



===== Helpline... 604 257 3811 ==

## **THE VCN USER NEWS...** YOUR 'ON-LINE' NEWSLETTER

View best in Window matching Header width in RICH TEXT HTML format - Or via VCN Home page Link

**VCN will NEVER request your password via email.**

**Further, VCN advises you NOT to email your account information to anyone.**

**Simply contact the VCN Help Desk, 411 Dunsmuir Street, 2nd Floor, Vancouver, BC, Canada**

**Open Monday to Friday, 10 AM to 4 PM ...voice: 604 257 3811 ...fax: 604 257 3808**

### **BREAKING NEWS FROM H.Q. ... By Izabela K.**

The Community Access Program (CAP) and Community Access Program Youth Initiative (CAPYI) will both be wrapped up by this month for the year 2009-2010. We have had a tremendous amount of success stories from interns and CAP sites and many of them have been highlighted on the CAPYI magazine, which can now be viewed as text only at <http://www.cap.vcn.bc.ca/capyimagazine/text>.

Funding has been reinstated for CAP for year 2010-2011, and VCN is in organizing effective means to keep public computer access sites alive beyond 2011. With 102 CAP sites currently we hope to bring our strengths and needs together to collaborate on ways to keep the computer access sites open beyond Industry Canada funding. ... And there's exciting news for our Web Design Team! ...See item later...

### **YOUR VCN BOARD...**



**The Head Table! ...L-R, Travis, Craig, Jim the Chair, Michael the Sec, Tony the Ed, and VP Richard. Not shown are Pedro, & Brendan, who were in the audience, and Treasurer Chantal, who could not attend.**

### **NOTES ON THE 2009 AGM...**

All present were impressed with the AGM and the speakers who communicated extremely well the many services VCN currently offers. We need to build on these via different channels in future... such as Tony's newsletter, website, channels accessed by non members and potential new members. We're pleased to say in this regard that the annoying broken link to the CAPYI blog site via the current VCN front page has been fixed.

Chairman Jim opened 2009 AGM to order at 6 pm, and after a brief welcome received approval of the meeting agenda, followed by acceptance of the 2008 AGM minutes. He then gave his comprehensible President's Report for which highlights are quoted earlier. There followed a detailed explanation of the auditor's report, and various staff reports on current programs.

### PETER ROYCE APPRECIATION...



A number of long time members spoke of their appreciation of the contribution the late Peter Royce made to VCN from the early days to the recent present. Sadly, Peter passed away far too soon on November 4<sup>th</sup>, 2009, at the age of 56. He hailed from the UK's West Mersey, across from Liverpool.

Peter recently received a Lifetime Achievement/Community Radio Legend Award from the National Campus and Community Radio Association, and a bench will be erected in his honour at the new Mount Pleasant Community Centre. He was a valued and active member of Vancouver Community Net, Vancouver Co-operative Radio, the Mount Pleasant Community Centre, Spartacus Books, and the Elizabeth Rogers Community Garden. ...Many friends gathered to remember him in mid November at the Rhizome Café, on East Broadway.

### VOLUNTEER RECOGNITION...



Volunteers Tolga, Tyler and Nader were presented with Appreciation Certificates, plus a box of Hedgehog chocolates each for their most welcome efforts with Technical Assistance and response on the VCN Help line. Nader was unable to attend the AGM but gladly accepted his Certificate and chocolates at a later date.

Vancouver Community Network would not be able to operate as efficiently as we do without our hard-working and dedicated volunteers, especially the ones who are with us on a daily basis, and so once again we thank Tolga, Tyler, Nader and all our other volunteers who help make the Help Desk possible. Thanks!

**Tolga & Tyler at the AGM presentation.  
Much appreciated Volunteers!**

### Nominations and Election of Directors...

No further director nominations were proposed from the floor, although one member agreed to consider being so appointed by The Board at a later date. Thus the incumbent directors were elected by acclamation, and were welcomed and thanked for their prior work to date. There followed a call for adjournment, which was approved, and after which everyone partook of the excellent pizza and other refreshments provided.

An informal open discussion followed with miscellaneous member business, questions and answers, etc. This provided a welcome opportunity for VCN members to mingle and do some 'net-working' with people of similar interests. A very satisfactory AGM for everyone all round

### KALIA'S CORNER...



**Kalia relaxes at the AGM...**

This will be my last column for a while, whilst I am away on maternity leave. It's been a great experience these last few years working with you all at VCN, so 'Thank You' for your welcome co-operation when things got tough. So, till I return, I'm pleased to welcome new staff member **Izabela K**, BA, CLA, who will be VCN Operations Coordinator for year 2010. I expect this item will be **IZABELA'S CORNER** next issue!

#### **A New Face...**

Izabela comes with impressive qualifications; she is a graduate of Simon Fraser University where she studied Economics, Political Science, and the Liberal Arts; and, in 2008 she completed the Job Leadership training at Douglas College in New Westminster.

She is also a Professional Member of The Canadian Women's Health Network, (CWHN) and Young Executives for Success, (Y.E.S.), which supports the organization 'Dress for Success'.

### **So... Welcome to Izabela K ....**

We are fortunate that Izabela came available to step in to my desk, as the work load is pressing and complex. 2010 promises to be an exciting year for VCN, with expansion of our Web Team's public presence, in modern facilities, to better serve B.C.'s 'None Profit' sector.

Izabela and Kevin will coordinate the operations of our CAPYI's program of enthusiastic young tech savvy people, to provide general technical support, network administration ...even web design and development. VCN will continue to place one or two technicians at the 411 Seniors Centre's second floor public internet access site, a long time 'hosting site' for CAP interns, thus boosting Help Desk staff to better assist VCN members with much needed technical support.



### **THE NEW WOODWARDS, VCN, and EVERYTHING...**

In September, Steven C, our Technical Services Coordinator, submitted a proposal to City Hall on our behalf, that VCN be approved to occupy some of the Non-Profit Generic Space being made available at the restored iconic Woodward's Building on West Hastings Street.

The plan proposed we relocate our 'Special Projects' office from the 411 Senior's Centre to Woodward's new open space, designed for more comfortable office space, house about six workstations, and be better placed to receive visitors. The goal here is to expand our contact with the community, heighten and focus our program delivery, and at the same time, contribute to the socio-economic health of the downtown Eastside neighbourhood.

### **VCN SPREADS A WIDER WEB...**



**The impressive 'New Woodward's' Atrium entry plaza. VCN's Web Team could be here!**

Since our activities are of interest to the general population, location at the Woodward's Building would allow us to amplify and extend our outreach to a greater community. Although there were numerous deserving applications for Woodward's space, thanks to

Steven's excellent submission, VCN was fortunate to make it to the short list, which went before City Council on Dec 3<sup>rd</sup>. There, with Andrea Reimer in the chair, after pondering for 38 minutes, Mayor Gregor Robertson and council unanimously passed a motion to approve the recommended list.

The advisory panel met again early this year to discuss further space allocations. VCN will be placed on the second floor of the Woodward's development, sharing the building with other non-profits and a daycare. The City has postponed the actual move-in date for all non-profits as they predict the building will be completed late summer 2010. We are extremely excited to occupy this beautiful space. ...So as Brendan says, we at VCN wholeheartedly congratulate Steven, Kalia, and all who helped with the hard work to obtain council approval for VCN's place in the most desirable high profile Woodward's complex.

**THE EDITOR'S KEYBOARD ... By Tony the Ed**  
**Handling Those Huge Picture Files via dial-Up...**

Remember, I'm a 'dial-up' internet user just like you. In the old days, no-one ever sent me any pictures. But now, with all these dinky Digi-Cameras etc, friends and relatives send me a gazillion pics of kid's hockey, birds at Steveston, or a family bike trip to Wreck Beach.

And like you, I get guff from those cool 'Hi-Speed' guys like... "Do'ncha have Broadbend?" or ... "Just get an Eye-Pod!" ... Whatever. ... Sigh! If your set up receives directly into MS Outlook Express, numerous such messages, could take an hour or two! So what to do?

I *always* preview my mail at VCN Web-Mail (or Squirrel Mail) ... at [www2.vcn.bc.ca](http://www2.vcn.bc.ca). This screen lists picture attachment sizes, and better yet, you can read, and reply to, the message, without viewing those huge megabyte pictures.

If the message window lists a bunch of pics totaling about 15 MB, (15 Megabytes,) the dial-up download at 3 minutes per megabyte, is about 45 minutes, plus the time you already spent pondering things. ... Plus another 45 mins for each such message! ... Frustrated yet? Your phone's tied up, and you need to call your podiatrist.

**THE ED'S SECRET ANSWER...**

I added a folder to my Web Mail screen titled VIEW LATER. Now, whenever I get a message with over 3 MB attached, I reply sweetly...

"Thanks for the lovely pics, I'll view them later." And send it off. ... Then, I MOVE the message into my new VIEW LATER folder. My inbox often contains 3 or 4 such messages. So now what? ... That depends.

If you're fortunate to have a Wireless/Wifi capable laptop, just take it to the nearest Wifi equipped Internet Café, Local Library, or community centre, and log on! There may be a user fee. ... VCN offers free Wifi access during normal office hours at 411 Dunsmuir, Vancouver downtown.

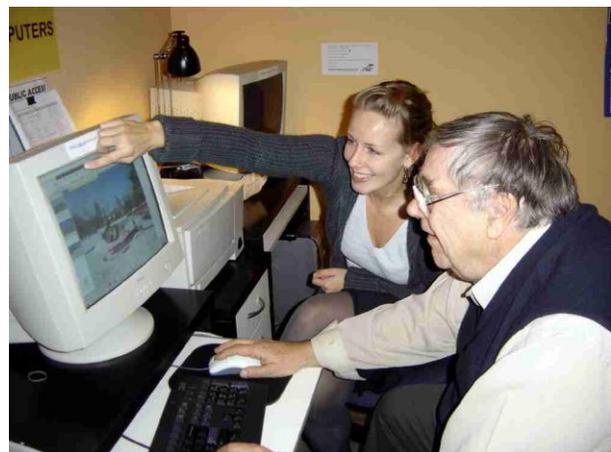
Desk-top users should visit a local CAP site, Public Library, local Community Centre, Senior Centre, some schools, and we hope some Royal Canadian Legions. Ask your local social centre to look into a VCN Public Access Computer, or PAC Site! These are hi-speed, so you can quickly view those family pictures, do a bit of Googling, etc.

Depending on your computer, experience level, you should be able to COPY these images to your CD, or USB Thumb-drive. ... Because of differing operating systems, you'll probably need assistance at first from someone at the site to do these things.

I had some difficulty confirming the download... However I'm advised the best way is to 'Copy to' my disk. To confirm you are really accessing your disk or T-drive, it's a good idea to have a few familiar picture files on your disk, so at the finish, you can verify the new stuff is there among your old files.

This all may seem like a lot of fussing, but if you receive a lot of large files, using CAP sites and Wifi is really a time saver... It's nice and social too

Enjoy our new issue... Cheers, Tony the Ed.



**CAPY Intern Shelley assists Tony the ED at Kits House high speed CAP site**

**FROM THE HELP DESK...**

**Computer Questions?** Drop in Friday with your questions! Show your photo ID to receive free dial-up Internet access (and a free @vcn.bc.ca email). Learn how to dial up to the Internet from your home.

**DIAL-UP CONNECTION PROBLEMS...**

There are a few basic areas where a Dial up problem can occur. Errors often occur between your computer and your modem, between your modem and our server, or our server does not accept your username/password.

Here are a few common **Error Codes** and the most common solution for them.

**678 - There is no answer.**

**Solution:** Check that you are dialing to the correct server. 604-638-0189 for regular VCN users

**680 - There is no dial tone.**

**Solution:** Ensure that your phone line is connected to a phone outlet and to the correct port on your modem, usually Line or Line In

**691 - Access denied** because username and/or password is invalid on the domain.

**Solution:** For VCN accounts, you only need the username and not the @vcn.bc.ca, also your username and password are both case sensitive

**797 - The modem could not be found.**

**Solution:** If your modem seems to be correctly installed and you receive this error, you need to install/update the driver for the modem

**Two other common problems** are software configuration and line quality.

Email programs such as Outlook, **sometimes automatically disconnect** you after it is done checking your email. This can usually be fixed in your email program's **General Settings**.

**If you are experiencing frequent random disconnections**, your line quality could be the problem. Try changing or shortening the phone line and remove any splitters.

**COMPUTER PROBLEMS????**

Call the VCN Helpdesk at 604-257-3811, Monday–Friday: 10:00AM to 4:00PM, or email [help@vcn.bc.ca](mailto:help@vcn.bc.ca) for free technical support via our Dial-up Internet Services. Telephone help may be easier if you have a Cel phone available.



**We are here to help!**

In addition, there are further lab hours for 411 Centre Members, Tuesday, Wednesday, and Thursday with help from different instructors. For the latest updates Read the 411 Senior Centre newsletters at... <http://www.411seniors.bc.ca/NewsPDF/index.htm>.

**Drop-In Help...** Every Monday, from 10AM to 4PM, except for holidays **Drop-in Help** sessions are held at 411 Senior Centre Society, 2nd Floor. Search for information, check email, and ask questions. VCN members and the public may simply 'drop in' to use the Internet, ask questions, or troubleshoot problems.

**VCN and the CAP, Community Access Program, have deployed 8 free wireless hotspots at various CAP sites. As new such Wifi sites are added, locations will be posted in the VCN newsletter and VCN's web site.**

- FREE WIRELESS SITES around Vancouver:**
- 411 Senior's Centre, 411 Dunsmuir St.
  - Kitsilano Neighbourhood House, 2325 West 7th Ave,
  - Purple Thistle Youth Centre, 260-975 Vernon Dr
  - Sheway Project of Vancouver, 533 East Hastings St.
  - Spartacus Books, 684 East Hastings St.
  - The Door is Open, 373 E. Cordova St. Vancouver

- AND IN SURREY...**
- Surrey/Delta Indo-Canadian Senior's Society, 209-7050, 120th St, Surrey
  - Sunrise Pavilion, 10341 135th St,

**MORE ON FREE GEEK...**

Those who read Vancouver's COURIER Dec 11<sup>th</sup> Newspaper would have seen the major cover story on our computer recycling friends, Free Geek! And what a story! Writer Cheryl Rossi's detailed story was spread over the three leading pages of their pre Christmas edition. Like WOW! ...Last VCN News I promised a follow-up report this issue, but have been totally 'scooped' as we say in the business. ...Well, as THEY say in the business. I just pretend. Sigh.

Free Geek and Vancouver Community Net have the same goals... to provide computer and internet access to average people at a more affordable economic level. Ifny Lachance, their outreach communications coordinator, is enthusiastic about these things... And as I found during my tour early last year, the cheerful workers are thrilled to know how their computers work, which is more than I can say!



**Free Geek's Disassembly & Evaluation line... and... the Recycled Computer Assembly line!**

The Free Geek Thrift Shop is at 1820 Pandora Street in East Vancouver, at Victoria near Powell. Tuesdays thru Saturday, 11am 6pm. Guided tours are every Wed & Sat 4pm sharp, and a genuinely educational experience! Recycling donation drop off is in the rear of the building's back lane... During open hours only please!

Rossi's headlines and content high-lighted the aspects of recycling safely whilst equipping their volunteers with skills and low-cost technology to cross the digital divide. Thus not only keeping toxic waste out of landfills, but allows deep discounts on recycled computers and associated stuff to volunteers who work over 12 hours over a 90 day period.

**LETTERS TO VCN....** Write us about anything vaguely related to VCN. Send to... [editor@vcn.bc.ca](mailto:editor@vcn.bc.ca)  
**READER'S LETTERS ARE DE-IDENTIFIED FOR VCN NEWS USE...**

Hi, I believe the marked word may be a typo?

The 2nd floor of 411 Dunsmuir St. holds two blazing-fast computers? Etc etc etc ...and an upcoming project to install Windows XP with Ubuntu on the same computer will give users experience in "**bleeding Edge**" open source technology. ...Jaffai

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The Ed's Response..... Hi Jaffai... Thanks for your query... "Do we offer 'bleeding edge' technology?" Sigh! ...Full Bleed' is a valid printing procedure, which, as a photo nut, I hoped to try next time I was by the VCN office. However, sadly, yes it was a typo. Sorry. ...Tony the Ed.

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Hello, Editor and Techies... Another woman and I asked about the possibility of high speed internet service through VCN. Your reply did not address this for either of us. Please let me/us know if there is a possibility of accessing high speed Internet service though you. ...Onni

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The Ed's Response..... Hello Onni & Another... This is a more complex question than one might imagine. Hi Speed access is only available via very sophisticated and resource rich servers, whose systems we would need to match, or re-sell. ...A VCN special committee is vigorously examining this, but for now our resources fall short of providing such a service both reliably or significantly less than is now commercially available.

Much also depends on the stability of CRTC regulations re the re-selling of Internet services, and our ability to fend off the present strong lobby to reduce such third party access. ... We will need everyone's help, and we shall see! Keep in touch! Tony the Ed

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Hi... Thanks for the newsletter -- may I suggest a couple of things for the next newsletter:

- \* An update on VCN and hotmail for the next newsletter. I notice that hotmail seems to have removed the "blacklist" status from VCN email lists for now, but I suspect that it's not permanent
- \*Instructions on how to change your password -- this may involve VCN tech people setting up an easier system. You encourage people to change passwords but it's impossible to do unless you know Lynx.
- \*Where is the 'Telnet' use information and portal?
- \* An **up to date** reminder about the system's update link on the front page.

All the best ...Penny G, at PovNet

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The Ed's Response..... Hi Penny... And thank you for your thoughtful response. I too found Hotmail worked smoothly for my visiting UK niece, who fielded about 150 emails a day on my laptop on her Hotmail account via VCN. ...I too had trouble finding the Telnet port, and these tecky suggestions have been passed to our VCN Staff to ponder. ...Cheers, Tony the Ed

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Hi VCN Ed... I was unable to open VCN NEWS normally by double clicking a shortcut icon, but was eventually successful with a 'Right Click' on a newsletter link, then 'Save target as...' to Desktop, and the file Popped right up. It's suggested I update my Adobe Reader 8 to the most current. A Yahoo search led me to Adobe 9.1 ...at 25+ MB. ... Which, on VCN dial-up promised a 3 hour download! Hence I passed.

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The Ed suggests taking your portable to an Internet Café to use their high speed, or a friend's Wifi, or maybe downloading to a CD at the library???? Any ideas VCN Help????

### **VCN welcomes our user's query letters....**

#### **MEMBER or COMMUNITY NEWS ANYONE...???**

This section invites short articles from members or allied groups about stuff related to VCN or with a focus on collaboration with VCN, Like Free Geek recycling or VONIC... How you use VCN services, or might use new services, in 300 to 500 words. Any budding Tech Writers out there? Send them to... [editor@vcn.bc.ca](mailto:editor@vcn.bc.ca) ...**We await your input! ...And finally, a reminder...**

#### **MEMBERSHIPS & DONATIONS...**

Your membership in the Vancouver Community Net is important to us, and we thank you for your financial support. Memberships are: \$25 Regular, \$40 Family, \$15 Low Income, \$75 Premium \$10/month Sustainer and \$200 Really Special!

**\*\*\* Donations of \$25 and over are tax deductible!**

#### **REPEATED IMPORTANT NOTE...**

A reminder until the new Telephone books come out... ..Sad to say, the current phone book listing for VCN is incorrect, and shows only our dial-up line, which gets you 'Fax whistle'. Not much good when seeking VCN information! ...Sigh! Even the address shown is not for VCN HQ at 411 Dunsmuir, but for the Vancouver Main Public Library, where our switching equipment is located. ...So we can't just tell people to look us up in the phone book!

The VCN Community e-mail & Web service is ideal for seniors who have obtained a new or used computer to keep in 'on line' touch with far off family and friends. I know that's what I did.

So please give possible VCN users our contact number 604 257 3811, or to visit us at the Senior Center, at 411 Dunsmuir, in downtown Vancouver. Thank you! And that's it!

CHEERS!!! ...Tony, your VCN Newsletter Chair

\* \* \* \* \*

**And Now... The FINE Print... VCN has increased security measures against spam and identity theft.** VCN users are reminded that for security reasons, having parts of the account name as the password is not recommended. There are various ways you can **request a new password.** You may come to the office with picture ID or phone the helpdesk at 604-257-3811.

Please note... The VCN file system requires a 6 to 8 digit password combination of numbers and letters...

#### **Please have the following information ready:**

For Individuals: - Name- Phone Number- VCN login- Keyword (mother's maiden name)- Your Birth date

For Groups: - Group Name- Contact Person Name- Contact Person Job Position- Phone Number- VCN login- Keyword

**The VCN USER NEWS is presently an occasional publication** by the Vancouver Community Network. Contributions in the form of articles, news items, letters and photo's are welcome, as are any comments. No payment is offered for any manuscripts, etc, submitted for publication here-in, and the opinions or advice are those of the authors. The Editor reserves the right to edit such submissions for brevity and clarity, without intentionally altering the meaning there-in. ...All rights are retained by the authors.