
The Computer Club At Willow Valley

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The President's Pen by Sid Paskowitz

Membership As of this writing, your Computer Club has 580 paid members including 346 who have signed up as Lifetime members. Please keep your email address current on Club records so we can send you important emails. *Those emails only go to Computer Club members for whom we have a good email address.* Let our Treasurer, Charlie Trumbo, know if your email address has changed or if you don't get a future Newsletter.

Scams I keep hoping I don't have to remind folks to beware of scams, but we keep hearing about Residents being scammed on their phones, their devices and their computers. No one who calls you, emails you or displays a message or your computer or device can tell you your computer or device is infected or running poorly. They have to have been given access. If you haven't provided them with access, you are being scammed. Don't give them access. Hang up. Disconnect. Shut down.

Personal Experiences With Problems Recently I was having problems with my Internet connections. At times I would lose connection to a website and at other times I had to refresh my link to a website before the connection could be completed. My router was more than five years old and I suspected it could be the problem. The way I checked for a problem was to check upload and download speed using <http://speedtest.net>. I ran that check twice, first going through the router, quickly followed by bypassing the router. When I noted the Internet speed was considerably faster when I bypassed the router, I realized it was time to replace the router.

Another personal experience: Recently I was having problems with my smart phone and after replacing the battery and SIM card, I was told by the phone company that my phone was out of warranty but I could use the phone insurance I was paying for and get a replacement phone, along with my paying a deductible. The replacement phones they offered under the insurance were remarkably inferior to the phone I was paying insurance on. My response was to immediately drop the insurance and to buy a replacement phone that met my needs. The bottom line of my experience is that I recommend seriously questioning any offered device insurance.

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Coming Programs

September 1

Sid Paskowitz and Steve Lynn, Residents
Skype, ooVoo, FaceTime (Video Conferencing Programs)

October 6

Sid Paskowitz, Tony Poulos, Marge Schneider, Al Williams, Steve Lynn
Browsers—Internet Explorer, Chrome, Edge, Firefox, and Safari

November 3

Jim Tracy and Bob David, Willow Valley
What's New at WVC (Internet and TV) and IT Update

*All programs are held
 in the Theater at the
 Cultural Center
 on the 1st Thursday of
 the month at 2:00 p.m.
 unless otherwise noted.*

President

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New Members We are no longer sending letters from the Computer Club to new Willow Valley Residents to invite them to join the Computer Club. We find it more effective for Residents to tell their new neighbors about the Computer Club and the Mac SIG Group based on their conversations and needs. As appropriate, let them know about our meetings, door prizes, freebies table, classes, technical computer assistance, free components and cables, the Computer Club Newsletter, computer recycling program, and emails we send to members when important information needs to be shared in a timely manner. More than one-fifth of all Willow Valley Residents are currently members of the Computer Club, but I suspect many more would benefit from being members.

Windows 10 If you have Windows 10 and you did not attend the Windows 10 classes that Tony Poulos and I gave in the Cultural Center Education Room the last couple of months, those classes are being repeated. Check out the Computer Education classes in the Renaissance and register using Event Registration. Also, Information Central (the Computer Club icon on the Kiosk Home Page) at <http://resident.willowvalley.org/kiosk/cclub/index.aspx> contains a section on Windows 10 in the left column. That section will continue to expand as new beneficial information becomes available.

Resident Kiosks Please remember to Restart a Kiosk unit at the beginning and end of each Kiosk session so your work is not at risk from prior users and your use does not put your own data or future users at risk.

The E-mail icon toward the bottom of the Kiosk Home Page now has a button that allows Residents with Apple iCloud mail to access their account by clicking on that button. This

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President

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can be handy for those whose "i"-device is not working or is lost, or if a questionable email appears on your Apple device and you don't want to risk opening an email that could infect your device. You can now use a Kiosk unit to open your email. Don't forget to restart the Kiosk unit when you start your Kiosk session and when you end it so you protect yourself and others from malicious software.

Please Use Well-Known Software PC owners are reminded that they can receive the best help if they use software that is familiar to other Residents who volunteer to provide technical assistance. Recommended applications are CCleaner, Malwarebytes, Defraggler and Windows Defender (or Windows Security Essentials). We recognize there are alternatives; however, problems are more quickly diagnosed and repaired when the applications running on the PC are familiar to the helper.

Classes We know we need more classes on computer-related topics and we are looking for instructors who can teach those classes. If you can help other Residents with topics such as Word, Wordpad, Notepad, browsers, email, etc., please send me an email at wvcomputerclub@gmail.com. We need your help.

MAC SIG Steve Lynn, head of the Mac SIG group, is looking for suggestions as to how the Computer Club can better support Mac users. If you have ideas that can help Steve formulate a plan for supporting Mac users, please send them to him at slynnert5@icloud.com. Information Central has been modified based on Steve's recommendations. In the center column of Information Central is a feature called *For MAC Users*. It contains information applicable to Apple computers. Let Steve know if you have suggestions for other beneficial information links that might be added to the area *For MAC Users*.

Recycling Ed Dahrsnin and his team are accepting working computers and components for recycling, but no CRT monitors. Let Ed know if you would like to help recycle computers. Ed and his team meet on Monday afternoons at Manor North. Working in the recycling effort may also help you when you have problems. Thanks to Ed and his team, the Computer Club has given 140 computer systems to the Lampeter-Strasburg School District for families that cannot afford a computer for their students and two laptops to the Hand Middle School in Lancaster for their Science classroom.

Thank You My thanks to all of you who volunteer your time and knowledge to help other Residents. We need more volunteers! •

Routers by Tony Poulos

A router is the device that distributes your internet connection to multiple devices either by a cable or wirelessly through your personal Wi-Fi network.

The router can be a stand-alone unit or it can be combined with a modem.

A separate modem and router is recommended for all but the basic user because it's likely you'll want to replace the router every few years because of technology changes or failure of the unit.

Unlike routers, modems are fairly simple devices and their technology changes slowly. Thus, a modem is likely to last a long time. An ARRIS (Motorola) DOCIS 3.0 separate modem is all most of us need.

In addition to being less expensive to replace, separate units provide more options, and can provide more flexibility in positioning them in the room.

There are several manufacturers and a wide range of performance, features, and costs. A few suggestions follow.

Netgear routers have a good reputation, so unless there's a reason to buy something else consider Netgear routers.

The Netgear N600 WNDR3400 Dual Band Router, \$60-\$80 is a good basic router and the one I generally recommend.

The Netgear N600 WNDR3700 Dual Band Gigabit Router, about \$85 is the same as the above model but has Gigabit Ethernet ports which allow faster speeds when connected with a Cat5e or Cat6 cable.

For higher end routers consider the Netgear Nighthawk series, \$170-\$390.

Higher end routers usually provide more Wi-Fi range and may provide a faster Internet connection depending on how you're connecting to the Internet.

The speed of the Internet connection depends on a series of things such as the bandwidth of the Internet service, firmware version used by the router, basic capability of the router /modem / computer, the Wi-Fi standard being used (G, N, or AC), the RJ45 ports on the router and/or modem (Fast Ethernet or Gigabit Ethernet), the cables being used (Cat5, Cat5e, Ca6), and other devices connected to the router.

The best way to determine if a more expensive router will be beneficial is to either try one (borrow from a friend) or talk with someone who can give you technical guidance.

Remember, you may want to replace the router after a few years as better technology becomes available. •

The Equipment Corner by Ed Dahrsnin

Refurbished Systems

System 464: HP Pavilion dv4000 laptop, Windows 10

System 467: Compaq Presario V5000, Windows 8

System 468: Compaq Presario SR1500NX, Windows 7

System 469: Dell Dimension 4700-6Y7F461, Windows 7

System 470: Dell Inspiron 530s-CGY1GG1, Windows 7

Miscellaneous We have 3 volt CR2023 batteries (suitable for motherboards to keep the system clock running) and a variety of CD-ROM's, floppy disk drives, keyboards, 2-button mice, various power supplies, and assorted cables. Please contact Ed Dahrsnin at 464-6591.

Donations We continue to accept printer cartridges and laptop computers with power adapters. We accept only working printers with drivers and documentation. Also, we accept only working monitors. Cathode Ray Tube monitors are not acceptable. Bring the items to Manor North's recycle closet on the fifth floor of 'J' building on Monday only, from 1pm to 1:30pm. •

The Mission

The Mission of the Willow Valley Computer Club is to:

- Provide the means to educate beginners or interested non-users on how to use a computer.
- Arrange for speakers to talk to the Club about subjects that would be of interest to those with some background and experience in computer use.
- Provide a forum for interchange of computer information among members.

For more information about the Club, contact Sid Paskowitz at 464-2127 or wvcomputerclub@gmail.com •

The Leadership

Officers

President: Sid Paskowitz

Vice President: Bob Scala

Secretary: Marge Schmieder

Treasurer: Charlie Trumbo

Community Representatives

Manor: Larry Gallagher

Manor North: JoAnne Phillips

Lakes: Gene Simasek

Providence Park: Peter Scott

Committee Chairpersons

Program: Bob Scala

Training: Ralph Beedle

Equipment: Ed Dahrsnin

Technical Support: Tony Poulos

Website: Sid Paskowitz

Publicity: Wally Gordon

Newsletter: Al Williams

Mac Interest Group: Steve Lynn

Computer Room Coordinators:

Gene Simasek Lee Wermuth

Microsoft Liaison: Ed Dahrsnin

Past Presidents

Larry Gallagher

Reviewer Acknowledgment

The following individual kindly reviewed this issue:

Sid Paskowitz

Tony Poulos

Thank you,

Al Williams

Interested in reviewing the Computer Club newsletter before it goes to press, providing advice about the content, or writing an article? Please contact:

Al Williams at atwilliams136@gmail.com