

[Pop captions up]

Amber MacArthur: TODAY ON "THE LAB"

I'M AMBER MacARTHUR.

ARE YOU LOOKING FOR LOVE IN ALL

THE WRONG PLACES?

THE MOST INTERESTING DATING

SITES ONLINE.

[Pop captions down]

(Theme music: Digital, integrating dial-up modem)

[Pop captions up]

Leo Laporte: HEY, HOW ARE YOU?

GOOD TO SEE YOU AND WELCOME TO...

"(screechy noise)"

Leo: THAT'S LIKE FINGERNAILS

ON A CHALKBOARD, ISN'T IT?

Kate: "OOH."

Leo: WELCOME TO "THE LAB."

I'M SORRY, I DIDN'T MEAN TO DO THAT TO YOU.

Kate: (laughing)

Leo: IT'S TIM TAMS. LOOK AT THIS.

Kate: WHAT ARE THEY?

Leo: FROM BEA DRENNAN, NEW WEST, B.C.

I GUESS WE WERE TALKING ABOUT THESE.

THESE ARE VERY POPULAR IN

AUSTRALIA, YOU KNOW.

Kate: OKAY, I'VE NEVER HEARD OF THEM.

Leo: YES. WOULD YOU LIKE A TIM TAM?

WAIT A MINUTE, WHO'S BEEN

EATING MY TIM TAMS?

THEY'RE HALF GONE.

ARNOTT'S TIM TAMS.

Kate: THEY'RE LIKE PENGUIN BARS.

Leo: THEY PROBABLY ARE
PENGUIN BARS WITH A DIFFERENT NAME.

Kate: IN ENGLAND, YEAH, THEY'RE PENGUINS.

Leo: YEAH, YEAH.

OR LIKE Kit Kat.

I WON'T EAT THEM NOW BECAUSE
THERE'S NOTHING WORST THAN A
HOST... OOH, THAT DOES LOOK GOOD.

Kate: YEAH, THAT'S LIKE A PENGUIN.

Leo: YEAH. IS IT?

Kate: IN ENGLAND IT'S A PENGUIN.

Leo: IT'S A PENGUIN.

IS THERE AN ARNOTT'S IN ENGLAND?

Kate: I DON'T KNOW.

Leo: I BET IT'S THE SAME.

OH, WELL, ANYWAY.

Kate: (laughing)

Leo: THANK YOU TO BEA
DRENNAN FOR SENDING THOSE ALONG.
NOT THAT WE ARE SOLICITING FOR
FREE FOOD, BUT CHOCOLATE IS
ALWAYS WELCOME.

Kate: I DO LIKE DARK CHOCOLATE.

Leo: (laughing)

[Pop captions down]

Kate: THIS IS EPISODE 178.

KATE ABRAHAM, LADIES AND GENTLEMEN.

ALSO COMING UP, KATE MILBERRY

IS GOING TO TALK ABOUT OPEN

SOURCE SOFTWARE.

Kate: MM-HMM.

Leo: HOW DOES IT WORK?

HOW DOES IT -- WHY -- HOW -- I

DON'T, I DON'T -- IT'S FREE.

WHO'S -- ANYWAY, WE'LL TALK--

AMBER MacARTHUR'S GOING TO BE HERE.

Kate: YES.

Leo: I GUESS SHE'S LOOKING

FOR LOVE BECAUSE SHE'S GOING TO

TALK ABOUT DATING 2.0 WEBSITES.

Kate: WELL, SHE'S OBVIOUSLY

IN THE RIGHT PLACE, FLORIDA'S

LOOKING VERY WARM, VERY SUNNY.

Leo: OH, IT'S BEAUTIFUL OUT

THERE, OH, I'LL TELL YA.

AND THEN RYAN YEWELL, HOW DOES

HE FIND HIS JEWELS?

Kate: (laughing)

Leo: HE'S GOT SOME TIPS FOR

FINDING GREAT FREE FILES, THE

PLACES HE GOES.

Kate: MM-HMM.

Leo: HE'S GIVING TO GIVE YOU

ALL HIS SECRETS.

BUT THE MOST IMPORTANT PART OF

THIS SHOW IS THE CALLERS.

Kate: YES.

Leo: WE'VE GOT SOME GREAT ONES.

LET'S GET RIGHT TO THEM, WHAT

DO YOU SAY?

Kate: OKAY, ACTUALLY WE'RE

GOING BACK TO FLORIDA.

Leo: YEAH.

Kate: WE'RE GOING TO
KISSIMMEE, I HOPE I PRONOUNCED
THAT RIGHT, RATHER THAN KISSIMMEE.

Leo: I THINK IT'S KISSIMMEE.

Kate: I THINK IT'S KISSIMMEE, STEPHEN.

[Pop captions up]

Leo: STEPHEN - THANK YOU,
KATE -- IS IT KISSIMMEE OR KISSIMMEE?

Stephen: KISSIMMEE.

Leo: KISSIMMEE.

I'VE BEEN SAYING IT WRONG ALL THIS TIME.
HI, STEPHEN, WELCOME TO THE SHOW.

Stephen: HI. GOOD AFTERNOON.

Leo: WHAT CAN I DO FOR YOU TODAY?

Stephen: WELL, I LOVE THE
INTERNET AND I LIKE TO LISTEN
TO INTERNET RADIO.

Leo: (laughing) THAT SOUNDS LIKE A SONG.

" I LOVE THE INTERNET "

YES, AND YOU LISTEN TO INTERNET AUDIO?

Stephen: I LISTEN TO A LOT
OF THE INTERNET RADIO STREAMING --

Leo: MM-HMM.

Stephen: -- SHOWS.

Leo: MM-HMM.

Stephen: LIKE Magnatune, Pandora.

Leo: OH, YES, I KNOW WHAT
YOU'RE TALKING ABOUT.

Pandora IS A REALLY-- Magnatune
IS A KIND OF INTERNET MUSIC
SITE WHERE YOU CAN GET GREAT
INDEPENDENT MUSIC.

[Pop captions down]

Leo: Pandora IS AN INTERNET
RADIO STATION THAT'S AMAZING,
MIND BLOWING.

YEAH, THESE ARE ALL GREAT.
SO, WHAT'S THE PROBLEM?

Stephen: WELL, ALL I CAN SAY
IS THAT I'M HEARING STATIC
WHILE LISTENING TO THE
STREAMING AUDIO AND I'M NOT
QUITE SURE EXACTLY HOW IT HAPPENS.
I HAVE BROADBAND.

Leo: OKAY.
AND IT WORKS -- AND IT'S THE
SAME ON ALL OF THESE THINGS?

Stephen: YES, IT DOES.

Leo: AND WHEN YOU LISTEN TO
OTHER AUDIO ON YOUR COMPUTER,
YOU DON'T HEAR THAT STATIC?

Stephen: EXACTLY.

Leo: HM. AND IS IT A --
DESCRIBE THIS STATIC.
IS IT A POP, A CLICK, WHAT ARE
YOU HEARING?

Stephen: WELL, IT'S SOME OF BOTH.
I MEAN, IF I WERE TO KIND OF
GIVE IT ANY KIND OF RELATIVITY,
BACK IN THE DAYS WHEN THEY HAD
RECORDS --

Leo: MM-HMM.

Stephen: THE VINYL RECORDS
AND THEN YOU PUT THE NEEDLE ON,
YOU'D HEAR THOSE LITTLE --

Leo: (imitating static sounds)

Stephen: -- POPS AND CLICKS.

Leo: YEAH.

[Pop captions up]

Stephen: THAT'S WHAT IT SOUNDS LIKE.

Leo: HOW VERY ODD.

UM, SINCE OTHER AUDIO SOUNDS
FINE, WE KNOW THAT IT'S NOT
YOUR SPEAKERS, IT'S NOT YOUR
SOUND CARD, IT'S NOT YOUR SYSTEM.
IT MUST BE SOMETHING ABOUT STREAMING.

DOES IT DO IT ON ALL KINDS OF
STREAMING OR JUST SOME
STREAMING CHANNELS?

Stephen: WELL, SO FAR I HAVE
BEEN ABLE TO -- ON ALL.
LIKE, I CAN GO TO YouTube AND I HEAR IT.
I CAN HEAR IT ON Musicbox.

Leo: BOY, THAT'S ODD.

Stephen: I MEAN, YOU NAME
IT, EXCEPT FOR NOW WHEN I PLAY
CDs YOU NEVER HEAR IT.

Leo: YOU NEVER HEAR IT ON CDs.

[Pop captions down]

Leo: NOW, CDs, I HAVE TO
SAY, PLAY BACK IN A DIFFERENT.
CDs BYPASS YOUR SOUND CARD COMPLETELY.
THEY GET PLAYED DIRECTLY INTO
THE SPEAKERS.
THAT'S-- IF YOU LOOK INSIDE
YOUR PC, THERE'S A CONNECTION
FROM THE SOUND CARD THAT GOES
RIGHT TO THE CD PLAYER AND SO

IT JUST KIND OF -- IT
DOESN'T -- BECAUSE IT'S ALREADY
KIND OF DIGITIZED, IT DOESN'T
NEED ANY SOUND CARD SUPPORT.
SO, NOW I'M CURIOUS.
WHEN YOU PLAY BACK A DIGITIZED
SONG - DO YOU EVER HAVE
DIGITIZED SONGS THAT YOU PLAY
BACK WITH Windows Media Player?
A CD -- IN OTHER WORDS, A CD IS
NOT A GOOD TEST.

Stephen: OKAY.

Leo: I WANT YOU TO PLAY BACK
SOME AUDIO FROM YOUR HARD DRIVE --

Stephen: (laughing)

Leo: -- AND HEAR IF THAT CLICKS.

Stephen: OKAY.

Leo: SEE, A CD IS BYPASSING
THE A TO D CONVERSION OR IT'S
COMPLETELY BYPASSING THE SOUND CARD.
I CAN'T THINK OF ANY REASON WHY
STREAMING AUDIO WOULD HAVE ANY
STATIC AT ALL AND I'LL TELL YOU WHY.
IT'S DIGITIZED PACKETS THAT COME IN.
NOW, IT IS TRUE THAT STREAMING
AUDIO USES UDP INSTEAD OF TCP.
THERE'S TWO DIFFERENT INTERNET PROTOCOLS.
YOU'VE HEARD OF TCP/IP.
TCP IS MOST COMMONLY USED, BUT
FOR STREAMING AUDIO AND VIDEO
IT OFTEN USES UDP BECAUSE IT'S
FASTER, IT DOESN'T HAVE AS MUCH
ERROR CHECKING.

SO, UDP COULD CONCEIVABLY HAVE MORE ERRORS.

THAT'S WHY I WAS ASKING YOU WHAT KINDS OF STREAMS YOU'RE GETTING THIS ON, BUT STATIC SEEMS PRETTY UNLIKELY.

I THINK WE'RE GOING TO HAVE TO THINK THAT IT HAS SOMETHING TO DO WITH YOUR SOUND CARD AT THIS POINT.

A CD WOULDN'T BE A GOOD TEST.

A DVD WOULDN'T BE A GOOD TEST.

YOU HAVE TO PLAY BACK SOME AUDIO FROM YOUR HARD DRIVE.

NOW, IF YOU PLAY BACK AUDIO FROM YOUR HARD DRIVE AND YOU HEAR THAT STATIC, THEN IT IS YOUR SOUND CARD.

TELL ME A LITTLE BIT ABOUT YOUR COMPUTER.

HOW OLD IS IT?

[Pop captions up]

Stephen: IT'S PROBABLY ABOUT FOUR AND A HALF YEARS OLD.

Leo: OKAY.

DO YOU KNOW IF YOU HAVE A SEPARATE SOUND CARD OR IF THE SOUND IS COMING FROM THE MOTHERBOARD?

DO YOU -- WHEN YOU LOOK AT THE BACK OF THE-- I GUESS YOU CAN'T REALLY TELL FROM LOOKING AT THE BACK OF THE COMPUTER, BUT IF YOU HAD A SOUND CARD, THEN IT WOULD BE EASY ENOUGH TO REPLACE IT.

Stephen: YEAH. IT'S A Realtek 97.

Leo: OH, YEAH, THAT'S THE MOTHERBOARD VIDEO.

[Pop captions down]

Leo: WHAT I'M GOING TO SUGGEST YOU DO IS GO TO YOUR LOCAL COMPUTER STORE. YOU CAN GET A SOUND CARD CHEAP, LIKE 20 BUCKS - I MEAN REALLY CHEAP, THEY'RE NOT EXPENSIVE - AND PUT IT IN. WHAT'LL HAPPEN IS THE COMPUTER WILL SAY, OH, YOU'VE GOT A NEW SOUND CARD, IT'LL INSTALL DRIVERS FOR IT.

Windows WILL RECOGNIZE IT IN ALMOST ALL CASES AND YOU MAY OR MAY NOT HAVE TO DISABLE THE MOTHERBOARD SOUND IN THE BIOS. MOST OF THE TIME YOU DO NOT. I THINK THAT'S GOING TO FIX IT.

BUT THE DI-- THE ONE DIAGNOSTIC I WANT YOU TO DO IS TO DOWNLOAD SOMETHING, PUT IT ON YOUR HARD DRIVE AND PLAY IT BACK.

IN OTHER WORDS, NOT STREAM IT, NOT A CD, NOT A DVD, BUT SOME -- AN AUDIO FILE PLAYING FROM YOUR HARD DRIVE.

Stephen: WELL, I DID ANOTHER DOWNLOAD. I USED THE YouTube DOWNLOADER --

Leo: YEAH.

Stephen: -- AND TO GET A VIDEO.

Leo: MM-HMM.

Stephen: AND WHEN I CONVERT

IT TO AN MPEG FORMAT --

Leo: YEAH.

Stephen: -- THERE WAS NO STATIC IN THAT AUDIO.

Leo: DANGNABIT, NOW YOU'VE
RUINED MY THEORY. (laughing)

Stephen: (laughing)

Leo: SO, YOU DID PLAY THAT
BACK AND YOU DIDN'T HEAR THE STATIC?

Stephen: RIGHT.

Leo: "RRGH!"

I THINK THERE'S -- I STILL
THINK THAT IT'S SOMETHING TO DO
WITH THE SOUND CARD.
WHAT I THINK IS PROBABLY
HAPPENING IS THERE'S AN
INTERACTION OF SOME SORT
BETWEEN THE DRIVER FOR YOUR
SOUND CARD AND THE BUFFER THAT
THE INCOMING AUDIO IS USING.
YOU MIGHT GO ONLINE TO THE
MANUFACTURER OF THE COMPUTER,
SEE IF YOU CAN GET A LATER
Realtek DRIVER.
THAT MIGHT FIX THE PROBLEM.
IT'S A VERY UNUSUAL PROBLEM.
YOU SHOULDN'T HEAR ANY STATIC
ON DIGITAL SOUND COMING INTO
YOUR COMPUTER.
YOU JUST SHOULDN'T.

Stephen: THAT'S WHAT I THOUGHT.

Leo: YEAH, IT'S NOT LIKE
RADIO (laughing) WHERE YOU GET STATIC.
IF YOU HAD RADIO FREQUENCY, RF

RECEPTION AND THERE'S STATIC,
THAT'S NORMAL, BUT THAT'S NOT
WHAT'S GOING ON WITH STREAMING.
IT'S DIGITAL.

SO, I THINK WHAT YOU WANT TO DO
IS SEE IF YOU CAN FIND A NEWER
DRIVER FOR THAT AUDIO CARD.
IF NOT, MAYBE REPLACE THE AUDIO CARD.
I'M PRETTY SURE THAT'S GOING TO
FIX THE PROBLEM, I REALLY AM.
ALL RIGHT, STEPHEN?

Stephen: ALL RIGHTY.

Leo: HOW'S THE WEATHER IN KISSIMMEE?

Stephen: WELL, WE'VE GOT ABOUT 70 DEGREES.

Leo: BEAUTIFUL, SUN IS SHINING.

I'M ENVIOUS.

HAVE A GREAT DAY IN FLORIDA.
WE'RE GOING TO ACTUALLY GO BACK
TO FLORIDA IN JUST A BIT.
AMBER'S GOING TO TALK ABOUT DATING.

[Pop captions up]

Leo: BEFORE WE DO THAT
THOUGH, KATE MILBERRY IS HERE.
SHE'LL TALK ABOUT THE POLITICS
OF OPEN SOURCE.

HOW IS IT - HOW IS IT THAT OPEN
SOURCE IS SO SUCCESSFUL, IT'S
FREE SOFTWARE, AND PEOPLE
DONATE THEIR TIME?

WHAT IS THIS?

IS IT ANARCHY?

IS IT COMMUNISM?

WE'LL TALK ABOUT IT IN A

LITTLE BIT WHEN "THE LAB" CONTINUES.

YOU STAY RIGHT HERE.

[Music]

[BLACK/COMMERCIAL]

[Pop captions down]

(Theme music playing)

Leo: WELCOME BACK TO "THE LAB."

KATE MILBERRY IS HERE.

SHE IS AN ACTIVIST, POLITICAL

ACTIVIST, SOCIAL ACTIVIST,

COFOUNDER OF "ROOM MAGAZINE."

SHE EDITED THAT FOR SEVEN YEARS

OUT OF WINDSOR, ONTARIO, IS NOW

A DOCTORAL CANDIDATE AT SIMON

FRASER UNIVERSITY AND THE

AUTHOR OF THE GEEKS AND GLOBAL

JUSTICE WEBSITE, geeksandglobaljustice.com.

KATE, IT'S GOOD TO HAVE YOU BACK.

WELCOME BACK.

Kate Milberry: THANK YOU, YEAH.

Leo: ACTUALLY I'M GLAD WE

COULD TALK ABOUT THIS BECAUSE

IT'S OFTEN A POINT OF

INTERESTING SOMETIMES

CONTENTION THE NOTION THAT

SOFTWARE COULD BE FREE, COULD

BE OPEN SOURCE, THAT SOMEBODY

WOULD WORK SO HARD ON SOMETHING

AND NOT CHARGE YOU MONEY FOR IT.

WHY IS IT THAT THERE EVEN

EXISTS A FREE AND OPEN SOURCE

SOFTWARE MOVEMENT?

[Pop captions up]

Kate Milberry: WELL, I THINK
IF WE GO BACK TO RICHARD
STALLMAN, ONE OF THE ORIGINAL
MIT HACKERS, WHO WAS WORKING ON
THE PRECURSOR TO THE INTERNET,
WHICH WAS THE ARPANET, THERE
WAS A HACKER ETHIC THAT HAD
DEVELOPED WHICH WAS THIS
PRACTICE OF SHARING
INFORMATION, SHARING CODE,
HELPING ONE ANOTHER IN THEIR PROJECTS.

[Pop captions down]

Kate Milberry: AND STALLMAN REALLY REACTED TO THE
INCREASING SORT OF
CORPORATIZATION OF THE
COMPUTING INDUSTRY --

Leo: RIGHT, RIGHT.

Kate Milberry: -- AND SOFTWARE WAS BECOMING
PROPRIETARY, WHICH WAS THIS
WEIRD THING FOR ALL THESE HACKERS.
THEIR IDEA WAS THAT INFORMATION
WANTS TO BE FREE.

SO, HE FOUNDED THE FREE
SOFTWARE MOVEMENT IN 1983 AND
THIS IS HIS WEBSITE HERE FOR
THE FREE SOFTWARE FOUNDATION.

[Pop captions up]

Kate Milberry: AND IT WAS JUST TRYING TO PROTECT THESE
FREEDOMS OF THE USER, THE
FREEDOM TO RUN A PROGRAM FOR
WHATEVER REASON; THE FREEDOM TO
MAKE CHANGES TO STUDY THE
PROGRAM; THE FREEDOM TO

REDISTRIBUTE IT, TO SHARE IT
WITH YOUR NEIGHBOR, AND THE
FREEDOM TO MAKE IMPROVEMENTS
AND RELEASE THOSE IMPROVEMENTS
TO THE PUBLIC.

SO, THE IDEA OF FREE SOFTWARE
IS PROTECTING USERS' FREEDOMS.

Leo: RIGHT.

SO, IT REALLY IS POLITICAL.

FROM DAY ONE --

Kate Milberry: ABSOLUTELY.

Leo: -- IT'S ABOUT POLITICS.

IT'S ABOUT BEING AN ACTIVIST.

AND BY THE WAY, Linux WOULDN'T

EXIST WITHOUT THE FREE SOFTWARE FOUNDATION.

Kate Milberry: ABSOLUTELY.

Leo: THERE'S A HUGE AMOUNT
OF OPEN SOURCE SOFTWARE NOW AND
HUNDREDS OF THOUSANDS OF
PROGRAMMERS WORKING ON IT.
IT OBVIOUSLY HAS SUCCEEDED.

[Pop captions down]

Kate Milberry: YEAH, DEFINITELY.

AND THE -- RICHARD STALLMAN
DEVELOPED AN OPERATING SYSTEM,
THE GNU OPERATING SYSTEM --

Leo: RIGHT.

Kate Milberry: -- AND IT BECAME COMPLETE WITH THE Linux KERNEL.

Leo: RIGHT.

Kate Milberry: AND FROM THERE, THINGS REALLY I GUESS
SNOWBALLED AND --

Leo: IT HELPED THAT THE
INTERNET CAME ALONG AND ALLOWED

PEOPLE TO CONNECT.

Kate Milberry: ABSOLUTELY.

Leo: YEAH.

Kate Milberry: AND I THINK MOST USERS DON'T REALIZE THAT
THEY'RE PROBABLY USING FREE
SOFTWARE EVERY DAY IF YOU HAVE
Firefox AS YOUR BROWSER.

FOR EXAMPLE, THAT HAS 16% OF
THE WEB BROWSER --

Leo: RIGHT.

Kate Milberry: -- MARKET SHARE RIGHT NOW.
SO, IT'S --

Leo: IF YOU SURF THE NET,
EVEN IF YOU USE Microsoft
Windows AND Internet Explorer,
THOSE WEBPAGES ARE BEING SERVED OFTEN --

Kate Milberry: ABSOLUTELY.

Leo: -- BY Apache, AN OPEN SOURCE --

Kate Milberry: YEAH.

Leo: -- SOFTWARE PROJECT, YEAH.

Kate Milberry: YEAH.

SO, FOR USERS IT DOESN'T HAVE
TO BE POLITICAL, BUT WHAT
STALLMAN IS TRYING TO PROMOTE
IS THE IDEA THAT WE NEED TO
VALUE NOT JUST STUFF IS FREE.
SO, HE SAYS DON'T THINK OF FREE
BEER, DON'T THINK OF FREE
THINGS, THINK OF FREE SPEECH.

Leo: THAT'S IMPORTANT.

IT'S FREE AS IN LIBERATED --

Kate Milberry: YES.

Leo: -- NOT FREE AS IN NO COST.

Kate Milberry: ALTHOUGH THERE IS NO COST AS WELL AND THAT --

Leo: FREQUENTLY THERE'S NO COST, YEAH.

Kate Milberry: YEAH, AND THEREIN LIES THE CONFUSION.

Leo: YEAH, RIGHT.

Kate Milberry: WITH -- NOW,
IF YOU WANT TO TALK LITTLE BIT
ABOUT THE DISTINCTION BETWEEN
FREE SOFTWARE AND OPEN SOURCE,
THERE IS A DIFFERENCE AND SOME
OPEN SOURCE SOFTWARE CAN BE SOLD.

Leo: RIGHT.

WELL, WE JUST SAW MySQL, WHICH
IS A BIG OPEN SOURCE DATABASE,
SOLD TO Sun FOR \$1 BILLION.

Kate Milberry: YEAH.

Leo: I MEAN, THAT DOESN'T
SOUND LIKE POLITICAL ACTIVISM AT ALL.
IT SOUNDS LIKE PLAIN OLD CAPITALISM.

Kate Milberry: WELL, AND IT IS, BUT THE POLITICAL ASPECT IS
THAT THE CODE REMAINS OPEN AND
THAT THOSE FREEDOMS, THOSE FOUR
CENTRAL FREEDOMS --

Leo: RIGHT.

Kate Milberry: -- THAT ARE PROTECTED BY OPEN SOURCE AND
FREE SOFTWARE LICENSING, THEY
STILL REMAIN THERE.

SO, YOU CANNOT CLOSE DOWN
ACCESS TO ANY OPEN SOURCE SOFTWARE.

Leo: SO, Sun CAN'T BUY MySQL
AND SAY, OKAY, IT'S A
COMMERCIAL PRODUCT AND YOU
CAN'T MODIFY IT.

THE LICENCE REQUIRES THAT IT

STILL BE OPEN SOURCE.

AND WHAT DOES THAT MEAN TO
SOMEBODY LIKE ME WHO'S NOT A PROGRAMMER?

I'M NOT GOING TO GO AND TAKE,
YOU KNOW, MY WORD PROCESSOR
Open Office AND MODIFY THE CODE.

Kate Milberry: MM-HMM, ABSOLUTELY, AND NEITHER AM I.

Leo: RIGHT.

Kate Milberry: I'M JUST A SIMPLE USER.

I'M NOT ONE OF THESE --

Leo: BECAUSE I THINK A LOT
OF TIMES USERS SAY, WELL, SO
WHAT IF IT'S OPEN SOURCE.

Kate Milberry: MM-HMM.

I THINK -- I EQUATE OPEN SOURCE
WITH OPEN WEB AND INCREASINGLY
WE'RE SEEING THE WHAT I CALL
THE CLOSING DOWN OF THE WEB.

[Pop captions up]

Kate Milberry: SO, THE INCREASING CORPORATIZATION OF
WEBSpace AND RESTRICTED ACCESS
AND THERE IS TALK OF TWO TIERING --

Leo: MM-HMM.

Kate Milberry: -- INTERNET ACCESS AND SO FORTH.

SO THAT THE USER, IF YOU'RE --
YOU MAY BE UNAWARE OF IT, BUT
AT SOME POINT YOU MIGHT HAVE
YOUR ACCESS TO EITHER SPEED OR JUST --

Leo: RIGHT.

Kate Milberry: -- SPACE ON THE INTERNET RESTRICTED OR DENIED.

[Pop captions down]

Leo: WELL, AND WHEN
COMPANIES LIKE Microsoft START

TO SET WEB STANDARDS,
PROPRIETARY COMMERCIAL WEB
STANDARDS THAT THEY OWN, THAT
REALLY LIMITS WHAT THE REST OF
US CAN DO.

WE HAVE TO -- IT'S Microsoft'S
WAY OR THE HIGHWAY.

Kate Milberry: ABSOLUTELY.

Leo: AND THAT'S NOT WHAT WE WANT.

Kate Milberry: NO, I DON'T THINK SO.

I THINK WE WANT TO DEFEND THE
IDEA AND I BELIEVE THAT FREE
SOFTWARE DOES THIS, THE IDEA OF
THE WEB AS AN OPEN AND
ACCESSIBLE PUBLIC SPHERE.

Leo: RIGHT.

Kate Milberry: A PUBLIC VIRTUAL SPHERE, IF YOU WILL,
THAT IT'S ACCESSIBLE TO ALL AND
IT'S NOT DEPENDENT ON WHETHER
YOU CAN AFFORD IT OR NOT.

Leo: I OFTEN THINK OF IT AS
SOMETHING LIKE THE HIGHWAY
SYSTEM WHERE IT'S ALMOST
REQUIRED THAT IT BE OPEN, THAT
IT BE AVAILABLE TO ALL, THAT'S
HOW THE ECONOMY FUNCTIONS,
YOU CAN HAVE COMMERCIAL
ENTERPRISES, YOU CAN HAVE
TRUCKERS AND WE CAN DRIVE OUR
OWN CAR --

Kate Milberry: MM-HMM.

Leo: -- BUT YOU NEED KIND OF
A BASIS OF OPEN NONPROPRIETARY,

NONCOMMERCIAL SOFTWARE TO KEEP
THE INTERNET FLOWING, TO KEEP IT WORKING.

Kate Milberry: ABSOLUTELY.

AND I THINK THE IMPORTANT THING
TO REMEMBER ABOUT INFORMATION,
IT'S A NONDEPLETABLE RESOURCE.

SO IF I HAVE SOME INFORMATION
AND THEN I SHARE THAT WITH YOU,
I STILL HAVE THE INFORMATION.
UNLIKE IF I HAVE AN APPLE AND I EAT IT --

Leo: RIGHT.

Kate Milberry: -- THEN YOU HAVEN'T -- YOU KNOW, SORRY, BUT
YOU'RE OUT OF LUCK.

Leo: RIGHT.

Kate Milberry: AND SO THIS
IDEA OF PRIVATIZING INFORMATION
IS REALLY ANTITHETICAL TO --

Leo: HOW CAN YOU OWN BITS?

Kate Milberry: WELL, CLEARLY IN OUR SORT OF SOCIETY YOU CAN
OWN ANYTHING.

Leo: RIGHT.

Kate Milberry: I MEAN, WE'RE TALKING ABOUT PRIVATIZING WATER --

Leo: RIGHT.

Kate Milberry: -- AND WHAT IS NEXT, THE AIR WE BREATHE, I MEAN.

Leo: RIGHT.

Kate Milberry: BUT ARE THERE
SOME FUNDAMENTAL THINGS THAT WE
AS A SOCIETY BELIEVE SHOULD BE
OPEN AND AVAILABLE TO ALL?

Leo: RIGHT.

Kate Milberry: AND WE HAVE SAID, YES, THERE ARE THINGS
THAT WE VALUE COMMUNALLY --

Leo: YES.

Kate Milberry: -- AND THAT WE BELIEVE SHOULD BE ACCESSIBLE TO ALL CITIZENS REGARDLESS OF CLASS, THE ABILITY TO PAY AND SO ON.

Leo: RIGHT.

I THINK IT'S VERY, VERY IMPORTANT.
YOU HAVE A WEBSITE WHERE PEOPLE CAN GO TO FIND OUT MORE ABOUT FREE SOFTWARE, YES?

[Pop captions up]

Kate Milberry: YES, THIS FREE SOFTWARE DIRECTORY IS FROM THE FREE SOFTWARE FOUNDATION.

Leo: FREE AS IN LIBERATED,
NOT FREE AS IN FREE BEER.

Kate Milberry: THAT'S RIGHT, FREE AS IN FREE SPEECH.
YOUR ABILITY TO HAVE YOUR ESSENTIAL FREEDOMS IN CYBERSPACE, AS WELL AS IN REAL SPACE.
AND SO YOU CAN GO HERE AND CHECK OUT SOME VARIOUS PROJECTS AND SO ON.

[Pop captions down]

Kate Milberry: AND ALSO, IF YOU JUST WANT TO CHANGE YOUR BROWSER TO Firefox, WHICH I DID.

Leo: I HIGHLY RECOMMEND THAT, YEAH.

Kate Milberry: IT'S AS EASY AS CLICK OF A BUTTON.

Leo: YEAH.

Kate Milberry: CLICK OF A MOUSE THERE SO YOU CAN DOWNLOAD IT FOR FREE AND IT INSTALLS AND HAS ALL SORTS OF PLUG-INS AND UPDATES AND IT'S REALLY...

Leo: WHO KNEW THAT WAS A POLITICAL ACT? (laughing)

Kate Milberry: AND IT IS. IT ABSOLUTELY IT.

Leo: IT IS. SUPPORT OPEN STANDARDS FREE

SOFTWARE BECAUSE IT'S GOOD FOR
ALL OF US.
IT NEEDS TO EXIST.

I COULDN'T AGREE MORE.

[Pop captions up]

Leo: KATE'S SITES ARE [actlab - A-C-T-L-A-B - .org](http://actlab.org).

THAT'S THE PROJECT YOU'RE DOING
AT SIMON FRASER UNIVERSITY.

Kate Milberry: YEAH, WITH Dr. ANDREW FEENBERG, MM-HMM.

Leo: THAT'S EXCITING.

AND geeksandglobaljustice.com.

AND I'M GLAD THAT THERE ARE
PEOPLE LIKE YOU WHO CAN BRIDGE THIS GAP.

A LOT OF TIMES THE GEEKS WHO
WORK IN OPEN SOURCE

SOFTWARE - STALLMAN IS A VERY
GOOD EXAMPLE - AREN'T GREAT AT
TALKING ABOUT IT, YOU KNOW.

HE'S VERY PRICKLY.

Kate Milberry: MM-HMM.

Leo: I'VE INTERVIEWED HIM
MANY TIMES, HE'S A BRILLIANT GUY --

Kate Milberry: MM-HMM.

Leo: -- AND HE'S CHANGED THE
WORLD, BUT HE MAY BE NOT THE
BEST AT EXPLAINING HIS IDEAS,
SO IT'S GOOD THAT PEOPLE LIKE
YOU EXIST TO HELP US UNDERSTAND IT.

THANK YOU, KATE, I REALLY APPRECIATE IT.

Kate Milberry: THANK YOU, LEO, MY PLEASURE.

[Pop captions down]

Leo: AND RIGHT ON.

I MEAN, IT'S SOMETHING WE TALK

ABOUT ON THE SHOW ALL THE TIME.

THERE ARE PLACES FOR STANDARDS,
PLACES FOR COMMERCIAL SOFTWARE,
BUT ULTIMATELY NONPROPRIETARY,

OPEN, FREE IS VERY IMPORTANT

FOR ALL OF US TO HAVE AN

ECOLOGY THAT WE CAN PARTICIPATE IN.

ALL RIGHT, WE'RE GOING TO TAKE A BREAK.

COMING UP IN JUST A BIT, MORE

OF YOUR CALLS, BUT FIRST, WHAT

THE TECH IS THAT?

WE'VE ZOOMED IN ON SOMETHING

YOU'D FIND AROUND THE LAB.

SEAN CARRUTHERS DOES IT WITH

HIS SUPER-DUPER MACRO LENS.

WHAT COULD IT BE?

WELL, STICK AROUND.

WE'LL ZOOM OUT AND FIND OUT

WHEN "THE LAB" CONTINUES.

[Music]

[BLACK/COMMERCIAL]

[Pop captions down]

Leo Laporte: OKAY.

THAT'S A CLOSE UP OF SOMETHIN',

SOMETHIN' YOU'D COMMONLY FIND

AROUND "THE LAB," BUT WHAT

THE HECK, WHAT THE TECH IS IT?

[Pop captions up]

Leo: WHY, THAT'S THE Doomsday Device USB.

(laughing) WE HAD A LOT OF FUN

WITH THAT.

I REMEMBER THAT VERY WELL

ON A FEW-- THAT WAS THE ONE

WHERE YOU FLIP THE SWITCHES,
TURN THE KEY AND IT EXPLODES, RIGHT?

Sean: YEAH.

[Pop captions down]

Leo: NOT REALLY.

IT JUST MAKES AN EXPLOSION SOUND.

THAT'S A LOT OF FUN.

I WOULD NOT HAVE GUESSED THAT ONE.

HE DOES SUCH A GOOD JOB WITH

THAT MACRO LENS.

NOW, LET'S ASK KATE ABRAHAM FOR

ANOTHER-- OH, WE'VE GOT A

CALLER, I THINK.

Kate: WE HAVE A GREAT CALLER.

THIS IS ADM.

Leo: A FIDDLER.

Kate: YEAH, ADM WITH NO "A".

SO, A-D-M.

Leo: OKAY.

Kate: FROM HAMILTON, ONTARIO.

[Pop captions up]

Leo: HEY, ADM.

Adm: HI, LEO.

Leo: HOW ARE YOU?

ARE YOU A FIDDLER?

Adm: UH, YES, I'M A VIOLINIST, YEAH.

Leo: I'M SORRY, I SHOULDN'T

CALL YOU A FIDDLER, A VIOLINIST.

Adm: THAT'S OKAY.

Leo: (laughing) IT LOOKS LIKE FUN.

WHAT CAN I DO FOR YOU TODAY?

Adm: WELL, IT'S KIND OF A CURIOUS SITUATION.

I SEEM TO HAVE FIXED A PROBLEM,

BUT I'M KIND OF CURIOUS AS TO
WHAT TO DO NOW.

Leo: OKAY.

Adm: I HAD A REALLY BIG
SCARE ABOUT TWO MONTHS AGO
WHERE I THOUGHT THAT I WAS
GOING TO LOSE EVERYTHING ON MY
BIG STORAGE HARD DRIVE.

Leo: YEAH.

Adm: SO, ALL MY PICTURES, MY
MOVIES, MY MUSIC.

Leo: OOH.

Adm: SO, I DID A BUNCH OF
RESEARCH AND DIGGING AROUND.
IT TURNS OUT THAT IT WAS JUST
MY MASTER BOOT SECTOR WAS CORRUPT.

Leo: OH, INTERESTING.

Adm: SO, I WAS ABLE TO COPY
MY BACKUP BOOT SECTOR TO THE
PRIMARY ONE AND IT FIXED THE PROBLEM.
AND THEN ABOUT THREE WEEKS
LATER BASICALLY THE SAME THING
HAPPENED AND -- BUT IT WAS BOTH
BOOT SECTORS WERE CORRUPT AND I
WAS ABLE TO WRITE A BRAND NEW ONE.
SO, NOW I'M CURIOUS IS THIS
GOING TO KEEP HAPPENING?
IS MY DRIVE DYING?

[Pop captions down]

Leo: WELL, THAT'S A GOOD
QUESTION, WHY IS YOUR MBR DYING?
NOW, THE MASTER BOOT RECORD IS
THE VERY FIRST SECTOR ON THE

HARD DRIVE AND IT'S KIND OF CRITICAL.

IT'S WHAT THE OPERATING
SYSTEM - ACTUALLY, WHAT THE
HARDWARE USES TO LOAD THE
OPERATING SYSTEM.

SO, THE VERY FIRST THING THAT
HAPPENS WHEN A COMPUTER BOOTS
UP IS THE BIOS WAKES UP.

IT'S A VERY PRIMITIVE PROGRAM.

[Pop captions up]

Leo: IT SAYS, "OH, I'M A
COMPUTER AND I'VE GOT, YES,
DISK DRIVES.

LET'S SEE WHAT'S ON THEM.

LET'S JUMP TO THE FIRST SECTOR."

[Pop captions down]

Leo: THE FIRST SECTOR SAYS -
IT'S PROGRAM ESSENTIALLY, A
VERY SMALL ONE THAT SAYS, "YES,
AND WE HAVE OPERATING SYSTEMS
AND GO THERE TO LOAD IT."

NOW, IF SOMETHING GOES WRONG ON
THAT MASTER BOOT SECTOR,
WHAT'LL HAPPEN IS THE BIOS WILL
JUMP UP AND SAY, "I'M A
COMPUTER, HERE'S DISK DRIVE,
LET'S LOAD AN OPERATING SYSTEM
AND THEN THAT'S IT, NOTHING WILL HAPPEN."

YOU'LL GET A BLINKING QUESTION
MARK OR THE COMPUTER WILL SAY
"NO OPERATING SYSTEM PRESENT",
WHICH IS WHAT I PRESUME THE
ERROR MESSAGE YOU WERE GETTING?

Adm: NO, NOT AT ALL BECAUSE
MY OPERATING SYSTEM IS ON A DIFFERENT DRIVE.

Leo: WELL, THEN YOU DON'T NEE-- OKAY.

AH, I KNOW WHAT'S GOING ON NOW.

IT'S NOT YOUR MASTER BOOT
RECORD, IT'S YOUR PARTITION
TABLE, WHICH IS ALSO LOADED
INTO YOUR MBR.

SO, IF THE PARTITION TABLE GETS
DAMAGED, NO PROBLEM, YOU'RE NOT
GONNA HAVE TO LOAD A OPERATING
SYSTEM FROM THAT, BUT WHAT'LL
HAPPEN IS YOU CAN'T SEE WHAT'S
ON THE DRIVE.

SO, WHAT DID THE DRIVE LOOK LIKE?
IT LOOKED LIKE IT WAS UNFORMATTED?

Adm: BASICALLY WHEN I
CLICKED ON IT, IT SAID DRIVE IS
NOT FORMATTED.

Leo: YEAH.

Adm: WOULD YOU LIKE TO FORMAT NOW?

Leo: YEAH, THAT'S A BAD
PARTITION TABLE, WHICH IS ALSO
STORED THERE.

SO, WHY WOULD YOUR PARTITION
TABLE GET CORRUPT?

WELL, THAT'S AN E-- THAT CAN
HAPPEN FOR A LOT OF DIFFERENT
REASONS, IT HAPPENS ALL THE
TIME AND IT IS KIND OF CATASTROPHIC.

IT DOESN'T MEAN YOUR DATA IS
NOT THERE AT ALL.

IT'S NOT EXACTLY LIKE THE FAT

IS BEING DESTROYED, THE FILE ALLOCATION TABLE, THE TABLE OF CONTENTS, BUT IT'S KIND OF LIKE THAT.

IT'S THE PARTITION RECORD WHICH SAYS THIS IS WHERE THE DRIVE IS, THIS IS WHAT THE GEOMETRY OF THE DRIVE IS, THIS IS HOW IT'S PARTITIONED.

IF THERE'S NO INFORMATION, THE COMPUTER CAN'T READ THE CONTENTS OF THE DRIVE.

IT SAYS, I'M SORRY, WE'VE GOT TO REFORMAT THIS AND CREATE A NEW PARTITION TABLE.

FIXING THE MBR WITH A GENERIC PARTITION TABLE PROBABLY ISN'T A GOOD IDEA, SO IT'S LUCKY YOU HAD A BACKUP.

THERE COULD BE SOME VARIOUS REASONS.

IT COULD BE THAT THE DRIVE IS STARTING -- THAT THAT SECTOR THAT IT'S STORED ON IS FLAKEY.

BUT THE FACT THAT YOU WERE ABLE TO REWRITE IT AND IT WORKED FOR A WHILE AND THEN IT STARTED GOING BAD AGAIN, IT SOUNDS LIKE SOMETHING MORE SERIOUS IS GOING ON.

THE DRIVE IS CORRUPTING ITS PARTITION TABLE, THAT COULD BE A SOFTWARE PROBLEM, THAT COULD BE A PROGRAM THAT YOU'RE RUNNING.

IT COULD BE A LOT OF DIFFERENT THINGS.

HOW LONG DID IT TAKE BEFORE IT

CORRUPTED AGAIN?

Adm: ABOUT THREE WEEKS.

AND WHEN IT CORRUPTED AGAIN, IT
WAS BOTH THE BACKUP AND THE MBR
WERE NO GOOD.

Leo: "AUGHH."

Adm: I WAS USING A PROGRAM
CALLED TestDisk, WHICH WAS, YOU
KNOW, PHENOMENAL.
IT MEANT THAT I DIDN'T HAVEN'T
TO TRY AND USE DATA RECOVERY TO
RECOVER (indiscernible).

Leo: YEAH, YEAH, IT WAS ABLE
TO REBUILD THAT.

UM, YEAH, THAT'S -- YOU KNOW,
IT'S CAUSE FOR CONCERN.

I WOULD CERTAINLY BACK UP ALL
YOUR DATA.

YOU MIGHT WANT TO LOOK AT
GETTING ANOTHER DRIVE.

WHAT I GENERALLY DO, AND THIS
IS NOT -- YOU KNOW, I RECOMMEND
THIS PROGRAM TO PEOPLE, BUT THE
PROBLEM IS IT COSTS MORE THAN A
NEW DRIVE DOES, SO SOMETIMES
IT'S NOT A GOOD CHOICE FOR
PEOPLE, BUT IT'S A PROGRAM THAT
STEVE GIBSON, WHO IS A REGULAR
ON THE SHOW, CREATED CALLED
SpinRite, S-P-I-N R-I-T-E.

NOW, IT'S ABOUT 80 OR 90 BUCKS,
THAT'S THE PROBLEM, YOU CAN GET
A NEW DRIVE FOR THAT PRICE.

SO --

Adm: WELL, THE FIRST
THING -- THE FIRST THING I DID
WAS I WENT OUT AND GOT AN
EXTERNAL TERABYTE, SO PROBLEM SOLVED.

Leo: GOOD.

SO, YOU'RE GOING TO BE BACKED UP.
WHAT SpinRite DOES IS IT GOES
THROUGH ALL THE SECTORS OF THE DRIVE.
IT'S NOT A FILE RECOVERY PROGRAM.

[Pop captions up]

Leo: IT WON'T RECOVER --
IF YOUR OPERATING SYSTEM HAS
CORRUPTED THE DATA, IT WON'T
RECOVER IT IN THAT SENSE.

Leo: WHAT IT REALLY IS IS A
DISK MAINTENANCE PROGRAM.
IT ACTUALLY TESTS THE DISK AT A
VERY LOW LEVEL.

[Pop captions down]

Leo: IT WOULD TEST THOSE
MASTER BOOT RECORDS AND SEE IF
THEY ARE USABLE AND THEN FIX THEM.
NOW, THE FACT -- I DON'T KNOW
IF YOUR HARD DRIVE IS GOING BAD
OR IF THERE'S SOME SOFTWARE
CORRUPTING IT.

AND THAT'S THE PROBLEM, THAT'S
THE THING WE CAN'T TELL.
WHAT VERSION OF Windows ARE YOU USING?

Adm: XP.

Leo: I MEAN, IT COULD BE THE
OPERATING SYSTEM IS DOING THIS

TO YOU, BUT I DO THINK IT'S
PROBABLY TIME FOR A NEW DRIVE.
THE ADVANTAGE OF SpinRite IS
IT'LL TEST THE DRIVE AND TELL
YOU ABSOL-- WITH ABSOLUTE
CERTAINTY WHETHER IT'S THE
DRIVE THAT'S THE PROBLEM OR
SOMETHING ELSE IS THE PROBLEM,
BUT IT'S SO MUCH MONEY THAT
IT'S PROBABLY CHEAPER JUST TO
BUY A NEW DRIVE AND LEAVE IT AT THAT.
I CERTAINLY WOULDN'T TRUST THAT DRIVE.
I THINK IT'S GOING TO CONTINUE TO HAPPEN.
PROBABLY THE DRIVE'S GOING BAD,
ADM, IS I GUESS MY ANSWER.
CAN'T BE SURE UNLESS YOU RUN
SOMETHING LIKE SpinRite ON IT,
BUT PROBABLY THAT'S WHAT'S GOING ON.

Adm: THAT'S FINE.

I HAVE THREE INTERNAL DRIVES
AND AN EXTERNAL NOW, SO.

Leo: YEAH, YOU DON'T WANT TO
LOSE YOUR MUSIC, I MEAN THAT'S THE THING.
MAKE BACKUPS, USE OTHER DRIVES
AND JUST DON'T TRUST THAT 300.

Adm: ALL RIGHTY.

Leo: OKAY?

Adm: ALL RIGHT, THANKS SO MUCH.

Leo: THANKS A LOT, I APPRECIATE IT.
IT'S HARD FOR ME TO TELL
EXACTLY WHAT'S WRONG IN A CASE LIKE THAT.
IT COULD BE THAT THE PARTITION
TABLE IS GETTING CORRUPTED BY

SOME SOFTWARE THAT'S RUNNING.

Sean: YEAH.

AND IF IT'S IN ANOTHER SEPARATE
DRIVE COMPLETELY, IT COULD EVEN
BE A BAD CABLE INSIDE THE CASE, TOO.

Leo: THAT'S A VERY GOOD POINT.

LET'S SAY IT'S AN EXTERNAL-- I
THINK IT'S AN EXTERNAL DRIVE,
IF THAT CABLE IS BAD, YOU KNOW,
IT'S WRITING, WRITING, WRITING
AND ALL OF A SUDDEN IT GOES
"LHH!" AND THAT COULD RUIN
THE PARTITION TABLE.

SO, THAT COULD BE -- IT COULD
BE SOMETHING LIKE THAT.

YOUR -- THAT'S A VERY GOOD
POINT, IT COULD BE JUST BAD
CABLING, SOMETHING TO LOOK AT ALSO.

[Pop captions up]

Leo: WE'RE GOING TO TAKE A BREAK.

AMBER MacARTHUR IS COMING UP.

I GUESS SHE'S LOOKING FOR LOVE.

SHE'S GOING TO DO A REVIEW OF
THE NEW DATING SITES, DATING

2.0, BUT FIRST LET'S TAKE OUR

QUIZ QUESTION OF THE DAY.

IN WHICH YEAR WAS LIGHT FIRST
USED AS A CARRIER MEDIUM FOR AN
AUDIO SIGNAL?

BASICALLY FIBEROPTICS, RIGHT?

IS THAT WHAT WE'RE TALKING ABOUT OR NOT?

OPTICAL CABLES, RIGHT?

OPTICAL AUDIO.

WAS IT '81, '65, '52 OR 1880?

I DON'T KNOW.

LET'S THINK ABOUT THAT.

AND I'LL TELL YOU WHAT, WHEN

WE COME BACK A LITTLE LATER

ON WE'LL TELL YA AS "THE LAB" CONTINUES.

[Music]

[BLACK/COMMERCIAL]

[Pop captions down]

(Theme music playing)

Leo Laporte: WELCOME BACK TO "THE LAB."

LOOK WHO'S HERE, AMBER

MacARTHUR, MY FAVORITE CO-HOST.

HI, AMBER, HOW ARE YOU?

SHE'S IN FLORIDA, LOOK AT THIS.

Amber: I KNOW.

Leo: OUT IN THE SUNSHINE, I'M JEALOUS.

Amber: IT'S BEAUTIFUL.

IT'S NICE TO HAVE MY LAPTOP

NEAR THE OCEAN AND BE HANGING OUT.

Leo: WELL, IT LOOKS LIKE YOU

MUST BE LOOKING FOR LOVE

BECAUSE WE'RE GOING TO COVER

DATING SITES TODAY.

[Pop captions up]

Amber: WE SURE ARE.

AND IF YOU REMEMBER A COUPLE OF

YEARS AGO ON "CALL FOR"

"HELP\AWE TALKED A LOT

ABOUT SOME OF THE BIG DATING

SITES OUT THERE, LIKE Lavalife

AND SOME OF THE OLD KIND OF

INDUSTRY STANDARDS.

[Pop captions down]

Amber: WELL, AS WE BOTH
KNOW, THERE IS A LOT OF WEB 2.0
SITES THAT ARE TRYING TO TAKE
ADVANTAGE OF THE DATING SCENE
AND THE FIRST ONE WE'RE GOING
TO TALK ABOUT IS
crazyblinddate.com.

[Pop captions up]

Leo: I THINK YOU LOOK AT THE
SUCCESS OF match.com AND WHAT'S
THE ONE, plentyoffish.com.
THEY'RE --

Amber: BUT -- YEAH, THEY'RE REALLY SUCCESSFUL.

[Pop captions down]

Leo: THEY MAKE SO MUCH MONEY
THAT OTHERS ARE COMING ALONG
AND SAYING, WELL, WE'VE GOT TO
CREATE SOMETHING THAT IS IN
THAT SPACE BUT ISN'T THE SAME.
Crazy Blind Date IS CRAZY.

Amber: IT'S CRAZY.

YOU KNOW, AT THE END OF THE DAY --

Leo: WHAT'S THE PREMISE?

Amber: IT LOOKS LIKE
EVERYBODY WANTS LOVE AND
THEY'RE WILLING TO TRY NEW
THINGS AND I CAN'T SAY THAT I
WOULD LIKE TO TRY Crazy Blind
Date, BUT IT'S AN INTERESTING CONCEPT.
THE IDEA IS THAT YOU GO ON THE
SITE AND YOU PICK ONE OF FOUR
CITIES WHERE YOU'RE LIVING, IT

WORKS WITH SAN FRANCISCO AND
AUSTIN AND A COUPLE OF OTHER
CITIES IN THE U.S. AND
EVENTUALLY HOPEFULLY IN CANADA.
AND YOU PICK THE CITY AND THEN
YOU DECIDE THAT YOU WANT TO GO
ON EITHER A CRAZY BLIND DATE
WITH ONE PERSON OR ON A CRAZY DOUBLE DATE.

Leo: (laughing)

SO, IF IT'S A DOUBLE DATE,
WOULD IT BE SOMEBODY YOU KNOW
AND THEN A COUPLE OF STRANGERS
OR WOULD IT BE ALL STRANGERS?

Amber: I THINK YOU COULD DO
A COMBINATION OF THINGS.
I THINK THERE IS SOME FLEXIBILITY.
ONE THING I WILL SAY ABOUT
crazyblinddate.com IS THEY'VE
DONE A REALLY GOOD JOB OF
DESIGNING THE SITE, SO THEY
ACTUALLY MAKE IT VERY KIND OF
FUN AND I THINK IT'S VERY
TEMPTING WHEN YOU FIRST LOOK AT IT, SO.

Leo: IT IS FUN.

YEAH, LOOK, SO I CAN CHOOSE -
GREAT, DO YOU HAVE A FRIEND
THAT YOU WANT TO GO WITH?
YES.

AND WE'RE SITTING TOGETHER?
NO, BUT -- YES, BUT I'M ALONE.
NO, I'D LIKE TO GO WITH
STRANGERS, SO NOW WE'RE GOING
TO HAVE A CRAZY BLIND DATE.

WHAT, TONIGHT?

YOU CAN CHOOSE TONIGHT,
TOMORROW, OR SOME OTHER TIME.

Amber: EXACTLY.

SO, YOU COULD CHOOSE WHEN YOU
WANT TO GO ON YOUR CRAZY BLIND
DATE OR OBVIOUSLY THEY'RE
TRYING TO PLAY OFF THE FACT
THAT A LOT OF PEOPLE LIKE TO DO
BLIND DATES IN THEIR LIVES AND
SO THIS IS A CONCEPT THAT
THEY'RE TRYING TO TAKE ONLINE.
I WAS TERRIFIED WHEN I FIRST
HEARD OF THIS SITE.

WE INTERVIEWED THE FOUNDERS ON
OUR PODCAST net@nite AND I TOLD
THEM I WOULD NEVER DO IT IN A
MILLION YEARS, BUT I GUESS NOT
EVERYBODY FEELS THE SAME WAY.

Leo: LOOK, YOU CAN EVEN
PUT -- HERE'S A MAP OF SAN
FRANCISCO, SO YOU CAN CHOOSE
WHERE YOUR DATE IS GOING TO BE.

OKAY, I GUESS I'LL DO IT IN
SAN FRANCISCO PROPER.

LET'S SEE IF I -- WELL, LET ME
SEE, OH, MILLBRAE, HOW ABOUT
THAT, OKAY?

AND I'M GONNA CHOOSE THAT AND I
COULD SAY WHAT TIME IT'S GOING TO BE.
THIS IS A FUN SITE TO PLAY WITH.
IT'S ACTUALLY KIND OF TEMPTING.

Amber: IT REALLY IS AND I

THINK WHAT'S NEAT ABOUT IT IS
THAT IT'S -- THE CONCEPT IS
VERY EXCITING FOR A LOT OF
PEOPLE WHO ARE VERY BRAVE.
I WOULD CAUTION PEOPLE THAT IF
YOU ARE GOING TO GO TO THE SITE
AND YOU'RE GOING TO TRY IT OUT,
THAT YOU WANT TO MAKE SURE THAT
YOUR BLIND DATE IS IN A PUBLIC
PLACE WHATEVER YOU DO.

[Pop captions up]

Leo: (laughing) YEAH.

CRAZY IS RIGHT, BUT I HAVE TO
SAY I KNOW SOME PEOPLE WHO HAVE
USED THIS AND WHO LOVE IT.
IT'S FOR PEOPLE WHO ARE
SPONTANEOUS, WANT TO HAVE FUN.
IT'S NOT NECESSARILY TO FIND LOVE.
JUST TO HAVE FUN AND MEET PEOPLE.

[Pop captions down]

Amber: EXACTLY.

AND I THINK FOR A CERTAIN
PERSON AS LONG AS THEY'RE SAFE,
I THINK IT'S A GREAT SITE.
I KNOW SOME WOMEN LIKE MYSELF
MAY BE A LITTLE BIT INTIMIDATED BY IT --

Leo: RIGHT.

Amber: -- BUT THERE ARE
WOMEN OUT THERE WHO USE IT.
I THINK WE'VE TALKED TO A FEW OF THEM --

Leo: YEAH.

Amber: -- AND THEY ABSOLUTELY LOVE IT AND IT'S A
FUN WAY FOR THEM TO MEET NEW PEOPLE.

AND, YOU KNOW, ALL THESE
DIFFERENT WEBSITES THAT ARE IN
THE DATING WORLD, THEY TEND TO
HAVE DIFFERENT AUDIENCES AND
DIFFERENT COMMUNITIES.

Leo: RIGHT.

Amber: SO IF YOU SPEND ALL
YOUR TIME AND YOU'VE GONE
THROUGH THE PEOPLE AT PLENTY OF
FISH, YOU CAN MOVE ONTO ANOTHER SITE.

Leo: EXACTLY, JUST, YOU KNOW, MIX IT UP.

Amber: EXACTLY.

Leo: NOW, WHAT'S DIFFERENT ABOUT woome.com?

[Pop captions up]

Amber: OKAY, woome.com AND
THERE'S ANOTHER SPEED DATING SITE AS WELL.
THIS IS A TOTALLY INTERESTING CONCEPT.
NOW, THE IDEA IS YOU CAN DO
SPEED DATING ONLINE.

DO YOU KNOW WHAT SPEED DATING IS?

[Pop captions down]

Leo: THAT'S WHERE YOU MEET
SOMEBODY FOR 30 SECONDS AND
DECIDE WHETHER YOU LIKE THEM OR
NOT AND THEN MOVE ON?

Amber: EXACTLY.

SO, YOU'RE SITTING AND THERE'S
SOMEONE RIGHT ACROSS FROM YOU
AND THEN YOU TALK TO THEM AND
THEN YOU --

Leo: ANDY WALKER USED TO DO THIS.

Amber: YES, EXACTLY, AND
THEN YOU MOVE ONTO THE NEXT PERSON.

SO, IT'S A REALLY QUICK WAY OF
JUDGING, YOU KNOW, BASED ON
YOUR INSTINCT, IF YOU HAVE SOME
KIND OF CONNECTION WITH SOMEONE.
WELL, NOW woome, WHICH IS THE
BEST SITE OUT THERE I'VE SEEN
FOR SPEEDING DATING HAS DONE
THIS IN AN INTERACTIVE
ENVIRONMENT AND SO FAR I THINK
IT'S BEEN PRETTY SUCCESSFUL WITH USERS.

Leo: SO, I WOULD CLICK ON --
THERE'S A SESSION STARTING IN A MINUTE.
SO, I WOULD CLICK ON THAT.
I COULD CHOOSE FOR FUN OR WILL
YOU BE MY WOO DATE?
AND THEN WHAT, I'M GOING TO
JUST SEE A BUNCH OF VIDEOS ONE
AFTER THE OTHER?

Amber: YEAH.
WHAT YOU'RE GOING TO SEE IS
YOU'RE GOING TO BE ABLE TO GO
THROUGH VIDEOS ONE AFTER ANOTHER.
SO, YOU KIND OF JOIN THIS ROOM
THAT'S LIKE A WOO ROOM.

Leo: OH, IT'S LIVE CHAT.

Amber: IT'S LIVE CHAT.
SO, YOU DON'T HAVE TO HAVE A
WEB CAMERA, ALTHOUGH THEY ADMIT
THAT IT'S MORE FUN IF YOU USE A WEB CAMERA.
AND YOU COULD HAVE LIVE CHATS
WITH PEOPLE OR VIDEO CHATS AND
YOU SPEND 60 SECONDS WITH THEM.
AND THEN AT THE END OF 60 SECONDS --

Leo: OH, BOY.

Amber: -- YOU HAVE THE
OPTION TO SAY THIS PERSON HAS
WOODED ME AND I WANT TO PUT THEM
ON MY LIST OF PEOPLE I MIGHT
WANT TO GET IN TOUCH WITH OR
SAY, NO, THIS PERSON HASN'T
WOODED ME AT ALL.
THEY HAVE --

Leo: YOU KNOW, I LIKE THIS
BECAUSE THE PROBLEM WITH SPEED
DATING IS THAT YOU'RE RIGHT
THERE AND IT'S HARD TO REJECT
SOMEBODY YOU'RE RIGHT IN FRONT OF.
THIS WOULD BE A LOT EASIER TO
GET A QUICK SENSE OF SOMEBODY
AND SAY WHETHER THEY'RE ON YOUR
LIST OR NOT.

Amber: YEAH.

LEO, AND IF YOU HAVE JUST A FEW
SECONDS TO PLAY THE VIDEO AT
THE TOP RIGHT, THERE'S A GIRL
WHO DOES A DEMO OF THE SITE --

Leo: I'M PLAYIN' IT, YEAH.

Amber: -- THROUGH REJECTING PEOPLE.

Leo: SHE REJECTS EVERYBODY?

Amber: A COUPLE OF PEOPLE.

Leo: WELL, LET'S GO BACK
AGAIN A LITTLE BIT BECAUSE
SHE'S MEETING PEOPLE RIGHT HERE.

Male 1: "IT'S PRETTY COOL.
ALMOST AS COOL AS ME AND THAT TIME..."

Leo: NO THANKS. (laughing)

Male 2: "NEBRASKA?

DO YOU GUYS SNOWBOARD
AT ALL IN NEBRASKA?"

Girl: "ACTUALLY, YEAH, I LOVE TO SNOWBOARD.
WHAT ABOUT YOU?"

Male 2: "OH, ABSOLUTELY LOVE SNOWBOARDING."

Girl: "(laughing)"

Leo: SHE'S WOOED.

HEY, THAT'S KIND OF COOL.

Amber: IT IS KIND OF COOL.

YOU KNOW WHAT'S SO FUNNY IS
THAT I FIND A LOT OF WEBSITES
DON'T DO A REALLY GOOD JOB
THEIR VIDEO TUTORIALS --

Leo: MM.

Amber: -- IN TERMS OF EXPLAINING HOW SOMETHING
WORKS, BUT THEY DID A REALLY
NICE JOB OF THAT AND I THINK IT
GETS PEOPLE MORE INTERESTED.
BUT WHAT I NOTICED AND I PICKED
UP WHEN I WATCHED THE END OF
THAT VIDEO, THAT IF YOU DECIDE
THAT YOU WANT TO GET IN TOUCH
WITH THE PEOPLE WHO HAVE WOOED YOU --

Leo: UH-HUH.

Amber: -- YOU ACTUALLY HAVE
TO PAY 1 DOLLAR TO GET IN TOUCH WITH THEM.

Leo: THERE'S THEIR MODEL.

Amber: THERE'S THEIR MODEL.

Leo: SO, YOU DON'T PAY FOR
ANYTHING UNTIL YOU WANT TO GET
IN TOUCH WITH THEM.

Amber: I THINK THAT MAKES SENSE.

I MEAN, THAT WOULD BE GREAT IF
YOU COULD GO ON A DATE AND THEN DECIDE --

Leo: YEAH.

Amber: -- YOU DIDN'T WANT TO
PAY FOR DINNER BECAUSE YOU
DIDN'T LIKE THEM.

Leo: YEAH. NO MONEY.
IT WAS A LOSER, NO MONEY.

[Pop captions up]

Amber: (laugh) EXACTLY.

Leo: I LIKE -- THIS, I
ACTUALLY AM IMPRESSED BY THIS.
IT'S W-O-O-M-E .com.

[Pop captions down]

Amber: YEAH, I THINK
DESIGN-WISE AND I THINK AS FAR
AS THE FUNCTIONALITY THEY'VE
MADE IT SO IT'S ALMOST, IT
FEELS LIKE A MORE SAFE
ENVIRONMENT IN THE SENSE THAT
YOU ARE IN DISTANCE TO THIS PERSON.

Leo: YEAH.

Amber: YOU GET TO SEE THE
PERSON SO IT'S BETTER THAN
THOSE OTHER DATING SITES WHERE
PEOPLE LIE ABOUT THEIR WEIGHT
AND THEIR AGE AND ALL THOSE
OTHER DETAILS.

Leo: YEAH.

[Pop captions up]

Amber: AND YOU GET TO
ACTUALLY SEE IF YOU HAVE ANY
TYPE OF CHEMISTRY ONLINE WITHIN

A REALLY QUICK PERIOD OF TIME.

Leo: VIDEO IS A GREAT -- I
MEAN, VIDEO CHAT IS A GREAT WAY
TO DO THAT.

I MEAN, YOU REALLY ARE MEETING
WITH THIS PERSON.

NOW, HERE'S speeddate.com.

THIS IS REAL SPEED DATING.

Amber: YEAH, EXACTLY AND
IT'S FUN TOO BECAUSE YOU GET TO
GO THROUGH IT SO REALLY QUICKLY.
YOU CAN JUST CLICK ON THE
BUTTON IF YOU DON'T LIKE THE PERSON --

Leo: RIGHT.

Amber: -- AND JUST SKIP ON OVER THEM.

[Pop captions down]

Amber: SO, I THINK IT'S A MORE INTERESTING CONCEPT
THAN SOME OF THE OTHER SITES.
AND THERE IS A THIRD SITE ON
THE LIST AS WELL WHICH IS ALSO
A SPEED DATING SITE AND I WOULD
SAY THAT WooMe IS A LOT BETTER
THAN THIS, BUT YOU CAN SEE THAT
THE WHOLE CONCEPT HAS KIND OF
HIT THE WEB IN A BIG WAY.

Leo: YEAH.

SO, THIS ONE IS THE SAME IDEA
WHERE IT'S VIDEO OR IS THIS ONE
IN REAL PERSON?
IT LOOKS LIKE YOU ACTUALLY
WOULD GO SOMEWHERE AND MEET
SOMEBODY FOR THIS ONE.

Amber: YEAH, I THINK YOU CAN

ACTUALLY GO SOMEWHERE AND MEET SOMEONE.

Leo: YEAH.

Amber: AND YOU CAN CONNECT WITH THEM AND SORT OF CHAT WITH THEM ONLINE, BUT IT DOESN'T GO TO THAT EXTRA DISTANCE THAT WooMe DOES WHERE YOU HAVE THE KIND OF VIDEO CHATS AND THE REAL SENSATION THAT YOU ARE AT A SPEED DATING TYPE EVENT AND YOU'RE GOING THROUGH IT.

SO, WooMe IS THE BEST ONE IF PEOPLE WANT TO TRY SOMETHING OUT.

Leo: I AGREE, WooMe LOOKS GREAT. NOW, LET ME ASK YOU, HAVE YOU ACTUALLY USED ANY OF THESE?

Amber: NO, LEO, I'M -- YOU KNOW WHAT, THE WHOLE ONLINE DATING THING KIND OF INTIMIDATES ME A LITTLE BIT.

Leo: SHE DOESN'T NEED ONLINE DATING. SHE'S GOT SUITORS EVERYWHERE AROUND THE WORLD.

SHE'S AMBER MacARTHUR --

Amber: AW.

Leo: -- FOR CRYING OUT LOUD.

Amber: YOU'RE STILL CHARMING, LEO, THAT'S GOOD.

Leo: (laughing) AMBER, YOU'RE THE GREATEST.

[Pop captions up]

Leo: WATCH HER ON HER OWN VIDEO PODCAST, commandn.tv, GREAT VIDEO PODCAST, COMES OUT EVERY WEEK, AND SHE AND I DO AN

AUDIO PODCAST WHERE WE CHAT
WITH ONE ANOTHER.

IT'S CALLED net@nite AND YOU
CAN FIND THAT ON TWiT.tv.

AND I'M GLAD YOU COULD BE ON
THE SHOW NOW DOING THIS.

THIS WORKS REALLY WELL.

THANK YOU, AMBER.

Amber: ANYTIME, LEO.

Leo: ALL RIGHT, WE'LL SEE YOU SOON.
TAKE CARE.

Amber: OKAY, THANK YOU, BYE.

Leo: COMING UP, MORE OF YOUR CALLS.

"THE LAB" CONTINUES RIGHT AFTER THIS.
STAY RIGHT HERE.

(incidental music)

Man (in control room): 8, 7, 6, 5, COMMERCIALS, 4, 3, 2, 1.

[BLACK/COMMERCIAL]

[Pop captions down]

(Theme music playing)

Kate Abraham: HEY, WELCOME

BACK TO "THE LAB WITH LEO."

I'M KATE ABRAHAM AND NOW IT'S
TIME FOR MY TIP OF THE DAY.

NOW, WE'RE ALL TRYING TO LIVE
HEALTHIER LIFESTYLES AND I'VE

GOT A GREAT SITE CALLED

mayoclinic.com, WHICH IS A HUGE

ENCYCLOPEDIA OF HEALTHY TIPS

AND TRICKS TO LEAD A BETTER AND
HEALTHIER LIFE.

[Pop captions up]

Kate: IT'S A REALLY COOL SITE.

THE GREAT THING IS IT'S
ACTUALLY A LOT OF PEOPLE WHO
ARE OBVIOUSLY PHYSICIANS AND
DOCTORS ARE INVOLVED WITH THIS SITE.
AND WHAT IT IS, IT'S LIKE A
HUGE DATABASE OF DISEASES AND
CONDITIONS THAT YOU CAN CLICK
THROUGH, EVEN A SYMPTOM
CHECKER, WHICH IS GREAT.

[Pop captions down]

Kate: OBVIOUSLY RATHER THAN
GOING TO THE DOCTOR AND PICKING
UP ANOTHER ILLNESS WHILST
YOU'RE IN THE WAITING ROOM, YOU
CAN CHECK HERE.

THERE'S ALSO THE OPTION OF
CHECKING OUT SOME VIDEOS WITH
REGARDS TO DISEASES,
CONDITIONS, MEDICAL PROCEDURES,
THAT KIND OF THING.

SO, IT'S A VERY COOL
ENCYCLOPEDIA OF MEDICAL ISSUES.

Leo: THE GOOD THING IS, I
MEAN, THERE'S SO MANY MEDICAL
SITES ON THE NET --

Kate: YEAH.

Leo: -- BUT YOU KNOW IT'S
THE MAYO CLINIC.
THIS IS GOING TO BE
AUTHORITATIVE --

Kate: ABSOLUTELY.

Leo: -- AND IT'S GOING TO BE
VALUABLE AND ACCURATE.

Kate: YES.

Leo: NOW, I KNOW A LOT OF
DOCTORS BOTH LOVE AND HATE THE INTERNET.
THEY LOVE IT THAT THEIR
PATIENTS CAN GET INFORMATION --

Kate: YEAH.

Leo: -- BUT ALSO PATIENTS
WILL COME IN WITH CRAZY STUFF
THAT THEY'VE --

Kate: (laughing)

Leo: -- READ ON THE INTERNET.
SO, SEND THEM HERE.

Kate: EXACTLY.

Leo: THIS IS AT LEAST, YOU KNOW, GOING TO BE AUTHORITATIVE.

Kate: IT'S A GOOD STARTING POINT AT LEAST.

Leo: YEAH, YEAH, YEAH. mayoclinic?

Kate: mayoclinic.com.

Leo: .com.

Kate: YES.

Leo: GOOD FOR THEM FOR DOING
THAT, THAT'S GREAT.
NOW, LET'S GET ANOTHER CALLER
ON THE AIR.

Kate: OKAY, WE'RE ACTUALLY
GOING TO ADELAIDE IN SOUTHERN
AUSTRALIA AND THIS IS BRIAN AND
WE ARE GOING TO TALK TO HIM ON Skype.

Leo: HELLO, BRIAN!

Brian: HEY, LEO, HOW ARE YOU?

Leo: WOW, I'M GREAT AND YOU
SOUND GREAT TOO.
WHAT CAN WE DO FOR YOU TODAY?

[Pop captions up]

Brian: HEY, LEO, I'M RUNNING
A LAPTOP COMPUTER AND I'VE GOT
THREE USB PORTS.
AND IF I RUN MY WEBCAM AND MY
HEADSET AND THE USB MOUSE AT
THE SAME TIME, I GET A LITTLE
BALLOON POP UP AND IT TELLS ME
THAT I'VE EXCEEDED THE BANDWIDTH.

Leo: YEAH, THAT'S --

BRIAN: HOW DO I OVERCOME THIS PROBLEM?

Leo: THAT'S SOMETHING NEW IN
Windows THAT THEY'VE ACTUALLY
STARTED PAYING ATTENTION TO THAT.
IT SAYS BANDWIDTH, NOT POWER?

[Pop captions down]

Brian: IT SAYS BANDWIDTH EXCEEDED.

Leo: HM, THAT'S INTERESTING.
I MEAN, THERE IS A LIMITED
AMOUNT OF BANDWIDTH PER USB
ROOT HUB, SO IT'S POSSIBLE THAT
YOU -- I MEAN, THAT'S -- I
GUESS A CAMERA, MICROPHONE,
YEAH, IT'S A LOT OF BANDWIDTH.
I MEAN IN THE PAST IT'S SEEN
THAT POWER -- I'VE NEVER SEEN
THE BANDWIDTH ONE.
I MUST -- I MUST NOT BE USING
ENOUGH BANDWIDTH.

[Pop captions up]

Leo: THE GOOD NEWS IS THAT
IT DEPENDS ON YOUR COMPUTER,
BUT MANY, MANY COMPUTERS HAVE
MULTIPLE USB CHIPS IN THEM.

THEY OFTEN HAVE TWO.

SO, IF YOU HAVE A SECOND USB
ROOT HUB, YOU COULD USE IT.

[Pop captions down]

Leo: YOU MIGHT TRY PLUGGING
SOME OF THOSE THINGS INTO OTHER USB PORTS.
FOR INSTANCE, DOES YOUR
COMPUTER HAVE USB PORTS ON THE
FRONT AND THE BACK?

Brian: YEAH, ON THE BACK AND THE SIDE.

Leo: YEAH, YOU MIGHT TRY
MOVING IT TO ANOTHER PORT ON
OTHER SIDE, JUST TRYING TO FIND
THE SECOND CHIP SET.
IF THAT WORKS, THEN YOU'RE GOLDEN.
IF IT DOESN'T, WELL, I DON'T
KNOW EXACTLY WHAT YOU COULD DO.
I MEAN, I THINK YOU'RE --
THERE'S NO OTHER WAY AROUND
THAT EXCEPT GETTING A SECOND COMPUTER.
YOU'RE USING A CAMERA, A
MICROPHONE AND WHAT ELSE?

Brian: A CORDLESS MOUSE.

Leo: SO, YOU'RE USING -- ARE
YOU USING THOSE NOW AS WE TALK?

Brian: I'M ONLY USING TWO OF THE THREE.

Leo: YEAH.

SO, AS SOON AS YOU PLUG THAT
THIRD ONE IN, THAT'S WHEN IT
ALL GOES WRONG?

Brian: YES, CERTAINLY.

Leo: YEAH. I WOULD JUST TRY PLUGGING THEM
INTO DIFFERENT PORTS ON THE

COMPUTER AND HOPING THAT THE
COMPUTER HAS DUAL USB CHIPS, AS MOST DO.
SO, MOST WILL GIVE YOU THAT
OPPORTUNITY AND THEN YOU SHOULD BE OKAY.
BUT IF YOU ONLY HAVE ONE USB
CHIP, YOU'RE OUT OF LUCK.
YOU CAN ONLY PUT SO MUCH DATA
DOWN THAT USB PATH.

Brian: OKAY.

I WAS WONDERING IF A USB HUB
WOULD SOLVE THE PROBLEM?

Leo: WELL, IT WOULDN'T
BECAUSE ULTIMATELY THAT USB HUB
IS GOING INTO THE SAME PORT ON
YOUR COMPUTER, RIGHT.
IT'LL GIVE YOU -- IT'S SOLVE
THE POWER ISSUE.

IF YOU GET THAT ERROR MESSAGE
AND WE FREQUENTLY GET THAT,
USING TOO MUCH POWER, THEN
HAVING A POWERED USB HUB WILL
SOLVE THAT, BUT IT'S NOT GOING
TO SOLVE THE BANDWIDTH ISSUE.
YOU ONLY HAVE A CERTAIN AMOUNT
OF, YOU KNOW, BANDWIDTH
USB IS CAPABLE OF HANDLING.
AND IF YOU USE TOO MUCH, YOU
COULD STILL USE IT, YOU CAN I
CAN ANOTHER THAT THING, BUT
WHAT WILL HAPPEN IS YOU'LL GET
IMAGE DROPOUT ON YOUR PICTURE
OR AUDIO DROPOUT.
OR WORSE, IF YOU'RE USING A

HARD DRIVE, YOU MIGHT GET --
AND THAT'S WHERE YOU REALLY
WANT TO WATCH OUT, YOU MIGHT
HAVE SOME HARD DRIVE ISSUES AND
YOU CERTAINLY DON'T WANT THAT.
YOU COULD HANDLE, YOU KNOW,
DROPOUT ON THE PICTURE OR
HANDLE A DROPOUT ON THE AUDIO,
BUT THE HARD DRIVE YOU DON'T
WANT TO MESS WITH.
ALL RIGHT?

Brian: NO, DEFINITELY.

THANK YOU VERY MUCH.

Leo: HEY, GREAT PICTURE,
GREAT SOUND, IT'S AMAZING.

ALL THE WAY FROM DOWN UNDER.

THANK YOU VERY MUCH FOR
CALLING, I APPRECIATE IT.

AND THANK YOU, KATE, FOR
GETTING THAT ONE SET UP.

Brian: THANK YOU, LEO.

Leo: NOW I'M GOING TO TAKE A
WALK OVER HERE BECAUSE WE ARE
GOING TO TAKE A LOOK AT A CAMERA.

Sean: YEAH, WE'VE GOT ANOTHER USB.
ACTUALLY, THE USB PROBLEM CAN
BE REALLY, REALLY SEVERE IF
YOU'VE GOT A USB 1.1, IF YOU'VE
GOT ONE OF THE OLDER PORTS.

Leo: THAT WOULD REALLY BE A PROBLEM.

Sean: THAT WOULD REALLY BE A PROBLEM.

Leo: YEAH.

Sean: SO, IF IT'S A DESKTOP

MACHINE, YOU HAVE USB 1.1, YOU CAN SOLVE THAT POTENTIALLY BY BEING UP TO A USB 2 CARD.

Leo: I DIDN'T EVEN THINK THAT.

THAT'S ANOTHER SOLUTION.

EVEN IF HE IS USING THE USB 2 AND HE'S GETTING THE BANDWIDTH ISSUE, ANOTHER WAY TO GET ANOTHER USB CHIP SET WOULD BE TO BUY, THEY'RE CHEAP, THEY'RE 10, \$20 --

Sean: RIGHT.

Leo: -- BUY A USB CARD, THAT'S A WHOLE NEW CHIP SET, A WHOLE NEW -- YOU KNOW, THAT GOES ON THE PCI SLOT, WHICH HAS PLENTY OF BANDWIDTH. THAT'S OF COURSE THAT'S THE SOLUTION.

Sean: YES.

AND IF YOU'VE GOT A NOTEBOOK COMPUTER, YOU CAN OFTEN PUT IT IN THE PC CARD SLOT ON THE SIDE AS WELL.

Leo: PC CARD SLOT, YEAH.

Sean: YOU CAN GET TWO EXTRAS.

Leo: THIS IS A USB CAM.

Sean: YES.

Leo: Creative HAS REALLY BEEN UPGRADING THEIR CAMS.

Sean: RIGHT.

Leo: THIS IS A NICE LOOKING ONE, LOOK AT THAT.

[Pop captions up]

Sean: YEAH, THIS IS THE Optio Live! Cam Pro AND THIS

IS -- THEY HAVE BEEN DOING A
LOT OF GREAT WORK HERE AND THIS
ONE RIGHT HERE IS THE NEWEST ONE.
IT'S -- YOU CAN PUT IT ON THE DESK.
AS WE HERE, IT'S ALSO GOT A
CLIP UNDERNEATH IT.
YOU CAN ACTUALLY CLIP IT TO THE
BACK OF YOUR NOTEBOOK SCREEN.

Leo: OH, THAT'S GOOD.

[Pop captions down]

Sean: AND IT ROTATES.

Leo: YEAH, IF YOU'RE ON THE
SCREEN, SOMETIMES YOU DO WANT
TO ROTATE IT, POINT IT DOWN OR
UP SO THAT IT'S POINTING AT YOU.

Leo: RIGHT, OR YOU CAN FLIP
IT IN THE OTHER DIRECTION AS
WELL IF YOU LIKE.

Leo: OH, THAT'S COOL.

GO RIGHT AROUND LIKE THAT.

Sean: AND YOU CAN JUST FLIP IT LIKE THAT.

Leo: LOOK AT THAT.

Sean: AND IT DOES HAVE A
LITTLE BIT OF MOVEMENT SIDE TO SIDE HERE.
NOT A TON, BUT IT DOES ALLOW
YOU TO REPOSITION A LITTLE BIT
ON THE FLY.

Leo: LOOKS LIKE IT'S GOT A
MICROPHONE BUILT IN, WHICH IS
KIND OF GOOD.

Sean: IT DOES HAVE A MICROPHONE BUILT IN.

Leo: YEAH.

Sean: IT'S GOT NOISE CANCELLATION CAPABILITY AS WELL.

Leo: PRETTY GOOD MIC, YEAH?

Sean: IT'S NOT A BAD MICROPHONE AT ALL.

Leo: I HAVE TO SAY I'M
LOOKING AT THE IMAGE ON HERE
AND IT LOOKS HIGH-DEF.
I MEAN, IT LOOKS SPECTACULAR.

Sean: YEAH, THIS IS ACTUALLY
EVEN ONE OF THE LOWER ONES.
SO, WE -- HARD TO DO THIS SIDEWAYS.

Leo: THAT'S 640 x 480.

Sean: THAT'S 640 x 480.

YOU CAN ACTUALLY --

Leo: WE CAN GO ALL THE WAY UP TO 20?
YOU CAN DO HIGH-DEF.

Sean: 2540.

I THINK THAT'S ACTUALLY
INTERPOLATING IT UP AT THAT LEVEL.

Leo: IT'S GONNA ZOOM BUT NOT
GIVE YOU A HIGHER QUALITY.

Sean: IT'S GONNA ZOOM WAY, WAY IN.

Leo: THAT'S PRETTY GOOD THOUGH.

Sean: IT'S PRETTY GOOD
QUALITY, SO DEFINITELY IT'S
OVER A MEGAPIXEL.

Leo: NOW, ONE OF THE Logi --
Creative HAS DONE AND Logitech
IS DOING THIS TOO NOW IS
THEY'VE REALLY UPGRADED THE USB CAMERAS.
THESE USED TO BE VERY CHEAP,
YOU KNOW, LOUSY OPTICS, BUT I
HAVE TO SAY THAT LOOKS SPECTACULAR.

Sean: RIGHT.

AND FROM A SOFTWARE

PERSPECTIVE, THERE'S A FEW
EXTRA THINGS IN HERE THAT ARE NICE.
YOU CAN DO PHOTO CAPTURES.
YOU CAN ACTUALLY RECORD VIDEOS.
YOU CAN USE THIS WITH Skype OR
WITH YOUR IM CLIENTS.

Leo: MM-HMM.

Sean: IT'S GOT MOTION
DETECTION AS WELL, SO YOU CAN
SET IT UP ON YOUR COMPUTER AND
JUST LEAVE IT POINTING AT YOUR
ROOM AND, YOU KNOW, IF
SOMEONE'S COMING IN AND
STEALING YOUR CHOCOLATES OR
YOUR COOKIES OVER THERE.

Leo: IT'LL WAKE UP.

NO TIM TAMS.

Sean: NO TIM TAMS.

SO, IT'LL START RECORDING WHEN
IT DETECTS MOTION IN THAT AREA.
WE CAN JUST --

Leo: I HAVE TO SAY THIS
REALLY LOOKS GOOD.

LET'S GET A PICTURE OF SEAN.
OF COURSE REMEMBER THIS IS A
PROFESSIONALLY LIT STUDIO, SO
EVERYTHING IS GOING TO LOOK
GOOD IN HERE.

Sean: SO, THERE WE GO, IT
WILL START RECORDING WHEN WE --
WHEN WE START MOVING IN THIS CASE.

Leo: THAT'S NEAT.

Sean: AND AGAIN, IT ALSO

DOES TIME LAPSE VIDEO.

SO, REALLY GOOD OVERALL.

IT COMES WITH A TRAVEL BAG FOR
ON THE GO AND IT DOES SOME WITH
A LITTLE HEADSET SO YOU CAN USE
IT WITH YOUR --

Leo: HERE ARE THE PROS AND CONS.
VERY GOOD PRICE FOR THAT
PICTURE QUALITY.

Sean: RIGHT, \$80 IS NOT BAD
AT ALL AND IT DOES COME WITH A
BUNCH OF STUFF, BOTH SOFTWARE
AND LITTLE ACCESSORIES AS WELL.
AND DULL, I HATE THIS ABOUT
Creative IS THEY DO
Windows-ONLY PRODUCTS.

Leo: THAT'S NUTS.

Sean: I MEAN, I LOVE THEIR
PRODUCTS TO DEATH --

Leo: RIGHT.

Sean: -- BUT I HATE THAT PART ABOUT IT.

Leo: OF COURSE IF YOU'RE A
Windows USER, YOU DON'T CARE.

Sean: NO.

Leo: (laughing) THAT'S GOOD.

Sean: AND IT DOES INSTALL A
LOT OF EXTRA STUFF ON THE
SYSTEM OBVIOUSLY WITH ALL OF
THESE EXTRA FEATURES THAT IT
PUTS IN, SO YOU MIGHT NOT WANT
TO INSTALL EVERYTHING WHEN
YOU'RE SETTING IT UP.

Leo: RIGHT.

WOW, I HAVE TO SAY I'M VERY
IMPRESSED.

THIS LOOKS GOOD.

TELL YOU WHAT, THANK YOU, SEAN,

THOSE ARE THE PROS AND CONS.

THIS IS THE Creative, WHAT'S IT CALLED?

Sean: IT'S Creative Optio

Live! Cam Pro -- OR Live! Cam Optio Pro.

IT'S A MOUTHFUL.

Leo: IT SEEMS LIKE A GOOD --

A GOOD CHOICE COMPARED TO, SAY,

THE Logitech, WHICH I USE.

[Pop captions up]

Leo: HEY, COMING UP IN JUST

A BIT, RYAN YEWELL.

HE'S GOING TO SHARE HIS SECRETS

WITH YOU ON HOW HE FINDS THOSE

GREAT FREE FILES AS

"THE LAB" CONTINUES.

BUT FIRST - OOH, I LIKE THIS

CAMERA - IT'S TIME FOR OUR

QUICK QUIZ QUESTION OF THE DAY!

THE QUESTION IS IN WHICH YEAR

WAS LIGHT FIRST USED AS A

CARRIER MEDIUM FOR AN AUDIO SIGNAL?

WE USE IT ALL THE TIME NOW WITH

DIGITAL OPTICAL AUDIO

CONNECTIONS, BUT WHEN DID IT

FIRST HAPPEN?

1880, 1952, 1965, 1981?

I'M THINKING IT MIGHT HAVE BEEN

A WHILE AGO.

TELL YOU WHAT, STICK AROUND.

WE'LL FIND OUT WHEN "THE LAB" CONTINUES.

[Music]

[BLACK/COMMERCIAL]

[Pop captions down]

Leo Laporte: WELCOME BACK TO "THE LAB."

WHEN WAS OPTICAL CABLE FIRST

USED TO TRANSMIT AUDIO?

AND I'M THINKING, YOU KNOW,

PROBABLY 1965. WHAT?

ALEXANDER GRAHAM BELL DID IT IN 1880 --

Ryan: WOW.

Leo: -- WHEN HE WAS FIRST

DOING HIS RESEARCH FOR THE TELEPHONE.

OF COURSE WE USE IT NOW ALL THE

TIME WITH OPTICAL CONNECTIONS

OFF OF OUR COMPUTER AND OUR TV SETS.

THE SPDIF CONNECTOR, YOU KNOW.

Ryan: YEAH.

Leo: AND IT TRANSMITS SOUND

THROUGH LIGHT.

IT'S VERY EFFECTIVE.

Ryan: THAT'S AMAZING.

Leo: DIGITAL AUDIO.

THIS IS RYAN YEWELL.

YOU KNOW RYAN FROM YEWELL'S JEWELS.

Ryan: YEAH.

Leo: HE'S OUR FREE FILE WHIZ.

Ryan: I TRY TO BE.

Leo: HE'S BEEN A REAL BOON

TO THE SHOW, BOOKING ALL OF OUR

GUESTS AND SO FORTH AND AT THE

SAME TIME HE HAS TO CONSTANTLY

COME UP WITH A NEW FILE EVERY DAY.

HOW DOES HE DO IT?

WELL, HE'S GOING TO REVEAL HIS SECRETS.

[Pop captions up]

Ryan Yewell: YEAH, WELL, I
THINK THE FIRST THING YOU HAVE
TO REALIZE IS THAT A LOT OF THE
WORK SOMETIMES HAS BEEN DONE
FOR YOU, YOU KNOW.
IT'S JUST A MATTER OF FINDING IT.

Leo: YEAH.

Ryan: SO, SITES LIKE, FOR
INSTANCE, download.com IS A
PLACE WHERE YOU CAN GO AND IT'S
NOT JUST FREE FILES THERE,
BUT --

Leo: THEY RATE 'EM.

Ryan: THEY DO RATE THEM AND
THEY ALSO HAVE, LIKE, A SECTION
THAT'S JUST FREeware.

[Pop captions down]

Ryan: SO, RIGHT HERE IS
download.com AND THERE IS A
LITTLE LINK IF YOU GO DOWN
TO - WHERE ARE WE HERE, DOWN --

Leo: RIGHT AT THE BOTTOM.

Ryan: RIGHT AT THE BOTTOM.
FREE SOFTWARE download.com, I
FOUND IT AND THEN I CLICKED ON IT --

Leo: (laughing)

Ryan: -- AND NOW IT'S GONE.
THERE WE GO, ALL FREeware,
RIGHT THERE.

Leo: SO, THEY HAVE SEARCH

KIND OF SUBSETS AND THIS GIVES
YOU ALL THE --

Ryan: THERE YOU GO, YEAH.

Leo: -- ALL THE FREE STUFF.

Ryan: SO, IF YOU'RE LOOKING
FOR FREE STUFF, YOU HAVE TO
FIND THE FREeware.

NOW, I SAY BE CAREFUL BECAUSE
FREE ISN'T ALWAYS FREE.

Leo: FREE IS --

Ryan: IT'S SHAREWARE.

Leo: YEAH.

[Pop captions up]

Ryan: SOMETIMES IT'S CRIPPLEWARE WHERE --

Leo: RIGHT.

Ryan: -- LIKE, THE FEATURES ARE REMOVED.

SO, YOU'VE GOT TO DO YOUR RESEARCH.

READ THE REVIEWS.

A LOT OF PEOPLE REVIEW IT.

THE EDITORS REVIEW THEM, OTHER
USERS REVIEW THEM.

SO, JUST READ WHAT'S GOING ON

AND KIND OF BE AWARE BEFORE YOU

START DOWNLOADING.

[Pop captions down]

Leo: AND I'M SURE YOU CHECK
TO MAKE SURE THAT THESE DON'T
HAVE SPYWARE OR VIRUSES OR ADWARE.

Ryan: YEAH, I DO.

Leo: I MEAN, THAT IT'S CLEAN.

Ryan: YEAH, BECAUSE WHEN YOU DOWNLOAD IT --

Leo: SOME OF IT INSTALLS A BUNCH OF STUFF.

Ryan: OH, AND I'LL MENTION

THAT IN THE INSTALL PROCESS.

SO, THERE'S SourceForge,

THERE'S iusethis.

THERE'S A BUNCH OF SITES.

Leo: WHAT IS iusethis?

THAT'S KIND OF A NEAT IDEA.

Ryan: IT'S A Mac THING WHERE
PEOPLE BASICALLY RATE PROGRAMS
ON IF THEY USE IT OR NOT.

Leo: IF THEY USE IT.

Ryan: SO, IF THERE'S A HIGH
NUMBER, A LOT OF PEOPLE ARE USING IT.

[Pop captions up]

Ryan: SO, AGAIN, IT'S A SITE
THAT NOT ALL THE STUFF IS FREE,
BUT THERE ARE FREE SOFTWARE THERE.

Leo: GO TO wakoopa,
W-A-K-O-O-P-A.

Ryan: W-A-K-O-O-P-A.

Leo: I USE Wakoopa.
A LOT OF PEOPLE USE IT.
.com.

Ryan: .com.

Leo: A LOT OF PEOPLE USE
THIS, THEY PUT A LITTLE BUG ON
THEIR SYSTEM, WHETHER IT'S
Windows OR Mac, AND Wakoopa
TRACKS WHAT YOU USE.
AND YOU CAN FOLLOW ANYBODY, I
COULD FOLLOW RYAN, YOU COULD
FOLLOW ME AND FIND OUT WHAT
SOFTWARE I'M USING.

Ryan: THAT'S REALLY COOL.

Leo: ANOTHER GOOD WAY TO
KIND OF SPY ON SOMEBODY - WITH
THEIR PERMISSION, OF COURSE -
AND FIGURE OUT WHAT THEY'RE USING.

[Pop captions up]

Leo: NOW, AGAIN, NOT ALL
FREE, BUT IT'S LIKE iusethis,
SAME IDEA.

Ryan: YEAH.

Leo: YEAH.

Ryan: AND I LIKE THESE SITES
BECAUSE THERE'S A LOT OF PEOPLE
BEHIND THEM REALLY LOOKING AT
THE SOFTWARE FOR YOU.

[Pop captions down]

Ryan: NOW, ANOTHER PLACE TO
GO IS THERE'S ACTUAL JUST
INDIVIDUALS ON THE NET THAT
HAVE THEIR OWN LISTS.
LIKE, THIS IS mytechlist.com.
SOMEONE JUST SAID HERE'S MY TOP 10.

Leo: RIGHT.

Ryan: YOU HAVE TO USE THESE.

Leo: RIGHT. JUST BROWSING THE NET.

Ryan: JUST BROWSING.

Leo: LOOKING AT BLOGS,
LOOKING AT WHAT PEOPLE ARE
TALKING ABOUT.

Ryan: EXACTLY.

Leo: I FOLLOW [twitter](https://twitter.com/).
A LOT OF TIMES PEOPLE WILL
MENTION THAT THEY'RE USING
SOMETHING ON [twitter](https://twitter.com/) --

Ryan: YEAH.

Leo: -- AND I GO OH.

I CAN'T TELL YOU HOW MANY WEBSITES, PROGRAMS, NEWS STORIES THAT I'VE LEARNED ABOUT --

Ryan: YEAH.

Leo: -- JUST BY FOLLOWING FRIENDS ON twitter.

Ryan: AND I WOULD SAY THE BAROMETER FOR THIS IS IF THEY HAVE CATEGORIES, LIKE THE BEST VIDEO PLAYER, IF THEY'RE NOT MENTIONING THINGS LIKE VLC.

Leo: RIGHT.

Ryan: IF THEY'RE SAYING THE BEST AUDIO --

Leo: YOU'RE KIND OF JUDGING THEM BASED ON --

Ryan: YEAH.

Leo: -- WHETHER THEY KNOW ABOUT THE OTHER GOOD STUFF.

Ryan: SO, KNOW YOUR BIG ONES, LIKE Audacity --

Leo: RIGHT.

Ryan: -- Firefox --

Leo: RIGHT.

Ryan: -- AND MAKE SURE THAT THESE SITES THAT ARE LISTING THINGS HAVE THOSE THERE. BECAUSE IF THEY DON'T --

Leo: THEY'RE CLUELESS.

Ryan: -- THAT'S A RED FLAG. EITHER THEY'RE CLUELESS OR

THEY'VE GOT SOME OTHER AGENDA GOING ON.

Leo: OH, THAT'S A GOOD POINT.

THEY'RE NOT MENTIONING THE BIG
GUYS BECAUSE THEY WANT YOU TO
USE THEIR SPYWARE-RIDDEN STUFF.

Ryan: EXACTLY.

Leo: YEAH.

Ryan: NOW, IF YOU COME
ACROSS SOMETHING THAT ISN'T ON
ONE OF THESE SITES, THEN IT'S
DOWN TO RESEARCH.

IT'S JUST HARD WORK WHERE
YOU'VE GOT TO Google IT.

NOW, DON'T EVER Google "FREE".

Leo: (laughing)

Ryan: IF YOU Google "FREE",
OKAY, IT'S GONNA COME UP WITH A
TON OF STUFF.

Leo: BAD STUFF.

Ryan: DO "FREEWARE", "SHAREWARE".
AND IF YOU FIND A PROGRAM, I
LIKE TO USE WORDS LIKE - LET'S
SAY I FOUND A PROGRAM CALLED SnagIt.
YOU KNOW, WE ALL KNOW WHAT
SnagIt WOULD BE.

Leo: FROM TechSmith, YEAH.

Ryan: BUT I'LL Google SnagIt
REVIEW OR I'LL DO SnagIt
COMPARISON OR SnagIt VERSUS.
BECAUSE A LOT OF TIMES PEOPLE
FIND THESE PROGRAMS AND HAVE
ACTUALLY DONE THE RESEARCH FOR YOU.

Leo: I LIKE SnagIt VERSUS IS A GREAT --

Ryan: YEAH, THERE'S A --

Leo: THAT'S A GOOD TIP.

Ryan: IF YOU USE VERSUS, VS,
A LOT OF TIMES PEOPLE HAVE,
LIKE, TRIED TO FIND THE SAME
SOFTWARE YOU HAVE AND THEY'VE
TRIED ALL THESE DIFFERENT THINGS.

Leo: RIGHT.

Ryan: THEY TELL YOU THE DIFFERENCES.

Leo: RIGHT.

[Pop captions up]

Ryan: SO, Google A LOT.
AND ALSO, Google THE COMPANY
THAT MAKES IT.
BECAUSE I FIND SOMETIMES IF
IT'S AN UNKNOWN PIECE OF
SOFTWARE, I'LL FIND OUT WHO
MAKES THIS, HAS PEOPLE SAID BE
CAREFUL OF THIS COMPANY, YOU KNOW.

[Pop captions down]

Leo: THE INTERNET IS SUCH A
USEFUL TOOL FOR THIS KIND OF RESEARCH --

Ryan: EXACTLY.

Leo: -- BECAUSE THERE'S SO
MANY USERS AND THEY'RE ALL
SHARING THEIR OPINIONS OUT
THERE, YEAH.

Ryan: YEAH.

SO, BE A Google MASTER.
NOW, THE NEXT PART IS OBVIOUSLY
ONCE YOU'VE DONE THE RESEARCH --

Leo: YOU'VE FOUND THE PERFECT FILE.

Ryan: -- YOU'VE FOUND IT,

NOW YOU HAVE TO INSTALL IT.

Leo: RIGHT.

Ryan: AND THAT'S WHERE DON'T --

Leo: THAT'S WHERE YOUR
TROUBLES BEGIN. (laughing)

Ryan: WELL, THAT'S WHERE YOU
GET YOUR FIRST IMPRESSION, RIGHT.

Leo: RIGHT.

Ryan: BECAUSE -- SO, DON'T
GO NEXT, NEXT, NEXT, NEXT, NEXT
ON THE INSTALL.

Leo: OH, YEAH, YOU'RE RIGHT.

Ryan: PLEASE DON'T DO THAT.

Leo: YOU'RE NOT A TYPICAL USER.
YOU'RE SUPPOSED TO PAY
ATTENTION TO THESE THINGS.

Ryan: SO, THE FIRST THING I
DO IS I HAVE THIS FREE FILE
THAT'S CALLED EULAlyzer AND ACTUALLY --

Leo: YOU TALKED ABOUT THAT BEFORE, YEAH.

Ryan: WE HAD IT BEFORE.

[Pop captions up]

Ryan: AND YOU CAN ACTUALLY
CHECK OUT THE END USER LICENSE
AGREEMENT TO MAKE SURE.
THIS WILL ANALYZE IT FOR YOU
AND GIVE YOU SOME RED FLAGS.
HEY, THEY'RE TALKING ABOUT ADVERTISING --

Leo: WHAT A GOOD IDEA.

Ryan: -- THEY'RE TALKING
ABOUT WITHOUT NOTICE.
IF THE WORDS "WITHOUT NOTICE"
APPEAR IN AN END USER LICENSE

AGREEMENT, YOU'VE GOT TO BE CAREFUL.

Leo: (laughing) YOU MIGHT

WANT TO KNOW ABOUT THAT, YEAH.

Ryan: WHAT THEY'RE TALKING ABOUT.

Leo: YEAH, GOOD POINT.

Ryan: SO, USE THAT.

[Pop captions down]

Ryan: AND ALSO, THIS FIRST

IMPRESSION OF THE INSTALL.

I FIND THAT PROGRAMS THAT PUT

THE DEFAULT TO HAVING A QUICK

LAUNCH ICON, PUT THE DEFAULT TO

TURNING ON WHEN YOUR COMPUTER

STARTS UP, PUT THE -- LIKE,

THEY KEEP IT AS DEFAULT AND YOU

HAVE TO UNCHECK IT, RIGHT THERE

THAT'S MY FIRST IMPRESSION.

THESE GUYS, THEY DON'T HAVE MY

BEST INTERESTS IN MIND.

THEY --

Leo: THIS IS GREAT.

Ryan: YOU KNOW, SO --

Leo: SO, YOU'LL DOWNGRADE THEM BASED ON THAT.

Ryan: YEAH.

LIKE, IF I HAVE A PROGRAM AND

IT SAYS QUICK LAUNCH AND THE

DEFAULT IS ON, I RIGHT AWAY

SAY, OKAY, THAT'S A RED FLAG.

Leo: YEAH.

Ryan: I'M GOING TO BE REALLY

CAREFUL WITH THIS PROGRAM.

Leo: YEAH.

Ryan: YOU KNOW, SO THERE'S THESE LITTLE THINGS.

AND PLEASE READ WHAT'S THERE,
WHAT DIRECTORY IT'S INSTALLING TO.
BECAUSE THE WORST THING YOU CAN
DO IS JUST HIT NEXT, NEXT,
NEXT, OKAY NOW IT'S ON MY COMPUTER.
WELL, WHERE DID IT INSTALL IT --

Leo: RIGHT.

Ryan: -- ALL THAT KIND OF STUFF.

Leo: DO YOU HAVE A PROCEDURE
THAT YOU GO THROUGH FOR KIND
OF, ONCE YOU'VE INSTALLED IT,
TESTING IT OUT AND?

Ryan: YEAH, EXACTLY.

THE OTHER THING I WANT TO
MENTION THERE IS IF IT SAYS THE
DEFAULT PLAYER, IF IT WANTS TO
BE YOUR DEFAULT PLAYER.

Leo: OH, OH, OH, NEVER.

Ryan: BECAUSE --

Leo: WE'VE HAD SO MANY
PROBLEMS WITH PROGRAMS THAT
TAKE OVER FROM Windows Media
Player OR WHATEVER.
THEY OWN YOUR SYSTEM.

Ryan: EVEN IF IT'S A -- EVEN
IF IT'S A LEGITIMATE PROGRAM --

Leo: YEAH, NO, NO, I AGREE WITH YOU.

Ryan: -- CHECK IT OUT BEFORE
IT'S THE DEFAULT PLAYER.

Leo: YEAH, YEAH, YEAH.

Ryan: SO, TESTING IT OUT.
VERIFY IT WORKS WITH THE DEFAULT SETTINGS.
SO, IF IT'S A PROGRAM THAT

CONVERTS VIDEO, DON'T TRY TO
CHANGE ALL THE BIT RATES,
DON'T -- LIKE, JUST GIVE IT THE
CHANCE TO DO WHAT IT'S SUPPOSED
TO DO WITH DEFAULT SETTINGS.

Leo: SEE HOW WELL IT DOES.

Ryan: JUST -- YEAH.

BECAUSE A LOT OF TIMES YOU
MIGHT FIND THAT ONCE YOU'RE
GETTING REALLY INTO, LIKE,
CHANGING THINGS BEFORE, JUST
TESTING THE BASICS --

Leo: RIGHT.

Ryan: -- YOU MIGHT MAKE A
MISTAKE AND THEN THE PROGRAM
ACTUALLY DOES WORK, BUT WHAT
YOU'VE CHANGED --

Leo: NOT AS WELL AS IT COULD HAVE.

Ryan: -- YEAH, WHAT YOU'VE
CHANGED WILL CAUSE A PROBLEM.

Leo: RIGHT, RIGHT.

Ryan: HAVE A FIREWALL RUNNING.
MAKE SURE IT'S NOT TRYING TO
TALK TO THE INTERNET.
MAKE SURE IT'S COMPATIBLE FILE FRIENDLY.
SO, YOU KNOW, DON'T HAVE
PROPRIETARY FILES BEING MADE IF YOU CAN.

[Pop captions up]

Leo: WE'VE GOT A LOT MORE --

Ryan: YEAH.

Leo: -- ON THE WEBSITE, labwithleo.com.
AND OF COURSE THERE ARE LOTS OF
YEWELL'S JEWELS.

YOU'VE GOT A WEBSITE NOW.

Ryan: YEAH.

Leo: yewellsjewels.com?

Ryan: YES, yewellsjewels.com.

GO --

Leo: DUDE.

Ryan: -- CHECK IT OUT.

Leo: DUDE, YOU ROCK, THAT'S WONDERFUL.

Ryan: WE'RE TRYING TO GET THE WORD OUT THERE.

Leo: MAKE IT EASY.

MAKE IT EASY.

[Pop captions down]

Ryan: I HAVE SOME MORE TIPS ON THERE.

SO, GO TO yewellsjewels.com, CHECK IT OUT.

Leo: THANK YOU, RYAN.

Ryan: YOU'RE WELCOME.

Leo: THANK YOU FOR SHARING YOUR SECRETS.

Ryan: OH.

Leo: YOU'RE A BRAVE MAN.

NAH, NOBODY CAN DO WHAT HE DOES.

WE'LL HAVE A FINAL WORD WITH

YOU RIGHT AFTER THIS.

STAY RIGHT HERE.

[Music]

[BLACK/COMMERCIAL]

[Pop captions down]

(Theme music playing)

Leo: ALL RIGHT, I'VE BEEN

WAITING THE WHOLE SHOW.

IT'S FINALLY TIM TAM.

WOULD YOU LIKE A TIM TAM?

Kate: I'M GOOD FOR NOW, THANK YOU.

Leo: TIM TAM TIME.

YOU SAID THESE ARE THE SAME AS PENGUINS?

Kate: YEAH, THEY'RE CALLED
PENGUIN BARS IN ENGLAND.

Leo: AND THERE'S SOMETHING
YOU DO WITH THESE?

[Pop captions up]

Kate: YES, A BIG HOT CUP OF
MILKY STEAMING HOT TEA.

Leo: GOT IT.

Kate: BITE OF DIAGONAL CORNERS.

Leo: LIKE THIS CORNER?

Kate: AND THE OTHER CORNER.

Leo: AND THIS CORNER.

Kate: AND YOU DIP IT IN AND
YOU SUCK THROUGH IT.

AS SOON AS THE TEA TOUCHES YOUR
LIPS, YOU THEN SHOVE IT IN AND EAT IT.
IT'S LIKE A BIG CHOCOLATE DREAM.

WHAT DO YOU THINK? (laughing)

Leo: WELL, IT DOESN'T WORK
WITH GREEN TEA, I CAN TELL YOU
THAT MUCH.

Kate: (laughing) YEAH.

Leo: IT DOES WORK, YOU CAN
DRAW RIGHT THROUGH IT.

Kate: IT HAS TO BE BIG HOT
MILKY... SO, ANYWAY --

Leo: IF THEY WANT TO BE ON
THE SHOW, TELL THEM WHAT THEY
SHOULD DO.

Kate: labwithleo.com/techquestions.
FILL IN THIS FORM HERE, WE'LL
GET YOU ON THE SHOW --

Leo: THANKS FOR BEING HERE.

Kate: -- GET YOUR PROBLEMS SOLVED.

Leo: WE'LL SEE YOU NEXT TIME, BYE.

Kate: (laughing) BYE-BYE.

[Pop up captions]

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[Pop captions down]