



Computers for the REST OF US!

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Forward

In the past 20 years I have worked in many different capacities within the computer industry. I've answered many questions for many different people from all walks of life, and, almost 100% of the time, the questions and the answers came from one thing ... a simple vocabulary education! I've seen books and classes marketed to "dummies" and "idiots" and, quite frankly, I find that insulting! Most people in this world are NOT dummies nor idiots, they've just got a vocabulary gap that needs crossed!

In praying about this computer class, the Holy Spirit has guided me to use the lessons from the greatest teacher of all time, Jesus! When He taught, He used parables, stories, and examples to get His point across. That's exactly what we're going to do here !!!

This class isn't going to make anyone a computer genius, nor prepare you to start coding for a company, but, it will, with His guidance and grace, make you more familiar with computers and many of the devices that tie into them.

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How This Class Works



This class is going to use common terminology that you would use in other parts of your life to describe the computer and how to use it! ... We'll first begin with the hardware ... we'll think of it as our house. We'll go through the process of inventorying our house, and, if it doesn't suit our needs, we'll look to renovate (upgrade) or move on (buying new!)

Once we've decided on a place to live (have our computer and are happy with it!) We'll then need to turn it from a "house" to a "home" by adding our furniture and rearranging it the way we like it (choosing your Operating System) and choosing what restaurants to frequent (software that you'll want to use, and learn how to use it!)



But no matter how great we make our home, we'll always want to take vacations !!! But, when we do, we always lock our doors, forward our mail, and make sure we have a home to come home to (we'll discuss the internet and security!)



Hardware

Computer terminology can be broken down into 3 basic terms ... Hardware, Software, and Internet (it used to be two!) ... First, we'll discuss the Hardware.



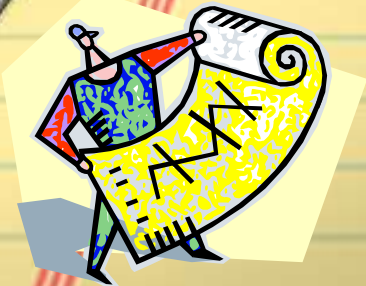
Think of computer hardware like you would your house. There's some basic things you can do to your house, but, if you want really drastic changes, most likely you'll have to either renovate (expensive and leaves you in a temporary living facility for a long time!) or buy new. There's things that you can do with your computer to make it "better" for the short run, but, like a house, renovations should be handled with care!

Throughout this class, we'll be using common household terms to describe the different parts of the computer and what it can do for you. Please keep in mind your home when we're fitting all of the pieces together ... then, when you go home, everytime you look around you'll have a quick reminder of something we learned here today!

CPU

If your computer is your house, the CPU would be the heart and soul of it! ... The actual term “CPU” stands for central processing unit ... We’re going to think of the CPU the “tower” that everything plugs in to. If you’ve got a laptop, the CPU and the Monitor are one, but, if you’ve got a desktop computer, it’s two separate pieces.

Using our house analogy, the CPU would be the “footprint” of the house. How many bedrooms, how many stories, where the bathrooms are located. Inside your home, there’s always ways to change around, to a degree, what rooms are used for, but, if you want to add a bathroom, it’s a major undertaking. CPU’s are very similar, there are things you can do (such as add RAM, add hard drive space, and even add some different “peripherals” to change your computer a bit, but, if you want to make major changes, you may be better off finding a new home!)



Monitor

If the CPU is the footprint of the home, think of the Monitor as the landscaping and paint. It's what we see everyday. If you paint your house, it can drastically change the look, but, you've not added any new bathrooms or made the kitchen bigger.

The Monitor is what you look at every time you work on your computer. The bigger the monitor, the easier it is to see :).

Just like some homes are in a deed restricted zone (HOA's!) some computers (Laptops) are in monitor restricted areas (to a point!) ... With most laptops (such as the one I'm using today) you can plug a monitor into it, but, to change the main screen, it would be expensive and not usually worth it.



Keyboard & Mouse

This section talks actually about all input devices, but, the two most common are the keyboard and mouse. An input device This is a tricky one :) ... will allow you to input data or images into your computer! Scanners, web cams, optical pens, and several new neat gadgets would all fall into this category.

Going back to our home, think of the input devices as the way we can get our house to do things ... the garage door opener, the doors, the a/c thermostat, even the buttons on our clock radios. All of these are input devices ... each one does something different and unique, and each one has a place.

With our computers, we should look for input devices that make our lives easier! If you're having trouble with your hands, maybe a speech recognition device is the trick (no more typing!) ... Or, if you're teaching a computer class, maybe turning your iPhone into a remote mouse is the ticket!



Vocabulary for Hardware

As stated in the forward, we're not out to make anyone a computer science major from this class, but, knowing a few key terms will help anyone that wants / has to use a computer! By knowing some of these terms, you can make better decisions about your computer or future computer!

Computer - The thing on your desk that tends to drive you crazy and only behaves as it should when there's an expert working on it.

Ok ok ok ... so, that's not a real vocabulary term, but it's true :) ... Now on to the vocabulary

Hardware - The parts of the computer that you can touch (both inside and out!) ... In our home analogy, think of the hardware as your home and all of it's furnishings ...

Software - The programs that the hardware runs that allows a computer to do more than just sit there ... in our homes, the toasters can't make toast, the tv's can't show programs, and the oven can't make cakes without someone using one or more different furnishings in the home to make it happen. Same with the computer, all of the fancy hardware doesn't do anything ... it's the software that's installed that allows it to work!



Vocab (2)

Operating System (OS) - Basic instructions that the computer needs to allow all software to run ... think of this as the agreed upon language you speak in your home ... The OS is considered software, but, it's the only software that's a requirement on a computer.

Hard Drive (storage) - devices that allow you to store files (including all software and the OS) for retrieval ... Think of this as the closet space in your home, the more closets and pantries you have, the less frugal you have to be with what to keep and what to throw out!

RAM (memory) - temporary space used by the computer to load files that are needed by a program to run ... The best analogy I can use here would be a phone book -vs- your memory, If you need to know the number to a pizza place, most likely, you'll look it up in the phone book, but, if someone asks you for your child's phone number, you can recall it right away (a huge time saver). Computers use RAM memory to load the files that it thinks you're going to need, so it has access to them much faster than having to load them time and time again!

Vocab (3)

KB / MB / GB / TB - Size descriptors for both RAM and Storage ... the B stands for "bytes" ... K = 1,000, M = 1,000,000, G = 1,000,000,000, T = 1,000,000,000,000 ... RAM is usually Measured in GB (1, 2, 4, 8) ... Hard Drives are either in GB or TB (100GB to 2 TB) ... In our home, the bigger the BTU's on an AC, the cooler it can get ... Bigger is always better, to a point (you wouldn't want a 5000 BTU A/C for a 900 square foot house, it wouldn't make sense :) ... likewise, you wouldn't want 8 GB of RAM in a netbook computer either!

Peripherals - things that you can stick into your computer to make it do different things ... from mice to scanners to webcams ... in our home, think of this as the furniture :) ... by simply removing a bed and placing a desk, you've now got an office!

USB - universal serial bus ... the connector used by over 90% of the peripherals on the market today ... USB2.0 is the standard ... in our home, the USB would be like a house being "cable ready" ...

Firewire - an alternate to usb ... faster, but less widely used ... it's nice to have a firewire port, but shouldn't be a show stopper if it doesn't ... think of this like your house having a satellite dish as well!

Ethernet - standard networking interface used today ... think of this as gasoline for our cars ... ethernet is what allows us to communicate with the internet.

Upgrading Considerations

In real estate (until recently!) you could rely on the value of your home going up and up ... In the computer industry, you can rely on the value of your computer going to next to nothing the moment you buy it! This is not because the computers used fannie may to finance their businesses, but, because of the rule of 18 ... every 18 months the speed of processors will double ... so, your shiny new computer that you bought 2 years ago is already 1/2 as fast as the cheapest computers selling on the market today.

With external storage so cheap, and the “migration assistance” you can get, upgrading a computer should only be done if you do NOT want to learn new software, and even then you should tread lightly on the upgrade path.

Adding RAM and Hard Drive space are the only two upgrades I regularly recommend ... All other upgrades must be considered a “last resort” ...

Think of an upgrade as being just as “painful” and expensive as it is to renovate your home (major renovations) ... In many cases, the cost of the renovation is greater than the cost would have been to simply sell the home and buy a new home with everything the way you like it! On the other hand, if there’s OTHER reasons for keeping your home, then, they may outweigh the hassle of the renovation!



Buying Considerations

So, I talked you out of renovating :) ... When you're going to buy a new home, you look at all of the things that are important to YOU and YOUR FAMILY (things such as school districts, distance to the grocery store or WBTS, how many bathrooms, does it have a pool, etc) ... You have a "value" for each of the things that are important you try to find a home that has the best "value" total within your price range ...

When buying a computer, the same thing applies ... the questions may be a bit different, but, they'll ultimately help you make your decision! ... The biggest "value" questions are:

How many people will be using the computer? (the more people using it, the bigger the hard drive should be)

Do you plan on editing video? (if yes, then more RAM is a must, as well as a good video card and lots of hard drive space!)

Do you plan on going on the internet? (if yes, then does the computer have a network card or a space for one)

Do you need to use the computer in more than one location? (if yes, then a netbook or laptop would be a good choice)

Is this computer for business, pleasure, or both? (business means you shouldn't buy the "bottom of the line" models ... spending more for the same typically gives you a greater reliability)

How much do you plan to use the computer, hourly, daily, weekly? (the more time you spend on the computer, the more you should invest in it ... even if you don't think you'll "need it" today, if you're going to be on the computer daily, you may find yourself using that extra ram or the nifty web cam)

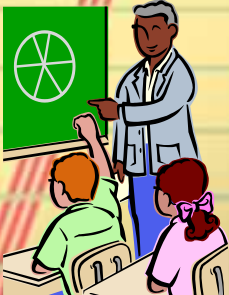


Operating System Overview

The operating system is the “house rules” of your computer. It determines what type of programs your computer can run as well as what peripherals your computer can recognize.

Think of the OS as the agreed upon language in your home. Just because you speak both English and Spanish, if everyone agrees to speak English in your home, then an hola to a family member that doesn't speak Spanish wouldn't be very well received ... Likewise, if your computer is running Windows, a .dmg install file from Macintosh wouldn't be very well received!

Currently, the major OS's on the market are: Windows XP, Windows Vista, Windows 7, Macintosh OSX, and Ubuntu 10.10 ... There are others, but, the ones above make up the majority of the ones found in personal computers.





Vocabulary for OS

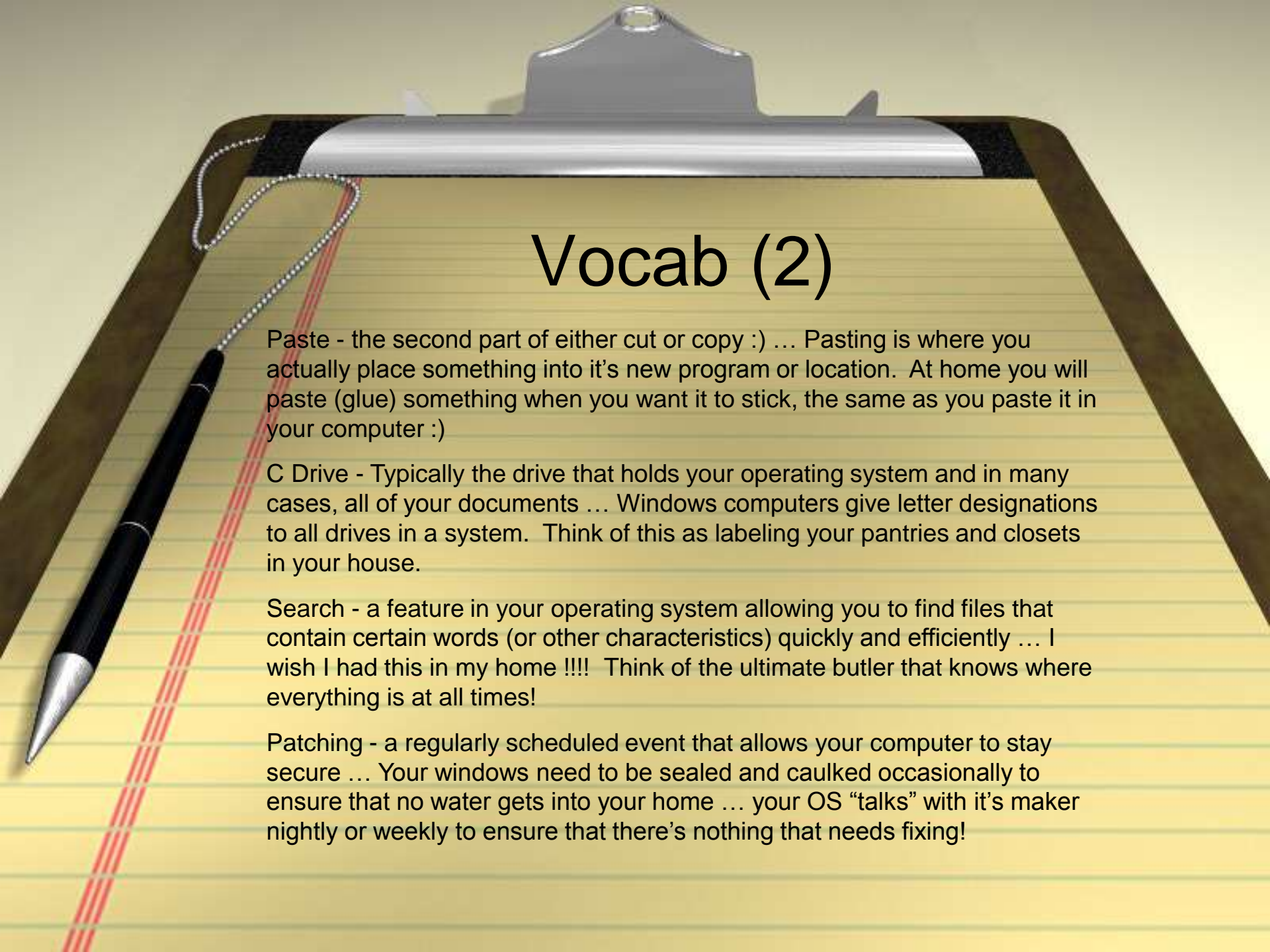
Desktop - The “main” view of your computer when you first turn it on. Think of this as that great counter top you have in your kitchen where you throw your keys and know that if you put something there, it’ll get looked at quickly!

My Computer - Where you can find all of the files you have stored, along with how much space you have left to install programs or store more stuff! ... in your home, this would be the front door ... from here, can go anywhere in your house.

Clipboard - Where your computer will temporarily store something (a picture, text, file, or even a whole folder) to be placed in another program or location ... This is just like a clipboard you use in your house. It can hold 1 thing and will hold on to it until you remove it or add something new.

Cut - moving something from program or location to another using the clipboard ... at home, you would cut with your scissors or a knife ... once you’ve cut the coupon out, you can then move it to your coupon book.

Copy - copying something from one program or location to another program or location ... your birth certificate may stay in the safe at home, but, if you need to supply proof of birth for a passport, you would copy it and send it in, to ensure that you still have a copy at home too!



Vocab (2)

Paste - the second part of either cut or copy :) ... Pasting is where you actually place something into it's new program or location. At home you will paste (glue) something when you want it to stick, the same as you paste it in your computer :)

C Drive - Typically the drive that holds your operating system and in many cases, all of your documents ... Windows computers give letter designations to all drives in a system. Think of this as labeling your pantries and closets in your house.

Search - a feature in your operating system allowing you to find files that contain certain words (or other characteristics) quickly and efficiently ... I wish I had this in my home !!!! Think of the ultimate butler that knows where everything is at all times!

Patching - a regularly scheduled event that allows your computer to stay secure ... Your windows need to be sealed and caulked occasionally to ensure that no water gets into your home ... your OS "talks" with it's maker nightly or weekly to ensure that there's nothing that needs fixing!

Watch Your Mouse!

Unless you're at Disney, a mouse in your house is a bad thing, but, with a computer, your mouse can be your best friend!

Many programs will write special instructions for your mouse, if you only know where to click and with what button!

The "LEFT" click (the standard mouse click) will usually give you an "action" item ... the "RIGHT" click will usually give you a set of "most popular" menu item choices.

Playing solitaire and other games is usually the best way to get a handle on using your mouse (funny how they include those in your computer!)

When discovering a new program, think about the mouse as the "hidden treasures" finder ... in each program, right click in different places to see what it will do, like you may tap on the walls of an old house to find the hidden rooms!



Keyboard Shortcuts

Just like your mouse can bring many treasures, learning the shortcuts for your keyboard can save you both time and headaches :) ... the most common are:

CTRL+C = Copy

CTRL+X = Cut

CTRL+V = Paste

CTRL + A = Select All



Your Stuff

In your home, you may choose to store kitchen stuff in the kitchen, and living room stuff in the living room, but, you try to avoid putting the milk in the entertainment center ... Because of this, you don't spoil your milk and, if you need to find a new battery for the remote, the junk drawer in the china cabinet would be where you head first ... because you know that's where you put them!

In a computer, depending on the version you have, you'll have a folder called "My Documents" or "Documents" ... you can create as many folders inside of here that you wish, and I recommend creating enough for what you do!

When you save your files, always take a moment to ensure that you're not saving it to the wrong location ... just remember the milk in the entertainment center !!!



Organization Tricks

We've already started talking about this with our milk analogy, but, there's quite a few that we can share here ... In our homes, many of us have a key rack to place our keys, a place to put our mail to be reviewed, and a place to put our remote controls for the TV.

In your computer, you should try and set up similar items to help yourself later down the road ... Both in E-Mail as well as your documents folder. Some folders that I recommend setting up (if they're not already there) are:

Pictures (or My Pictures) - to hold all of your pictures.

Videos (or My Videos) - to hold all of your videos.

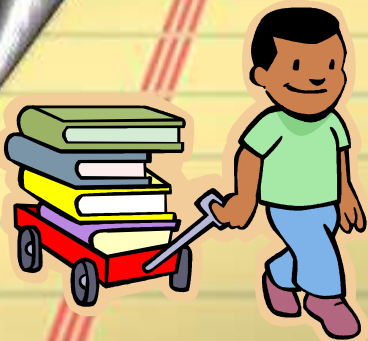
Business - to hold all of your business files.

Personal - to hold all of your personal files.

Temporary - to hold files that you're currently working on.

(remember, you can also make folders inside of these folders as well ... to help you further define where you're putting files!)

Now, once you've set these up, it's also important to remember to USE them :) ... this way, when you need to search for something, instead of having to search through all of your files, you can search only through a certain folder!



Personalization Tricks

Regardless of the Operating System and computer you choose today, all will allow you to personalize it for each user by creating user accounts. I strongly recommend this! In our homes, our bedroom is “ours,” and our children have “their” room ... Does that mean that they can do anything they want to the house, absolutely not, but, if they wish to put a pokemon poster on the wall, their room is a perfect place to do it!

Creating a profile for each user of the computer AND an additional profile for any guests that may use the computer allows you to share a computer without the worry of accidentally getting your files overwritten, or your favorites “messed up.”



Questions



Review of 1st Class

- ✓ Rule of 18
- ✓ Hardware and Software
- ✓ Operating System
- ✓ RIGHT and LEFT Mouse Clicks
- ✓ Clipboard (Copy / Cut / Paste)
- ✓ My Documents / Storage
- ✓ Desktop / Shortcuts / Favorites
- ✓ Profiles / Personalization



Vocabulary for Software

Now that we've tackled the hardware, software has some terminology that we'll need to learn about :) ... Since we've used our home to describe the parts of the computer, let's go for a bite to eat, shall we (software!) ... Once we're done with the restaurant, we'll then take a vacation (internet.) ... Making sure to secure our homes before we go!

Program - A piece of software meant to do a particular task or set of tasks ... Think of a program as a restaurant! Different restaurants have different offerings, and, depending on what you're in the mood for, one will work out better than the others! Computer programs are exactly the same :) ... You can find different programs to satisfy your taste for different tasks.

Menu Bar - A list of features and components found on almost all programs on the market today ... If you go to a restaurant and want to know what they offer, you will ask for the menu ... In the menu there are different sections ... You'll find the same thing at the top of almost every program you buy ... making it a piece of cake to find out what a program can do!

Program Options - Where you can set "program defaults" such as your name, address, where you'd like to save your files (and how!) ... Thinking of our restaurant, this would be like having a saved seat at the restaurant and the cook knowing about your likes and dislikes without you having to bring it up again and again.



Vocab (2)

Software Suites - a group of programs designed to work together (and typically sold as a single unit) ... This is a new development in some fast food restaurants, where you can go to a single restaurant and choose from a variety of menus ... This saves you time and trouble, and in computers, can also save a lot of money!

Internet - computers agreeing to speak a common language to allow for a world wide web of information sharing ... In our house analogy, we're going to think of the internet as going on vacation! The internet gives us the "world at our fingertips" as long as we know the right questions to ask!

Internet Browser - Program used to access the internet ... Just as we have a choice between air, rail, car, or water travel, we've also got our choice of internet browsers ... each with many good reasons to use them, and each with some downfalls!

E-Mail - electronic mail ... Not much of a stretch for an analogy here !!!! Think of your mailbox outside, but, instead of the mailman delivering once a day, your mailbox actively goes and gets the mail from the post office as often as you'd like!

Vocab (3)

Viruses / Spyware / Malware - Programs written to either harm your computer or the internet or to gather information that can then be used in unscrupulous ways ... In our house, this could range anywhere from the “flaming bag of poo” found on your front door to a home invasion or tapping of our phone lines.

Anti-Virus Software - Programs written to identify and stop Viruses / Spyware / Malware from harming your computer or the data on it ... Think of this as a security measures you place on your house, but, remember, the more security you place, the harder it is for YOU to do anything, too !!!

Adware / Trialware / Shareware - Programs that will work for a limited amount of time before you must then purchase them ... Think of this like a “30 day trail offer” :) ... Be warned, though, your mom’s old saying of “there’s no such thing as a free lunch” would definitely apply here!

Productivity Software

20 years ago, when someone came looking for a computer, it was ALWAYS for productivity ... Writing documents, storing information, presenting reports, etc etc ... Software that does this is called Productivity Software, and it's still pretty important on a computer, but, may not be the number one reason folks purchase a computer today !!!

When looking for productivity software, think of choosing a restaurant ... If you're looking for a "quick bite," would you go to Emerils ??? On the other hand, if you want Baked Alaska, would you head down to your local Micky D's ???

Many feel as though they have to buy the premium software packages to get what they need, when, in actuality, a less expensive (or FREE!) package may do the same thing for them!

If you're looking for a Premium Productivity Software Suite, Microsoft Office is the best of the best ... Corel Office provides many of the same features for less money, and, a free option that is really growing in popularity is Open Office (www.openoffice.org) ... It's a legally free downloadable program that will allow for many of the basic office tasks to be accomplished!



Creativity Software

The reason Productivity Software isn't the sole reason for buying a computer today is the wonderful Creativity Software on the market today! There are software programs today that allow you to edit photos or videos, produce studio quality CD's and DVD's, and create stunning presentations without having to have a masters degree in film making or production!

Like productivity software, many creativity software companies will bundle their features into suites that allow you to get the most "bang for your buck!"

The number of free and shareware programs on the market today is daunting, so, I'm not going to make any recommendations on that end of the spectrum, but, if you want Professional quality, Adobe (Premiere for video and Photoshop for pictures) offers a wonderful selection, while in the "mid-range" price, Nero offers a suite that is a good mix between cost, compatibility, and usability.



Security Software

With more and more of our lives found on these confounded boxes (the computers!) it's more important than ever to make sure that your computer stays SAFE. Thinking of our house, the security system would be what keeps us safe inside while keeping folks we don't want in, OUT ... Same for a computer ... security software keeps all of our data on the computer safe and secure while keeping all of the viruses OUTSIDE ...

Just like a house, the more security measures you take, the more you yourself become a prisoner to your security measures ... ONE anti-virus program, ONE anti-spam, ONE anti-spyware, and ONE anti-malware program is all that's required (you actually HURT your computer by installing multiples!) ...

Security software (thank goodness!) now comes in suites, so, you can purchase (or download free) a suite that contains all of the different security points, so you DON'T have to have 4 different programs installed.

People often ask me what is the best security program out there today ... My answer is simple, it's the one that you USE and keep Updated !!!

Norton, McAfee, and AVG all offer very good solutions for a yearly fee, and, recently, Microsoft has come out with MS Security Essentials and is offering it free!



The Internet

It's important to know what the state bird in Alaska is ... I promise !!!

The internet will tell us in an instant ... as well as show us pictures and, heck, even allow us to watch one of them fly!

Think of the internet as a way to escape for awhile, take a "virtual" trip anywhere in the world ... As the internet matures, more and more information is available at our fingertips!

Since we're taking a trip, it's a good time to talk about the most important internet tip ... the Search Engine ... Think of this as your travel agent !!! When you travel, you tell your agent where you want to go and the agent then provides you with a list of options ... Same thing on your computer! Simply type in (or speak!) what you want to do on the internet and in a matter of seconds, you have a great list at your fingertips! Just like a travel agent, the more information you give, the better the information coming back.

Which one you use is a 100% preference ... of the major ones out there today, I like <http://www.google.com>, <http://www.bing.com>, and <http://www.yahoo.com> better than most ...

<http://www>

E-Mail

You've got Mail !!!

24 hours a day, 7 days a week, 365 days a year ... Your post office never closes!

People send electronic mail messages to each other all over the world for free, every day of the year. It's a great way to keep in touch with your friends and family!

You can "attach" pictures and small videos to your e-mails and share them with folks instantly.



Social Networking

The newest trend in computer useage has got to be social networking ... Think of this as the different clubs you join in your community around your home! Social Networking sites (such as twitter, facebook, myspace, match, etc) allow folks with similar interests or backgrounds to meet or reconnect!

One of the absolute most fun and enriching things you can do, as long as you're careful!, on your computer is to play with social networking sites! It allows folks to work together or share things as if they were in the same room, even if they're on the other side of the world!

Just like clubs and organizations around your home, some are better than others and some you wouldn't want your children going to! ... You would never allow your child to go to a new "club" without first checking it out, so, please don't let your children join networking sites that YOU are not already a member of yourself!



Your Stuff

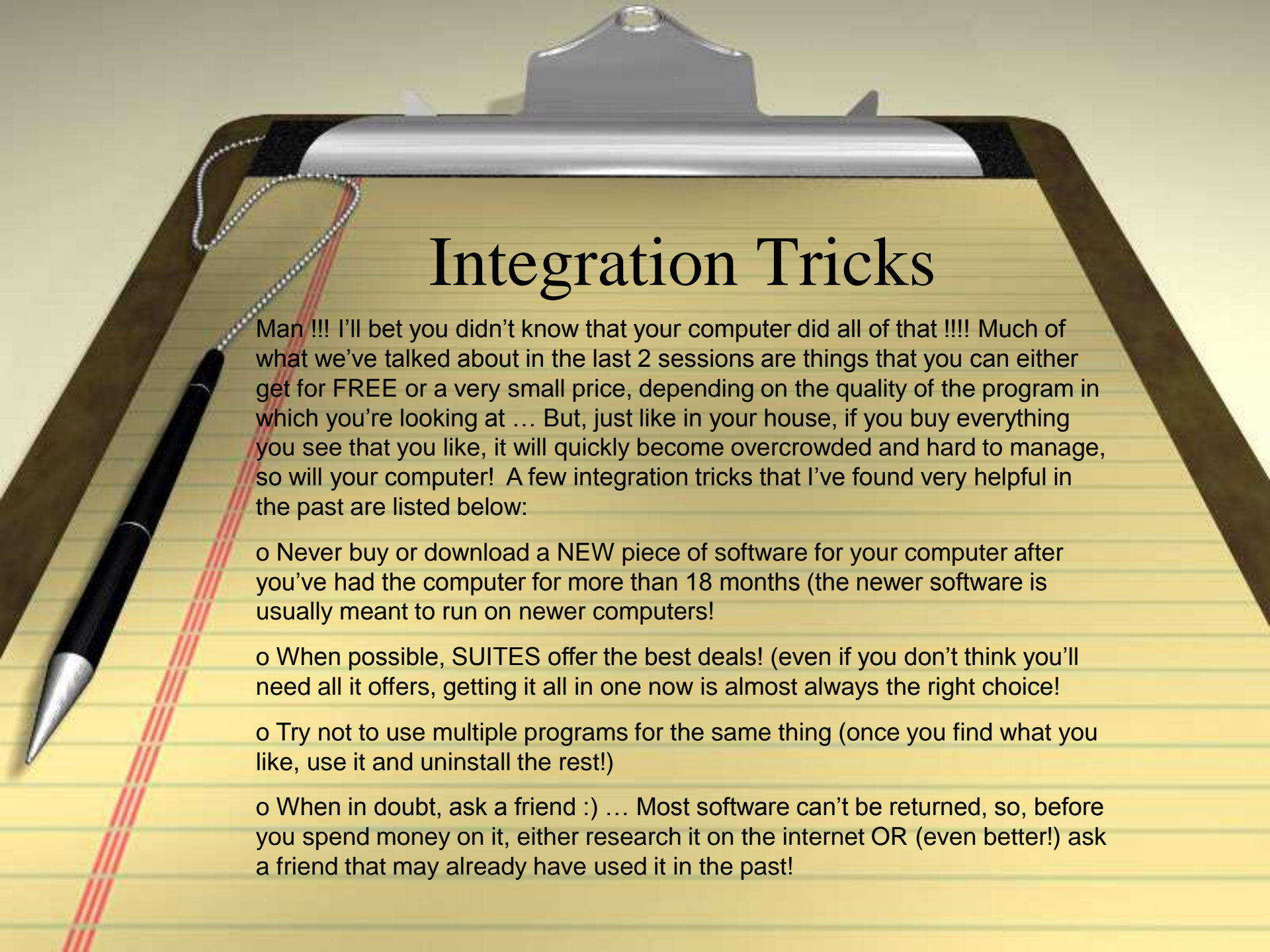
This may look familiar (I HOPE IT DOES!) ... it's the same slide we went over in the first class, but, if you want to be able to use your software to it's fullest extent, it's a good idea to remind you again how important it is to organize your stuff on the computers !!!

In your home, you may choose to store kitchen stuff in the kitchen, and living room stuff in the living room, but, you try to avoid putting the milk in the entertainment center ... Because of this, you don't spoil your milk and, if you need to find a new battery for the remote, the junk drawer in the china cabinet would be where you head first ... because you know that's where you put them!

In a computer, depending on the version you have, you'll have a folder called "My Documents" or "Documents" ... you can create as many folders inside of here that you wish, and I recommend creating enough for what you do!

When you save your files, always take a moment to ensure that you're not saving it to the wrong location ... just remember the milk in the entertainment center !!!





Integration Tricks

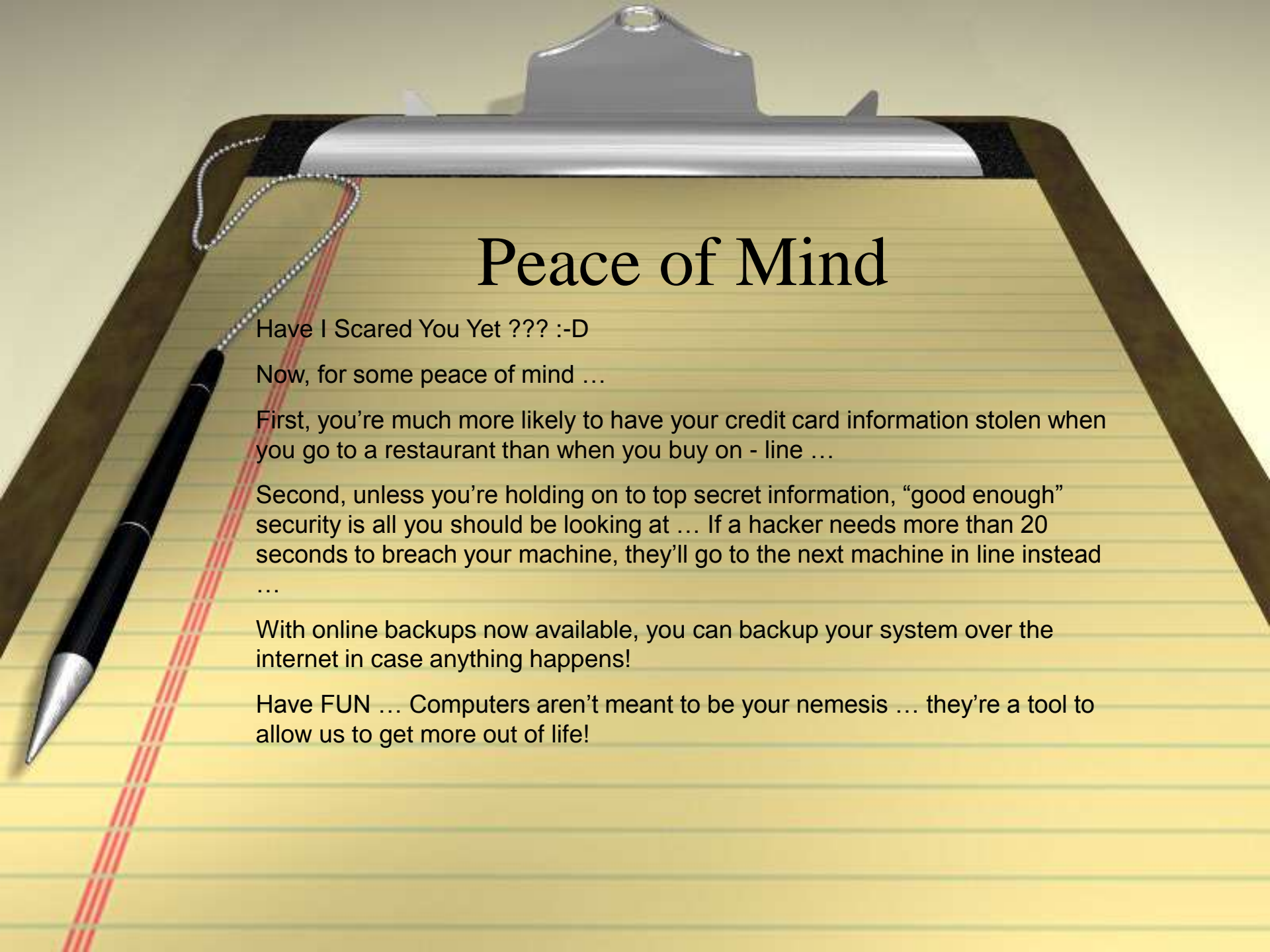
Man !!! I'll bet you didn't know that your computer did all of that !!!! Much of what we've talked about in the last 2 sessions are things that you can either get for FREE or a very small price, depending on the quality of the program in which you're looking at ... But, just like in your house, if you buy everything you see that you like, it will quickly become overcrowded and hard to manage, so will your computer! A few integration tricks that I've found very helpful in the past are listed below:

- o Never buy or download a NEW piece of software for your computer after you've had the computer for more than 18 months (the newer software is usually meant to run on newer computers!
- o When possible, SUITES offer the best deals! (even if you don't think you'll need all it offers, getting it all in one now is almost always the right choice!
- o Try not to use multiple programs for the same thing (once you find what you like, use it and uninstall the rest!)
- o When in doubt, ask a friend :) ... Most software can't be returned, so, before you spend money on it, either research it on the internet OR (even better!) ask a friend that may already have used it in the past!

Security Tricks

The internet has opened so many wonderful doors for us, but, at the same time, it's also opened some not so nice doors. Securing your system keeps most of those not so nice doors blocked ... Here's a few of the tricks that will help that happen

- † Install ONE (and only ONE) antivirus program and make sure that auto updates are configured and working!
- † Make sure you're letting your operating system update itself at least weekly!
- † Create a user account for administrative purposes (such as installing software, configuring your computer, etc) and then remove your own user id from the local administrators group (leaving only the new account you'd created in the administrators group)
- † Create a user profile for each member of your house, as well as a guest account for house guests (if they are able to use your computer)
- † Use bookmarks or favorites when possible when going to banking web sites.
- † Create a different password for banking (or shopping) sites ...
- † Be wary of e-mails that don't look right or ones that ask for your personal information, when in doubt, feel free to ask me!



Peace of Mind

Have I Scared You Yet ??? :-D

Now, for some peace of mind ...

First, you're much more likely to have your credit card information stolen when you go to a restaurant than when you buy on - line ...

Second, unless you're holding on to top secret information, "good enough" security is all you should be looking at ... If a hacker needs more than 20 seconds to breach your machine, they'll go to the next machine in line instead ...

With online backups now available, you can backup your system over the internet in case anything happens!

Have FUN ... Computers aren't meant to be your nemesis ... they're a tool to allow us to get more out of life!

Class Review

Test Time !!!

Just Kidding ... But, the concepts below should now be clear to you ... if not, I'd recommend reviewing the information :)

...

Rule of 18 / Hardware / Software / Right Click / Left Click / Operating System / CTRL Key / Clipboard / Copy / Cut / Paste / Profile / Suites / E-Mail / Internet / Social Networking / Anti-Virus / My Documents

Questions

