

For our meeting on **12th October** we had 9 members attending and 4 apologies.

Please note: At this meeting we decided to rename our group the '**Computing & Technology Group**'. We've noticed that several times in the recent past we were discussing aspects of modern technology that increasingly affect our lives but are not specifically computer related. I expect that the format will be refined over the coming year and, also, we hope that this may encourage more members to join, as at the present we are not limited on the numbers we can accommodate.

Additionally, and at the suggestion of one of our members, we discussed the possibility of changing the official start time to **2.00 pm**. To date, we have started at 1.30 pm based solely on the fact that this was the practice when we were meeting at Stowupland High School. Some people have difficulty in making that time due to overlapping morning activities and interference with normal lunch times. Additionally, the hall charges are £6.00 per hour so we have been paying £15.00 for 1.30 – 4.00 pm. The new time, 2.00 pm – 4.00 pm would cost just £12.00 per session. Providing we get a flying start, I don't think the reduction in time will restrict what we can achieve too much.

We did agree then that this new schedule will start with the November meeting and I have informed the hall booking clerk accordingly. I will pick up the keys shortly after 1.30 pm and will be opening the hall no later than 1.40 pm to start setting up. Any assistance at this time would be appreciated!

Agony Corner:

Arising from last meeting.....

1) I have considerable trouble getting my smart TV to hold its Wi-Fi signal. This led onto a variety of issues..

- The problem was solved instantly by using a 'Home Plug' connection as suggested (Amazon <http://tinyurl.com/hp58l3c>). Each plug has two Ethernet ports which enabled the Sky box to be similarly connected and improved. The modern versions need no setting up and are truly plug and play.
- Be aware as well that common devices such as microwave ovens when running can interfere with a Wi-Fi signal.
- This topic led onto other queries – see new below.

3) I'm having difficulty in deleting some files from a memory, USB, stick on my Windows 10 machine.

- We looked at the PDF circulated with the last email and developed the theme in this month's 'Right Click' topic below.

New questions....

1) 'Is it worth buying a 'Smart' TV?

- If you are ready to buy a new TV, then *yes it is well worth considering*. These normally give easy access to such streaming services as Netflix, Amazon Prime Video, BBC iPlayer, Youtube etc. Make sure to connect with a Home Plug device as discussed above.
- If you're happy with your TV and it's fairly modern (with HDMI and USB connections) but want access to online streaming then you *don't need to buy a new set*. There are several fairly cheap devices that can give you all the streaming media features of a smart TV, e.g Chromecast, Roku and Amazon Stick TV. Have a look at the comparison and prices on the PC advisor web site <http://tinyurl.com/z64wztg>

2) 'I have a 10 year old HP flatbed scanner attached to an XP system where it's always worked. Going back to it recently old I'm finding that whilst it scans slides (positives) satisfactorily I just get a black image from negatives. I've tried every setting in the software but to no avail'.

- We discussed this a length but without having the scanner to hand it was impossible to give a definitive answer.
- If you have a lot of negatives to scan and in view of the age of the device it's worth purchasing a new flat bed scanner with slide/negative attachment or a dedicated scanner for slides and 35 mm film. Whilst semi-

professional scanners can be very expensive, for domestic use it should be possible to get either type for less than £100.00.

3) 'I've received a message via Facebook about a company called PDS posting cards through your door about a missed delivery and a warning about a cost of £315.00 if you ring the given premium rate number (copy supplied).

- Unfortunately, this message *is itself a hoax* and has been appearing almost yearly since 2005 when the original postal scam was detected and stopped.
- Please be aware with any email that includes the words 'Please note and pass to all your contacts' is almost always a hoax or even worst a potential scam.
- Always delete, never forward to anyone else and warn your friend to do likewise.
- We looked up the details on Google. See here for the full story (vintage 2012) <http://tinyurl.com/nvchgpu>

4) 'I've received a Word, docx, file by email. When I click on it it won't open and I get the error message 'Abnormal Termination.docx, Microsoft Visual C++ Runtime Library Error'. The same file sent by PDF opened OK'.

- On research at the time we found the statement "*A runtime error is a software or hardware problem that prevents a program from working correctly. Runtime errors can occur if you are running two software programs that are not compatible, if your computer has memory problems or if the computer has been infected with malicious software*".
- After much discussion and investigation, we thought it may be simpler than that, perhaps due to an Office or Windows update, or problems with Windows Live Mail (no longer supported by Microsoft).
- At the meeting it was suggested that the email docx file be saved to a folder on the PC and opened from there. In the event this solved the issue.

5) 'How do I transfer photos from my smart phone to my PC?'

- Answer given: If you have an older phone with photo capability you may need special software but with smart phones this is not normally necessary. Just use the charging cable, mini USB to USB to connect the phone to the PC.
- But, whilst the first part is correct, *the second is not necessarily so!* It seems that some phones/PCs connect easily whilst others won't, whatever you try to do.
- Modern Android devices/Windows use MTP (Media Transfer Protocol) which is supposed to allow your device to act like a USB stick, however, it seems to be less than reliable.
- There are two simple ways around this. Firstly using an Android App (from Google Play Store) such as 'MTP-Alternative USB Drive'. Install this on your phone, connect phone to the PC using the USB cable (usually from the charger), open the app and follow the instructions. Your phone contents will be shown as a network location. Your pictures will usually be on the SD card under folder DCIM. Just select the pictures you want and drag and drop to your selected folder on the PC. As your entire phone contents are exposed, be careful to only work on the photos.
- A second, and perhaps simpler, way to transfer and access photos would be to set up a Google Photos account and sync the phones on your phone. All your pictures will be automatically uploaded to the cloud and available on any device to view or download.
- This topic can be discussed further at the next meeting.

6) 'Since using the Edge browser in Windows 10, I often get a big red warning on certain web sites. I always close them down but it's very annoying'.

- It's difficult to comment without seeing the actual message (a screen shot would help?) as few of the other members use Edge.
- Just to make sure that it's nothing malicious, it's always wise to run Malware Bytes Anti malware and AWD Cleaner regularly.

7) 'When my Windows 10 laptop first boots up, the display is initially vertical then after a short time it rights itself'

- We had an extensive discussion and experimentation on this and thought perhaps that the system was going into (vertical) tablet mode before righting itself.
- Suggest you investigate the display settings. Right click anywhere on the desktop then on the menu left click on Display Settings.
- The first screen is 'Customise your display' where you can check the orientation which should be Landscape. Then check under Tablet mode and make sure 'When I sign in' is 'Use the appropriate mode for my hardware' and 'When this device automatically switches tablet mode on or off' is set to 'Always ask me before switching'.

Windows 10, Anniversary Update.

How can you tell if you've got the Anniversary Update? We had a look around and you can see the results in the two page PDF attached (*for original recipients*).

Topic for the Day:

Following on from a recent query we revisiting a topic last covered in 2012 – **'The 'right click' or Windows context menu'**..what is it and what use can we make of it?

The 'right click' function has been part of the Windows system for many years. This presentation concentrated on some new aspects of the context menu introduced with Windows 10 and includes many screen shots of what we looked at on the day.

You can read all about it in the attached PDF (*for original recipients*).

Next Meeting:

Will be on **Wednesday 9th November, at Bacton Village Hall, 2.00 pm**

Topic for the day:

'Free photo manipulation programmes' – do you really need the very expensive and difficult to learn Photoshop? We'll compare the features of several programmes, some of which have 'one click – fix all' solutions.

If you want to be prepared and get involved on the day, here are some suggestions....

- Adobe PhotoShop Express, <http://www.photoshop.com/products/photoshopexpress>
- iPiccy, all on line <http://ipiccy.com/> and via Chrome web store.
- Faststone Image viewer, Irfan View and Paint.net. Download safely from <https://ninite.com/> Under 'Imaging' tick the boxes then download the installer. Run the installer to install all three programmes.
- Google Photos – access from your Google account or the app from the Chrome browser
- Pixlr Editor Online, <https://pixlr.com/editor/> or add to Chrome from the web store <http://tinyurl.com/9jp44gw>

..... and make sure you have some of your own photos on which to experiment.