

***THE
GIGABYTE
GAZETTE***

**The Monthly Newsletter
of the
*Sun City Summerlin
Computer Club***

January, 2019

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Issue Contributors

Tom Burt	Kathy Kirby
David Kretchmar	Pat Lemay
Jeff Wilkinson	



President's Message

by Jeff Wilkinson

Computer Club and Friends:

From the Computer Club Board of Directors and myself, I want to wish all our membership a happy and healthy new year!

A taste of things to come or things already here ... Recently, I read about a network breach by a hacker, who obtained names of targeted company employees from a bowling alley website, where some of the employees had a weekly bowling league. The hacker got into the website and planted malware that tracked all who visited the website. Using his laptop, one of the targeted company's engineers visited the bowling alley website to check his team's standing and picked up some "iframe injection attack" code. The next day, he took his laptop to work and logged into the company network. The malware was detected, and the code was deleted from all connected devices, except the network-connected thermostat, which is also part of the network. The hacker easily hacked the thermostat application with "user" information readily available online. He was then able to access the company's entire network and steal proprietary data, which he sold for 75 Bitcoins, around \$75K!! He was caught, but the damage had been done, and the company's competitor beat them to market using the stolen data!

I've touched on the above subject before, after an informative presentation at the APCUG Conference I attended two years ago. At that conference, I heard a presentation on the Internet of Things (IoT) devices and their typical lack of security and how vulnerable they could be. The IoT includes everything from smart refrigerators, fitness bands, factory control devices, medical devices, and even cars. Security hasn't been a high priority in many of these devices and is just beginning to get addressed in earnest. Of course, it adds to the cost of devices, a concern for lower end devices. While most of us are unlikely targets of such an attack, it's just a little bit of news about the ever-changing connected society in which we now live.

At our last SCSCC Board meeting, we discussed ways to increase our membership and our value to our club members. As the computing world moves to mobile devices and increased cloud storage, our club needs to offer more support for those devices. We have iPhone, iPad and Android device special interest groups, where questions are answered, and seminars are offered to show how to configure and use these devices. A number of classes have been offered on Android Smart Phones with in-depth information on their various functions. What would our membership like to see in the future?

As new residents arrive in our community, many bring with them vast technological knowledge, with knowhow on the latest devices. We solicit their input and help in shaping our club to continue to provide value to all residents, both novice and expert. With the New Year, we will see an influx of new devices and first-time users, and we will continue to offer support such as setup, configuration, and use, making club membership even more attractive.

We are always open to new requests for classes and seminars on new devices and applications, as we strive to keep Sun City Summerlin's largest club a valuable resource to our community.

Jeff Wilkinson, President
(702) 527-4056 pres.scsc@gmail.com

Submissions Welcome

We are always looking for new information to share with our club members. If you have computer or technical information you would like to share with members of the club, send your articles to **Tom Burt** at tomburt89134@cox.net. Thank you to everyone for your contributions.

SCSCC Board of Directors Actions

The Computer Club Board of Directors took the following actions on December 12, 2018

George Lobue made a motion that the minutes of the November 14, 2018 Board Meeting be approved as submitted. The motion was seconded by Chuck Wolff and unanimously approved by the Board.

George Lobue made a motion that the minutes of the December 6, 2018 Business Meeting be approved as submitted. The motion was seconded by Chuck Wolff and unanimously approved by the Board.

Tom Burt made a motion to approve the amended budget as presented. Chuck Wolff seconded the motion and it was unanimously approved by the Board to submit to the membership at the January 3rd General/Business Meeting for final approval. This motion approval applies to both the current Board of Directors as well as the 2019 Board of Directors.

George Lobue made a motion that the meeting adjourn at 10:35 AM. Chuck Wolff seconded the motion and it was unanimously approved by the Board.

January 2019 Calendars

To view this month's classroom and lab calendars, click the following hyperlink:

http://www.scscclub.org/Calendars/scscclub_calendar_2019-01Jan.pdf

General Membership Meeting

**Our next General and Business Meeting will be at
2 PM on Thursday, January 3rd, 2019 in Desert Vista Room 5.**

We will hold a brief Business Meeting to ratify the 2019 budget. Following the Business Meeting, our guest speaker will be Glenda Billingsley from the Las Vegas County Library District, who will present a brief overview of their e-media resources. She will demonstrate how to download the Libby, Fregal and Kanopy apps, how to request library books, audio books, magazines, music, and movies to enjoy from your e-device.

For Club information: go to www.scsccl.com, contact Jeff Wilkinson, President at (702) 527-4056 or email him at pres.scsccl@gmail.com.

Business Meeting Notice.

Ratification of 2019 Budget: 2 PM Thursday, January 3rd at Desert Vista

Welcome New Members

The following new members joined the Computer Club between November 1st and December 25th.

**Gail Fortmuller
Matt Marshall
Michel Martinez
William Pini**

**Carol Roberts
Clifford Rourke
Ranae Watsabaugh**

Special Interest Groups

Special Interest Groups (SIGs) provide a forum for general discussion on a specific computer related subject. Admission to all SIGs is on a first-come, first-seated basis and is subject to the maximum allowed by fire code regulations. All of the following meetings are held in the Classroom. <W>, <M> or <H> indicate whether a SIG would be of interest to a Windows, Macintosh or Hand-held Device user.

Genealogy Q&A <W/M>

4th Saturday, 9 a.m. to noon in the Lab
Karen Ristic (702-749-6489)

Genealogy is one of America's most popular and rewarding hobbies. With billions of records now available online, researching your family tree has never been easier—if you know where to look and which key words you'll need to use to create an accurate family tree from start to finish.

Google / Gmail <W/M>

2nd Saturday, 9:30 a.m. Starting in February
Gail Weiss ()

This SIG covers Gmail as well as other Google applications. All members are welcome. This is your place to learn about all things Google.

Hardware / Software Repair Lab <W/M >

Every Tuesday, 1:00 p.m. to 4:00 p.m.
Chuck Wolff (702-233-6634) and
Chuck Hagen (702-418-2614)

The Repair Lab provides **CLUB MEMBERS ONLY** with no cost assistance for those having upgrades and / or hardware and software problems with their computers. Bring in only your PC tower, your Mac or your laptop and your problems. Our TECH team will give you our best effort. **Be sure to mark your cables so you can re-connect when you get home.**

Internet Investing <W/M/H>

3rd Thursday, 9:00 a.m. in even months
Next meeting: February 21st
Tom Burt (702-341-7095)

The Internet Investing SIG provides a forum for members interested in using Internet resources for researching and managing investments to meet, discuss, and learn more about the topic. The SIG's target audience is members with intermediate computer skills and investment experience, but all members are welcome.

iPad/iPod/iPhone <H>

4th Wednesday, 9 a.m.
Zane Clark (702-562-3684)

This SIG will be your forum for learning about and discussing the Apple iPhone, iPod and iPad tablet devices. It's for Apple hand-held device owners of all experience levels.

Macintosh Users' Group

2nd Wednesday, 2 p.m. Dark in January
Zane Clark (702-255-2813)

This SIG is for Macintosh users of all experience levels. We will have Q&A, so bring your questions and/or problems.

Windows 10 <W>

First and Third Saturdays at 9:30 a.m.
Bill Wilkinson (702-233-4977)

Each session is devoted to helping new Windows 10 owners become familiar and comfortable with Microsoft's newest operating system for desktop and laptop computers. Assistance will be given individually or in small groups. Bill's notes are available by clicking [HERE](#).

Kaffee Klatches

Kaffee Klatches provide a forum for general discussion on all computer-related subjects. Admission to all Kaffee Klatches is on a first-come, first-seated basis and is subject to the maximum allowed by fire code regulations. All the following meetings are held in the Classroom. **<W> or <M> or <H> indicate whether a SIG would be of interest to a Windows, Macintosh or Hand-held Device (i-thing or Android) user.**

Windows 10 SIG / Q&A <W>

First and Third Saturdays, 9:30 a.m.

Bill Wilkinson (702-233-4977)

If you are a novice or near-beginner computer user, or if you just want some refresher information together with a refreshing cup of coffee, then jump-start or recharge your computing knowledge by attending these Win 10 KK sessions. At each session, attendees will explore from one to four topics of interest to beginners and near-beginners. The topics are always announced a couple of days in advance via e-mail to SCSCC members who have subscribed to the club's message board. Each topic is presented in a step-by-step manner and is supported by "how to" notes that can be easily and conveniently downloaded from the SCSCCBKK.org web page. Following each "up front" presentation of one or more topics (approximately 60 minutes in duration), an informal open-ended Question and Answer period takes place for those who wish to participate, listen, reflect, or inquire.

Kaffee Klatch <W/M/H>

Every Tuesday, 8:30 a.m.

Sandy Mintz (702-838-2525)

This KK is for all users, from beginning to advanced. The KK discussions are not restricted to any one subject, computer platform or computer-knowledge level but should be computer or technology related. We will try to answer your questions, help you keep your systems updated and provide some useful "tips and tricks." If you have a tip or information you would like to share, we encourage you to bring it in and share since the SCSCC is built on "neighbor helping neighbor." The fellowship is great, the coffee is good, and the education received from the KK attendees is priceless. Stop by on Tuesday morning and have a cup of coffee with us.

January 2019 Classes

Because there are a limited number of computer stations available for hands-on participation, pre-registration is necessary for most classes.

No hands-on (Lab) classes are scheduled in January.

January 2019 Free Seminars, Q&As and Workshops

For Computer Club seminars, there is no requirement for advanced registration unless explicitly stated. Seating is first-come, first-seated.



iPhone / iPad Q&A

Wednesday January 2nd & 16th at 9 AM

Presenter: Zane Clark

Location: SCSCC Classroom

Bring your Apple iPhone or iPad to get one on one help with your questions about how to use the phone and popular iOS apps.



Digital Photography – Image Editing with Picasa and Photopea

Monday, January 7th at 1 PM

Presenter: Stu Gershon

Location: SCSCC Classroom

Stu will discuss and demonstrate how to manage and edit your digital photos using Picasa 3 and a powerful new free tool called Photopea which looks and works very much like Photoshop.



Monthly Series
Google Sheets – Data Functions
(Equivalent to Excel)

Saturday, January 12th from 9:30AM – 11:30AM
Presenter: Gail Weiss
Location: SCSCC Classroom

Happy New Year!

January will conclude my training on Google Sheets. Google Sheets, which is a spreadsheet application like Excel, isn't just for number crunching. Whether you want to keep track of a list people (i.e. club membership, friends and family) or keep track of all your worldly possessions (i.e. record or book collection), you can use Sheets to view your data in many different ways. You can filter so you see only data that matches specific criteria (i.e. only friends that live in California or only records by a certain performer). Even if you are a new to a spreadsheet application or just need a refresher, I will start with the basics and show you how you can use Sheets to keep track of all your stuff.

As long as you can access the Internet with your Apple or Android device, the files you create with SHEETS will then be automatically saved to GOOGLE DRIVE. You will also be able to save the files to your own device or share them with others.

This class will be held in the classroom, so please bring your own laptops or mobile devices if you want to follow along. For more information about this class or if you have any questions or ideas for future classes, please email me at gmweiss5@gmail.com.



Beginning Photoshop Elements

Wednesday, January 16th at 1 PM
Presenter: Mary Miles
Location: SCSCC Classroom

Mary will provide a beginner-level tutorial on the powerful Photoshop Elements image-editing program, including how to use the Layers capability to create some exciting effects with your photos.



Android Q&A

Thursday, January 17th at 1 PM

Presenter: Susan Heifetz

Location: SCSCC Classroom

Bring your Android phone and Susan will answer your questions about how to use the phone and popular Android apps.



Introduction to Facebook

Monday, January 21st at 1 PM

Presenter: Zane Clark

Location: SCSCC Classroom

Zane will provide an introduction to the many features of the free Facebook social media service.



Tax Preparation Software – Tax Year 2018

Wednesday, January 30th from 9:30 – 11:30 AM

Presenter: Tom Burt

Location: SCSCC Classroom

Two of the most popular programs for preparing your personal income tax return are **H&R Block** and **Turbo Tax**. You can run these programs on your PC or Mac or you can work with the online versions. Purchase one of these software programs, install it on your PC (or go to the maker's website) and answer the step-by-step questions that are presented to you. When you've finished, either program will provide you with a finished tax return ready for filing. You can even choose to file your return electronically! As a result of the tax law changes for 2018, many things are new and changed in the tax forms and instructions for 2018.

In this year's seminar we will discuss both programs briefly and then do a demonstration of the H&R Block program. We will create a 2018 tax return for a fictitious senior couple who have typical financial transactions such as: wage income or retirement benefits, interest and dividends, social security benefits, capital gains, itemized deductions, required minimum distributions, etc. You may be surprised how easy it is to prepare and file your own tax return. We'll also look at how to set up electronic payments on the IRS web-site.

The 2019 presentation notes will be available about January 20th at: <http://www.scscclub.com/smr>.



“Ask Chuck” Q & A

Thursday, January 31st at 1 PM

Presenter: Chuck Strickland

Location: SCSCC Classroom

Chuck will hold forth in the classroom, answering your technical questions. If you wish, you can e-mail your questions ahead of the session to: chuckstr89134@gmail.com.



Tom's Tech-Notes

Cox.Net Internet Service What's New?

Tom Burt, SCSCC Vice President

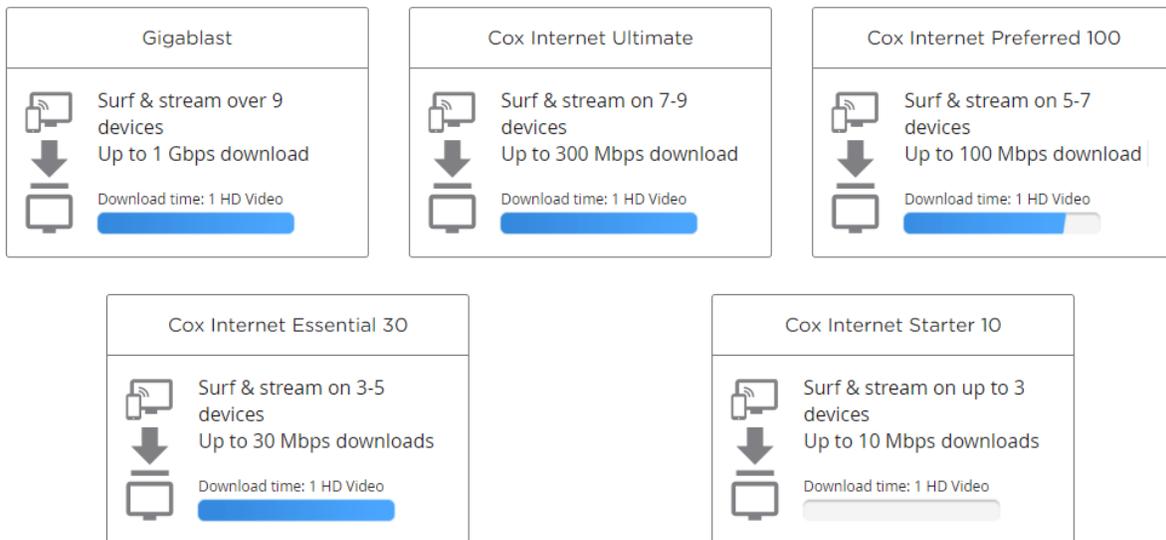
Overview

In the past year, Cox has revamped their high-speed Internet offerings. Notable is the doubling in speed of the Essential service from 15 Mbps (Million bits per second) down to 30 Mbps and the Preferred service from 50 Mbps down to 100 Mbps, both for essentially the same price. Pricing on the Ultimate service of 300 Mbps has come down. Most interesting, however, is the launch of Cox's new Gigablast service with speeds of 1000 Mbps down and 35 Mbps up. We'll cover these in some detail in the following sections.

Cox Internet Service Offerings

Cox currently offers 5 levels of Internet over their Coaxial TV network:

How fast is Cox High Speed Internet?



Pricing Notes

Services are commonly offered with discounts for a 12-month contract. Renewals after 12 months are at regular rates, but you can often call up and bargain for additional discounts. Cox also features various bundling discounts if you also subscribe to their TV, phone or Cox Home services. All plans include email service and free McAfee anti-malware software for all connected Windows devices. In Nevada, all plans have a data usage cap of 1024 Gigabytes per month. There are surcharges if the cap is exceeded.

Customers can add to this limit or buy unlimited data usage for additional monthly fees, but few households will ever exceed it. Cox pricing changes often and can be hard to find on their website: www.cox.com. Ultimately, it's best to call: 702-463-7904. Prices below were verified with Cox as of 12-30-2018.

Starter 10 Plan

Offers 10 Mbps down and 1 Mbps up speeds. This plan is perfect for one or two users who mainly do email and Internet surfing. The speeds are a bit above the minimums needed for streaming of digital content. A DOCSIS 2.0 or higher cable modem is required.

12-month contract price is \$29.99 / month; regular price is \$42.99 / month.

Essential 30 Plan

Offers 30 Mbps down and 3 Mbps up speeds. This plan is perfect for a household that mainly does email and Internet surfing and occasional large downloads, such as Windows updates or installs of other software. The speeds are well above the minimums needed for streaming of digital content. A DOCSIS 2.0 or higher cable modem is required.

12-month contract price is \$39.99 / month; regular price is \$64.99 / month.

Preferred 100 Plan

Offers 100 Mbps down and 10 Mbps up speeds. With the Cox Powerboost feature, actual download speeds are about 120 Mbps. This plan is ideal for a two-user household that mainly does email and Internet surfing, occasional large downloads, such as Windows updates, installs of other software or large videos and some video streaming. 5 to 7 devices can share the single connection. The speeds are well above the minimums needed for streaming of digital content. A DOCSIS 3.0 or higher cable modem is required.

12-month contract price is \$59.99 / month; regular price is \$87.99 / month.

Ultimate 300 Plan

Offers 300 Mbps down and 30 Mbps up speeds. With the Cox Powerboost feature, actual download speeds are about 350 Mbps. This plan is aimed at power households with fewer than 9 Internet connected devices who have a very high volume of ongoing Internet activity. The speeds are well above the minimums needed for streaming of digital content. A DOCSIS 3.0 or higher cable modem is required.

12-month contract price is \$79.99 / month; regular price is \$104.99 / month.

Gigablast

This is Cox's newest and fastest offering. It does NOT require a fiber connection to the home. Instead it uses channel bonding and a new modulation technology over existing coaxial cables to achieve the 1 Gigabit (1000 Megabits) per second download speed. Upload speed is 35 Mbps. With the Cox Powerboost feature, actual download speeds should reach 1200 Mbps.

This plan is aimed at power households with more than 9 Internet connected devices who have a very high volume of ongoing Internet activity. The speeds are well above the minimums needed for streaming of digital content. A DOCSIS 3.1 or higher cable modem is required.

Regular & only price is \$119.99 / month.

What's Right for You?

Obviously, no single choice will be right for every household in Sun City. The Starter or Essentials plan are fine for budget-conscious seniors.

For “Cord Cutters” who are using Internet streaming services (Netflix, Prime TV, Hulu, DirecTV Now, YouTube TV, Sling TV) as their main source of TV content, the Preferred service may be a better choice, especially if you're streaming to several devices in the household at the same time. Video content uses more data bandwidth and the higher speeds should minimize buffering delays that affect the TV's image display.

Few households should have need for the Ultimate and Gigablast services at present. However, the various Internet streaming services are beginning to offer more 4K (3840 x 2160 pixels resolution) with HDR (High Dynamic Range and 1 billion colors) video content and this will expand over the next few years, especially as the installed base of 4K HDTV sets grows. 4K HD streams send at least 4 times as much data as a standard HD stream. Households with 4K sets now or planned for the near future may want to consider one of the two higher speed offerings.

The Cox website now has a Speed Advisor tool that can be helpful in deciding what level of service you need: <https://www.cox.com/residential/internet/speed-advisor.html>

Happy New Year to all my readers and class attendees!

Until next month ...



Kretchmar's Korner

By David Kretchmar, Computer Hardware Technician

Printer Problems

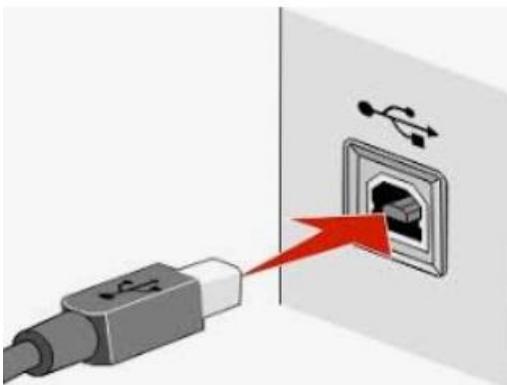
Printers are the most problematic piece of computer equipment, next to the computers themselves. Just like computers, you can't live with them and you can't live without them. Even if you've decided you can live without a full computer and have moved to a tablet or maybe just your smartphone, there are still going to be occasions when you want to have a "hard copy" (printed copy) of a document. Also, with the multi-functionality of most printers today, most of us have gotten used to the convenience of having a photocopier, scanner, and maybe even a FAX machine in our homes.



It's easy to understand why printers are such a pain; there are so many moving parts and opportunities for something to go wrong. Fortunately, you can address many printer problems using the techniques I'm going to describe. If none of the following work, it is probably time to bite the bullet and invest in a new printer. If something mechanical is shot in a printer, the fix is often prohibitively expensive (just buying some new printer heads can cost over \$100).

The USB connection

Unless you're using a printer wirelessly, you need a working USB connection between your computer and your printer. Sometimes a wireless connection is necessary, such as when printing from a cell phone, tablet, or from a computer not proximate to the printer. But if you are printing from a computer adjacent to the printer, a wired USB connection is always more reliable and highly recommended. Most of us know how to connect the standard USB male connector to our computer, but there is more confusion with the other end of that USB cable that attaches into (usually) the back of the printer (see the picture to the left).



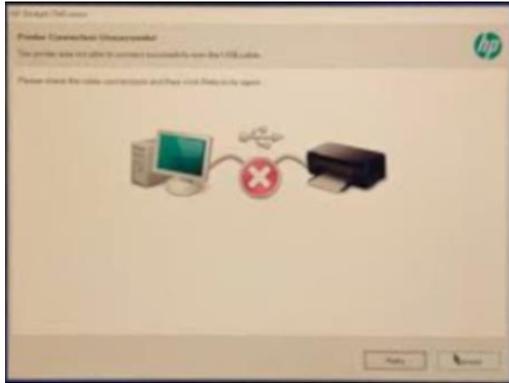
Unfortunately, the printer end of the USB cable also fits into the similar looking telephone line connection on the printer. Usually there is a pair of these female telephone line connectors on printers that include FAX capability; at least one will often be covered with a plastic cap.

One way to tell if you are using the USB connection on the printer is to listen for the USB "handshake" tone from the computer. If both your printer and computer are on, you should hear a couple of notes then you plug in or remove a USB device. If not, most likely you have

missed that USB connection on the printer. Be especially aware of this possibility if you are setting up a printer new to your system, or if for some reason the cable has become disconnected from your printer. It is rare for the USB cable to go bad, but I have seen this on occasion.

Drivers can drive you crazy

The printer and the computer must be able to communicate with each other, and this is accomplished with specialized software known as drivers. Windows 10 has printing drivers for most of the newer printers available today, but I strongly suggest installing the drivers furnished by the computer's



manufacturer. This is especially true if you want to do more than print, i.e. if you want to scan a document into a file. A new printer will usually come with a CD that can be used to load the drivers appropriate for your operating system. If you have a tablet or other device that does not include an optical drive you can go the printer manufacturer's website, i.e. hp.com/support, and download and install the appropriate drivers. If you have a choice between downloading the basic or full featured software package, I suggest downloading the full featured package then doing a custom install, installing only the

software you will be using. For whatever reason the full featured software package sometimes works when the basic package does not.

Manufacturers will often keep their website drivers more up to date, fixing bugs that have appeared after the printer has been on the market for a while. So, if you are having issues with your printer it's a good idea to download drivers from their website.

When you do the custom install of your printer software, I suggest you deselect features such as the customer participation programs and supply ordering programs. I would also pass on the free optical character recognition (OCR) program, unless this is something you will use. OCR programs can be a real resource hog.

After the driver installation and a reboot see if any new programs are loading automatically by seeing if there are any new icons appearing on the right side of your taskbar. If so, you might want to open MSCONFIG and stop these programs from loading on startup. If you get a popup asking if you want low ink notifications immediately or "only when printing", select "only when printing", so this program will not be running constantly.

If you are buying a printer to use with a wireless device such as a Kindle Fire, Smartphone or iPad, do some research and make sure you are getting a printer that is supported by your device.

As you might expect with the popularity of the iPad, many printers will support the iPad with a free download from Apple. I've noticed that especially newer Hewlett Packard wireless printers are made to be compatible with the iPad.

January Lab Monitor Schedule

Open Lab sessions are held twice per week: 9 am to noon on Wednesdays and Saturdays.

January	Monitor Schedule
Jeff Southwell Bonnie Lum	Wednesday January 2, 2019
Gail Weiss John Zuzich	Saturday January 5, 2019
Jim Edwards Jan Edwards	Wednesday January 9, 2019
Jim Enlow Fred Cohen	Saturday January 12, 2019
Linda McMullin Carol Przybycien	Wednesday January 16, 2019
Mary Hedin John Zuzich	Saturday January 19, 2019
Linda McMullin Millie Taylor	Wednesday January 23, 2019
Ray Ristic Karen Ristic	Saturday January 26, 2019
Blanche York Carol Przybycien	Wednesday January 30, 2019