

# Bowie Seniors Computer Club Minutes for Oct. 16, 2008

Dan Lee presided.

## Presentation:

Emanuel D. "Manoli" Salpeas, Supervisor of BGE's Customer Support Team gave a presentation on how they support communications with the customer, workers in the field, and the BGE organization.

His team supports 20 computer applications including Vignette Portal for the BGE.com website. This includes a document management system to allow access to documents online.

General customer data (billing, credit, new service) is handled by the Customer Information System (CIS). Associated with that is GUIDance, a graphical user interface (GUI) for CIS. It is built to simplify access to the Call Center by using icons instead of commands.

The Outage Management System (OMS) collects customer outage calls, performs real time analysis, and assists in prioritizing and dispatching trouble jobs and planned outage work.

The Mobile Dispatch System sends work orders to Mobile Dispatch Terminals and laptops in the field.

Outage Maps display power outages showing how many customers have lost power in each area.

Someone asked if we should call and report an outage even though

we know or suspect that others have already called it in. Mr. Salpeas said that we should call it in because this gives the Call Center a more accurate count of customers without power and helps them determine where the cause is located. According to him, BGE has no automated reporting of outages.

Direct any questions regarding the BGE presentation to Dan Lee who will relay them to Mr. Salpeas.

## Computer Problems:

Sam Atcherson is a webmaster for a company. He's having a problem: He can't get past the source code to see the webpage. Bob Blum suggested changing the behavior of the pages that come up in Windows Explorer by selecting Options under the View tab and scrolling down until he's found an option that will give him what he needs. (In Windows XP, Folder Options is listed under Tools.) Eric Hein suggested that Sam open the browser first, and then open the file with the webpage.

Eric Hein mentioned that Open Office.org has just made available Version 3.0 of Open Office which is compatible up to and through Microsoft Office 2007. It is a free but lengthy download.

Eric has a problem with the two public computers in the main hallway. Windows too often shows a message that "There are unused icons on your desktop."

Vic Kiviat said that PC World recently published a method of getting rid of that annoying message. It referred to Microsoft Knowledge Base Article 306542:

<http://support.microsoft.com/kb/306542/en-us> (Hold down the

CTRL key as you click on this.)

Title: HOW TO: Use the Desktop Cleanup Wizard in Windows XP

"Item 5. Under **Desktop**

**cleanup**, click to clear the **Run Desktop Cleanup Wizard every**

**60 days** check box if you do not want the Desktop Cleanup Wizard

to automatically start every 60

days." We'll see if this worked

on the public computers. I was

under the impression that the

problem appeared on them much

more often than every 60 days.

Dennis Edgington reported that Comcast has increased their download speeds to 8.6 megabits per second and their upload speeds to 1.8 mb/s. Verizon says that they are also improving their service. Is competition working for us?

## Program Ideas:

The following three topics were suggested:

Quicken

Freeware

PDF applications for printing by actual or virtual printers.

Eric Hein suggested that presentations on computer applications start out with a discussion of the general features found in such applications before getting into the features and demonstration of any particular application.

# **Bowie Seniors Computer Club Minutes for Oct. 16, 2008**