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Willow Valley Computer Club Newsletter

Upcoming Computer Club Meeting Programs

Jan. 2 – Peter Scott, Artificial Intelligence (AI)
Feb. 6 – Ed Dahrsnin, Printers and printing

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

Quick Notes

- Ed Dahrsnin's recycle team needs laptops, **printers** and USB keyboards
- See page 12 for *Renaissance* computer classes
- Some important information from prior newsletters is repeated in this newsletter

The President's Pen by Sid Paskowitz

Membership As of this writing, your Computer Club has 675 paid members including 501 who have signed up as Lifetime members. Please keep your email address on Club records current so we can send you important emails. ***Those emails only go to Computer Club members for whom we have a good email address.*** Send email address corrections or updates to Lee Wermuth at lwermuth582@gmail.com.

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. See page 8. Thanks to Ed and his team, the Computer Club has given more than **320** computer systems to local community support organizations. Working **computer printers are urgently needed.**

Patience!!! We continue to get phone calls and emails that report computers do not boot up quickly with a login screen or desktop when turned on. This is often due to Windows operating system updates that are installing. If you turn your computer off and turn it back on, the process just starts over again or introduces errors. If the drive activity light on your computer is flashing or lighted, your computer is working hard to get something done. **Be patient.** You may need to give your computer a couple of hours to catch its breath. If you still have a problem, see the next paragraph.

Help with PCs Cathy Thorn and Bob McRobbie (for Manor Residents) have volunteered to help with PC problems. Bob's and Cathy's phone numbers are at the top of the home page in Information Central. Also, please let Cathy know if you think you can help others with computer problems so she could contact you instead of her needing to go to the far reaches of Willow Valley to help others. Help with Apple computers is also listed at the top of the home page in Information Central.

(Continued from page 1)

President's Pen (Continued)

Mozilla Disclosed a Serious Firefox Security Exploit. Update Your Browser Now.

The Computer Club suggests Firefox as a preferred browser. Firefox is a safer browser meaning that it is more hack proof (not absolutely hack proof, just more hack proof than most). Chrome no longer blocks ad trackers of any type. This means that all of your browsing is tracked and that your privacy is not respected.

Please Use Recommended Software PC owners are reminded that they will receive the best help if they use software that is familiar to other Resident volunteers who 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.

Training Coordinator Chuck Smith is our Computer Club Training Committee chairperson. Please let Chuck know if you have suggestions for computer classes so they can be included in *Renaissance* publications. Also let him know if you could teach a class. Contact Chuck via email at csmithii@aol.com.

I continue to get phone calls and emails from Residents whose computer screens tell them they have been hacked! If that happens, use the power button to turn off your computer by pressing it until the power light turns off. Wait a few minutes and turn your computer back on. Chances are good that the warning will not reappear.

If you get an unexpected pop-up on your computer telling you an update is available and if you should click on the pop-up, there is a chance that pop-up is bogus and clicking on it will result in malware being put on your computer. A general recommendation is to go to the application itself and update from the application.

Fake Emails A day doesn't go by without someone at Willow Valley getting an email from someone they don't usually get emails from. They are almost always scams or contain malicious software. **Don't open them. Don't click on their links. Don't call the phone numbers they display.** I continue to receive emails from someone who had passed away several years ago. *That makes me suspicious.* If you think the email might be real, call the sender on the phone using a phone number you know is valid.

Stop using Internet Explorer or Chrome. Use the Club's preferred Firefox.

Windows 10 update now provides options on how updates will be installed. This will make it easier to defer an update if you are not ready to have it installed.

Windows 7 and Office 2010 End-of-Life

Microsoft has announced Windows 7 and Office 2010 software will no longer receive updates, including security updates, on January 14th, 2020. Computer Club members can get Windows 10 computers from Ed Dahrsnin. See pages 8 and 17.

Computer Club Leadership

Officers

President: Sid Paskowitz

Vice President: Peter Scott

Secretary: Gary Staton

Treasurer: Lee Wermuth

Community Representatives

Manor North: Charlie Trumbo

Lakes Manor: Bruce Mawson

Providence Park: Peter Scott

Willow Gables: Cathy Thorn

Garden Apartments: Al Williams

Committee Chairpersons

Program: Peter Scott

Training: Chuck Smith

Equipment: Ed Dahrsnin

Technical Support: Tony Poulos

Website: Sid Paskowitz

Publicity: Wally Gordon

Newsletter: Sid Paskowitz

Apple Interest Group:

Chairperson Bob Kline

Representative Ed Neff

North Computer Lab Coordinator:

Lee Wermuth

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 Computer Club, please contact Sid Paskowitz at 717-464-2127 or via email at

wvcomputerclub@gmail.com

Avast, McAfee, Kaspersky and Norton security software (and possibly others) have been known to block security features and updates to Microsoft security programs (Firewall, Defender and Security Essentials). Some have also been known to slow computers to the point of not being useful, and not just during updates. For those reasons we do not recommend the installation of Avast, McAfee, Kaspersky and Norton security software for PCs.

Backup files Please remember to periodically back up your important files to a flash drive, cloud or external hard drive. You never know when a computer might have a problem, and being able to put those saved files on a replacement computer can save a lot of time, money and headaches. Do not back up your files after your computer has been compromised. That can cause your backup drive to be compromised as well. Get professional help if your computer has been compromised. Tony Poulos uses Backblaze for his backup service.

Windows Defender will now be called Microsoft Defender, while Windows Defender Exploit Guard is now called Microsoft Defender Exploit Guard.

Reviewer Acknowledgment

The following individuals kindly reviewed this issue:

Wally Gordon Al Williams Tony Poulos Chuck Smith Cathy Thorn Jay Shah Ed Dahrsnin Bob Kline

Thank you,
Sid Paskowitz

Actions

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 Chuck Smith an email at csmithii@aol.com.

CCleaner Issues Some updates to CCleaner include **checked** boxes that allow the CCleaner update to install *Avast* or the CCleaner browser. Uncheck those boxes. We have found the *Avast* software to be a memory hog and a program that interferes with protections that Windows provides. Use CCleaner -Tools to uninstall Avast if Avast has been installed. We don't have any experience or knowledge about Ccleaner browser and, at this time, recommend not installing it.

Windows Updates Although Microsoft had announced they were no longer providing updates to Windows 7 and Windows 8 operating systems, they recently found some computer chips and operating system computer code are susceptible to exploits and malicious software. Because of those findings, Microsoft has been sending software "patches" to older computers as well as newer Windows computers. Those software updates are generally being distributed on Tuesdays. Be aware these changes can be occurring even if you did not request an update, so if your computer seems to be unusually sluggish on a Tuesday or later startup, the issue may be a Windows update running in the background. **Be patient!!!!!!!!!!!!!!!!!!!!**

Get Your Own Answers We are often asked questions that can be quickly answered without needing to ask another person. If you know the key words in posing questions to another person, you probably know enough to use those words in a Google search where you could get the answer as a text display you can select and print, or a YouTube video you can watch. For example, to find how to do a channel scan on a Vizio TV, enter **Vizio TV channel scan** in the Google search box and choose the display that is most reasonable to you. If you are **not** comfortable with selecting a link on your computer, use a Resident Computer Kiosk to do your search. Be sure to restart the Kiosk unit when you finish in case a site you visited contained malicious software (malware). Restarting a Kiosk computer removes the history of what you did as well as any malware that may be on the Kiosk computer.

Sometimes, if you get a popup you can't clear, it is best to turn off your computer by pressing the power button until the power light goes off (this may take ten or fifteen seconds), even though the popup says not to turn off your computer. Next unplug your computer from its power source for about a minute. If you have a laptop computer, remove the battery for a minute before reinstalling it. Let Cathy Thorn know if you continue to have the popup problem.

Warnings

Scams... **No one** who calls you, emails you or displays a message on 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 given them access, you are being scammed. Don't give them access. Hang up. Disconnect. Shut down. Do not respond to emails that say your account is missing information or that say they were not able to deliver a package with something you did not order. Be skeptical. **Protect yourself.**

Beware of using Google or another search engine to locate the phone number of a product manufacturer to get help with their product. Check the equipment manual to find their help line number. It is too easy for a bogus website to be made to look like a legitimate company site and the address of that website to be very similar to the legitimate company's name. Be especially suspicious when the address of the website as shown in the status display or text bubble ends in ".UR" or ".RU" or something other than .COM, .org or .info which legitimate companies are more likely to have.

Some new, but not surprising, information about malicious software: Google continues to find Android spyware in its app (application) store. **That spyware has been there for years without being noticed.** Millions are potentially affected. This brings up an interesting point I would like to emphasize. The Computer Club tries to be selective in the PC software we recommend, and those recommendations change over the years when we find software we like better. For example, a number of years ago we recommended Zone Alarm as the preferred firewall and AVG as the preferred anti-virus software. Today we recommend the Windows firewall and Windows Defender or Windows Security Essentials, and Malwarebytes as the anti-virus software. Other programs perform similar functions but we have experienced good results with the programs we recommend. We suggest caution in loading programs that may pop up on your computer screen or might be listed when you do an Internet search for software that might address a problem you are having. Experience with the Google store demonstrates that being skeptical can have its virtues.

Even Linux can be infected with malware. *Linux.MulDrop.14* is a malware program that can infect Linux devices. No operating system is immune from malware.

Technical

RAM on new PCs Our experience when helping others with their older PCs indicates slow PCs are caused by insufficient RAM (Random Access Memory) that may have met minimum requirements when the PC was bought, but software updates and newer software running in the background use more RAM than is available. Based on that experience we recommend new PCs have at least 12 GB of RAM for future needs. PCs can also run slow based on insufficient Graphics Processing Unit (GPU) performance.

Windows 10 Ed Dahrsnin and his computer recycling team have an inventory of Windows 10 PCs that are available FREE TO COMPUTER CLUB MEMBERS. We encourage all PC users to use Windows 10. See page 17 for upgrade instructions.

Windows Updates Some computers can act strange when they are turned on. One thing that may be causing the change is that Microsoft has been sending out updates to Windows, even for Windows versions that Microsoft has reported they are no longer supporting. The updates being sent out contain patches to security vulnerabilities that have existed for years and are being exploited by current malware.

One problem being reported is the computer, or screen, or mouse, or keyboard is not being responsive. Those conditions are not unusual during a Windows system update, some of which can take up to a couple of hours. The solution in many cases can be **patience**. If a computer is turned off during an update, problems can be created. Let your computer finish its update. Look for the light that shows activity on the hard drive. If it periodically flashes or stays lighted, your computer is probably working on installing an update. Let it finish and display a screen you recognize. If the computer continues to run overnight without restarting, press the power button until the computer turns off. Wait a couple of minutes and turn the computer back on.

If you still have concerns when your computer comes back under your control, run Malwarebytes and the full scan (after updates) using Windows Defender or Security Essentials to check for malware that may be on your computer.

The best way to deal with malware is to **Keep Devices Current**. Almost all modern electronic devices that are susceptible to malware (malicious software) provide facilities to update their software (applications) and firmware (code that tells hardware what to do). There are too many devices and versions to provide a single set of instructions for keeping devices current. The best each of us can do is to learn how to keep our own devices current. Use Google or other search engines to get information on keeping devices current, or come to Computer Club meetings and classes and ask for help.

Technical (Continued)

Printer Problems with Windows 10 Updates Several Residents have reported printer problems after a Windows 10 update. One solution has been to connect and turn on the desired printer, go to *Printers and Scanners* in System Settings, add the desired printer if it doesn't show up in the list, select the desired printer as the default printer, then check to see if the problem has gone away.

Drivers for 32-bit components Recent articles in the technical media have reported more companies are no longer updating drivers (software that tell components how to function) for 32-bit operating systems. Newer computers have 64-bit operating systems. If you want to check on what operating system is on your computer, an easy way is to open CCleaner and look at the top-left corner of the screen.

Spring Run Business Center The Spring Run Business Center on the 5th Floor of the Spring Run core building has a Windows 10 computer that is capable of reading SD cards and 3.5" floppy drives. The computer also has an attached flatbed scanner that can scan documents and pictures, as well as convert scanned text in a document to a digital text file (an Optical Character Reader—OCR). If you bring your own flash drive, you can copy any of those files onto your flash drive and take them home for later use. Many of us have a stack of 3.5" floppies we can't read. Here is a solution.

If you have a working laptop computer or printer you could donate, please give it to our computer recycling team on Mondays as described on the next page.

We recommend having at least 2 browsers on your Taskbar. Some web pages, such as WV Service Requests, may not work with Firefox but do work with other browsers. Firefox is probably the most secure browser. Be prepared to try a different browser if you get an error message on a web page.

Microsoft says machines running Windows 10 April 2018 will stop receiving security updates in mid-November. This is a preemptive move by Microsoft to ensure that Windows users are running the most up-to-date and secure version of Windows 10.

Restore Point Al Williams has written a beneficial article on how to remove software that you tried and no longer want on your computer. You have to set up your computer before hand. His easy-to-follow instructions can be found by left-clicking on the link to **Restore Point** in the left column in Information Central, the Computer Club tile on the Resident Computer Intranet home page.

Gary Staton has recommended the use of *Patch My PC* (patchmypc.com). Al Williams reported: "I went to Options and selected Create Restore Point Pre-update, Disable Silent Install of Apps, and Enable Verbose Logging. The title of outdated apps is shown in red; installed apps that are up to date are shown in green."

PC Hardware Recycling report of 18 December 2019 – Ed Dahrsnin

788 Systems have been worked upon to this date. 315 Computers have been given to Outside Groups

Systems available (FREE) for Club Members: Note: Tower systems include a tower, monitor, keyboard, mouse and all cabling. Laptops include a power adapter with unit, no printer or mouse.

System 752 (HP EliteBook 8570p-5CB250200R) Laptop available 14 September 2019

System 753 (HP ProBook 4530s-CNU2120CZ9) Laptop available 14 September 2019

System 755 (Toshiba Satellite L775) Laptop – set aside for Tabor Community Services

System 756 (HP Pavilion dv7-CNF0418HPM) Laptop available 25 September 2019

System 758 (HP ProBook 450 G2) Laptop available 12 October 2019

System 779 (HP ProBook 650 G1-5CG5322C44) Laptop available 21 November 2019

System 780 (HP ProBook 6550b-CNU12623S5) Laptop – set aside for Tabor Community Services

System 781 (Dell Inspiron 1525-BFHF2H1) Laptop – set aside for Tabor Community Services

System 783 (Lenovo 10091 H430) Tower Win 10 Pro available 18 November 2019

System 784 (HP Z210 Workstation-2UA2520601) Tower Win 10 Pro available 11 November 2019

System 785 (HP Pro 3500 Series-MXL4170XDB) Tower Win 10 Pro available 02 December 2019

System 786 (HP p6802-4CE1190Q5Q) Tower Win 10 Pro available 09 December 2019

System 787 (Compaq Presario BQ471AA-ABA-CQ5500F) Tower Win 10 Pro available 02 December 2019

System 788 (HP Pro 3500 Series-MXL42106L2) Tower Win 10 Pro available 16 December 2019

All laptops have a minimum of approximately 4 GB of RAM. If a club member wants additional RAM, they shall pay for the added RAM. The Recycle group will procure the RAM and install it.

Systems passed on:

System 754 (HP Pavilion dv6-2CE2272PB6) Laptop to Greg Gibson as a 03 October 2019 raffle prize

System 768 (Lenovo 80UD) Laptop to Gene Shaffer, as a raffle prize, on 09 December 2019

System 769 (HP pavilion m6) Laptop to Tony Poulos on 09 December 2019

System 776 (HP ProBook 650 G1-5CG5201GPV) Laptop to Len Doherty on 09 December 2019

System 777 (HP ProBook 650 G1-5CG53227YH) Laptop to Sue Donley on 09 December 2019

System 778 (HP ProBook 650 G1-5CG5377VDY) Laptop to Sally Schwabe on 09 December 2019

System 782 (HP Pro 3500 Series-MXL42106L9) Tower only to Bob McRobbie on 11 November 2019

Items passed on:

USB Keyboard to Tom Conerly on 18 November 2019

Samsung Laser CLX3160FN printer to Linda Morrow on 25 November 2019

Dell 17" monitor to Carolyn Bugel on 02 December 2019

MacBook High Sierra 10.13.6 system to J.D. Taylor on 09 December 2019

Surfboard DOCSIS 3.0 modem to Ed Neff on 09 December 2019

Items scrapped:

Epson Artisan 730 printer on 02 December 2019

Minolta QMS Magicolor 2300W printer on 02 December 2019

Canon MG5220 printer on 18 November 2019

HP Deskjet 612C on 16 December 2019

Wanted:

USB Keyboards, Laptops, with power adapters. We are seeking those no longer-used units that you may have in your storage cage or elsewhere.

Supermarket paper bags, with handles – like those from Darrenkamp's.

We continue to accept printer cartridges and laptop computers with power adapters, also working printers with cartridges.

Bring the items to Manor North's Recycle Computer room on the fifth floor of Manor North 'J' building on Mondays only, after 1 p.m.

Bill Scarpero has added his services to the Computer Recycling efforts in preparing mini-towers for additional add-ons.

With the work of Bruce Thompson in the Computer Recycle Room, we now accept Apple products for recycling.

The systems listed above, plus many computer power cords, Webcams, coax TV cables, telephone and audio cables are available in various lengths. Check us for your needs – we may have it, and it is free to club members. Visit us at Manor North's Recycle Computer room on the fifth floor of Manor North 'J' building on Mondays only, after 1 p.m. and pick it up.

We no longer accept stand-alone scanners or monitors of the Cathode Ray Tube type. (Take them to the Solid Waste Management Recycling center on Harrisburg Pike).

Apple Information

Apple SIG Meetings Apple Special Interest Group (SIG) meetings are at 2:00 p.m. on the 4th Tuesday of the month in the Manor Orr Auditorium. There are no meetings in July or August. Check the *Weekly Insider* for further information. In addition to a main topic, each session will also include News & Views, Appalooza (the app for the month) and Tips & Tricks.

Apple Store For purchases, learning or help, the Apple Store is located at 541 Park City Center, Lancaster, PA 17601. Their phone number is (717) 295-8800. Or Google "Apple Retail Store, Lancaster PA" or go to www.apple.com/retail/parkcity. The local site comes up with address, phone number, hours of operation. There are links to schedule either the "genius bar" (their support/ service team) or "workshops" (in house training sessions). While no ID is needed for the workshops, the site will query you for your Apple ID to register for the genius bar.

Apple Help

- For Willow Valley Resident's support of Apple iPod, iPad, Mac or iWatch, call 800.275.2273 or go to [www.support/apple.com](http://www.support.apple.com)
- For Willow Valley Resident's support of Apple iPhones, call 800.694.7466 or go to [www.support/apple.com](http://www.support.apple.com)
- Another recommended place for help with either MACs or PCs is TCW-GAV located at 254 South Esbenshade Road, Manheim, PA 17545. Website: www.tcw-gav.com then select Home Services & Products and then Support & Repair.
- Apple online help is at getsupport.apple.com where you can select specific devices and issues and then it will suggest several options for the solution.
- AppleCare warranty service, call 1-800-692-7753 Lastly, a person can Google the problem they are having and a list of suggested sites will be listed as possibilities for the answer.

Apple Newsletters

The Apple SIG group distributes its own email newsletter that concentrates on Apple iOS and Mac devices and now has an email list of over 250 people. Links to past Apple SIG Newsletters are listed in the center column of Information Central. If you would like to add your name to the email list to get the newsletters when distributed, notify Bob Kline via email to rakline12@gmail.com giving your name and email address and any other information as you desire.

Apple Information (Continued)

Time to Update Your Software — or Not?

Bob Kline, Apple SIG

One of the decisions we have to make from time to time concerning our computers (and I'm including smartphones and tablets here) is how should I answer the question my device "asks" me (in one form or another) - do you want to update your software to the newest version? Your answer may reflect the good (or bad) experience encountered the last time you answered this question. You might also reflect on one or more of the following:

the collective experience you've had with the software provider you're 'facing'

the projects you're currently working on

your readiness to invest the energy necessary to learn the new features or functions in the updated software

what you've heard about the update (more security, more stability)

A common strategy to help arrive at an answer to the update question is to 'balance' the expected positive benefits associated with the update; new features, added security and safety; with the potential negatives; overcoming software bugs, moving up the associated learning curve, cost of new software.

Some people, who might consider themselves 'change tolerant' may elect to update their software when it is first released; other, more conservative individuals may elect to wait for the "0.1" or "0.2" software release and let others experience and resolve initial bugs.

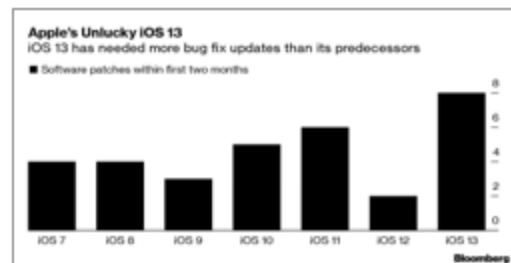
Those of us who've worked in the Apple "eco-system" during the last three months, have most likely experienced the dilemma outlined above. We faced the issue of a very "buggy" initial release of macOS Catalina 10.15 for our computers, a confusing set of iOS 13 releases for our iPhones and iPadOS 13 for our tablets.

As reported in [Bloomberg](#), the operating system software for our iPhones and iPads has required 8 updates and is now, finally considered stable.

The first release of Catalina (10.15.0) was Oct. 9, 10.15.1 was released Oct. 29 and many reviewers still recommend waiting for 10.15.2, which is unscheduled as of this date.

The Bloomberg article documents a reported change in the way Apple plans to test future software development projects to reduce bugs in their software releases.

We can hope that the plan will be effective when it comes time for the new macOS, iOS, iPadOS, watchOS and tvOS releases in 2020!



President's Pen (Continued)

TiVo Update

TiVo has discontinued the Bolt models. They have been replaced with two new models – The TiVo Edge for Cable and the TiVo Edge for Antenna. Both can be voice controlled.

According to a preliminary assessment, the TiVo Edge for Cable model will work with Campus TV. The Edge has more capability to record programs. It will record up to six programs at the same time because it has six tuners. It can store more recordings, up to 300 hours of HD material, because it has a 2 TB hard drive. It also has more features and services as detailed in the TiVo literature.

It's more expensive than previous models. The Edge for Cable box is \$400. In addition, a service plan is needed –\$15/month, \$150 annually, or \$550 for the All-In (lifetime) plan.

Beware!! *HotHardware.com* has reported: “Amazon Shreds User Privacy By Sharing Personal Alexa Voice And Data Recordings” which should serve as a warning that anything we say or do that involves the Cloud is susceptible to capture and sharing. When you are not using Alexa or Google Assistant, TURN THEM OFF by removing the power! Protect yourself. While using them, be careful what you say.

Microsoft News

Windows 7 extended support will end on January 14, 2020. Office 2010 support will end on October 13, 2020.

Microsoft announced the end date for Windows 10 Mobile support as it focuses on Android and iOS. The final end date for Windows 10 Mobile support: December 10th, 2019. The last major release of Windows 10 Mobile occurred in October 2017, and Microsoft has only provided security updates since that time. Microsoft *recommends that customers move to a supported Android or iOS device*. Microsoft is winding down its Windows 10 Mobile operations and beefing up its apps and services for Android and iOS. Microsoft apps/services like Bing, Cortana, OneDrive, Office 365, Xbox, Edge are readily available for Android and iOS.

Microsoft has made no bones about embracing subscription services for their products. Office 365 has largely phased out its perpetual licensed counterpart - e.g. Office 2019 - by enticing users with a low up-front cost, continual updates, and additional perks utilizing Microsoft's cloud services.

If you find you have problems with certain web pages, try accessing the page with a different browser (e.g., Edge, Firefox, Chrome, Safari). You might consider having more than one browser on your taskbar to facilitate the change. Also, if you have a problem reading a file such as the PDF file used for this newsletter, try reading the file with a different PDF reader. Default applications for accessing different file types can be set by typing **Choose a default app for each type of file** in the search box at the bottom left of the screen and then scrolling down to the name of the file extension (e.g., .PDF) to see your choices to read that type of file. We have found **Adobe Reader DC** works well with reading our newsletters. If you don't have Adobe Reader DC, you can download it at no cost at <https://get.adobe.com/reader> .

RENAISSANCE COMPUTER CLASSES

The following computer classes are or will be listed in the *Renaissance* publication. They are provided so you can decide what classes you want to attend before needing to wait until the *Renaissance* publication is distributed, can be ready to sign up when sign-up is available, and can avoid scheduling activities such as doctors' appointments when you want to attend a class and you have some flexibility in setting up your appointments. **As always**, schedules are subject to change and the information below is our best information at the time of the publication of this newsletter.

There is no charge for any of these classes. **Register using Event Registration. Classes are in the Cultural Center Education Room unless otherwise noted.**

Microsoft Word – Questions and Answers

This class is being presented in a new format where early registrants will be sent an email asking for email responses with questions about Microsoft Word matters they would like covered in the class. The class will then focus on those questions, first received, first covered. If time permits, other questions may be raised and other information presented. Please verify you have a good email address in the online Resident Phone Directory.

Wednesday, January 15th

10:00 am – 11:00 am

Cultural Center Education Room

Presenter: Sid Paskowitz, Spring Run Resident

Cost: no charge

Registration is required using Event Registration

Just the Basics

Already know how to use Email and browse the Web, but want to know more and to prepare for using programs such as Word, PowerPoint, and Excel? Then this class is for you. We'll review some basics such as how to properly turn off the computer, the Windows desktop, working with multiple windows, and safely removing a USB drive. Next, we'll cover working with files and folders, and how to open programs. And finally, how to find answers to your questions and what to do when something goes wrong.

Thursday, January 30

10:00 am-11:00 am

Cultural Center Education Room

Presenter: Tony Poulos, Spring Run resident

Cost: no charge

Registration is required using Event Registration

Windows Speech Recognition

Due to popular demand, this class will cover the presentation made at the February 7, 2019 Computer Club meeting for those who were unable to attend or have questions about Windows Speech Recognition. Windows Speech Recognition can be a powerful assistance tool if you have dexterity problems, limited typing skills or hand tremors.

Wednesday, February 12th

1:30pm-2:30pm

Cultural Center Education Room

Presenter: Sid Paskowitz, Spring Run Resident

Cost: no charge

Registration is required using Event Registration

Renaissance Computer Classes (Continued)

Hands-on Excel – The Basics

This class is for the person just beginning to learn Excel. With hands-on use of Microsoft Excel 2010 you will create an Address List. Basic computer skills are required.

Wednesdays, February 12th and 19th

10:00 a.m. – 11:00 a.m.

North Computer Lab., 1st Floor M-Wing Manor North

Presenter: Fred Connin, Manor North Resident

Cost: no charge

Registration is required using Event Registration

Class size: 6

Excel – Beyond the Basics

This class is for the person who has mastered the basics of Microsoft Excel. With hands-on use of Microsoft Excel 2010 you will create Formulas, Pivot Tables and Graphs. Basic computer skills are a necessity.

Wednesdays, March 11th and 18th

10:00 a.m. – 11:00 a.m.

North Computer Lab., 1st Floor M-Wing Manor North

Presenter: Fred Connin, Manor North Resident

Cost: no charge

Registration is required using Event Registration

Class size: 6

Managing the Modem and Router in Your Network

Computer, tablets, smartphones, and electronics of all types are dependent on connecting to the Internet. How does your home network work? This class will provide modem, router, and network basics. You will also learn troubleshooting tips useful when your home network is not working correctly.

Monday, March 23rd

1:30 pm – 2:30pm

Cultural Center Education Room

Presenter: Tom Fleischmann, Spring Run Resident

Cost: no charge

Registration is required using Event Registration

Understanding TiVo

TiVo is the Digital Video Recorder of choice and is becoming more popular with residents. If you already have one, this class will show you how to use features such showing just your favorite channels, using the Wish List, accessing premium services, using voice control, and more.

If your just curious about how a TiVo would be helpful to you, then this is your chance to learn more. You'll see the great program guide, how to easily replay dialog you may have missed, skip through commercials, and how to record a program when it's shown even if you're not at home.

The class includes basic use, and several intermediate and advanced features. A Q&A session will be held at the end of the program.

Renaissance Computer Classes (Continued)**Thursday, March 26**

10:00 am-11:00 am

Cultural Center Theater

Presenter: Tony Poulos, Spring Run resident

Cost: no charge

Registration is required using Event Registration

Hands-on Introductory PC PowerPoint Presentations

Basic concepts will be taught using Microsoft Office PowerPoint 2010 software.

Prerequisite: Students should be well beyond the "beginning computer user" stage.

Wednesdays, April 8th and 15

10:00 a.m. – 11:00 a.m.

North Computer Lab., 1st Floor M-Wing Manor North

Presenter: Fred Connin, Manor North Resident

Cost: no charge

Registration is required using Event Registration

Class size: 6

Backing Up Apple Devices

Unless you want to chance losing valuable information, you need to back up your personal computer information. One of the ways in which to do this is using Time Machine which comes free of charge as part of an Apple laptop or desktop computer. Other ways of backing up will also be discussed including those for iPhones and iPads. Residents with various levels of computer experience are welcome along with any questions during or at the end of each section.

Wednesday, April 15th

10:00 am – 11:30 am

Cultural Center Education Room

Presenter: Steve Lynn, Manor Resident

Cost: no charge

Registration is required using Event Registration

Effective Google Searches

Internet is a trove of data - Good, Bad, Ugly, Fake, ... so asking a good search question can help to find the answer faster in an effective way. We will focus on Google, the biggest search engine. You will learn how to ask the search question in an effective way using tricks of the trade to get the answer in the shortest time. We will show some basic information about safely surfing the Internet also.

Send your Internet Search questions to jrshahedu@gmail.com WITH subject line "Search Question" and he will try to cover as many as possible in this class. Be inquisitive!

Thursday, April 30th

1:30pm – 3:00 pm

Cultural Center Education Room

Presenters: Jay Shah, Manor North Resident

Cost: No Charge

Registration is Required using Event Registration

Renaissance Computer Classes (Continued)

Windows 10 – Questions and Answers

This class is being presented in a new format where early registrants will be sent an email asking for email responses with questions about Windows 10 matters they would like covered in the class. The class will then focus on those questions, first received, first covered. If time permits, other questions may be raised and other information presented. Please verify you have a good email address in the online Resident Phone Directory.

Monday, May 4th

10:00am-11:30am

Cultural Center Education Room

Presenter: Sid Paskowitz, Spring Run Resident

Cost: no charge

Registration is required using Event Registration

Individualized Quicken, Family Tree Maker and Ancestry.com Program Training

Individualized instruction is offered to persons who have mastered computer basics and are seeking a program for maintaining financial records. Learn how to download your banking information and more. The Quicken program will give you the ability to manage your financial records. Family Tree Maker and Ancestry.com are programs designed to help you learn more about your genealogy using your own computer. **Use your own computer on dates scheduled between student and instructor after registration.**

Instructor: Bob McRobbie, Manor Resident

Cost: no charge

Registration is required using Event Registration

Individualized Help with Word, Excel, and Power Point for Intermediate and Advanced Users.

The Computer Club is offering individualized instruction for Word, Excel and Power Point to intermediate and advanced users. You choose the topic; they provide the instruction. Use your own computer or meet in the Lakes Computer Room. Experience with the basic functions of the software is a prerequisite.

Date scheduled between student and instructor after registration.

Instructors: Carolyn Bugel, Spring Run Resident

Cost: no charge

Registration is required using Event Registration

WeTransfer.com—The following is copied from the WeTransfer.com home page. The service provides facilities to transfer (i.e., send or share) large files that are too large to be sent as email attachments:

Free forever

- No storage
- Send up to 2 GB
- Email transfers to up to 3 people
- Link transfers to unlimited people

Transfers get deleted after 7 days

Microsoft is providing new security protection in Windows 10. Click on link below.

<https://hothardware.com/news/microsoft-critical-security-feature-for-windows-10-tamper-protection>

Resident Copiers/Printers

The following information is provided in hope of clearing some confusion about using Kiosk printers. When the Resident clicks Print and enters their ID number on a Resident Computer Kiosk, the print job goes to a virtual print queue. The Resident can then go to any of the printer/copiers listed below and login and print out the job.

- Farmhouse Resident Business center
- Lakes Resident Business center
- Manor Resident Business center
- North Gardens Resident Business center
- North Core Resident Business center
- North J Building Resident Business center
- Spring Run Resident Business center
- Vistas Resident Business center

Instruction sheets are available at the Resident Computer Kiosks and printer/copiers to guide the process.

Authentication Factors

The Computer Club recommends the use of Two Factor Authentication (2FA) and Multiple Factor Authentication (MFA) when they are available. Those forms of authentication reduce opportunities for your accounts to be broken into.

Future Computer Club Meeting Programs

Mar 2020: "Tax Preparation SW and Skills," Gary Staton

Apr 2020: "Using Information Central," Sid Paskowitz

May 2020: "Controlling and Using Drones," Leighton Derr

Jun 2020: "MRI's and Your Health," Susan Eskin

Sep 2020: "How Modern Robots Work," Dilip Patel

Oct 2020: "Quantum Computing," Jay Shah

Nov 2020: "Computers and Medical Records," Tara Gensemer

Upgrading from Windows 7 or Windows 8 to Windows 10

Windows 10 download link: <https://www.microsoft.com/en-us/software-download/windows10>

The following information is provided to assist in your getting a free upgrade to Windows 10 for your Windows 7 or Windows 8 computer. Before starting, print this page for reference, and assure your computer can handle Windows 10. Microsoft has published the following minimum specifications; however, we have found the values in **red** below to be the minimums needed:

Processor: 1 gigahertz (GHz) or faster [compatible processor](#) or System on a Chip (SoC) **2 gigahertz (GHz)**

RAM: 1 gigabyte (GB) for 32-bit or 2 GB for 64-bit **3 gigabytes (GB)**

Hard drive size: 32GB or larger hard disk **250GB**

Graphics card: Compatible with DirectX 9 or later with WDDM 1.0 driver

Display: 800x600

To add a safety factor, before you begin the upgrade process, back up your important files to a flash drive or an external hard drive. It is probably a good idea to do that periodically anyway.

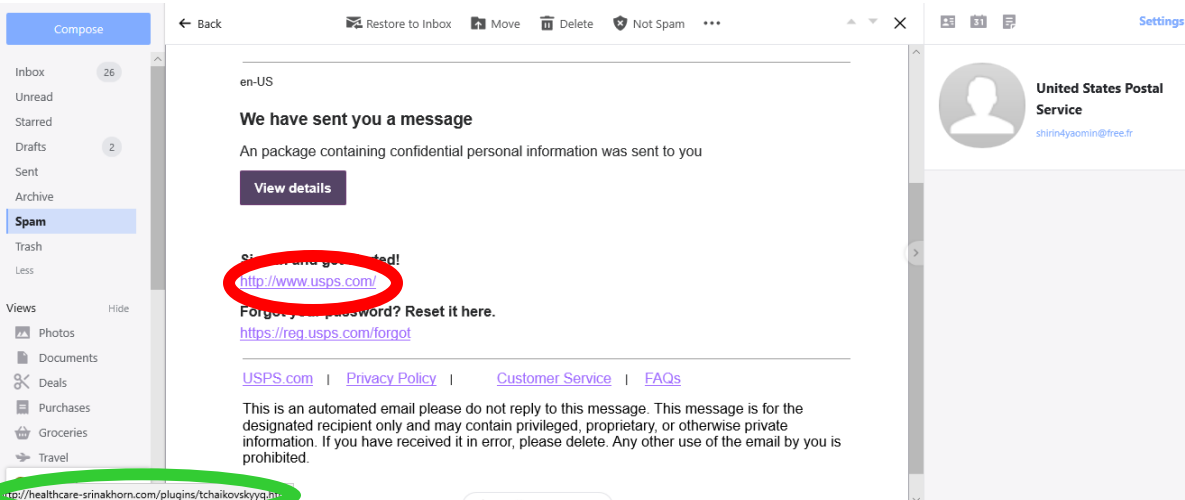
After you have confirmed your Windows 7 or 8 meets at least minimum requirements, click on this link to download the Windows 10 installation tool: [Download tool now](#). Although the site states it can be used to create a media format (i.e., DVD or flash drive), the instructions below should allow you to install Windows 10 directly on your computer.

1. Select **Download tool**, and select **Run**. You may need to be an administrator to run this tool.
2. On the **License terms** page, select **Accept**.
3. On the **What do you want to do?** page, select **Upgrade this PC now**; then select **Next**.
4. Select **Keep personal files and apps**.
5. Select **Install**.

It might take several hours to install Windows 10, and your PC may need to be restarted a few times. **Make sure you don't turn off your PC.**

Although there is no guarantee this procedure will work, recent efforts following these instructions have been successful. If you have a problem, please send an email to wvcomputerclub@gmail.com.

Email Scam Example Below is an image of a scam Amazon Order Status Email that indicates it was sent by the US Postal Service. A quick way to show it is a scam was to put the cursor over the link in the **red oval** below. The address that then displays in the status bar in the **green oval** below shows the true link is bogus and not to usps.com.



House passes bill to stop robocalls

Marguerite Reardon/CNET December 5, 2019 7:59 AM PST

The House knows we all hate robocalls. If there's one thing that politicians on Capitol Hill can agree on, it's that robocalls must be stopped. On Wednesday, the House of Representatives almost unanimously passed a bill to help put the kibosh on robocalls.

[O]n the issue of robocalls, both parties were almost unanimously united with a vote of 417-3 in favor of the bill. The bill was named after the lawmakers who helped lead it in the House and Senate, Rep. Frank Pallone Jr., a Democrat from New Jersey, and Sen. John Thune, a Republican from South Dakota.

"In today's political climate, it's hard to find an issue on which almost everyone can agree, but we found one with the TRACED Act," Thune said in a statement. "With House passage of our bipartisan, bicameral legislation to protect consumers from pesky and sometimes financially harmful robocalls, we are one step closer to getting this legislation to the president's desk."

Reps. Justin Amash, an independent from Michigan, Andy Biggs, a Republican from Arizona, and Thomas Massie, a Republican from Kentucky, voted against the bill. Massie had said previously he wouldn't support robocall legislation because he feared it gave the Federal Communications Commission too much authority.

The bill was the result of a compromise worked out by leaders from the House and Senate. The TRACED Act helps address problems with robocalls in several ways. It increases penalties for bad actors knowingly initiating illegal robocalls. It requires phone companies to authenticate calls to determine if the number calling you is real. If a call can't be authenticated, it requires phone companies to alert customers and allow them to block calls. It gives regulators like the FCC and the Federal Trade Commission more time to go after scammers and penalize them more aggressively. And it pushes the US Department of Justice to go after illegal robocallers.

The bill comes as complaints about robocalls keeps growing. More than 49 billion robocalls have been made in the US so far this year, according to YouMail. Many of these calls are from scammers, and they're clogging phone systems. Hospitals have reported a huge increase of spam robocalls, which experts say hampers communication and patient treatment.

"This is important legislation because unlawful robocalls are not only a nuisance, they are also undermining our entire phone system and consumers' safety as a result," Pallone said in a statement.

Federal, state and local authorities have also been working to curb illegal robocalls. Earlier this year, the FCC voted to allow phone companies to block suspicious calls by default. Last month, attorneys general from all 50 states and Washington, DC, joined 12 phone companies in announcing an effort to combat robocalls. Companies, such as AT&T, Verizon, T-Mobile and Comcast, are implementing call-blocking technology at no extra cost to customers.

"Robocallers are officially on notice," said Robert Fisher, Verizon senior vice president of federal government affairs. "This legislation will ensure widespread call authentication, the ability for end users to block any and all unwanted calls and creates stronger enforcement mechanisms and increased penalties for the bad actors responsible for these annoying and harassing robocalls."

Robocalls use autodialers and recorded messages to make millions of phone calls. Often the numbers that show up in caller ID appear to belong to friends or neighbors, when they're actually "spoofed." These calls hide the real number to trick people into answering the call. Carriers will now implement a new technology protocol called SHAKEN/STIR to validate that calls are originating from where they claim to be coming from and would allow for faster tracing of illegal calls to find out who's responsible for them.

The Senate passed a similar bill earlier this year, which means the legislation could soon move to the president's desk. Thune said he is ready for the next steps. "We'll keep working for more protections above and beyond this bill to crack down on robocalls," Thune said.

Source: [CNET](#)