

Welcome!

Welcome to the 18th issue of our quarterly newsletter. As usual, there are lots of tips and snippets of information that I hope will make your life easier - or bring a smile to your face.

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Dealing with telemarketers

Do unsolicited calls from telemarketers really annoy you? Your polite "Not interested, thank you" no longer seems to work and you've considered resorting to tougher - perhaps nastier - measures. Well, before you disconnect your phone, get a silent number, or do anything illegal here's a strategy that just might work. It's an anti-telemarketing script. Download the PDF document, print it out, and leave it near the phone. Next time a telemarketer calls, try talking them through the script! You can get the script here:

<http://www.xs4all.nl/~egbg/english/counters.pdf>

Pet peeves

Lose v. loose: To distinguish the words "lose" (as in "lose the game") and "loose" (as in clothes), think of the words "lost" (single O) and "footloose" (double O).

Outlook 2003: Printing an address book/phone list

(adapted from an *OfficeWatch* article by Phil Young, Dec 2005)



"I needed to print an address book or phone directory based on my Contacts in Outlook 2003. I wanted a booklet that was folded in half and stapled along the spine, using standard paper.

"Outlook 2003 had more printing options than I expected. After some experimentation I found the solution that met my needs perfectly.

"I selected the Contacts list then **File > Print**. I chose the **Medium Booklet Style** printing option, then looked at the **Page Setup** options. On the **Paper** tab I chose the **1/2-sheet booklet** option and **Portrait** orientation.

"Other options are worth experimenting with, including the font size, whether you want "blank forms at end" or "contact index on side" (I unchecked both options). **Print Preview** gave me a simple way to check the effect of the various settings quickly and without wasting paper.

"Printing on both sides of the paper required two passes, firstly printing only the **Odd** pages, then sending the paper through again to print only the **Even** pages. A printer with a duplex option would make it much easier.

"The result is an attractive booklet that can be folded and stapled along the spine."

Trying to get people together?

Are you arranging a function, a meeting, just a get together among friends? What sounded like a good idea at the time becomes a nightmare as you try to find a date/time when everyone can attend, and a venue that suits them all - so you give up, and vow never to do it again! There is a solution: <http://www.meetwithapproval.com/>

Meet with approval is a free service. You create a meeting page to notify everyone about the event. Those invited visit the web page and approve the time, date, and location, or suggest another. When everyone has agreed on the details, the meeting is approved and everyone is sent a confirmation notice. All done!

Recycle old cell phones

US: Go to <http://www.collectivegood.com/index.asp> (thanks Whitney)

Australia: Go to <http://www.mobilemuster.com.au>, enter your postcode to find your nearest drop-off location.

Chocolate Chip Cookies

[or, *Why engineers don't write recipe books*]

Ingredients:

532.35 cm³ gluten
4.9 cm³ NaHCO₃
4.9 cm³ refined halite
236.6 cm³ partially hydrogenated tallow triglyceride
177.45 cm³ crystalline C₁₂H₂₂O₁₁
177.45 cm³ unrefined C₁₂H₂₂O₁₁
4.9 cm³ methyl ether of protocatechuic aldehyde
Two calcium carbonate-encapsulated avian albumen-coated protein
473.2 cm³ theobroma cacao
236.6 cm³ de-encapsulated legume meats (sieve size #10)

To a 2-L jacketed round reactor vessel (reactor #1) with an overall heat transfer coefficient of about 100 Btu/F-ft²-hr, add ingredients one, two and three with constant agitation.

In a second 2-L reactor vessel with a radial flow impeller operating at 100 rpm, add ingredients four, five, six, and seven until the mixture is homogeneous. To reactor #2, add ingredient eight, followed by three equal volumes of the homogeneous mixture in reactor #1. Additionally, add ingredient nine and ten slowly, with constant agitation. Care must be taken at this point in the reaction to control any temperature rise that may be the result of an exothermic reaction. Using a screw extruder attached to a #4 nodulizer, place the mixture piece-meal on a 316SS sheet (300 x 600 mm).

Heat in a 460K oven for a period of time that is in agreement with Frank & Johnston's first order rate expression (see JACOS, 21, 55), or until golden brown. Once the reaction is complete, place the sheet on a 25C heat-transfer table, allowing the product to come to equilibrium.

(from InfoMiner Volume 4, No. 2:

<http://www.infomine.com/subscribe/infominer/v04no02.asp>)

Windows XP annoyances

Automatic Updates: To change how you get and install the monthly automatic updates for Windows, go to **Control Panel > System**, then the **Automatic Updates** tab. If you turn off automatic updates (probably not a good idea), go to the Microsoft site every few months to review the available updates. You can then choose which updates you'd like to download and install.

Desktop Cleanup Wizard: The popup message about unused icons comes up every 60 days if you haven't changed the default desktop settings. If you don't like it, right-click on the desktop and select **Properties**. On the **Desktop** tab, click **Customize Desktop**, then on the **General** tab of the next window, clear the check box for **Run Desktop Cleanup Wizard every 60 days**. Click **OK** on each open window to close it.

Beatles Programmers Album

If you're of a certain age where you can remember most of the Beatles songs, and are involved in computing in any way, you should appreciate these new lyrics to some old Beatles songs!
<http://www.webmaster.crevier.org/beatles/>

Convert Word to clean HTML

Despite the HTML filter option, Word documents saved as HTML are bloated with unnecessary code. One product that produces squeaky clean HTML from Word is **WordCleaner** (available from <http://www.zapadoo.com>; \$99 US)

Book recommendation

(Contributed by Kris W, Rochester, Minnesota)

Although I've enjoyed *M*A*S*H* reruns over the years, I wasn't a serious fan of Alan Alda until I read the book, *Never Have Your Dog Stuffed (And Other Things I've Learned)*.

This book recounts, with great wit and charm, Alda's upbringing in the world of burlesque and nightclubs with his handsome father (actor Robert Alda) and his mentally ill mother. His candid way of looking at life and life's experiences make this book an excellent read. What struck me most was his self-knowledge; he knew he wanted to be an actor at an early age and stuck with it until he made it work.

I strongly recommend this book to Alda fans, or to anyone who likes to read about people from different backgrounds and how they find their path in life. His simple honesty and unaffectedness – combined with a dogged devotion to his art and his family – have made me a very big fan.

Word 2003: Clipboard task pane

If you use Word 2003, the Clipboard task pane probably drives you mad every time it pops up! Chances are you don't want to reuse clipped items all the time. To turn it off, click the **Options** button at the bottom of the task pane, then select **Show Office Clipboard Automatically** to clear the check mark. You can always get it back temporarily by pressing **Ctrl+C** twice.

An oldie but a goodie!

A man opens a small zoo and decides he wants to display a mongoose. He writes to the curator of a larger zoo:
"Dear Curator, please send me a mongoose."

He then decides that he should get two so they can keep each other company and writes: "Dear Curator, please send me two mongooses." He looks at it and decides it doesn't look quite right and writes: "Dear Curator, please send me two mongeese." Thinking that looks stupid he tries "Dear Curator, please send me two mongi."

He sighs looking at that effort and after a while writes:
"Dear Curator, please send me a mongoose... PS Send me another one."

For walkers and runners

Want to know how far you went? Google Maps has an online 'pedometer' at <http://www.gmap-pedometer.com>

Satellite navigation update

Gareth had this gem to offer in response to my recent newsletter article about in-car satellite navigation: How about this one out of *Navigation News*, the "lighter weight" publication from the Royal Institute of Navigation of which I'm a member...

A 3-hour trip from Christchurch to Nelson, New Zealand, ended up taking a visiting Australian couple 10 hours - because they blindly followed the car's GPS. Having flown in from Brisbane at midnight, the pair entered "Nelson" into their rental car's GPS and set off. But the satnav directed them to turn off the main road onto a dirt track normally closed to the public.

They then followed the Clarence and Wairau Rivers, opened several gates along the way, and traversed two rugged mountain ranges - all at night.

Eventually they returned to the main route, but had wasted several hours. At one stage they were so worried that they wrote a note to leave with the car in case they had to abandon it. According to manufacturers Navman, the satnav had been set to the shortest route - programmed to avoid all urban roads. Navman were looking at how to prevent a recurrence...

News

2006 Conferences: In April, I'll be speaking at the [WritersUA Conference](#) in Palm Springs, California (topic: "Customizing HTML outputs using AuthorIT") and in May at the [AODC Conference](#) in Cairns, Queensland (topic: "Reviewing screen-based content").

STC Australia Chapter: The two entries I submitted to the Online Competition of the Australia Chapter late last year were awarded certificates of Excellence and Merit.

STC Members: Voting for office bearers starts soon. My very good friend and world-renowned Help guru and colleague, Char James-Tanny, is standing for Secretary. She'll be getting my vote - and I hope she gets yours too!



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