East SIG Report - August 2015

The August meeting commenced with M.C. Frank Maher welcoming all members and visitors.

The first session as always was Q&A, but on this occasion hosted by Dave Botherway.

Q: Last weekend my desktop PC lost its display. I removed the graphics card and reverted to the onboard graphics chip. Now sometimes the PC starts with the correct screen resolution but at other times the resolution is incorrect and need to be reset. This is annoying so can you suggest a solution? (The original graphics card was checked in another PC and found to be faulty.)

A: As the PC has identified that you are using the onboard graphics, the BIOS does not seem to be the issue here. You need to isolate where the fault is occurring. If you have another monitor use it to check the display on startup. This will show whether you have a faulty cable connection. If you can borrow another graphics card try that. To solve this problem the aim should be to isolate where the problem is occurring.

Q: After Optus remotely accessed my PC to correct an issue I was having with my Webmail, the newest emails now appear at the top of the list not at the bottom where they used to be. How can I display the newest email at the bottom?

A: No permanent solution was found so Dave suggested Optus be contacted again.

Q: Two members of my family have upgraded to Windows 10 and both commented that they felt their PCs now take longer to respond than before. One PC was running Windows 7 and the other Windows 8.1. Is this normal or is there something I can do?

A: Most people are reporting that Windows 10 is better in terms of speed than 7 & 8. It's possible the PC is downloading updates or doing a virus scan. Check "Performance" under "Task Manager" to determine what file is running in the background that may be slowing things. Another feature in Windows 10 that may be causing the slowdown is a default setting that allows updates to be shared across the internet with other users. This bit torrent like feature can be turned off completely or set to only share with PCs on your home network. This is done through "Settings".

Q: Will I still get normal Windows 10 updates if I turn off the "Choose how updates are delivered" option under "Settings" from your previous answer?

A: You will still receive normal Windows 10 updates, the only difference is how the updates are delivered. If you don't want to share downloads with other internet users but have multiple computers on a home network, select share with "PCs on my local network". This will save downloading the same files multiple times.

Q: What was the thinking behind sharing downloads with other internet users as it sounds dangerous?

A: The reasoning was probably to share the load and get Windows 10 out to everyone as quickly as possible.

In our next session Trevor Hudson played another of his instructional videos from Vimeo.com titled "How to use aTube Catcher as a Screen Recorder". Last month Trevor demonstrated the screen capture component of this program. In addition aTube Catcher can also capture videos from their URLs and convert the downloaded file to multiple other video or audio formats. This month Trevor is using aTube Catcher as a screen recorder. A recorder captures the movement on

your screen and its audio. You start the capture by placing a box around the area to be recorded or alternatively you can record full screen. Trevor recommends users start and stop the recording using the Hot Keys to avoid distracting mouse movements. Sound needs to be recorded from your PC speakers so a microphone will be necessary.

aTube Catcher is a free program and can be downloaded from www.aTube.me. Trevor's video can be found on Vimeo by searching the title above or by the link shown here. (https://vimeo.com/136171045). MelbPC members may find this program ideal for recording the Monthly Meetings given the post meeting downloads are in HD and have very large file sizes.

Next up was a presentation by Charles Adams titled "One Retirees Use of Digital Technology". Charles uses his computer standing rather than sitting, as standing is known to correct blood sugar levels and give better posture. He has specially modified his desk for this purpose. Charles is a keen photographer and uses his Canon G15 digital camera in preference to his Smart Phone for photography. The Canon is preferred due to its compact pocket size, better quality lens and zooming capability. The Smart phone is used mainly as a phone with minimal uses of Apps and light use of Facebook to keep in touch with his granddaughter. The PCs Snipping tool is one app that Charles finds indispensable. Computer Choice is his preferred source of unbiased Computer information and he is a regular Skype user. Charles recommends Skype be turned on as soon as you start your computer to avoid missed calls.

As a resident of a Retirement Village Charles finds they are great for social interaction and facilities. Most people enter a Retirement Village before the age of 75. However a major problem for residents is that the contracts were written by the operators around 1986 and have not been updated since. Charles provides assistance to new residents and recommends anyone thinking of entering a Retirement Village fully investigate any contract before entering. There are dozens of different contracts for Retirement Village residents and Charles's computer has been invaluable in analysing these. Charles displayed a number of graphs comparing these contracts showing how they heavily favour the Villages and not the residents. He discovered all contracts had similar formats but differed greatly in their pricing. His analyse and commentary can be found searching Google for "Retirement Villages" + "Charles Adams". Most entries I found link to the www.agedcarecrisis.com website. Charles has and is currently lobbying Government for changes to the current system to better protect the residents.

After the break the next presentation was titled "Phishing & Scams - New Warnings" presented by Brian Paten the convenor of the Yarra Ranges SIG. Phishing is defined as the practice of sending emails purporting to be from reputable companies in order to encourage individuals to reveal personal information, such as passwords and credit card numbers while online. Spams is considered to be unsolicited emails, many are advertisement for products but some of these may contain spyware, keyloggers or ransomware such as Cryptolocker.

Many phishing scams involve the use of gimmicks or prizes to obtain information from you such as your passwords or credit card details. Be very wary of giving someone remote access to your computer unless it is something you have initiated. Scams are not only sent by email but are often via phone or home visits. If uncertain about a phone call hangup or ring the company back, but not by the number they give you, look the phone number up yourself. Brian reminded members that the first "Do not call" phone register expires after 3 years. The current "Do not call" register expires after 5 years and can be contacted on 1300 792 958.

If you believe you have discovered a scam or someone is trying to scam you call "Scamwatch" on 1300 795 995.

To alert members to the type of scams being used Brian read a number of newspaper reports of scams that people have been caught by. A current scam that leads to ransomware infecting your computer is a fake Windows 10 upgrade email. These emails ask the user to run the attached installer to upgrade to Windows 10. Windows 10 upgrades are never sent by email but by a notification in the Windows task bar.

In summary be alert and learn to identify these scams. The best approach is to ignore them or hang up for phone scams.

Neil Muller