotics Sportster 28.8Kbps FaxModem. I had no problems with it until recently, as it began to hang upon opening the com port, randomly deciding to bump me off of a stable connection for no apparent reason, and automatically answering my phone calls as faxes! At the time of its final tantrum, I would answer the telephone as I normally would, but instead of hearing the familiar tone of a human voice, I would pick up to the ear-piercing screech of a data-connect (not a pleasant sound at midnight!). After about two days of answering to nothing but data bits, it finally occurred to me that this problem only occurred when my computer was powered up. I never imagined that it could actually be my own modem, seeing that our phone number has had several unwanted incoming faxes sent to us from miscellaneous hospitals. This became rather distracting, since I ended up unplugging my phone line each time I was on the computer. Knowing that I had added several other string commands to my AT line, I thought that it might be helpful if I wiped this extra line out. Well, I did. And the Sportster kept connecting at every incoming. My next thought was to throw this devilish card back to where it came from-USRobotics. I quickly got on their website, and what did I find? Yes, a tech-support link!

To my surprise, my modem, along with other models in the Sportster product line, had a factory flaw. I sent out for a Service Request Order (SRO), and received a prompt reply. They directed me to ship the faulty modem back to the factory, and they would replace it free of charge. I was then expecting the quoted 1-2 weeks turnaround time, but not even one week later, I was able to once again cruise the Information Superhighway. The support and service was great! I really appreciated the fact that they were helpful and courteous in my modem dilemma. That is just good business. Now, not only do I have the newer card with the updated chip, but the 28.8 Kbps is also upgradeable to the swift 56 Kbps x2 Technology.

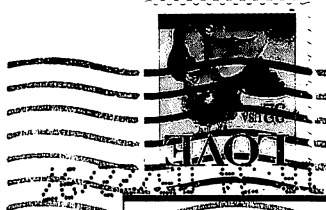
I have nothing but raves for USRobotics—both their products and service are excellent. They couldn't help prevent a manufacturing flaw, but their response for recall was great. If you have experienced any of the problems which I had mentioned above, chances are, you may have a defective chip. If you are concerned with the recall, don't be worried that you will be rejected for a SRO or left modem-less, they were very helpful with their support. I would definitely recommend any USRobotics modem to anyone who may be in the market.



Meeting Notice: Our last meeting will be held at 7:30 on Wednesday May 21, 1997 in the basement of the Cortland Banks, Warren branch on Elm Road, North of McDonald's and across from Sims Buick. Hope all can attend!



First Class Mail



Closing Month for TRUMCUG - USRobotics' Tech-service Receives Great Raves

The Guru
TRUMCUG
P.O. Box 8632
Warren, OH 44484

In This Issue...

Upcoming Events!

May 17, 10am-3pm:

Peter Trapp Computer Show- Cuyahoga County Fairgrounds

164 Eastland Rd., Berea, Ohio

Directions: I-80, Exit 10, I-7 North. Exit Bagley Road. Left on Bagley Rd. Fair entrance is on the left. Show is held in the Junior Fair Building.

May 18, 10am-3pm:

Peter Trapp Computer Show- Richland County Fairgrounds

750 North Home Rd.,

Mansfield, Ohio

Directions: I-71 South, Route 30/Mansfield Exit. Route 30 West, Trimble Rd. exit. Right at light. Left at light onto Longview. Right on Home Road. Fair entrance on right. Show held in Arts & Crafts Building.

May 21, 7:30pm:

TRUMCUG Meeting- Cortland Banks, Warren, Ohio

June 1, 8am-4pm:

Butler Farm Hamfest & Computer Show-

Contact George Artnak (412) 854-5593 or geoart@usa.net for info on being part of this display.

Directions: I-79 South, exit 27 to Rt. 68 East for 10 mi. Immediately after Airport, enter Butler Farms.