

## Notes on Meeting, 13/01/2016

We had 14 members (and 3 apologies) at our first meeting of 2016 on 13th January.

### Agony Corner:

We reviewed the points raised at the last meeting before moving onto some new items.

1) 'I'm still frustrated that I can't print to my Epson Wi-Fi printer from my iPad'

- John H was able to demonstrate there and then how this can be done using Epson iPrint
- The appropriate download can be found in the iPad App store and you can read the full details on the Epson site, here <http://tinyurl.com/jurt6nf>

2) 'I downloaded the Pix Resizer programme but I came with a lot of rubbish which took a lot of getting rid of, plus I had to uninstall and reinstall Chrome'.

- Oops! Pix Resizer is one of my favourite programmes. This just goes to show that even with well know programmes it's always possible to inadvertently download from an unsavoury source. I still have an original, clean .exe file which can be passed on.
- Dave P offered another suggestion to add to the clean-up armoury; PC Decrapifier is a program designed to suggest and remove unwanted software. It can be used to clean off most of the annoying software that is typically shipped with new PCs. It can be run it right off a portable USB drive. There's nothing to install! <https://www.pcdecrapifier.com/>

3) 'I recently had a problem sending an email to a specific address. After 24 hours it bounced back with the message "Maximum Retry Entry age Reached". It is specific to this recipient and even after rechecking all my settings it still won't go (I have a 'lineone' email address)'..

- A Google search reveals that this is a common issue on Talk Talk and Virgin Media forums. Interestingly, Line One>Tiscali>TalkTalk, also Virgin Media>Talk Talk.
- Bryan H (also a Virgin Media/Talk Talk user) had this problem and solved it by resetting his account settings.
- The common factors are that the problem does not affect all recipients and the ISP is Talk Talk which may be corrupting settings and/or having difficulty with particular recipients.
- One of the TalkTalk responses is "The maximum retry queue age error is as follows..... If you send an email, if for some reason it fails, then it will enter a retry queue. Periodically, the system will try to resend the email again. It will usually do this for up to 48hrs, then after this, will return it to you as failed. The failure can be for many reasons; *it can be caused by issues on our side* or can also be caused by the recipient's mail server not accepting delivery of the mail".

### Computer help for Absolute Beginners:

Following on from the discussion at the last meeting, there has been much going on behind the scenes. In summary,

- I will place an invite in the forthcoming Newsletter (PDF copy for members), and
- David has agreed to be an initial telephone point of contact and will talk to the caller using a prepared list of questions as previously agreed amongst us.
- We will report back at the next meeting.

### Topic for the Day:

**Ann Williams:** 'An introduction to researching your Family History on the Internet'.

Ann gave us a fascinating talk accompanied by a Power Point presentation she had prepared. This prompted much discussion amongst the members present as to how far they had got with their own research - some much further than others.

Ann described her own efforts, successes and failures, whilst going through the presentation. Rather than go into great detail here, I've attached a PDF copy (to the original members only) of the presentation which contains *many live links* to sources of information. (Beware; going through these becomes very addictive!)

A few bits more information:-

- The London Family Search Records are temporarily held with the National Archives at Kew, [https://familysearch.org/learn/wiki/en/The National Archives of the United Kingdom](https://familysearch.org/learn/wiki/en/The_National_Archives_of_the_United_Kingdom)
- If you are planning to visit Kew to do some research it's best to plan ahead, <http://www.nationalarchives.gov.uk/about/visit-us>
- I've compiled a PDF of U3A information about Genealogy research, attached, <http://tinyurl.com/gtkkow8>
- We discussed about possible Family History groups in neighbouring U3As and there is indeed one at Hadleigh. We can decide at the next meeting if anyone one wants to follow up for advice.

Thanks again to Ann, who obviously put a lot of work into preparing her very interesting introduction to this topic.

**Next Meeting:**

**Date:** Wednesday 10th February – 1.30 pm at Bacton Village Hall

**Topic for the day:** We look forward to **John Haseltine** giving us 'An introduction to iTunes' – what's it all about?

Regards

Peter