

We had another good turnout on 8th February, 15 members, and 5 apologies.

The good news expected regarding the WiFi *was not fulfilled*. A hand written message left for us made the assurance that the previous problems had been fixed and that full internet access was available. Unfortunately, this was incorrect and, as before, whilst we could log onto the local router there was no internet access. I called the emergency contact I had been given and the installation engineer came out immediately. He checked everything at the hall end, which was ok, before going out to the source. On his return, he told us that the originating signal was from a private house nearby which was having it's thatched roof repaired and as a consequence the house was surrounded with scaffolding which was preventing the signal getting through. This is likely to be the situation for at least the next 10 weeks!

Thanks again to John Haseltine for providing at least some internet connection with his mobile MiFi.

We had a discussion about the situation, decided that enough was enough and **that we would try to find an alternative venue for at least the next three months, if not permanently**. At the time of writing I've visited various possible venues; the Scout hut, Milton Road - The Mix, Ipswich Street - Red Gables, Ipswich Road and - Cedars Park Community Centre, Pintail Road, to assess room size and facilities, free WiFi availability/speed, kitchen access, parking and cost/hour. All have plusses and minuses on some or all of these issues which are too many overall to go into detail here. I've informed the BVH committee that, due solely to the WiFi issues, we won't be using BVH for *at least* the next three months.

I've chatted over all the options with a few of our members and the decision is that the Scout Hut is the best overall. **The Stowmarket Scout Centre** was completely rebuilt in 2013 using funds raised locally. Whilst the outside is still to be rendered the inside is finished to the highest modern standards.

Rooms: Large hall with adjacent small hall which is available on our preferred day/time. It is already equipped with an overhead projector and white board screen which means we can be up and running quickly without wasting time on setting up. I would guess that up to 20 could be comfortably accommodated.

WiFi: Free and tested at 19 Mb/s, more than enough for us all to share without any perceptible loss in speed. I think that BVH (when working) was about 2 Mb/s.

Kitchen: Well equipped and available for our use.

Toilet facilities: Modern, including disabled access.

Cost: At £10.00 per hour, this is the second most expensive I've looked at (Cedars Community £20.00!) but considering the on site free parking and excellent Wifi I believe it's well worth it. At recent meeting we've had 15 or so members at £1.50/ head so keeping to this would still generate £22.50 per session and even were we to drop to 10 this would still only require a subscription of £2.00 pp once a month.

I have made a firm booking for 8th March and provisional for subsequent months dependent on everyone's view after the first session. Please see the end of the email for full address and other details.

Matters Arising from last meeting:

1) 'Password Managers'

- Nobody is using the password managers mentioned last time, However one member is using KeePass and is very happy with it . <http://keepass.info/>
- KeePass is a free open source password manager, which helps you to manage your passwords in a secure way. You can put all your passwords in one database, which is locked with one master key or a key file. So you only have to remember one single master password or select the key file to unlock the whole database.

2) TED Talks, our subject last month: 'I'm considering using a TED talk at our next group meeting. What is the best way to project onto the TV screen?'

- It depends on the television. If it's a recent smart TV then you should be able to cast directly to it.
- If it doesn't have this a device such as Chromecast or Roku could be used. These devices plug into a spare HDMI socket on the TV and communicate with the laptop via WI-FI.
- Perhaps the simplest method is to use a direct HDMI cable from the laptop to the TV. Depending on the laptop HDMI outlet, you may need an adaptor, say micro or mini HDMI to HDMI.

Agony Corner:

1) 'Until recently I've been able to have video chats with my family on my (older version) iPhone [presumed using Facetime]. Now, it's stopped and I need to know what's gone wrong and how to fix it'...

- There could be several different reasons for this including accidental deactivation of the app or an iPhone update that's gone wrong.
- Unfortunately we didn't have a regular iPhone user to help at the meeting, but a good first step could be to go to Settings>General>Reset> Reset All Settings.
- A search on Google shows that this is a common problem with iPhones, with numerous 'fixes' offered. See a PDF of just one such web page here.... . <http://tinyurl.com/j2e7xlg>

2) 'Over the last week some 20 or so web sites have added themselves to the Favourites on my browser. What's the problem and what should I do?'...

- You may have acquired a browser hijacker or PuP (Potentially unwanted Programme) which is encouraging you to visit these sites which may carry unsavoury ads or other malicious tools, so please do not open any of them.
- These PuPs are not removed by your normal virus checker but, as we've discussed before, there are several free anti malware tools which will do the job.
- Three recommended are,
 - Malware Bytes Anti Malware – free version best downloaded using <https://ninite.com/>
 - ADW Cleaner , <https://toolslib.net/downloads/viewdownload/1-adwcleaner/> , and
 - Adware Removal Tool, <https://www.techsupportall.com/adware-removal-tool/>

3) 'I use Dropbox to store and share files. Recently, I've found that I can't add to some of my files or add new ones at all?'

- Probably you've run out of your free storage allowance and in this case file syncing will stop. Existing files will not be removed, however, and syncing will resume when you bring your account under quota again.
- Basic account gives 2 Gb of free space but this can be increased by referrals or other means. Each friend you refer to Dropbox yields 500 MB of free space for Dropbox Basic accounts.
- You can check your allowance and how much you've used of it by clicking your name in your Dropbox account page.
- In the paid version, £79.00 pa, the allowance is 1 TB (1,000 Gb).
- You should be able to find the answer to all your queries at https://www.dropbox.com/help/topics/space_and_storage

4) 'Ever since I moved up to Windows 10 last year, I've never been conscious of any updates. I thought that this should happen automatically?'

- Indeed it should. We checked the offending laptop, Start > Settings (cog wheel icon) > Update and Security > Windows Update, which reported 'Your device is up to date'.....
-But it wasn't. Selected 'Update history' reported last update to be 5th August 2016! Suggest.....
- Start > type Control Panel, enter > All Control Panel Items > Troubleshooting > System and Security > Fix problems with Windows Security – and follow the prompts.
- This may solve the problem, otherwise the Microsoft FAQ may help
<https://support.microsoft.com/en-us/help/12373/windows-update-faq>
- I've just read that you should be on at least the Anniversary Update, build 1607 as the original, 1507 will not be supported from May this year. The new 'Creators Update' is due in April this year.

5) 'My phone won't do a system update. I get a message that says my SD card is damaged and should be reformatted but I don't want to lose the information stored there'.

- Suggested, put the SD card into your PC and copy the data to there (if possible) then recopy onto a higher capacity SD card to replace the original.
- SD cards can be used in two ways on an Android device, Android 6.0 Marshmallow lets you "adopt" your SD card as internal storage, automatically installing allowed apps to the SD card (but these cannot be read on a PC, say) whilst generally, the SD is classed as external storage (which can be accessed outside of the phone). The procedure for both can be complicated but this article may shed some light <http://tinyurl.com/hsg9y2e>

Topic for today:

All about **Google**, – how to get the most out of this ubiquitous tool and a look at some things we may not have come across before.

The presentation covered the following:-

1. Online searches and how to get the most relevant results
2. Online office resources, Google Docs (like Word), including Sheets (like Excel), Slides (like PowerPoint) and Forms (for surveys and managing events etc.)
3. Google Apps... invaluable on your smart phone and tablet
4. Google Photos

Due to time and internet difficulties it was not possible to cover everything in fine detail, but we did have an opportunity to explore the potential applications, and indeed surprises, of the inner workings of Google.

Follow here <http://tinyurl.com/jr84fqc> to see the presentation in PDF format and the hyperlinks will take you to all the sites and tools we looked at at the meeting. Any logos in the text are also hyperlinks, just click once to go..... **Please have a look at your leisure**, and don't forget the Google 'Easter Eggs' video that we didn't have time to view at the time.

Next Meeting:

We did have a suggestion of 'Security' for the next meeting. We looked at this topic in some detail in May last year ('Computer Safety Update') so I suggest we cover an updated version of it in a couple of months' time or so.

So for 8th March - With the prospect of enough internet bandwidth for all (fingers crossed), we can have an interactive session on one or more of the **Google 'Office' type applications in Google docs** which we

reviewed as above. Some of our members will have had some experience of these whilst they are unfamiliar to others. We can do a few simple exercises helping each other as we go along. It would save time at the meeting if you already have a Google account. If you don't, and for some homework, this introduction to Google Drive <http://www.gcflearnfree.org/googledocuments/getting-started-with-google-drive/1/> will show you how to do it. You can also progress through the lessons to get a feel for what we will be doing on the day.

As detailed above the meeting will be 2.00 pm – 4.00 pm at:-

The Stowmarket Scout Centre

Milton Road North,
Stowmarket, IP14 1EX

The Scout Hut is at the dead end of Milton Road North, past the John Peel Centre, St Peter's Church Hall and the Library. For those driving, suggest you target 1.45 pm – 1.55 pm for your arrival when the car park will be open, ready for access to the hall at 2.00 pm.

If there any changes to these arrangements I'll let you know in good time.