

Meeting 11/09/2013

Agony Corner:

Updating a couple of last month's problems...

1) More on e-Books...we discussed this again,

- It's now possible to borrow books to read on your tablet from Suffolk Libraries. You don't have to drive there, but you do have to download OverDrive Media Console. The app is available for nearly every platform and device out there (iOS, Android, Windows Phone, BlackBerry, Nook, Kobo, Sony Reader, Mac, and Windows but not, unfortunately, Kindle in the UK). Find it here <http://omc.overdrive.com/>
- Once installed go to *Suffolk Libraries* at <http://tinyurl.com/m76gazy> . To log on you'll need your library card number and PIN (if you've mislaid this, Stowmarket Library will provide).
- As opposed to the free books available on other sites, this enables you to borrow best seller novels as well as reference books.
- You can use your library card to borrow ebooks put them on hold, and create wish lists.

2) 'I've followed advice and tried the 'Chrome' browser as an alternative to MS Internet Explorer but because I'm not used to it I'm having difficulties particularly regarding email attachments. I can't see where or how to download them? I access my email via BT web mail, not Gmail'. I'm also having difficulty generally with viewing and scrolling down pages.....'

- Using Chrome rather than IE should not materially affect the BT web mail although slight changes in appearance may occur.
- It was suggested by another member, who also uses BT web mail, that there may be icons at the bottom RH corner and that the attachments may already have been downloaded to your default folder.
- Re access and scrolling etc, this should not be a problem and we discussed the various ways to make sure that the scroll bar was always visible.
- I will demonstrate the usability of Chrome on my lap top at the next meeting and information on email attachments is included in the Back to Basics presentation today.

3) An update on 'Each time I boot up my Widows 7 desk top machine I get this error message *'This action cannot be completed because the other programme is busy.Choose " Switch To" to activate the busy program and correct the problem'*. Various options are given but nothing really solves the problem.' See last email for details.

- It was suggested that this could also be due to some sort of virus infection. This is always possible but in this case, unlikely.
- To double check, make sure your virus checker (eg AVG, Norton etc) is up to date and follow up with, say, a scan with Malware Bytes (<http://tinyurl.com/or6opgu>).
- Such programmes do not interfere with your installed antivirus programmes.

4) 'When I use Malware Bytes I always get a very large number of suspect results to be quarantined?'

- The majority of these will be tracking cookies, not necessarily harmful in themselves but can be the source of a lot of annoying adverts as web sites are monitoring your viewing habits.

- If you go to a comparison site looking for car insurance, say, you will very quickly be inundated by offers from all over the place offering their services.
- A useful tip if you want to reduce this kind of thing is to use a 'keep it private' option in your browser. In Internet Explorer, RHS of tool bar click the down arrow against 'Safety' then 'InPrivate Browsing'. This will open a new window and you will see the message "*InPrivate Browsing helps prevent Internet Explorer from storing data about your browsing session. This includes cookies, temporary Internet files, history, and other data. Toolbars and extensions are disabled by default*".
- To achieve the same on Chrome click on the 3 bar icon top right then select 'New incognito window' and you will get a similar message but with a bit more useful security advice, see attached jpg.

5) Following on from the above.. 'I get a lot of spam each day, often from the same source. I always delete it but my research says that you must never click on the 'unsubscribe' button as this only serves to confirm the address and generate even more spam'.

- A point well made! A good way to deal with this is to get your email client, be it BT, Gmail or any other to put such mail directly in to a 'Spam folder' so it doesn't end up in your inbox.
- Gmail is particularly good at identifying spam (from the contents and the senders) and will deal with these without you knowing about it.
- For ones that do get through it's possible to identify a particular sender as spam and this will in the future always be put in the spam folder.
- It's always worthwhile, however, to occasionally scan through your spam folder as innocent emails can accidentally be caught up. It's easy to make them as 'not spam' and they will be transferred into your inbox.

6) Nuisance phone calls. 'I have various ways of dealing with unwanted scam phone calls. The numbers have reduced since, when answering, I just say "hello" rather than my number or name. This has had some effect, but recently I received a call telling me that I was on 67 lists - he wanted £39 to remove our number!!'

- This prompted a lot of discussion as most of us have experienced this kind of thing.
- Without going into a lot of detail here, there is a lot of help on the web. A good start is the CAB Advice Guide at <http://tinyurl.com/gxxtsfm>

7) 'I recently had a problem I wanted to discuss with Talk Talk. I got fed up with the foreign people I had to talk to at their call centre. Eventually, I insisted and managed to get an address I could write to in the UK. I did this and the eventual outcome was that my problem was solved, plus I got a new router and as a loyal customer, got a £5.00 reduction in my monthly payments!'

- This is unusually good service from Talk Talk who regularly come bottom of the table in customer service ranking.
- It's always worth pursuing if you feel your loyalty to any particularly IPS or telephone company is not being recognised. I've been with PlusNet since they were created out of MetroNet who I joined in about 2004. I recently had an email from them that my monthly payment would be increasing by £1.50 pm *unless I joined* one of their combined broadband and phone packages.
- I told them that I objected to this effective blackmail. The end result was that they did not reduce the proposed rate but they would credit my account with the £1.50 each month so I would not be worse off. Conversely to Talk Talk, PlusNet are top of the league table for customer service.

- This led on to further discussion about LLU enabled exchanges (Local Loop Unbundled) where ISPs like Talk Talk, Sky and Plusnet have their own equipment installed in BT exchanges. If you are in a LLU area you can get the best rates whereas if you are not then you pay top dollar for your broadband. Most rural areas, like Bacton where I live, are not LLU'ed by any ISP.

Our topic for the day:

Back to Basics. File and folder organisation, and how to deal with email attachments: We first covered this topic in January 2012 but, by popular request, it was thought worth revisiting.

Email attachments. We looked at attachments in Outlook Express and in Gmail, illustrated by a video copied on my home computer.

- All email attachments, *unless they are from a trusted source* need to be treated with caution. It's always wise to scan them with your virus checker before opening.
- In Outlook Express, an attachment is signified by a paper clip icon. In the example we looked at some photos sent by a Photo Group member. Files can be opened by double clicking directly on the file name but it's better to save first to a known folder. We saw how to create a folder first by navigating to the Photo Group folder in My Pictures\2013\U3A Computer\Stowmarket Photo group\Summer (the next topic). Go to file, New, Folder creates a folder name 'New Folder' then changed its name to 'Rick 1'. For the purposes of the demo, two further new folders were created, Rick 2 and Rick 3. Minimised this window and return to Outlook Express.
- Click save attachments, then browsed to the newly created folder (Rick 1). Then Ok. the files from the email are then safely saved in a separate folder away from the email programme.
- In the first example, the 'paper clip' icon was seen when the email was viewed in preview mode. If the email is opened then the picture icons are seen in an 'Attach' window below the 'Subject' line. Select all by clicking on the first then 'Shift' key before clicking on last. You can right click then 'save' to, but we dragged the selection to 'Rick 2' and saw them reappear there.
- In Gmail, saving a file attachments by clicking the 'Download' link places it in the default location, usually C:\My Documents\Downloads. It can then be moved (see later) to any desired location.
- Gmail however has another option. To the left of the link is a programme icon. Click on this and it can be dragged to the desktop or indeed any folder.

eLSe (e Learning for Seniors).

This browser based learning course covers all the basic skills needed for anyone starting out in computer or for those who feel that they may benefit from a bit of revision! The learning units listed are:-

Unit 1.	eLSe my virtual classroom
Unit 2.	Writing
Unit 3.	Emailing
Unit 4.	Internet
Unit 5.	Keeping your computer tidy
Unit 6.	part 1 - Services on the Internet
Unit 6.	part 2 - Online learning

There's also a very useful Glossary of computer related terms

We went through them all but majored on unit 5.....

Keeping your computer tidy. We worked through this which goes into much more detail than above explaining the similarities between office shelving holding folders on different topics with a computer organised in the same way with folders and sub folders holding files under different headings.

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After working through this learning unit, you should know...

...how the workplace on a computer (the desktop) is structured.

...which elements go to make up this workplace.

...what is meant by file and by folder.

...how you can save and name a file.

...how you can create a new folder.

...how you can move a file or folder.

...how you can search for a file.

...how you can delete a file or folder.

This is just a small part of the eLSe course. The programme files were too large to share at the meeting but I've prepared a DropBox zip file containing all the necessary files and folders you will need to install at home.....

- Click on the link provide in the original email.
- This will not open a web page but will initiate a download, eLSe CD course.zip file, to the default directory (as discussed above).
- Go to My documents and create a new folder as described above
- Copy or move the zip file to this (see below for different ways to do this)
- Right click on the file, then 'Extract Here'. All the necessary files will then be installed into this new folder.
- There will be a file, index.htm. Double clicking on this will open the programme in your default web browser (you will not be on the internet).
- Working through the modules there are some slide shows or similar - you may get a warning box come up, just click OK or click to close and carry on.

Next Meeting:

Will be on **Wednesday 9th October**, 1.30pm at Stowupland School.

Topic for the day: We were due to have a talk and demonstration of, 'Ebay, an insider's guide to buying and selling'. Unfortunately we've been let down badly; at the last minute, this offer has been withdrawn.

This has given me very little chance to prepare a completely new topic so I'll be revisiting a popular one we last covered more than two years ago, **PDFs - What they are and how you can use them.**